

Diamond Managing Agents (DMA) is a small privately owned company dealing with all aspects of property management.

As we are locally based, we can provide a quick response service for the properties we manage.

For more information or to make an appointment please contact us on the number below.



## PROPERTY MANAGEMENT **SERVICE GUIDE**



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## PROPERTY MANAGEMENT AND SERVICE CHARGE ADMINISTRATION

We provide Residential Property management services throughout Surrey and South London, taking pride in caring for communal properties whether it is a block of flats or an estate.

We have a total commitment to offering an individual and professional service to our customers. And because we take the time to understand what you want, our straightforward and practical approach delivers the results you require.

### FINANCIAL

- ❖ Assessing the level of annual maintenance charge
- ❖ Management Company formation
- ❖ Issuing service charge demands
- ❖ Service charge collection and administration
- ❖ Bank account administration
- ❖ Supplier management and payment
- ❖ Dealing with residents' queries on maintenance charges
- ❖ Maintaining the financial data
- ❖ Maintaining the Directors and members database
- ❖ Dealing with collection of arrears
- ❖ Annual audit preparation services
- ❖ Advising Directors on the extent of their responsibility
- ❖ Financial reports to Directors

### MEETINGS

- ❖ Correspondence and Meetings with Directors
- ❖ Arrangement and attendance of annual meetings
- ❖ Circulation of minutes
- ❖ On site meetings with residents

### CONTRACTORS & MAINTENANCE

- ❖ Day to day management and planned maintenance
- ❖ Appointing contractors for regular maintenance of the property
- ❖ Preparation of contractors specification
- ❖ Obtaining quotations for major items of repair and redecoration
- ❖ Organising repairs and supervision of works
- ❖ Site meetings with contractors

## INSURANCE

- ❖ Arrangement of Buildings insurance
- ❖ Preparation and follow up of insurance claims
- ❖ Obtaining quotations from contractors for repairs
- ❖ Organising and supervision of repairs
- ❖ Periodic valuation of the building for rebuilding cost purposes
- ❖ Arrangement of Director's and Officer's insurance cover
- ❖ Arrangement of Engineering insurance cover

### PROPERTY SALES

- ❖ Dealing with solicitors preliminary enquiries for sales
- ❖ Registration of title transfer
- ❖ Issuing of new share certificates
- ❖ Providing copies of insurance and audited accounts
- ❖ Registration and update of new records
- ❖ Reply to solicitor's queries on service charge and accounts

### LEASE EXTENSIONS AND FREEHOLD PURCHASE

- ❖ Assistance in the organisation of the collective Freehold purchase
- ❖ Valuation of leases
- ❖ Advising on interpretation of the content of the lease
- ❖ Attending meetings with flat owners to provide advice

### GENERAL

- ❖ Enforcement of the terms of the lease
- ❖ Parking control services
- ❖ Advising and dealing with provision of new services/works
- ❖ Liaising with local authorities for provision of services
- ❖ Periodic inspections of properties

### LANDLORD SERVICES

- ❖ Ground rent collection and administration
- ❖ Dealing with ground rent arrears
- ❖ Maintenance of property database
- ❖ Freehold valuation
- ❖ Arrangement of Building Insurance