



Fast : Efficient : Quality : Professional
PM PROPERTY

Finding the right Managing Agent

Who is PM Property Services?

Jane Pinna

'Manages contracts, repairs and maintenance'



Richard Mills

'Provides the more formal Managing Agent activities'

You will have direct access to the directors

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Understand what a Managing Agent is

Owners/ Management Committee



- Quiet Enjoyment
- Safe / Legal
- Financial Probity
- An environment that evolves with trends

The hassle, time & effort

Communication

of delivering these goals should fall to your agent

Communication

The managing Agent is the person that delivers the environment you seek

Managing Agent



- Looks after the routine via schedule of maintenance
- Provides Project Management for bigger jobs
- Maintains & Shares Clear/ Accurate Accounts
- Keeps abreast of legislation
- Understands property trends
- Offers a 'safe pair of hands'



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What we provide

Governance

- Management meetings
- AGM
- Co House Reporting
- Managing Insurance
- Solicitor Sale Enquiries
- Health & Safety Inspections

Finances

- Perform regular monitoring / payment chasing
- Perform Bank Recs
- Monitor spend against budget
- Accts Prep



Routine

- Diarised Maintenance Schedule
- Clear 'small works' process
- Quality Assurance process

Projects

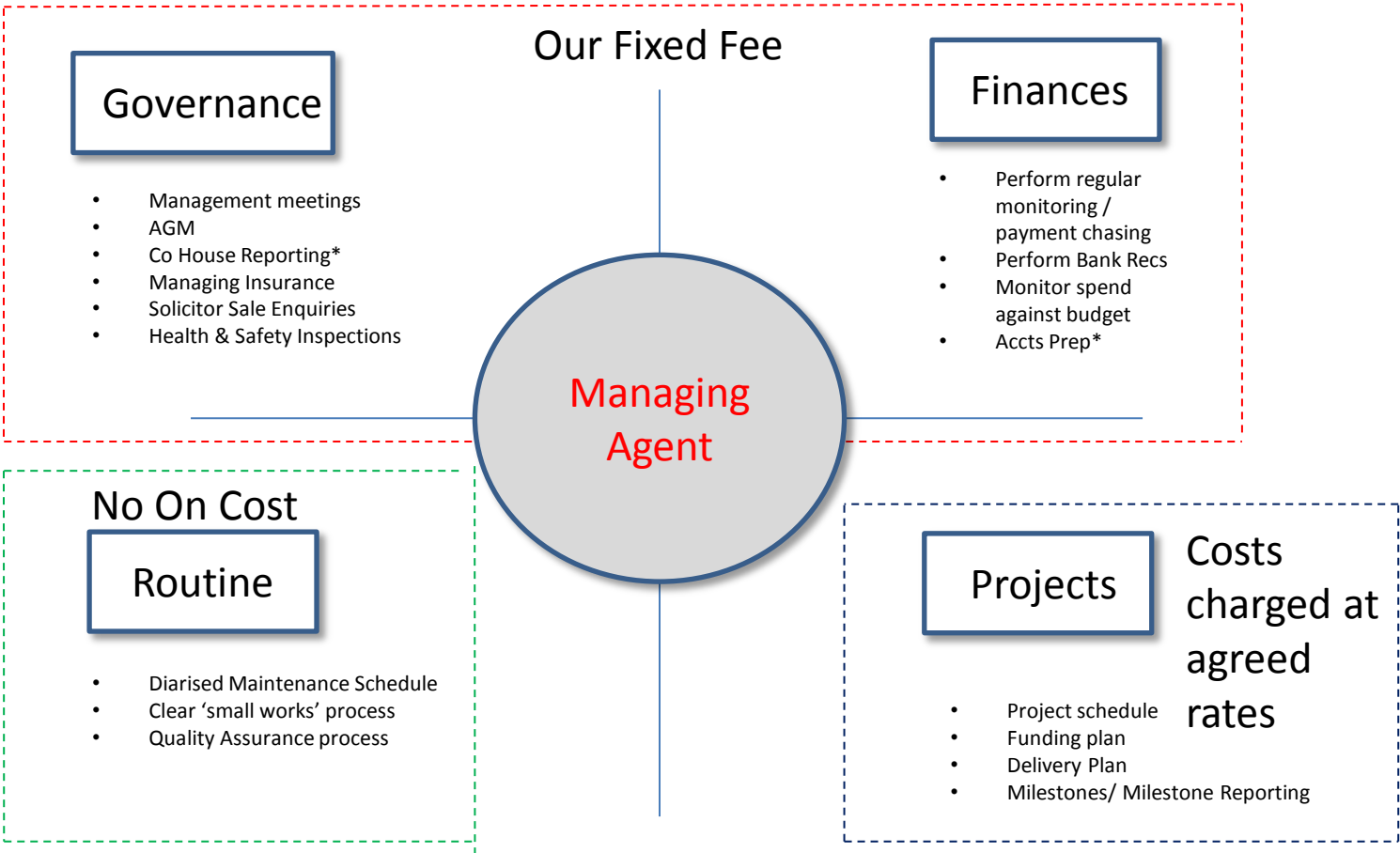
- Raise Section 20 Documentation
- Project schedule
- Funding plan
- Delivery Plan
- Milestones/ Milestone Reporting



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How contract would be costed



Indicative 'Go Live' Plan

Stage 1 – Understand the Present

- Liaise with outgoing Manager
- Liaise with Committee
- Gather paperwork (Lease, Accounts etc.)
- Understand 'state of play'
- Review assigned contractors
- Understand any commercial/ legal/ contractual constraints

Stage 2 – Establish Baseline Requirements

- Perform Health & Safety Assessment
- Perform Property 'Healthcheck'
- Undertake a financial review/ create a budget/ Accts etc.
- Set in place accounting reporting mechanisms
- Set in place all legal requirements if necessary (e.g. Companies House)
- Prepare a Meetings/ Reporting Programme
- Develop an Operations Schedule / Select Contractors as necessary

Operations Schedule

Routine

- Diarised Maintenance Schedule
- Clear 'small works' process
- Quality Assurance process

Projects

- Project schedule
- Funding plan
- Delivery Plan
- Milestones/ Milestone Reporting

Finances

- Implement SO/DD for maintenance charges
- Perform regular monitoring / payment chasing
- Perform Bank Recs
- Monitor spend against budget

Governance

- Management meetings
- AGM
- Co House Reporting
- Accts Prep
- Insurance
- Registration/ Certifications

Communication



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... and once the decision is made

- Be clear what you want from your Agent.... tell them!
- Listen to the Agent in terms of what they see as a priority
- Develop clear plans
 - Budgets
 - Work Programme
 - Major Projects if appropriate
- Create good lines of communication
 - Regular meetings
 - Use of technology (email etc.)
 - Regular/ clear/ simple reporting
- Work to an 'open book' policy.... There should be no secrets
 - Allow some bedding in time, but flag where there are issues you are not happy with
 - Just occasionally say 'well done'!