

The logo for Watsons, featuring the word "watsons" in a white, lowercase, sans-serif font on a red rectangular background.

watsons

Specialist Services

Watsons' Block & Estate Management Service

Available Services

Initial Property Health Check

Prior to formal instruction, Watsons will undertake a visual inspection of the development and will report on any defects or items identified as requiring attention. This forms the basis of an action plan to get the building to an acceptable standard when we begin management. Watsons will conduct a FREE management survey of the prospective clients building.

Watsons operate across East Anglia. We have local Property Managers working in each county and can provide on-site meetings at a convenient date and time.

Contractor Selection

When taking on a new building, we thoroughly review all contractors, their contracts and the specifications of works according to RICS standards. Periodically we will re-tender contracts to ensure we provide value for money and our costs are reasonable.

Watsons maintain a comprehensive list of approved contractors who are vetted through a simple and effective investigation procedure to check the quality and reliability of their work. Where possible we use local suppliers, obtaining a minimum of two quotations and take our clients wishes into consideration.

We will work with the building's existing contractors where the client wishes to retain long-standing associations with them, as long as they have adequate insurance and meet all vetting protocols.

We also have a maintenance team who are able to repond to immediate fixes as a priority service for our clients. Watsons do not make additional charges for contractor selection.

Lease Obligations

As well as general lease term monitoring, Watsons will assist clients with lease interpretation, and can also run sub-letting registers where the leases allow, keep pet licence registers, assist solicitors with deeds of variation, advise on licences for alteration and take necessary action against tenants in breach of their lease terms.

We are able to act on behalf of freeholders and leaseholders in negotiating lease extentions, ensuring an agreement is reached to the benefit of both parties.

Solicitors Enquiries

One of the most trying times for any leaseholder/freeholder is the sale or purchase of their property.

On request we will assist solicitors to answer enquires within 10 working days or sooner if necessary upon receipt of requested fees.

Relevant standard information including service charge payments, 3 years accounts, copies of applicable insurance schedules/policies, general property and buildings information, copies of the current budget, and a Memorandum of Articles (if applicable) will be forwarded to solicitors together with any unit specific information requested.

Pre-Sales Enquiries Costs (* inc. VAT)

Enquiries for flats in blocks including estate where applicable.	£240*
Enquiries for leasehold garages or estate only.	£210*

Post-Sales Enquiries Costs (* inc. VAT)

Notices of assignment/completion.	£150*
Notices including management company documents, compliance certificates.	£180*
As above - with share certificates.	£210*
Compliance/share certificates only.	£36*
Re-mortgage Notice.	£36*

Leasehold & Freehold Enquiries

Please note that following the increase in the number of further enquiries which are being received, Watsons reserve the right to charge a further fee of £60 inc. VAT for a maximum of 8 additional enquiries (updated financial statements are provided free of charge upon request).

24 Hour Emergency Services

Not all emergencies take place between our working hours of 9:00am and 5:30pm.

We offer an out of hours' emergency service for residents should the need arise. This service operates 24/7, 365 days per year.



Reserve Funds

We encourage all our clients to provide a sufficient fund for major works of repair and renewal, where leases so provide.

We see this as a fundamental part of prudent long term financial planning for all our managed buildings.

We're able to provide clients with a depreciated cost cycle for each element of plant and periodic major works to allow for accurate reserve fund planning. We can also complete a 5-year capital expenditure plan to identify remedial works in supporting budgeting activities.

Compliance

Part of our role as managing agent is to ensure that our clients fully comply with all the current health and safety legislation which exists today.

All of our sites are regularly kept up to date with the required necessary health and safety documentation.

This includes not only the health and safety risk assessments, but also fire risk assessments, asbestos reports (where applicable) and management plans, emergency lighting, smoke detection, fire fighting procedures and electrical safety certification.

Fund Collections

When Watsons take over the management of a new building, we evaluate the lease to ensure that the collection of all funds is carried out legally as per the terms of the lease.

We will prepare and agree with the client a service charge budget of the following years anticipated expenditure and will send requests for payment as per the agreed budget for all leaseholders.

All funds are held in trust and kept in separate interest bearing bank accounts under the strict regulations of the Royal Institution of Chartered Surveyors and are guaranteed and protected by the Royal Institution of Chartered Surveyors clients' money protection scheme.



Debt Recovery

We maintain a strict chasing policy for non-payment of charges via a dedicated credit control department to ensure a healthy cash flow.

Reminder letters are sent alongside a series of debt chasing letters. Where payment is still not forthcoming, we will instruct solicitors (seeking client's approval where required) to recover outstanding sums. Where necessary we will attend County Court or the Leasehold Valuation Tribunal. We regularly achieve collection rates of more than 90% within the first 4 weeks of the sums being due.

Service Charge Accounts

We arrange for independent accountants to prepare the statutory service charge accounts, company accounts (if appropriate) and service charge statements, as defined by the terms of the lease and current Landlord and Tenant legislation.

We believe that service charge accounts are the cornerstone of delivering a transparent management service. Service charge accounts are produced in a timely manner, in a clear and non-jargon based format using our online portal, where possible.

Financial Reporting

Managing agents are often criticised for their lack of coherent financial information. Successfully managing a building relies heavily on accurately recording the financial transactions – which is something we pride ourselves on. This allows us to confidently provide clients with regular, accurate financial information.

Company Secretarial

We provide company information services and we are often called upon to take over the duties of Company Secretary.

We can send out notices and arrange general meetings, issue share certificates/membership certificates, file annual returns and company accounts, maintain statutory books and administer the appointment and resignation of Company Directors and Secretaries.

Surveying/Major Works

We provide a comprehensive service to deal with large scale cyclical works to include the provision of section 20 procedure notification and consultation through to contractor selection and monitoring or project management of the works to ensure that they are delivered on budget and on time.

With almost 130 years of local experience, Watsons takes pride in selecting contractors who are experienced, reliable and trustworthy for our clients.



watsons

Block & Estate Management

Norwich
01263 226500

King's Lynn
01553 603020

Ipswich
01473 358202

Cambridge
01223 656525

management@watsons-property.co.uk
watsons-property.co.uk

Regulated by RICS

