

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

watsons

A photograph of a large, multi-story brick building with a dark grey roof and several windows. The building is set against a blue sky with light clouds. In the foreground, there are decorative wavy bands in red, green, and grey.

Block & Estate Management

Property Management Specialists



Regulated by

RICS[®]



Award Winning Property Management



Awards

Recognised for delivering exceptional block and estate management services with professionalism and care.



Solutions

We provide bespoke property management solutions to meet the unique needs of every property, from small blocks to large estates.



Expertise

Our team expertly manages everything from historic buildings to modern developments, ensuring compliance, efficiency and satisfaction.

Why Choose Watsons?

Our Block & Estates professionals are specialists in property management, working with freeholders, leaseholders, residential management and right to manage companies, as well as developers of new homes.

A First Class Service

We can provide peace of mind that your development is managed professionally and knowledgeably through our in-depth understanding of block and estate management, the external adjudication of our processes and our client account financial transactions.

Our head office is based in Norwich, Norfolk and provides block and estate management services to a range of developments across East Anglia supported by locally based Property Managers.

We pride ourselves on the reputation that we have achieved amongst the freeholders and leaseholders of our residential sites.

We are able to manage a portfolio of small blocks through to large purpose-built blocks and estates. This has only come through years of specialism, a hardworking ethos and transparent service.

Underlying all this is a determination to ensure a comfortable living environment for all leaseholders and residents in the blocks and estates we manage.

Whether we are dealing with freeholders, leaseholders or occupiers, we treat everyone with respect and professionalism.

We deal with all day to day maintenance matters swiftly, whether it is a flickering lightbulb in the stairwell or a serious problem, like a leaking roof or broken lift.

We work only with reliable and approved contractors and third parties, who share our integrity and core values.

We can build a bespoke package of hand-picked additional services that not only looks after the day to day running of your development but gives you

Regulated by RICS

As members of the Royal Institution of Chartered Surveyors (RICS), we have to adhere to strict regulatory guidelines on service charges and you can rest assured that your money is safe because of the RICS Client Money Protection Regulations we are regulated by.

- RICS regulation demonstrates that Watsons: Practices to globally recognised standards:
- Behaves ethically, and acts with integrity and honesty.
- Has the required skills and competencies to do the job.
- Safeguards the security of client money. Manages its finances appropriately.

Supported by The Property Institute (TPI)

The Property Institute represents and upholds the 'gold standard' for professional practitioners and firms within the property management industry.

TPI provides support for all members and holds a stronger, unified voice for the property management sector, as it takes centre stage at a time of unprecedented change in public policy.



Our Services

At Watsons, our service is shaped around our clients. Our aim is to collaborate with you, whilst giving residents control over their homes. We offer three service packages to clients, with the option to add on additional services and ensure our support to you is bespoke and right for your property needs.

Watsons Block Core Package

- Opening, handling and reconciling service charge bank accounts.
- Site expenditure and tracking analysis.
- Property management on-line portal access.
- Preparing service charge forecasts and actuals.
- Collection of service charges, invoicing and arrears collection service, budgeting and reporting.
- Receiving and paying invoices from contractors.
- Collecting ground rents.
- Holding monies in a segregated, audited and insured client bank account.
- Producing electronic and physical records for annual account reviews and electronic storage of all files.
- Keeping records of freeholders, leaseholders, tenants and management companies subject to general data protection regulations.
- Providing standard information to accountants and/or auditors for the audit of company accounts.
- Administering the management of the development and establishing relevant insurances, though not claim handling unless insurances are arranged through Watsons recommended and specialist block management insurance brokers (additional chargeable service)
- Routine liaison with Residents Associations or the Directors of Resident Management Companies.
- Access to a dedicated Customer Contact Team.
- Reading communal utility meters and liaising with utility companies, to get the best price on utilities provision during the year.

Watsons Block Maintenance Package

- Visiting the property regularly, visually checking the general condition and maintenance standards with the building through scheduled, documented site inspections.
- Access to an out of hours emergency support service (additional chargeable service).
- Appointment and management of contractors to carry out cleaning, gardening, repairs, maintenance and decoration through Watsons preferred supplier list and subject to regulatory practice, work specifications and contract preparation.
- Actioning of Section 20 processes in obtaining quotations and providing initial consultation on major works (additional chargeable service).
- Arranging compliance activities through scheduled tracking.
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Watsons Block Legal Package

- Acting as Company Secretary and as the Registered Office.
- Attendance at AGMs during normal office hours and the completion and distribution of minutes.
- Preparing and maintaining registers of shareholders, directors, members and other statutory records.
- Filing annual returns, annual accounts and other statutory documents at Companies House.
- Registration of Directors.
- Secure storage of company statutory files.
- Advising on and implementing changes to legislation.

Additional Services

- Watsons additional services will be made available exclusively to Watsons clients regardless of the initial package agreed.
- These services will be subject to an additional fixed-fee quotation and will be billed to the site or resident requesting the additional service.
- Management of major works supported through the Construction (Design & Maintenance) Regulations 2015 and with the support of Chartered Building Surveyors.
- RICS insurance re-build valuation.
- Capital expenditure plans and 5-year maintenance plans.
- Vacant and/or empty property management service.
- Health and safety risk assessment (legal requirement).
- Fire risk assessment (legal requirement).
- Electrical safety audit of communal lighting and electrical sockets and fittings including emergency lighting (legal requirement).
- Asbestos survey of the building of any common areas (if constructed before the year 2000).
- Legionella risk assessment for water tank systems. Control measures for pipes, taps and tanks in communal areas and regular water testing.
- Conveyancing services – buying and selling your leasehold property and buying and selling freehold interest and ground rents.
- Property management services for landlords with a Watsons managed site.
- RICS valuations, home survey reports or building surveys.
- Removal of abandoned vehicles.
- Employment, staff management and payroll services such as on-site concierge or caretakers.
- Handling insurance claims with contractors and loss adjusters.
- Leasehold enquiries (pre-mortgage and pre-sale).
- Processing Notices of Transfer, Notice of Assignment and Deeds of Covenant.
- Attendance at court, tribunals and associated meetings and relevant administration.
- Advising on planning, listed building enforcements and liaising with local authorities and obtaining permissions.
- Advising on and arranging lease extensions on behalf of the freeholder or leaseholder.
- Attending meetings as a site representative with external parties.
- Meetings outside of our normal office hours.
- Advising on new property developments including service charging and the compilation of budgets and leases.



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May we take this opportunity to congratulate you on the general management and maintenance of the complex. It is visually excellent as my guests often mention.

— Feefo 5 Star

Working with Watsons

Each client has a Property Manager dedicated to their block or estate, as well as access to our specialist teams from Client Finance to Building Services. We work closely with Developers, Freeholders and Residential Management Companies (RMC) and Right to Manage (RTM) Companies.

Developers

We will work with developers to manage any new or existing developments, with a wide range of communal facilities – whether that includes on-site staffing or concierge services. We can also manage:

- Health & Safety issues
- End to end service charge modelling
- Supporting Developers with Section 106 obligations.

We can also add value to the development process by highlighting any potential design issues that may affect the property management for your customers, including:

- Car parking arrangements
- Lift and gate specifications
- Bin and refuse collection.

We will liaise with the development site manager to assist with a smooth transition from the completion of any development to full property management control by Watsons.

Freeholders

As a freehold landlord, you will be seeking expert property management solutions that will protect your assets. We work with freeholders to ensure blocks and estates are compliant and protect liability.

We can collect ground rents on behalf of freeholders and deal with any day to day running costs of the building, making the investment stress-free.

Watsons provides quality and reliability, plus a property lifecycle maintenance programme that is attractive to everyone involved. A partnership with Watsons means we will deliver tailored account management.

First impressions last, and at Watsons we are stringent about the quality of our services, high standards on all of our sites, plus supportive customer communications.

We aim to provide residential property management services that balance the needs of landlords, owners and tenants alike.

Residential Management Companies (RMC)

We understand that property management processes can be complex for Residential Management Companies (RMC).

We also appreciate that RMCs care about their development and want the very best services available.

Watsons can assist with the management and maintenance of your building, ensuring that you are informed of every process – everything from service charges to end-to-end maintenance programmes, and deliver effective property management that is the key to stress-free living.

Right to Manage (RTM)

The Commonhold and Leasehold Reform Act of 2002 gave leaseholders the right to force the transfer of the landlord's management functions to a company set up by the leaseholders themselves, this is known as a Right to Manage Company.

If you own an apartment in a block of flats and wish to take over the transfer of responsibility and decision making of your block, then you may wish to proceed along the RTM route.

There is no need for the apartment owners to prove mismanagement by the land, we can assist in advising on the process.

Compliance

Watsons also shoulder the burden of health & safety and fire risk management to ensure full compliance with current legislation. We carry out health and safety risk assessments, as well as ensuring your property portfolio complies with the latest requirements.

Our management service minimises the risks in advance of incidents and are able to demonstrate that appropriate measures are already in place, should any claim arise.

We understand that property management processes can be complex and we are here to provide you with a guide based on qualification and experience.

Service Charge Accounting

Our Client Finance team manage small blocks with simple service charge calculations, right through to large developments with complicated multi-schedule service charge apportionment. We understand the legal framework needed to deliver the service you and your building deserves.

We also work with external accountants to provide an independent assessment where needed to support lease requirements.

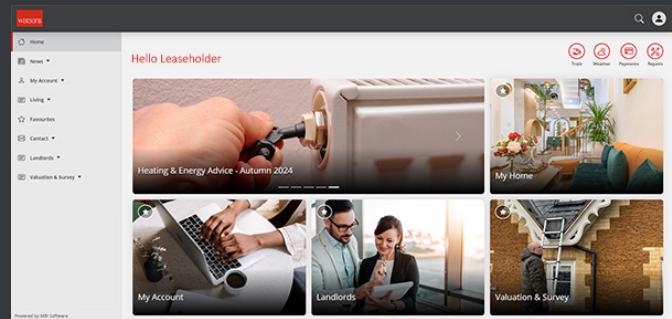
As members of the RICS, we comply with their Client Money Protection Scheme. These extra regulatory measures help to provide proven safeguards, security and peace of mind to all involved including a money protection scheme for all Watsons clients.

At the start of each financial year, we prepare a comprehensive estimate of the likely expenditure on your property. At the end of the year, we produce an end of year statement of actual costs so you know exactly where things stand.

Charges collected by Watsons are used to pay for things such as insurance and taking care of the communal areas in your property, as well as holding reserves for unexpected works that could occur at any point.

Also used for cyclical arrangements, measures help to provide proven safeguards, security and peace of mind to all involved including a money protection scheme for all Watsons clients.

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Online Portal Communications

Watsons have a resident's portal, devised to provide a single online location for customer interaction and convenience.

This allows us to broadcast important updates to our residents as and when the situation requires, store customer-facing documents and allow users to access as they choose in automating customer notifications in line with our business processes and policies.

The system also empowers users to make payments and raise maintenance requests online in creating greater efficiencies in working together in managing the site.

Contract Administration and Major Works

Sometimes major works are required to a property. We are on hand with knowledge of local contractors; with our RICS qualified surveyors and property managers to assist with and oversee any works required.

We give the leaseholder an opportunity to nominate a contractor to carry out the works under a Section 20 Notice, ensuring the contractor is competitively priced and, where possible, local to the area – as long as they are health and safety compliant.

We are on hand to answer any questions and can meet on site if required, whether this be a health and safety matter or cyclical maintenance, in line with the terms of the lease.

Our services include:

Liaising with contractors, gathering quotations, ensuring all liability, health and safety, risk and methodology statements (RAMS) and Construction Design Management (CDM) requirements are met, and overseeing the project through to completion

We understand the legal framework needed to deliver the service you and your building deserves.

Appointing Watsons

If you think Watsons could make a difference in the way your property is maintained and cared for, why not contact us and look at how a property management service should be operated.

This will give you the perfect opportunity to meet with our management team to discuss your specific requirements. Our first introduction will be a free, no obligation, site assessment.

Building a relationship with you is so important to the continued success of any arrangement, it is vital that you are comfortable and feel that our specialists are the right people to work with you.

Key to understanding what you want from your property management service is reviewing the work of your incumbent supplier:

- What service has your current supplier failed to provide?
- How do you want your managing agent to behave?
- Can Watsons fulfil all your existing property management needs or can we offer additional services?

As a member of the Royal Institution of Chartered Surveyors (RICS) this means that we are quickly able to assess how to best manage your site and pull together a bespoke programme of services that will meet with your expectations.

Following a full site visit, a quotation will be produced for you that lists all the details and benefits of the services we offer, demonstrating the difference we will make to the management of your properties.

We have a network of locally-based Property Managers who are responsible for a number of sites within a specific geographical area. Your Property Manager will instruct and supervise service contracts and our Clerk of Works will complete regular inspections to ensure correct standards are maintained.



We chose Watsons as our managing agent because of their reputation for excellent customer service, and they haven't disappointed.

They've identified and addressed potential issues before they became major problems, saving us time and money.

They've made the process of managing our block so much easier, and we're confident that our property is in good hands

— Blocks Resident Management Company

Our Green Credentials

Environmental sustainability is an important consideration at Watsons and this means that our customers and clients can be confident our business has made a commitment to support the long-term development of sustainable energy resources.

Our most popular initiatives that are currently widely used and promoted alongside our clients include:

- Introducing LED lighting to improve energy efficiency and bulb longevity, reducing cost and waste
- Recycling promoted to our residents and arranged with the local authorities at developments where no such provision existed. This typically extended to paper and cardboard, plastics, glass, metals, and more recently biodegradable food waste
- Where possible we have reduced our paper consumption and encouraged the use of our online portal for communication and email service
- Cycling is widely promoted across our developments with secure cycle stores having been created at a number of sites where this was not previously a feature
- Rainwater harvesting has been implemented to reduce water usage within communal grounds
- Replanting schemes have been introduced which aim to reduce carbon dioxide and air pollution and improve air quality, including the addition of green/living walls to city centre areas where traditional planting schemes are not possible
- We use local independent contractors for works in order to support local communities and to reduce air pollution from national contractors undertaking long journeys/commutes
- We have recently started retro-fitting, where leases and documentation permit, electric car charging points.

We maintain a contractor base to manage the following, amongst many other smaller 'green' facilities:

- Combined Heat & Power (CHP) Systems
- Heat Recovery Systems & Mechanical Ventilation
- Biomass Fuelled Heating
- Photovoltaic Solar Panel & Solar Water Heating
- Green Roofs & Green Walls
- Ground & Air Source Heat Pumps
- Recycling & Composting
- High Performance & Recycled Building Materials
- Wind Turbines
- Retrofitted Insulation & Low Energy Lighting
- Sustainable Drainage, Water Attenuation & Natural Filtration Beds.





CONTACT DETAILS & USEFUL INFORMATION

All Services - 0333 220 1234

We have a dedicated team who are available on Monday - Thursday from 9am to 5.30pm and Friday from 9am - 5pm.

Block & Estate Management Team
01603 226500
management@watsons-property.co.uk

Client Finance
01603 226512
finance@watsons-property.co.uk

Out of Hours

Outside these hours, we have a 24/7 out of hours team available to deal with any emergencies, to give our clients peace of mind throughout the night.

Out of Hours Emergency (Paid Service)
01603 574031

Company Details

- Watsons Property Group Limited, trading as Watsons. Registered in England.
- Company No: 12362918 | VAT Registered | No. 304 700 708
- Registered Head Office: 18 Meridian Way, Norwich, NR7 0TA
- Regulated by RICS - Royal Institution of Chartered Surveyors: Firm No. 874643



The firm and our employees are members of professional and regulatory bodies. These include the Royal Institution of Chartered Surveyors (RICS), the Association of Residential Letting Agents (ARLA), and The Property Institute (TPI). We are also ISO 9001 certified. This is a globally recognised standard for quality management. It helps organisations of all sizes and sectors to improve their performance.



watsons



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www.watsons-property.co.uk