



watsons

Specialist Services

Expert Property Solutions



Regulated by

RICS[®]

Our Specialist Services

Our specialist property services cater to the unique and complex needs of all of our clients. These services go beyond traditional offerings, providing tailored solutions for specific property types or client requirements. These services often require in-depth expertise and a high level of service to meet the unique demands of our clients.

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 building or buildings.

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

We recommend that Capital Expenditure Plans are in place on each site we manage, in ensuring that relevant health and safety provision and reserve funds are being considered in managing the property safely.

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, and the value of working with an experienced managing agent and their procurement skills across a portfolio is realised.

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 respond 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. We 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 can act on behalf of freeholders and property owners in negotiating lease extensions, ensuring an agreement is reached to the benefit of both parties.

Solicitors Enquiries

One of the most trying times for any property owner is the sale or purchase of their property. On request we will assist solicitors to answer enquiries 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.

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 plus 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 within working hours. We offer an out of hours emergency service for residents should the need arise. This service operates 24/7, 365 days per year (there is an additional charge for this service).

Reserve Funds

We encourage all our property owners 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 are able to provide property owners 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 five 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 developments fully comply with all the current health and safety legislation which exist today. All 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 year's 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 RICS (Royal Institution of Chartered Surveyors) and are guaranteed and protected by their clients' money protection scheme.

Debt Recovery

We maintain a strict chasing policy for non-payment of charges via a dedicated debt management specialists 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 or forfeiture hearing.

We regularly achieve collection rates of more than 90% within the first 4 weeks of the sums being due.

Debt RecoverService Charge Accounts

We arrange for independent accountants to prepare the statutory service charge accounts, company accounts 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 against capital expenditure plans and agreed budgets.

Company Secretary

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.





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.





0333 220 1234
www.watsons-property.co.uk