



PROFESSIONAL SERVICE FOR RESIDENTIAL MANAGEMENT COMPANIES



ASH Chartered Surveyors seeks to offer a different kind of residential property management. We are an established practice of chartered surveyors, originally specialising in commercial property and commercial property management. It has become apparent to us that experienced residential property managers offering a professional service to their clients are sadly lacking throughout the industry.

Our aim is simple; to offer a professional and personalised service to the members and directors of residential management companies and to freeholders.

Our primary function as managers is to ensure that the maintenance of your property and its services is undertaken in the most cost efficient manner, but in addition, enhances the value of your interest.

“ASH have been Managing Agents for approximately 20 years and the service we have received has been excellent and most professional in every way.”



OUR MANAGEMENT PHILOSOPHY

It is the policy of ASH Chartered Surveyors to offer property management services carefully tailored to the requirements of each of our clients and to the particular needs of your property. A qualified chartered surveyor would be allocated to oversee the management of the property and it is inspected at least once a month, more regularly if necessary. Regular meetings are arranged with the members and directors. We have an extensive base of local tradesmen and contractors to call upon so that we can ensure levels of service, response times and price.

THE MANAGEMENT SERVICES

We detail below some, but not all of the services offered within our packages to clients. It is our policy to carefully tailor the requirements of each of our clients to the particular needs of their property.

- Annually prepare Service Charge Budgets and detailed financial information for agreement, prior to the issue of service charge invoices.
- Collection of Service Charge and if applicable, ground rent.
- Prepare the annual service charge and reconciliation accounts.
- Prepare the Company Accounts for filing by the Company Secretary at Companies House.
- Manage individual Management Company or Client Bank Accounts in accordance with the Royal Institution of Chartered Surveyors regulations.
- Payment of servicing costs through an authorised budgetary approvals process in accordance with the RICS Code of practice.
- Answer residents' queries.
- Dealing with emergency repairs and insurance claims.
- Supervision of Contractors.
- Regular inspections.
- Reporting on a regular basis.
- Planned programme of maintenance.
- Recommendations for management efficiencies.
- Liaison with tenants.
- Pursue unpaid service charges. Debt collection to be undertaken where necessary.
- Coordinating Health & Safety.

QUALITY SYSTEM

We have a quality system in place and are registered to ISO 9001; 2008, registered No. 5041. We have Investors in People recognition.

Should you require a detailed management proposal tailored to your needs, then please do not hesitate to contact Pollyanne Schreuder BSc FRICS (01452 300433 or pjs@ashproperty.co.uk) or Richard Smith BSc (Hons) MIRPM (01242 237274 or rs@ashproperty.co.uk).