



Summary of Duties as Block Managers

Please note the following list is for guidance only as service may vary depending on the level of service and the terms of the leases. Additional costs may apply to some services.

ADMIN

- Preparing and agreeing a draft yearly budget with the freeholders and constantly reviewing expenditure and the services provided to the building.
- Keeping accurate records of all income and expenditure for the block
- Providing year end accounts to the freeholders for sharing with the leaseholders
- Organising refunds to leaseholders for overspend where appropriate

LIAISING WITH THE FREEHOLDER ON THE INSTRUCTING, DIS-INSTRUCTING, ORGANISING AND MONITORING OF ALL CONTRACTORS

- Making sure all contractors have the necessary qualifications and insurances
- Obtaining quotes and organising inspections
- Acquiring method statements where appropriate
- Reviewing work carried out

- Handling invoices and payment
- Reviewing costings and service levels with a view to keeping costs down

ORGANISATION OF ALL MAJOR WORKS TO COMMUNAL AREAS, SECTION 20, INCLUDING:

- External and internal decoration
- CCTV installation
- Roofing
- Window repair and replacement
- Lift replacement

ARRANGING THE FOLLOWING SERVICES:

- Cleaning of communal areas
- Gardening for communal areas
- Window and guttering cleaning – subject to agreement with Leaseholders
- Bin and refuges clearance
- Car park cleaning (where applicable)

White Dome Property

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ORGANISING MAINTENANCE WORKS, INCLUDING:

- Communal electrics
- Communal plumbing/draining
- Communal general maintenance
- Pest control to communal areas
- Communal locks and entrance systems
- Security and safety general maintenance
- Communal ground maintenance

ARRANGING AND REVIEWING SERVICES FOR SERVICES CONTRACTS, INCLUDING:

- Water pumps service contracts and maintenance
- Waste pump service contracts and maintenance
- Water tank service contracts and maintenance (including Legionella testing)
- Lift service contracts and maintenance
- Fire Safety assessments
- Fire Safety equipment inspections

REVIEWING UTILITY SERVICE CONTRACTS AND PAYING COMMUNAL UTILITY INVOICES, INCLUDING:

- Communal electricity
- Communal lift telephone lines
- Communal intercom telephone lines
- Communal water supply

REVIEWING AND ARRANGING THE NECESSARY COVER OF INSURANCE POLICIES, INCLUDING:

- Terrorism insurance

- Block insurance
- Lift insurance (if additional inspections are required as part of the insurance policy, White Dome assist in the organisation.)

CAR PARK MAINTENANCE AND MONITORING (WHERE APPROPRIATE)

- Organising maintenance and cleaning
- Reviewing security
- Organising maintenance for any electronic gates and issuing fobs etc
- Keeping a record of the allocation of spaces
- Dealing with any 'rogue parking' issues
- Dealing with replacement of bollards

LIAISING WITH LOCAL COUNCILS, INCLUDING:

- Collection of rubbish/chasing missed collections/updating council with block access details
- Fly-tipping
- Removal of signs and boards from the block if in breach of Lease
- Council notices

CALCULATING, COMMUNICATING AND COLLECTING OF MONEYS FROM LEASEHOLDERS, INCLUDING:

- Ground rent
- Service Charge, including reserve fund if required
- Ad-hoc charges
- Section 20 payments

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CHASING ARREARS, INCLUDING:

- Ground rents
- Service charge, including reserve fund if required
- Payment for major works, including Section 20

KEEPING LEASEHOLDERS INFORMED, INCLUDING:

- Organisation of major works
- Breaches of Lease
- Updates relating to the block
- Security issues

ARRANGING THE ANNUAL GENERAL MEETING

- Organising time, date and location
- Completing minutes and sending these to Leaseholders and Freeholders
- Actioning points raised at AGM and agreed by Leaseholder/Freeholder as appropriate

REGULAR BLOCK INSPECTIONS, INCLUDING:

- Taking meter readings for the Block utilities;
- Reviewing cleanliness tidiness; assessing potential issues reviewing services and works that have been carried out
- Ad hoc meetings requested by Leaseholders and Freeholders.

ADDITIONAL ADMIN TASK, INCLUDING:

- Key holding for all communal doors and cupboards
- Cutting of communal keys
- Sellers packs
- Granting permission to Let, subject to Lease
- Providing documents relating to block upon request

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