



# Alexandre Boyes

SALES | LETTINGS | BLOCK MANAGEMENT

## ESTATE AND BLOCK MANAGEMENT SERVICES

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# Welcome to Alexandre Boyes

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*Our experienced block management team understand how good management, presentation, maintenance and efficiently run services can add value to your asset. Headed by Kate Boyes FARLA MRICS, the Block Management team has been in operation since 2007 and is the fastest growing area of the business.*

We are proud that other estate and letting agents and local professionals recommend our services with 65% of business coming from word of mouth.

Our staff undertake regular professional development training to ensure they up to date with changing legislation. We attend training courses with the Association of Residential Managing Agents (ARMA), the Royal Institution of Chartered Surveyors (RICS), and the CPD Foundation as well as arranging our own in-house training with local professionals.

We are a multi-disciplined and widely connected firm. This means we have direct access to the skills and experience of our colleagues in other teams, as well as being able to utilise our extensive network of professional contacts such as solicitors, engineers, chartered surveyors, professional bodies and contractors to provide well rounded advice and experience to clients. The benefits of being a multi-disciplined, professional firm cannot be underestimated in our day to day service offering to our clients.

Our award-winning team won gold for Property Management Company of the Year at the 2015 Negotiator Awards and were highly commended at the Property Management Awards. Previously the team won Silver for the Best Block Management Office at The Sunday Times / Times Property Awards.

## **Gold - Property Management Company of the Year at the Negotiator Awards:**

The judges said: *"A clear winner, demonstrating strong growth, from a passionate family business that gives back to the community."*



# Our services

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## Maintenance, Repairs and Major Works

Regular inspections ensure the building is maintained and that high standards of workmanship are adhered to by our contractors. Maintenance issues are dealt with promptly and efficiently by reputable and locally based tradesmen. We administer Section 20 paperwork and work with specialist chartered building surveying firms who specify, tender and project manage major works.



## Company Secretary

Call and attend AGMs, issue share certificates, update the company register and update Companies House accordingly. Prepare Annual Returns and file in addition to annual accounts. Arrange quotes and place necessary insurance policies including building insurance, directors and officers, engineering and public liability.



## Health & Safety

We regularly review our portfolio to ensure the properties are compliant with health and safety, fire and asbestos legislation. We also make sure health and safety regulations are complied with in relation to any major works undertaken.



## Service Charges & Ground Rents

Preparation of service charge budgets, collection of ground rents, service charges and reserve funds in accordance with the lease. We chase arrears and implement the relevant legal steps when necessary.



## Communication

Our clients benefit from our bespoke online block management portal for both directors and leaseholders giving access to property and financial information. We also believe in meeting with our clients to discuss ongoing issues and have a policy of returning phone calls and emails as expediently as possible.

# The Block Management Team

*All our property managers are members of the Institute of Residential Property Management and are regulated by the Royal Institution of Chartered Surveyors. Our in-house Maintenance team, who work exclusively for Alexandre Boyes clients, are members of the Guild of Master Craftsmen. We are supported by local networks of professionals including solicitors, accountants, building surveyors, planning advisors and approved contractors.*



**Kate Boyes MRICS**  
Managing Director

Kate founded Alexandre Boyes Estate & Block Management in 2007 and the team has grown to manage over 100 blocks and estates from West London to Tunbridge Wells to the South Coast.



**Keren Dolan**  
Associate Director

Keren is a member of the IRPM. She has been in property management for 17 years looking after a wide range and size of developments both on behalf of Freeholders and Resident Management Companies. She also prepares pre-sales enquiries.



**Kevin Guthrie**  
Property Manager

Kevin has a vast experience in block management having previously been responsible for a team of seven managers and in excess of 250 estates. He is a member of the IRPM and also an Associate of the RICS.



**Clare Hopkin**  
Service Charge Accounts

Clare has over 15 years experience, having worked for Ashton Burkinshaw for 11 years managing the Crowborough, Tunbridge Wells and Sevenoaks offices, and then at BBM as a property manager for 4 years where she managed over 40 blocks.



**Sharon Caulfeild-Browne**  
Service Charge Accounts

With 15 years of experience, Sharon oversees the preparation of service charge demands for the AB Estate portfolio, supplies financial information to leaseholders, reconciles day to day banking and administers sales & purchase ledgers.



**Sharon Atkins**  
Accounts

Sharon joined AB in March 2019 having previously worked in accounts for a private property and management company in Sevenoaks for 14 years. Experienced in working within property management, accounts and customer service and enjoys spending time with family and friends.



**Suzie Barratt-Crane**  
PA to Keren Dolan

For the past 25 years Suzie has been working in the aviation security sector as a consultant advising airports and governments on new security regulations. Having spent most of her life travelling around the world for business Suzie joined Alexandre Boyes in December 2019.



**Mark Bryant**  
Maintenance

Mark has worked as a multi trade professional in the South East for 35 years specialising in carpentry and joinery. During his career he has worked on projects at the Royal Society of Arts and the British Museum. His real passion is restoring old furniture and buildings.

# Client Testimonials

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*I have been impressed with the speed of their responses to issues and their competence in dealing with the assorted matters that arise in managing an estate of this complexity.*



*They are pro-active in their approach to both day to day and longer term issues and adopt a very cost conscious attitude to any items of expenditure. This links in with their overall financial management ethos of providing timely and accurate information, which is much appreciated.*



*Their communication skills are excellent in that they keep everyone informed on a regular basis and ensure that all relevant matters are flagged up and actually addressed rather than allowing issues to drag on indefinitely.*



*In just over three months since their appointment...Alexandre Boyes have achieved more than our previous managing agents did in a year.*



*I would like to comment on how brilliant the grounds are looking since Alexandre Boyes have taken over the maintenance. I am very impressed*

# A Selection of Our Portfolio

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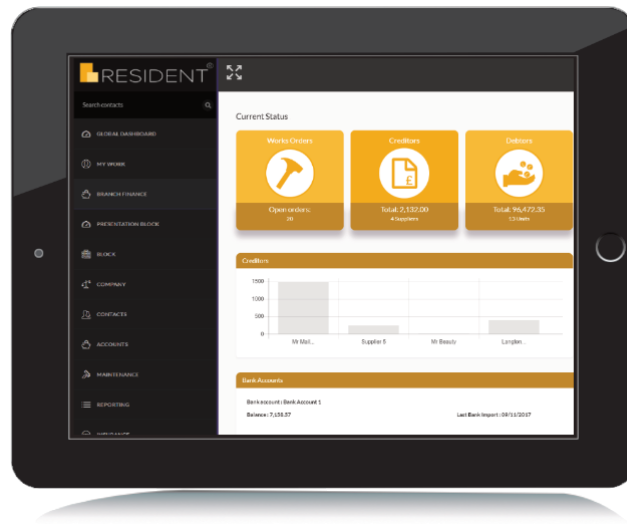


# A Selection of Our Portfolio



# Management Software Director's Portal

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*Our online property management platform enables the directors of our blocks of flats full transparency at all times.*

- » Full financial reporting including bank account information and balances
- » Budget creation and management
- » Section 20 triggers and resolution
- » Arrears system and processes, with solicitor logins to track and record progress
- » Supplier payments
- » Works order status
- » Maintenance contracts
- » Secure document repository to store files such as meeting minutes, AGM minutes, leases, end of year accounts, risk assessments, insurance policies and house manuals.
- » Messaging and voting tools
- » Full task system and task assignment
- » Timed email reminders of key dates and filings

# Management Software Leaseholder's Portal



*Our leaseholder portal enables leaseholders to log in from any web browser (Desktop / iPad / iPhone) to provide a fully interactive and open view of property information and financial records, together with reporting features and messaging tools.*

- » Login securely to view current service charge, ground rent balances and statements.
- » Leaseholders can use our inbuilt messaging function to report repairs or maintenance requirements to us as property managers.
- » Access to important documents such as meeting minutes, AGM minutes, leases, end of year accounts, risk assessments, insurance policies, house manuals.
- » Downloads of any historic service charge or ground rent demands.
- » Contact details, view and change/update themselves.

# Our history

**1998** Back in 1998, John Alexandre and Peter Boyes were quick to spot an opportunity to open a best in class residential sales agency in Tunbridge Wells. Alexandre Boyes was born. At the opening party on 31 July, Lord Weatherall, former speaker of the House of Commons and longstanding friend of John Alexandre, delivered a memorable opening speech whilst standing on one of the newly installed desks. Nearly twenty years on, with a team of over 20, we remain an independent, family run business. Here are some highlights from our history.

**1999**

Newly graduated from the University of Reading, Dan Boyes joined the business. John Alexandre retired from the partnership.

**2002**

Kate Boyes was in London Working for a leading commercial property consultancy. From a telephone box in St James's Square, she called Peter and asked for a job. Peter said no.

**2003**

Kate tried again, this time pitching the idea of setting up a Residential Lettings department. Peter eventually agreed and she joined Alexandre Boyes in the summer.

Alexandre Boyes received accreditation by the Royal Institution of Chartered Surveyors (RICS) to train staff (and we're still the only independent estate agent in Tunbridge Wells to have this).

**2004**

Kate became a member of the RICS and Fellow of the Association of Residential Letting Agents (ARLA). Alexandre Boyes' first electronic mail was sent and our first website launched.

**2007**

After numerous requests from existing landlord clients, Alexandre Boyes expanded to offer block management services. Dan and Kate became Partners.

**2009**

Kate headhunted Emma Gasson to the lettings team who shortly after qualified for her ARLA membership.

**2010**

As 'the best lettings office in West Kent and East Sussex with consistently high performance', we were awarded Lettings Office of the year at the West Kent Property Awards and

shortlisted for the Best Block Management Office in The Times & Sunday Times Letting Agency of The Year awards.

**2011**

Our Grade II listed offices on Mount Ephraim had an extensive refurbishment resulting in a flexible contemporary workspace.

Winners of the Silver Award for Best Single Lettings office in the South East and shortlisted for the Best Block Management Office at the Times & Sunday Times Letting Agency of The Year awards.

**2012**

Alexandre Boyes was awarded another Silver at the Times & Sunday Times Letting Agency of The Year awards. We were also commended in the Best Block Management Office category. Shortlisted for Best Single Lettings Office.



# Alexandre Boyes

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2 0 1 3

Appointed as the residential letting agent for Tunbridge Wells Borough Council on an initial two year contract.

Peter Boyes officially retired from 47 years in the property industry.

We became responsible for insuring more than £100 million of property in declared values. We joined Facebook.

2 0 1 4

Kate launched a national product, RESIDENT, an online property solution for leaseholders and freeholders to self-manage blocks of flats.

2 0 1 5

Kate develops RESIDENT into block management software for managing agents. Resident is selected for the Alpha Class of 2015 at the Dublin Web Summit.

Kate was appointed to the board member of ARLA, the UK's foremost professional body for letting agents. Alexandre Boyes won Gold for Property Management Company of the Year.

A dedicated block management team were taken on along with our new office at 43 Mount Ephraim and Alexandre Boyes Maintenance is added to our services.

Rachel Norris joined the lettings team.

2 0 1 6

Alexandre Boyes started its first full year trading as a Group of Companies. Version 3 of Kate's block management software RESIDENT was launched and is now used by c.250 managing agents across the UK and Ireland.W

2 0 1 7

AB were appointed to sell Sunset Lodge on behalf of the Salvation Army. We advised the developer purchaser on estate management and service charges, re-sale values and buy to let values and agreed sales on the developed properties.

Appointed on Tunbridge Wells first build to rent scheme.

Our management portfolio now reaches 2500 properties.

Keren Dolan was promoted to Associate Director of Block

Management and has grown the portfolio to over 100 blocks from West London to Tunbridge Wells to the South Coast.

Alexandre Boyes Group acquired renowned Edenbridge estate agents Foxwood Maclean to combine unrivalled local knowledge with a shared culture of outstanding customer service.

2 0 1 8

Ally and Ashleigh joined the team and we relocated from Edenbridge to East Grinstead. The first build to rent development was completed and all 23 apartments were let within 6 weeks.

2 0 1 9

We celebrated our 21<sup>st</sup> Birthday and Emma celebrated 10 years at AB. We re-sold the first property we ever sold in 1998. We launched the third edition of our website.



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