



Alexandre Boyes

SALES | LETTINGS | BLOCK MANAGEMENT

ALEXANDRE BOYES

Estate & Block Management
Unique Selling Points

48 Mount Ephraim
Tunbridge Wells
TN4 8AU

www.alexandre-boyes.co.uk

UNIQUE SELLING POINTS

We are often asked what our unique selling points are. What sets AB apart from our competitors? We have put together a non-exhaustive list for your perusal...

Accredited by the **Royal Institution of Chartered Surveyors (RICS)** to train staff since 2003

Our team is headed by Group Director Kate Boyes who became a chartered surveyor in 2004

AB are not only members of RICS we are regulated by RICS

RICS regulation requires AB to follow their **service charge code of conduct; ethics code of conduct; client money rules** which is distinctly different from being a RICS member only and comes with the highest level of standards, requirements and regulation

Clients benefit from our RICS membership since **client money protection** is automatically given



AB are members of **The Property Ombudsman** redress scheme and follow their Code of Practice, and our RICS membership provides redress benefits



Our Operations Manager oversees compliance and complaints

Our Property Managers are all RICS or **IRPM** qualified with ongoing training



BLOCK MANAGEMENT

Head of Department, Keren Dolan is qualified in **Build to Rent property management**

AB are a 2nd generation family firm

Our block management team has 140 years collective experience

Our Property Managers are supported by a team of bookkeepers and a full-time Operations Manager - each block has a dedicated property manager & service charge bookkeeper

AB has long standing relationships with leasehold professionals such as lawyers and surveyors to recommend for specialist advice and provide the team with training and advice clinics - we receive no commission from such professional relationships

Our professional relationships mean we can arrange competitive reinstatement / rebuild quotations; assist with Section 20 major works projects; arrange planned maintenance assessments and lease reviews

ONE OF A KIND

Our Property Managers are required as part of their individual professional memberships to keep Lifelong Learning & Training logs ensuring that they keep up with fast changing legislation

Our Property Managers are not desk bound...they know their portfolio...they get out and about doing site inspections and meeting residents...we believe you have to know a property to manage it effectively

AB hold £2million PI insurance cover

AB can act as Company Secretary which not all block management firms can

We maintain a high street presence for clients to visit for that face-to-face personal touch

We use the latest interfacing software offering instant transparent **log in access** to information and accounts for both Directors and Leaseholders

The team are award winning collecting gold for Property Management Company of the Year at the 2015 Negotiator Awards; the 'highly commended' award at the Property Management Awards; shortlisted and Silver winners for the Best Block Management Office at The Sunday Times / Times Property Awards.

We provide a **24/7 out of hours** in-house service which is not outsourced to a call centre

Our offices are open 6 days a week - most block management firms are Monday to Friday 9 to 5

AB has low staff turnover – Keren Dolan, Kevin Guthrie, Sharon Caulfield-Browne and our Operations Manager, Rachel North have all been on board for 6+ years. Old Clients can still reach Kate Boyes on the same mobile number as 23 years ago.

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AB MAINTENANCE

AB work with local contractors who are vetted and carry the appropriate insurance and accreditation - we have a reputation for fast supplier payments and loyalty

AB has its own Maintenance Team, AB branded van and tool stock to minimise costs to Clients

There are no surcharges on contractor invoices

Professional regulation means any commissions or additional service charging must be disclosed and agreed in advance

COMMUNICATION

AB promote more environmentally friendly ways of communicating and offer digital signing, digital receipt of invoices, service charge demands and statements whilst complying with the opt in and out rules set down by law

Our RICS membership of the DPD scheme allows AB to arrange insurance quotations via brokers - read our [blog](#) on what insurance work our Property Managers can undertake

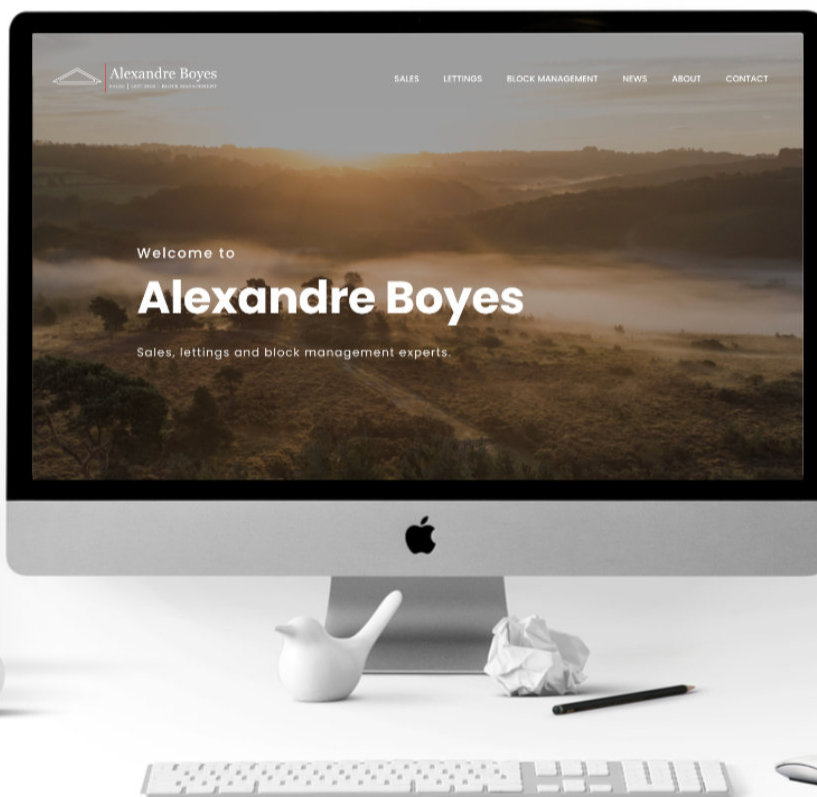
We have designed and deployed an amazing new ticketing system for repair reporting for Leaseholders to use allowing tracking, automatic updates, and full transparency

WE ARE ONLINE

Our website is refreshed regularly and up to date with a dedicated [News & Blogs Area](#) with articles on legalisation changes, topical issues and much more

We produce a monthly newsletter with over 6k subscribers - read our Spotlight on Block Management November 2020 newsletter [here](#)

AB Loyalty offers preferential rates to existing AB Clients, Residents, Tenants, Landlords, Vendors and Purchasers who use another AB service



WE ARE UNIQUE

Unlike some competitors AB understand that a one size fits all service is out dated - we offer Fully Managed and **Hybrid Bookkeeping** services and have the flexibility to tailor our services to suit most requirements

AB are able to manage complex properties - we manage the first Build to Rent block in Tunbridge Wells; the first building with a living green wall; country estates; developments; ultra-modern new builds; listed buildings with specialised requirements

AB have been trading for 22 years and is family run - small enough to still provide a personal service but large enough to offer comprehensive and advanced support, and to think big.



ROYAL
TUNBRIDGE
WELLS



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