



Alexandre Boyes

SALES | LETTINGS | BLOCK MANAGEMENT

ESTATE AND BLOCK MANAGEMENT SERVICES

TUNBRIDGE WELLS
48 MOUNT EPHRAIM,
TN4 8AU
01892 574880

ENQUIRIES
KEREN DOLAN
KEREN@ALEXANDRE-BOYES.CO.UK
01892 574880

WWW.ALEXANDRE-BOYES.CO.UK

Welcome to Alexandre Boyes

Established by Kate Boyes FARLA MRICS in 2007 the experienced team understand the value of good management, communication and efficiently run services. We offer Fully Managed or Hybrid Bookkeeping services supported by Resident Block Management software with Director and Leaseholder login portals for easy access to information. We manage properties in Tunbridge Wells, Kent, West & East Sussex, from West London down to Hastings, from new builds, conversions and developments to historic estates and Grade II listed buildings.

We are a multi-disciplined and widely connected firm giving us direct access to the skills and experience of our colleagues in other teams, and an extensive network of professional contacts such as solicitors, engineers, chartered surveyors, professional bodies, and contractors letting us provide well rounded advice and experience to our clients.

A core aim is to offer clients peace of mind. We are members of and regulated by the Royal Institution of Chartered Surveyors (RICS) accredited by RICS to train staff since 2003. Property Managers keep annual "Continuous Professional Development" training logs ensuring they keep up to date with industry and legislation and are all either members of RICS or The Institute of Residential Property Management (IRPM). We work to the highest standards and within these industry leader's Codes of Practice. We are registered with the Information Commissioner's Office (ICO) and have data protection procedures in place to protect the personal data we hold, store and process. Client Money is protected via our RICS regulation and we have Client Money handling controls and procedures in place. We are also members of The Property Ombudsman (TPO) redress scheme.

The benefits to clients of working with a multi-disciplined, professional firm is evident in our long-term relationships, testimonials, recommendations by fellow agents, local professionals, and word of mouth. This continues to be the fastest growing sector of the Alexandre Boyes Group. We are small enough to provide a personal service but large enough to offer comprehensive, professional, advanced support.



Our services



Maintenance, Repairs, Major Works & Insurance

Regular inspections ensure the building is maintained and 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. We work with experts to arrange Reinstatement Valuations, Planned Maintenance Programmes, and are an Authorised Professional Firm for insurance 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 and work with experts 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

We use the latest interfacing software offering instant transparent log in access to information and accounts for both Directors and Leaseholders, online maintenance ticketing and tracking, and messaging. We believe in the value of face to face communications but offer virtual meetings and the function to schedule phone calls in advance. We post regular informative articles via our website and newsletters to keep clients and leaseholders informed on a whole range of industry topics. A core aim is to keep communication fluid, and return calls and emails as quickly as practical.

The Block Management Team

Meet our award winning team of property managers, bookkeepers and in-house maintenance who work together to deliver a professional but personal service to our all our clients and leaseholders. The team is headed by Director, Kate Boyes and supported by our Operations Manager, Rachel North.



Kate Boyes MRICS
Director

Kate holds a 1st degree in Land Management, became a chartered surveyor in 2004, is a Fellow member of ARLA and a previous regional board member. Kate founded Estate & Block Management in 2007.



Keren Dolan
Head of Estate and
Block Management

Keren joined our team in 2015 & has over 22 years industry experience, is a member of the IRPM, an Associate Member of RICS, and holds a Level 4 qualification in Build to Rent.



Rachel North
Operations Manager

Rachel has 20+ years experience in Estate Agency. She joined Alexandre Boyes at the start of 2014 having worked for JD Wood, Savills, Knight Frank, and as Head of Property Management for Strutt & Parker's London Division for 9+ years.



Clare Hopkin
Head of 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.



Kevin Guthrie
Property Manager

Kevin joined in 2015 and 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.



Kirsty Davis
Property Manager

Kirsty has been working in property management since she graduated in 2019 with a First Class Degree. She has worked with a number of managing agents as a property manager and has experience with a wide range and size of developments both on behalf of Freeholders and Resident Management Companies.



Ashleigh Taylor
Property Manager

Ashleigh has over 12 years experience. Her property management career began back in 2010 working with a nationwide company in Central London. She joined Alexandre Boyes in 2018 as a property manager. In Summer 2022 Ashleigh joined our ever expanding Block & Estate Management team.



Kim Leonard
Property Manager

Kim joined the AB team in 2016 and is now part of the Block & Estate Management Team. Kim joined Alexandre Boyes in a role that included viewings, inspections, progressing tenancies, reporting and all aspects of lettings before eventually moving into her current block management role.



Sharon Caulfeild-Browne
Service Charge Accounts

Sharon joined the team in 2009 and has vast experience. Sharon oversees our Hybrid Bookkeeping services, and prepares service charge demands for the AB Estate portfolio, supplies financial information to leaseholders, produces End of Year packs for accountants, reconciles day to day banking and administers sales & purchase ledgers.



Sharon Atkins
Service Charge 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.



Mark Bryant
Maintenance

Mark joined the team in 2015 and 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



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



Limpsfield



Tunbridge Wells



Forest Row



Tunbridge Wells



Tunbridge Wells

A Selection of Our Portfolio



Tunbridge Wells



Ashurst Wood

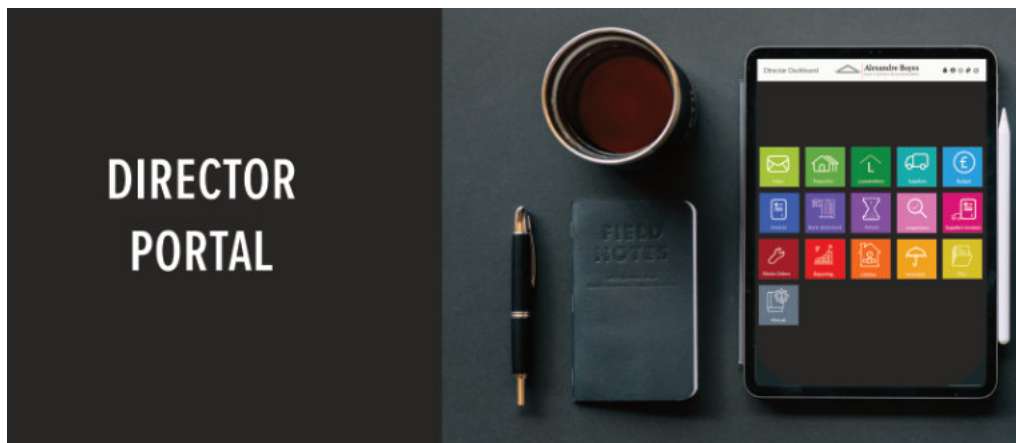


Tunbridge Wells



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Management Software Director's Portal



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
- » Maintenance ticketing
- » Automatic tracking

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.

- » Log in 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.
- » Raise maintenance tickets to report issues and receive automated progress updates

Our history

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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 staff members, we remain an independent, family run business. Here are some highlights from our history.

1 9 9 9

Newly graduated from the University of Reading, Dan Boyes joined the business.

John Alexandre retired from the partnership.

2 0 0 2

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.

2 0 0 3

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).

2 0 0 4

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.

2 0 0 7

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

2 0 0 9

Kate headhunted Emma Gasson to the lettings team who shortly after qualified for her ARLA membership. Sharon Caulfield-Browne joined our block management bookkeepers team.

2 0 1 0

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.

2 0 1 1

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.

2 0 1 2

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.

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.



Alexandre Boyes

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2014

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

Rachel North joins as Head of Property Management.

2015

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 and Keren Dolan & Kevin Guthrie join our block management team.

2016

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.

Clare Hopkin joined the block management team.

2017

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.

The block management portfolio grew to over 100 blocks from West London to Tunbridge Wells to the South Coast. Marek joins as AB's web developer and Daniel Walker joins as property manager

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

2018

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.

2019

We celebrated our 21st 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. Rachel North is appointed Operations Manager

2020

AB Virtual was established offering Valuations, Viewings and Site Inspections online often via Zoom!

Alexandre Boyes created and started offering a new block management hybrid book keeping service.

Keren qualifies in Build to Rent management.

2021

We launched our current website designed and hosted by our sister company, Resident.

We created the Alexandre Boyes Green policy encouraging our team and clients to adopt climate friendly communication as much as possible.

2022

Ashleigh Taylor joined our block management team as our 4th property manager to assist with our expanding portfolio.

Keren Dolan becomes an Associate member of RICS.

Our Unique Selling Points

We are often asked what our unique selling points are. What sets AB apart from our competitors?

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

- 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
- 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
- There are no surcharges on contractor invoices
- Professional regulation means any commissions or additional service charging must be disclosed and agreed in advance
- 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

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