

Our services

This varies from block to block depending upon the nature of the building and the breadth of service required. Here is a breakdown of the services we can provide:

New Developments

Advice to developers on initial service charge budgets	•
Advice on lease terms/covenants	•
Sale of freeholds	•
Placing initial maintenance contracts	•
Health & Safety advice	•
Assistance with designing-out future maintenance problems	•

Financial Control

Careful service charge budgeting	•
Monitoring expenditure within budgets	•
Issuing applications for payment of ground rent and service charge in accordance with current legislation	•
Credit control	•
Electronic banking	•
Issue of annual year-end accounts detailing expenditure	•

Repair & Maintenance Management

Specialised Maintenance and Repairs Section	•
Arranging planned and reactive maintenance from our database of approved, independent contractors	•
Monitoring performance of contractors	•
Placing contracts for regular services	•
Compliance with recently revised consultation requirements for major works and long term contracts	•
Long term maintenance planning	•
Specialist specifying, tendering and supervision of major works	•

Communication & Contact

Each site is assigned a specific Property Manager, Property Assistant and Accounts Assistant	•
Regular planned visits by experienced Property Managers	•
Partnership between managing agent and owners/residents	•
Attendance at Directors' Meetings, Annual General Meetings and Residents' Association Meetings	•

Management Company Administration

Company secretary	•
Company's registered office	•
Convening Annual General Meetings	•
Filing annual returns and accounts at Companies House	•

Other Services

Lease Compliance	•
Provision of Buildings and other insurances, including claims assistance	•
Employment of site based staff, e.g. caretakers	•
Advice on lease extensions/collective enfranchisement	•
Advice on right to manage	•

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New Developments
Financial Control
Repair & Maintenance Management
Communication & Contact
Management Company Administration
Other Services

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— block & estate
management
specialist



—make the move

About us



Experience & Reputation

Formed in 1989, Andrew Louis have established a reputation as being one of the leading managing agents in the north-west, managing over 3,000 units for residential management companies, developers and investor freeholders. So if you are looking for a managing agent for the first time or simply looking for a change in management, then look no further than Andrew Louis. We pride ourselves in delivering a block and estate management service that covers everything from insurance to property maintenance to annual accounts.

Professionalism

As a member firm of the Association of Residential Managing Agents (ARMA), Andrew Louis prides itself on complete compliance with current and anticipated legislation. All ARMA members agree to adopt and abide by their strict code of professional conduct and undertake to comply with the code of practice issued by the Royal Institution of Chartered Surveyors. As you would expect, Andrew Louis also carries an appropriate level of Professional Indemnity Insurance fully commensurate with its activities and our staff are trained to advise in all aspects of block and estate management.

New Developments

Financial Control

Repair & Maintenance Management

Communication & Contact

Management Company

Administration

Other Services

What we will do for you

A tailor made package

Each management package is worked out with the client. We understand that each development or estate is different so we design management proposals to suit individual requirements. We will make estate management as straightforward as possible.

Improving standards

Andrew Louis will improve standards through better management and a long term plan for your development. We have a proven track record of reducing costs on other developments.

Communication

Communication is one of the most important characteristics of a successful property management agent. Our property managers and support staff are chosen for their professionalism as well as their efficiency, care and communication skills. We are consistently investing in our staff professional development ensuring delivery of a high level of service to our clients, leaseholders and residents alike.

Online services

The Andrew Louis My Block online service allows leaseholders to log in and view annual budgets & financial statements, legal notices, agendas & minutes of AGMs, insurance certificate and newsletters relating to their development. The leaseholders can also make a payment, report a repair or order a new security fob.



Financial

We collect service charge and ground rent in accordance with the terms of the lease in the format described by legislation. A variety of payment methods are available including direct debits and online payments. All contractors are paid in a timely manner and in accordance with their terms of business. A swift and robust arrears collection procedure is in place in the interest of good housekeeping and fairness to all.

Administration

Utilising bespoke property management software we maintain an accurate database of lessees and their contact information in accordance with the Data Protection Act 1988, along with the details of the development assets, plant and equipment and approved contractors and suppliers.

Repairs & maintenance

Andrew Louis has an approved list of contractors and operates a 24 hour emergency call out service.

Insurance

We operate a block policy covering a large portfolio of managed property which allows us to offer competitive rates. The premiums are postcode sensitive and subject to claims history.

