



Ivel Manor
BEDFORD



About Ivel Manor

Ivel Manor is a large development of 3, 4 and 5 bedroom homes and 1 and 2 bedroom apartments, set in the market town of Biggleswade, just a short distance from Cambridge and Bedford.

The issues

Due to the scale of Ivel Manor, the estate was handover over to Crabtree in phases. When we were first appointed it was clear that there was an issue we needed to address straight away.

Lack of communication

The residents at Ivel Manor were becoming increasingly frustrated at the lack of maintenance and slow handover process and it became obvious that they had not been informed that they were also buying into a Management Company and what the responsibilities of that would be.

Without this information they did not see the value of a Management Company, and were looking for a way to disengage services.

What we did

Crabtree held an open evening for residents and invited all the homeowners on the estate to meet the team and chat to us about their concerns. We had two property managers and a senior manager at the open evening and we felt that at the end of the night, residents were better informed of what we were responsible for and what a Management Company is.

Ground maintenance and landscaping

After the open evening, the property manager decided to replace the landscaping contract as that was the main topic of discussion and complaints. The property manager continued to discuss the landscaping with some residents who were very vocal about the issue and produced a maintenance schedule that was better suited for the development.

The results

From resident feedback it was clear that prior to the open evening they were keen to terminate the contract with Crabtree as soon as the AGM was held, however, as a result of our prompt actions and clear communications, that has been completely turned around and since then we have not received any complaints. Additionally, the resident Directors have been appointed with no further threats of termination.