



HOW WE HELP

Resident Management Company (RMC) Directors



We'd like to introduce ourselves to you as experienced managing agents dedicated to providing the very best services, support and resident engagement solutions to RMCs and their Directors.

How do we do this?

It starts with a welcome meeting, during which we discuss the role of the current or proposed RMC and how the Directors will be guided through the process and consulted with on a regular basis.

Ongoing, RMC's Directors are provided with quarterly reports that summarise maintenance issues or ongoing projects, expenditure and a full aged debtor report. Directors also have the opportunity to review budgets and year end accounts in 1:1 meetings with their dedicated Property Manager.

On the following pages you'll see how we focus on resident communication and activities that nurture a thriving community.

Working closely with RMC Directors to assist in their role as the development's voice.

Part of



Property
Services

Resident engagement and communications

For us, ensuring that the residents' interests are listened to and that we can get to know what will be needed for future management of the development is key. A seamless hand-over leads to less future issues while education and communication leads to less queries.

For residents

From welcome meetings to open surgeries, our customer portal to Annual General Meetings we give every opportunity to converse with residents. We do not believe in answer machines, residents will always speak to a person when calling our offices, helping to form firm relationships with their property team and know that they will deal with the same people every time they contact us.

For you

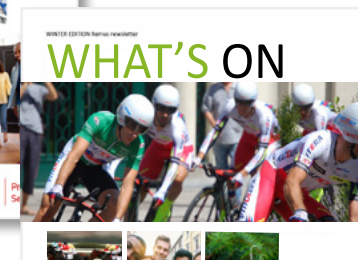
We hold quarterly meetings with Directors. You'll also receive bespoke reporting to ensure that you're always the first to know about what's happening on the development.

Just some of the ways in which we deliver great resident engagement:

- » Residents surgeries
- » Site specific digital noticeboards
- » Welcome pack including an introductory brochure (right)
- » Electronic resident handbooks (hard copies available upon request)
- » Electronic quarterly newsletters (bottom right)
- » Contracted company and resident meetings
- » New Customer and Help Centre areas on website

Customer Portal which includes:

- » Electronic communications
- » SMS alerts with important updates on the development
- » Online maintenance reporting
- » 24/7 access to information including account balances
- » Online payments
- » Frequently asked questions



"Crabtree always go that extra mile by showing how they truly care about the residents in the properties that they manage.

They have been there all the way for me in terms of communication they are efficient, prompt and I am always kept up to date with any news. Being a director I am fortunate to have a very open and strong working relationship with Crabtree, who are always available to advise with her wealth of knowledge.

I feel that their professionalism is second to none and they would deal with every email or phone call in the most efficient and effective way. Whether I have had issues or not I always found that every query I might have is dealt with speed and care. I would never hesitate recommending Crabtree to anyone. I feel so fortunate that they are taking care of [my development] and personally they are worthy of any possible award."

Stefania C. Director

Discover how we can help you

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About Crabtree Property Ltd



Founded in 1983 we manage in excess of 17,000 homes across London and the Home Counties. Currently, we work for eight of the top ten house builders, as well as freehold investors and RMCs/RTMs. Knowledge of large scale developments, and specific requirements is key to the success and trust that we've built with 1,000s of customers and clients.

We are part of the Fexco Property Services Group which currently consists of three Property Management brands plus a risk assessment and project management offering. The combined knowledge and expertise across the Group, together with full in-house resources covering H&S, HR, Insurance, Compliance, Communication and Admin ensure the smooth running of everything required from a Managing Agent. Our Group buying power gives the best rates on insurance and utilities with extra resources and technology available to our teams to meet and exceed our clients' expectations.

Benefit from the strength and resources only a Group can offer

crabtreeproperty.co.uk

