



# A guide for homeowners

What is Property Management?

Who will be managing my block or estate?

What is a Service Charge?



[crabtreeproperty.co.uk](http://crabtreeproperty.co.uk)



## What is Property Management?

When a block or estate is being built, the developer is responsible for the general upkeep of the common external parts, such as open (green) spaces, environmental areas and play parks, as well as internal common parts of apartment blocks such as hallways, lifts and stairwells. Before the site is launched and any properties are sold a Resident Management Company (RMC) is usually formed to take on the organisation of these responsibilities, and they appoint a Managing Agent to do just that.

Property management is many things, but put simply it involves the budgeting and collection of fees (called a Service or Estate charge) and the organisation of services required to ensure that all common areas on the block or estate are kept clean, safe and in good working order - in short - a nice place to live.

## Who will be managing my estate?

Crabtree has been chosen to be the Managing Agent of your block or estate, this document will tell you what we do, and why it is important.

**Introducing Crabtree** Crabtree was founded over 35 years ago and is a highly reputed and established block management company servicing nearly 17,500 units in London and the Home Counties. We are part of the Fexco Property Services group which provides centralised support so that your property manager can focus on your needs.

As a new home owner you'll receive a welcome pack from us when management of your block or estate is handed over to us by the developer, which will include everything you need to know.

**What we do** Through regular site inspections we identify what needs to be done, and appoint competent and cost-effective contractors to do the work, which may include:

- **Cleaning & gardening**
- **Repairs & redecoration**
- **Planned maintenance**

**Why it is important** These services are vital to the upkeep and safety of the landscape and facilities on your block or estate. We listen to your views and suggestions concerning the on-site management whilst ensuring any work carried out is guided by the following:

- Health and Safety
- Insurance requirements
- Cost
- Relevant legislation put in place to protect all parties

The full list of services can be found at:

[www.crabtreeproperty.co.uk/who-we-help/home-owners/](http://www.crabtreeproperty.co.uk/who-we-help/home-owners/)

## What is a Service Charge?

The service charge is an annual fee that ensures funds are available for the Managing Agent to allocate towards the maintenance and general upkeep of your block or estate for the year. The proportion that you pay is specified in the legal documentation relating to your property.

### When do I need to pay?

When you complete on the purchase of your property the developer will collect a proportion of the Service Charge and pass this to Crabtree, ready for when we take on management of your development. Your first full invoice will cover the period from when we take on management - to your development's financial year end.

If you are among the first to buy a property on your new development, it may be some time (even a number of years) before you receive a full invoice for your Service Charge account. Thereafter a budget will be issued for each service charge year and you will then be invoiced for your share of the costs. Annual accounts will be prepared to show how the Service Charge has been spent.

## More online resources:

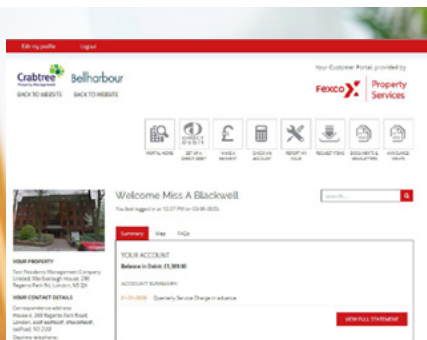
[crabtreeproperty.co.uk/new-customers](http://crabtreeproperty.co.uk/new-customers)

[crabtreeproperty.co.uk/help-centre](http://crabtreeproperty.co.uk/help-centre)

### Have you registered for the Portal yet?

Easily manage your account online and have instant access to your property documents:

[www.crabtreeproperty.co.uk/new-customers/your-portal](http://www.crabtreeproperty.co.uk/new-customers/your-portal)



## Need to get in touch?

All the support you'll need will be supplied via your property team. For quicker responses register for the Portal so we can send all correspondence via email.

[www.crabtreeproperty.co.uk/new-customers/your-portal/](http://www.crabtreeproperty.co.uk/new-customers/your-portal/)

Our offices are open Monday to Friday, 9am to 5pm and you can find the contact details for all of our offices at:

[crabtreeproperty.co.uk/contact-us](http://crabtreeproperty.co.uk/contact-us)

Should you need to contact us **out-of-hours** (for all other times during the week and throughout the weekend) simply call this emergency number **020 3370 9405**

### Head office

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