



PROPERTY INTEL

EXTERNAL -- MARKETING

Block Management Services -- Client Brochure

Structured. Transparent. Compliant.
Block Management Built on
Intelligence.

DOCUMENT ID

PI-BLK-003

VERSION

1.0

CLASSIFICATION

External -- Marketing

OWNER

Head of Block Management

REVIEW CYCLE

Biannually

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Contents

2. Executive Summary _____ 3

3. Who This Is For _____ 5

4. What We Handle _____ 7

5. The Property Intel Process _____ 9

6. Risk Protection _____ 12

7. Compliance Assurance _____ 14

8. Why Property Intel _____ 16

9. Pricing Positioning _____ 18

10. Call to Action _____ 20

2. Executive Summary

Property Intel delivers premium block management services for residential buildings across London. Our approach is built on three principles: regulatory compliance without compromise, financial transparency at every level, and proactive management that prevents problems before they arise.

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We manage purpose-built flats, converted houses, mixed-use developments, and large estates on behalf of RTM companies, freeholders, resident management companies, and portfolio investors. Our clients benefit from a structured operational model, dedicated account management, and technology-enabled reporting that provides real-time visibility into their building's performance.

Block management is not a reactive service. It requires disciplined systems, deep legislative knowledge, and a commitment to treating every pound of service charge money with the same rigour as institutional capital. That is what Property Intel provides.

3. Who This Is For

Property Intel's Block Management service is designed for the following client profiles:

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CLIENT TYPE	TYPICAL SCENARIO
RTM companies	You have exercised the Right to Manage and need a professional agent to manage the building on your behalf. You want structured governance support, financial transparency, and compliance assurance.
Freeholders (individual or corporate)	You own the freehold of a residential block and need a managing agent to fulfil your statutory obligations under the Landlord and Tenant Act 1985. You want reliable service charge administration, lease enforcement, and risk management.
Resident management companies (RMCs)	Your company owns the freehold or holds a head lease. You need a managing agent who works with your board of directors, supports your governance, and manages the building to a professional standard.
Portfolio investors	You own freehold interests in multiple blocks across London. You need consistent, scalable management with centralised reporting, standardised processes, and a single point of accountability.

If you are dissatisfied with your current managing agent, experiencing compliance concerns, or simply want a higher standard of service, Property Intel is structured to deliver.

4. What We Handle

Our Block Management service covers the full spectrum of residential block management responsibilities:

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SERVICE AREA	WHAT THIS INCLUDES
Day-to-day management	Repairs triage and contractor management, routine maintenance, site inspections, leaseholder communications, caretaking and cleaning oversight
Financial management	Service charge budgeting, demand issuance, collection and arrears management, reserve fund planning, year-end accounts preparation, audit coordination
Compliance and statutory duties	Fire risk assessments, health and safety inspections, asbestos management, Legionella risk assessments, Building Safety Act 2022 compliance for higher-risk buildings
Section 20 consultation	Full management of the statutory consultation process for qualifying works and qualifying long-term agreements under the Landlord and Tenant Act 1985
Insurance	Buildings insurance procurement, claims management, reinstatement valuations, schedule distribution
Major works	Specification development, procurement, contractor management, project oversight, practical completion, defects liability period management
Governance support	AGM coordination, board meeting support, company secretarial services for RTM companies and RMCs, director training
Building safety	Accountable person support, building safety manager services, safety case reports, mandatory occurrence reporting for higher-risk buildings

5. The Property Intel Process

Our management process follows a structured lifecycle:

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5.1 ONBOARDING (DAYS 1-30)

PHASE	WHAT HAPPENS
1	Client due diligence and engagement letter execution
2	Full handover from outgoing agent: financial records, contracts, keys, codes, insurance, fire risk assessments
3	Handover audit: we identify gaps, missing records, and compliance deficiencies
4	System setup: your block is configured on our management platform, financial systems, and repairs portal
5	Initial site inspection and photographic survey
6	Leaseholder introduction: every resident receives contact details, portal access, and an overview of the management transition
7	Contract review: we audit existing contractor arrangements and renegotiate where appropriate
8	Onboarding completion sign-off

5.2 ONGOING MANAGEMENT

Once onboarded, your block enters our structured management cycle:

- **Daily:** Repairs monitoring, emergency response, leaseholder query handling
- **Weekly:** Invoice processing, work order tracking, arrears monitoring
- **Monthly:** Site inspections, compliance tracker updates, maintenance scheduling

- **Quarterly:** Management reports to directors/freeholders, contractor performance reviews, budget variance analysis
- **Annually:** Service charge budgets, AGMs, year-end accounts, insurance renewal, annual client review

5.3 EVENT-DRIVEN PROCESSES

Major works, building safety interventions, tribunal responses, and insurance claims are managed as discrete projects within the ongoing management framework. Each has its own project plan, timeline, and reporting structure.

6. Risk Protection

Property Intel's risk management framework is designed to protect your building, your residents, and your financial position:

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RISK CATEGORY	HOW WE PROTECT YOU
Fire safety	Annual fire risk assessments, FRA action tracking with automated reminders, fire door inspections, emergency lighting testing, fire safety signage audits
Financial	Dual-signatory client money accounts, monthly reconciliation, arrears management programme (automated alerts at 14, 30, and 60 days), annual budget variance reporting
Building safety	Full Building Safety Act 2022 compliance programme for higher-risk buildings, including safety case reports, occurrence reporting, and resident engagement strategies
Legal / regulatory	Compliance calendar tracking all statutory deadlines, legal review of Section 20 consultation notices, annual compliance audit
Insurance	Reinstatement valuations every three years with annual indexation, comprehensive buildings insurance procurement, proactive claims management
Contractor failure	Approved contractor panel with vetted credentials, quarterly performance reviews, secondary contractors pre-identified for emergency response

7. Compliance Assurance

Regulatory compliance is non-negotiable. Property Intel's compliance framework addresses:

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REQUIREMENT	OUR APPROACH
Landlord and Tenant Act 1985 (service charges)	Every demand includes the statutory summary of rights and obligations. Budgets are prepared transparently. Accounts are available for inspection.
Section 20 consultation	Managed end-to-end with legal review at each stage. Full documentation retained for audit and tribunal defence.
Building Safety Act 2022	Dedicated Building Safety Manager for higher-risk buildings. Safety case reports prepared and maintained. Registration and assessment support.
Regulatory Reform (Fire Safety) Order 2005	Annual FRAs commissioned from qualified assessors. Action plans tracked and implemented. Compliance evidence maintained.
RICS Service Charge Residential Management Code	Our processes are aligned with the RICS Code (4th Edition). Transparency, consultation, and fair dealing underpin every financial decision.
Data protection (UK GDPR)	Leaseholder data handled in compliance with data protection legislation. Privacy notices issued. Subject access request procedures in place.

SECTION 08

8. Why Property Intel

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DIFFERENTIATOR

WHAT THIS MEANS FOR YOU

Compliance-first approach	Every process starts with the regulatory requirement and builds operational practice around it. You are protected from day one.
Technology-enabled transparency	Real-time access to your block's financial position, repair status, and compliance dashboard via our client portal. No surprises.
London specialist	We manage blocks exclusively in London, with particular depth in Tower Hamlets. We understand the local authority, the building stock, and the leaseholder demographics.
Structured onboarding	Our 30-day onboarding programme ensures nothing is missed. Every handover is audited. Every gap is identified and addressed before go-live.
Dedicated account management	You have a named Block Manager and Senior Block Manager. Escalation routes are clear. Response times are contractual.
Data-led decision making	Quarterly management reports provide data on expenditure, arrears, contractor performance, compliance status, and building condition. Decisions are informed, not reactive.
Professional indemnity	Property Intel carries comprehensive professional indemnity insurance. Your interests are protected.

9. Pricing Positioning

Property Intel's block management fees are structured to reflect the scope and complexity of each instruction.

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FEE STRUCTURE ELEMENT	BASIS
Management fee	Per-unit annual fee, reflecting block size, complexity, and service requirements. Quoted on a fixed-fee basis for budget certainty.
Major works project management	Percentage of contract value for qualifying works requiring Section 20 consultation, reflecting the project management, procurement, and compliance oversight involved.
Additional services	Quoted separately where applicable: building safety manager appointment, company secretarial services, tribunal representation support.

We do not charge hidden fees. Our engagement letter sets out every chargeable item clearly. Where a cost is recoverable through the service charge, this is identified transparently.

For a detailed fee proposal, contact our Block Management team to arrange a without-obligation consultation.

10. Call to Action

If you are considering a change of managing agent, forming an RTM company, or seeking a higher standard of block management for your building, we are ready to discuss your requirements.

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Take the next step.

If you are considering a change of managing agent, forming an RTM company, or seeking a higher standard of block management for your building, we are ready to discuss your requirements.

CONTACT METHOD	DETAILS
Telephone	07586479847
Email	contact@property-intel.co.uk
Website	property-intel.co.uk
Office	30 Churchill Place, London E14 5RE

We offer a without-obligation initial consultation, including a review of your current management arrangements, identification of compliance risks, and a tailored fee proposal.

Property Intel. Intelligence-driven block management for London.

This document is issued by Property Intel Ltd for marketing purposes. All information is accurate as at March 2026. Terms are subject to a formal engagement letter.

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Head of Block Management or the relevant Property Intel service lead.

DOCUMENT OWNER

Head of Block Management

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