



PROPERTY INTEL

EXTERNAL -- MARKETING

Freeholder Management Services -- Client Brochure

Protect Your Investment. Professional
Block Management for Freeholders.

DOCUMENT ID

PI-BLK-011

VERSION

1.0

CLASSIFICATION

External -- Marketing

OWNER

Head of Block Management

REVIEW CYCLE

Biannually

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2. Executive Summary

Owning the freehold of a residential block carries significant statutory obligations. The Landlord and Tenant Act 1985, the Building Safety Act 2022, and the Leasehold Reform (Ground Rent) Act 2022 impose duties on freeholders that require professional management to fulfil correctly. The consequences of non-compliance range from unenforceable service charge demands to criminal liability.

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Property Intel acts as your managing agent, delivering the full scope of freeholder management: service charge administration, ground rent collection, lease compliance, insurance, maintenance, major works, and statutory compliance. Our approach is compliance-first, data-driven, and structured to protect your legal position while maintaining the building to a standard that preserves its value.

We work with individual freeholders, corporate freeholders, and portfolio investors across London. Whether you own a single block or a portfolio of residential buildings, Property Intel provides the operational infrastructure, regulatory expertise, and financial discipline your investment requires.

3. Who This Is For

Property Intel's Freeholder
Management service is designed for:

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| CLIENT TYPE | TYPICAL SCENARIO |
|------------------------|--|
| Individual freeholders | You own the freehold of a residential block, perhaps inherited or purchased as an investment. You need a managing agent to handle service charges, maintenance, and compliance on your behalf. |
| Corporate freeholders | Your company owns freehold interests in residential blocks. You need professional management that delivers consistent service, transparent reporting, and regulatory compliance across your holdings. |
| Portfolio investors | You hold freehold interests in multiple residential blocks across London. You need a single managing agent providing standardised management, consolidated reporting, and portfolio-level oversight. |
| Developer freeholders | You have developed a residential scheme and retained the freehold. You need a managing agent to manage the block from first occupation, including initial service charge setup and defects management. |

If you are concerned about regulatory compliance, want better financial oversight, or simply need a higher standard of management for your building, this service is for you.

4. What We Handle

Our Freeholder Management service covers every management function required by statute and best practice:

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| SERVICE AREA | WHAT THIS INCLUDES |
|-------------------------------|---|
| Service charge administration | Annual budget preparation, demand issuance (with statutory summary of rights and obligations), collection, arrears management, reserve fund planning, year-end accounts, and audit coordination. Every demand complies with the Landlord and Tenant Act 1985 and RICS Code (4th Edition). |
| Ground rent collection | Demand and collection of ground rent in accordance with lease terms. For leases granted on or after 30 June 2022, we ensure compliance with the Leasehold Reform (Ground Rent) Act 2022 (peppercorn ground rent). |
| Lease compliance enforcement | Monitoring compliance with lease covenants. Handling breaches through structured escalation: informal notice, formal warning, and where necessary, Section 146 proceedings in conjunction with our legal panel. |
| Insurance management | Buildings insurance procurement, reinstatement valuations (every 3 years), claims management, and schedule distribution to leaseholders. Insurance is market-tested regularly to ensure competitive premiums. |
| Repairs and maintenance | Day-to-day repairs management via our Fixflo platform, planned preventative maintenance programmes, contractor management, and monthly site inspections. |
| Major works | Full Section 20 consultation management for qualifying works. Specification, procurement, contractor appointment, project management, and defects liability period oversight. |
| Building safety | For higher-risk buildings (18m+ or 7+ storeys): Building Safety Act 2022 compliance including accountable person support, building safety manager appointment, safety case reports, and mandatory occurrence reporting. |

Financial reporting

Quarterly management reports detailing expenditure, arrears, contractor performance, compliance status, and building condition.
Annual client review meeting.

Leaseholder communications

Professional handling of all leaseholder enquiries, complaints, and statutory notices.
Structured communication programme aligned with RICS Code best practice.

5. The Property Intel Process

Your block is managed within Property Intel's structured operational framework:

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5.1 ONBOARDING (DAYS 1-30)

| PHASE | WHAT HAPPENS |
|-------|---|
| 1 | Client due diligence and engagement letter execution |
| 2 | Lease and title review: we review the freehold title, all leases, and supplemental deeds to understand the full legal framework |
| 3 | Handover from outgoing agent (if applicable): financial records, contracts, insurance, compliance documents, keys and access |
| 4 | Handover audit: we verify all records, identify gaps, and reconcile financial accounts independently |
| 5 | System setup: your block is configured on our management platform with full unit, lease, and financial data |
| 6 | Initial site inspection and photographic survey |
| 7 | Section 47/48 notice and introduction letter issued to all leaseholders |
| 8 | Contract and insurance review with renegotiation where appropriate |
| 9 | Onboarding completion sign-off |

5.2 ONGOING MANAGEMENT

Your block is managed within Property Intel's structured operational framework:

- **Daily:** Repairs monitoring, emergency response, leaseholder query handling
- **Weekly:** Invoice processing, arrears monitoring, work order tracking

- **Monthly:** Site inspections, compliance tracker updates, lease compliance monitoring
- **Quarterly:** Management reports, contractor performance reviews, budget variance analysis, arrears review
- **Annually:** Service charge budgets and demands, ground rent collection, insurance renewal, fire risk assessment, year-end accounts, annual client review

5.3 EVENT-DRIVEN PROCESSES

Major works, lease enforcement actions, building safety interventions, and tribunal proceedings are managed as discrete projects with dedicated timelines, budgets, and reporting.

6. Risk Protection

Freeholders face specific regulatory and financial risks. Property Intel's risk framework is designed to mitigate each:

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RISK

HOW WE PROTECT YOU

| | |
|--------------------------------------|--|
| Non-compliant service charge demands | Every demand is generated from controlled templates that include the statutory s.21B summary and s.47/s.48 landlord information. Quarterly audits verify compliance. |
| Ground rent criminal liability | Lease grant dates are verified at onboarding and flagged in our system. No ground rent demand is issued on a post-June 2022 lease. Ever. |
| Service charge arrears | Automated arrears alerts at 14, 30, and 60 days. Monthly aged-debtor review. Legal referral at 90 days for persistent non-payment. |
| Section 20 procedural failure | Every qualifying works project follows our mandatory compliance checklist. The Compliance Officer oversees all consultation notices. Legal review for works exceeding £50,000. |
| Insurance undervaluation | Reinstatement valuations commissioned every three years. Annual indexation applied. Market-tested premiums. |
| Fire safety non-compliance | Annual fire risk assessments. FRA actions tracked with automated reminders. Regular fire safety inspections of communal areas. |
| Building safety (BSA 2022) | Dedicated Building Safety Manager for higher-risk buildings. Safety case reports prepared and maintained. Full support for accountable person duties. |
| Lease enforcement exposure | All Section 146 notices prepared by our legal panel. Proportionality assessed before any enforcement action. Tribunal determination obtained before notice service on long leases (s.168 CLRA 2002). |

7. Compliance Assurance

The regulatory landscape for freeholders is complex and carries serious consequences for non-compliance:

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| REQUIREMENT | OUR APPROACH |
|--|---|
| Landlord and Tenant Act 1985 | Full compliance with service charge provisions. Budgets prepared transparently. Demands issued with statutory summaries. Accounts available for inspection within 21 days of request. |
| Landlord and Tenant Act 1987, s.47-48 | Landlord name and address included on every demand. Templates updated on every ownership or address change. |
| Leasehold Reform (Ground Rent) Act 2022 | Lease grant date verification at onboarding. System flags for post-June 2022 leases. Zero tolerance for prohibited rent demands. |
| Building Safety Act 2022 | Building assessment, registration, and safety case for all higher-risk buildings. Occurrence reporting systems operational. Resident engagement strategies in place. |
| Regulatory Reform (Fire Safety) Order 2005 | Annual FRAs from qualified assessors. Action plans implemented and tracked. Fire safety measures maintained. |
| RICS Service Charge Code (4th Edition) | Our processes are aligned with the Code. Transparency, reasonableness, and fair dealing in every financial decision. |
| Section 146 / Section 168 | No enforcement action without proper legal process. Tribunal determinations obtained where required. Legal panel oversight on all forfeiture matters. |

SECTION 08

8. Why Property Intel

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DIFFERENTIATOR

WHAT THIS MEANS FOR YOU

| | |
|---------------------------------|---|
| Compliance-first approach | Your statutory obligations are met before anything else. Every demand, notice, and process complies with the law. You are protected. |
| Ground rent expertise | We manage the intersection of pre-2022 and post-2022 ground rent regimes with precision. No risk of criminal liability from prohibited demands. |
| Structured financial management | Service charge budgets are prepared with line-by-line justification. Collection is managed proactively. Arrears are addressed early. Year-end accounts are delivered on time. |
| Lease enforcement capability | Our legal panel manages Section 146 proceedings with full procedural compliance. We advise on proportionality and alternative remedies. |
| London specialist | Exclusively London-based management with deep knowledge of Tower Hamlets and surrounding boroughs. We understand the building stock, the regulatory environment, and the leaseholder landscape. |
| Portfolio scalability | For portfolio investors, we provide consolidated reporting, standardised management processes, and a single point of contact across multiple blocks. |
| Transparent reporting | Quarterly management reports with financial, operational, and compliance data. Annual review meetings. No surprises. |
| Professional indemnity | Comprehensive PI insurance protects your interests in the event of professional error. |

9. Pricing Positioning

Property Intel's Freeholder
Management fees are structured
transparently:

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| FEE ELEMENT | BASIS |
|--------------------------------|---|
| Management fee | Per-unit annual fee, reflecting block size, complexity, and service scope. Quoted on a fixed-fee basis. Recovered through the service charge where the lease permits. |
| Major works project management | Percentage of contract value for qualifying works. Reflects procurement, consultation management, and project oversight. |
| Lease enforcement | Legal panel costs quoted on instruction. Recoverable from the defaulting leaseholder where the lease and statute permit. |
| Additional services | Quoted separately: building safety manager appointment, company secretarial (if RMC structure), tribunal representation support. |
| Portfolio terms | Discounted per-unit rates available for portfolio clients with 10+ blocks under management. |

All fees are agreed in writing in the engagement letter. There are no hidden charges. The fee structure is designed for budget certainty.

Contact our team for a detailed, no-obligation fee proposal tailored to your portfolio.

10. Call to Action

Whether you own a single block or a portfolio of residential buildings across London, Property Intel provides the compliance, financial management, and operational rigour your investment demands.

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Protect your freehold investment with professional management.

Whether you own a single block or a portfolio of residential buildings across London, Property Intel provides the compliance, financial management, and operational rigour your investment demands.

| 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 consultation including a review of your current management arrangements, compliance risk assessment, and tailored fee proposal.

Property Intel. Intelligence-driven management for London freeholders.

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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