



PROPERTY INTEL

EXTERNAL — CLIENT  
FACING

# Major Works Oversight — Client Brochure

Major Works Oversight: From  
Specification to Completion, Every  
Detail Managed

---

DOCUMENT ID

PI-BLK-062

VERSION

1.0

CLASSIFICATION

External — Client Facing

OWNER

Head of Block Management

REVIEW CYCLE

Biannually

LAST UPDATED

March 2026

# Contents

---

2. Executive Summary \_\_\_\_\_ 3

---

3. Who This Is For \_\_\_\_\_ 5

---

4. What We Handle \_\_\_\_\_ 7

---

5. The Property Intel Process \_\_\_\_\_ 10

---

6. Risk Protection \_\_\_\_\_ 13

---

7. Compliance Assurance \_\_\_\_\_ 15

---

8. Why Property Intel \_\_\_\_\_ 17

---

9. Pricing Positioning \_\_\_\_\_ 19

---

10. Call to Action \_\_\_\_\_ 21

---

## 2. Executive Summary

Major works are the defining moments in a building's lifecycle. A roof replacement, structural repair, cladding remediation, or comprehensive external refurbishment represents the largest single expenditure that leaseholders will face and the most consequential project that a freeholder or management company will commission. The quality of the specification determines the outcome of the works. The rigour of the procurement determines the value achieved. The management of the project determines whether it is delivered on time, within budget, and to a standard that endures.

---

PI-BLK-062

External — Client Facing

Property Intel provides comprehensive major works oversight for leasehold blocks across London. We manage every stage of the process — from initial survey and specification preparation through contractor tendering, Section 20 consultation, project delivery, quality inspection, defects management, and final account reconciliation. Our approach is structured, documented, and compliant with all relevant legislation including CDM 2015, the Party Wall Act 1996, and the Section 20 consultation requirements of the Landlord and Tenant Act 1985.

We manage major works so that our clients receive controlled, transparent, and fully compliant project delivery.

## 3. Who This Is For

Property Intel's major works oversight service applies to projects from £30,000 to over £1 million. Our client base spans Tower Hamlets, wider East London, and across Greater London, covering purpose-built blocks, Victorian and Edwardian conversions, mansion blocks, and modern developments.

---

PI-BLK-062

External — Client Facing

CLIENT TYPE	TYPICAL REQUIREMENT
Freeholders (individual or corporate)	Full project management for planned and reactive major works
Resident Management Companies (RMCs)	Professional oversight of works commissioned by the RMC board
Right to Manage Companies (RTMs)	Expert project management following acquisition of management rights
Developers with retained freehold	Major works management across multi-block portfolios
Solicitors and surveyors	Specialist project management support for client works programmes

Property Intel's major works oversight service applies to projects from £30,000 to over £1 million. Our client base spans Tower Hamlets, wider East London, and across Greater London, covering purpose-built blocks, Victorian and Edwardian conversions, mansion blocks, and modern developments.

SECTION 04

# 4. What We Handle

---

PI-BLK-062

External — Client Facing

SERVICE ELEMENT	DESCRIPTION
Building condition assessment	Identification and prioritisation of works required
Specification preparation	Detailed specifications by qualified surveyors for like-for-like tendering
CDM compliance	Assessment and management of duties under the Construction (Design and Management) Regulations 2015
Party Wall Act management	Identification, notice service, and award management for works affecting adjoining properties
Contractor tendering	Structured procurement with minimum three tenders; standardised evaluation matrix
Section 20 consultation	Full statutory consultation integrated with the procurement timeline (per PI-BLK-040)
Contract administration	JCT-based contracts; formal documentation of all terms and conditions
Project management	Weekly site inspections; progress meetings; programme monitoring
Quality oversight	Independent surveyor inspections; workmanship assessment; material verification
Variation management	Documented variation procedure; approval thresholds; cost control
Interim valuations and payment	Surveyor-certified valuations; controlled payment processing
Insurance claim coordination	Liaison with insurers and loss adjusters for insured works
Practical completion and snagging	Formal completion inspection; snagging list management; certification

Defects management	Monitoring of defects liability period; defect notification and rectification tracking
Final account reconciliation	Agreement of final costs; reconciliation against budget and insurance proceeds
Leaseholder payment plans	Structured instalment options for major works service charge demands

---

## 5. The Property Intel Process

Every major works project begins with a clear understanding of what is required and why. Whether the need is identified through a planned maintenance programme, a building condition survey, a health and safety assessment, or an emergency event, we start with a professional assessment of scope, urgency, budget, and regulatory requirements.

---

PI-BLK-062

External — Client Facing

## **5.1 UNDERSTANDING THE NEED**

Every major works project begins with a clear understanding of what is required and why. Whether the need is identified through a planned maintenance programme, a building condition survey, a health and safety assessment, or an emergency event, we start with a professional assessment of scope, urgency, budget, and regulatory requirements.

## **5.2 SPECIFICATION AND REGULATORY ASSESSMENT**

Our surveyors prepare detailed specifications that define exactly what work is to be carried out, to what standard, using which materials, and under what conditions. The specification is the foundation of the entire project — it determines the quality of tenders received, the basis for contract administration, and the standard against which completed work is measured.

At the same time, we assess the regulatory landscape: does the project trigger CDM 2015 obligations? Are Party Wall Act notices required? Is Building Regulations approval needed? Is planning permission required? Each requirement is identified, assigned to a responsible party, and tracked through to completion.

## **5.3 PROCUREMENT**

We tender every major works project to a minimum of three contractors, using a standardised evaluation matrix that assesses price (40%), experience and references (20%), programme and methodology (15%), financial standing (10%), health and safety record (10%), and social value (5%). Where Section 20 consultation applies, leaseholder-nominated contractors are included in the tender process.

The tender evaluation is documented in a recommendation report that provides the client with a transparent basis for the award decision.

## **5.4 SECTION 20 CONSULTATION**

For qualifying works (exceeding £250 per leaseholder), we manage the full Section 20 consultation process in parallel with procurement. Our integrated approach ensures that the specification used for tendering is consistent with the consultation notices, and that leaseholder observations are properly addressed. This service is delivered in accordance with our Section 20 Consultation SOP (PI-BLK-040).

## **5.5 PROJECT DELIVERY**

During the construction phase, our Surveyor conducts weekly site inspections and the Block Manager coordinates regular progress meetings with the contractor. Interim valuations are independently assessed and certified before any payment is released. Variations are managed through a formal documented procedure with defined approval thresholds.

We provide monthly progress reports to the client and fortnightly updates to residents, ensuring that all stakeholders are informed throughout.

## **5.6 COMPLETION, DEFECTS, AND FINAL ACCOUNT**

At practical completion, our Surveyor conducts a detailed inspection and issues a snagging list. The contractor rectifies any outstanding items before the practical completion certificate is issued. A defects liability period (typically 6–12 months) follows, during which the contractor is obligated to rectify any emerging defects at their own cost.

Retention is held until the defects liability period expires and all defects are satisfactorily addressed. The final account is then agreed with the contractor and reconciled against the project budget, any insurance proceeds, and the service charge demands issued to leaseholders.

SECTION 06

# 6. Risk Protection

---

PI-BLK-062

External — Client Facing

RISK	HOW PROPERTY INTEL PROTECTS YOU
Cost overrun	Fixed-price contracts where feasible; formal variation procedure with approval thresholds
Programme delay	Weekly monitoring; contractual liquidated damages provisions
Poor workmanship	Weekly surveyor inspections; specification-based quality assessment
Contractor failure	Financial standing checks at tender; performance bonds for high-value projects
Section 20 defect	Integrated consultation process with Compliance Officer oversight
CDM non-compliance	CDM assessment at project initiation; specialist appointments where required
Party Wall dispute	Early identification; Party Wall Surveyor instructed at project inception
Defects after completion	Retention mechanism; formal defects liability period; documented rectification process
Insurance claim shortfall	Early loss adjuster engagement; transparent communication with leaseholders

## 7. Compliance Assurance

Property Intel's major works oversight service operates within a comprehensive regulatory framework:

---

PI-BLK-062

External — Client Facing

REQUIREMENT	OUR APPROACH
Section 20 (Landlord and Tenant Act 1985)	Full consultation managed in-house; zero-defect target
CDM 2015	CDM assessment on every project; specialist appointments for notifiable works
Party Wall Act 1996	Assessment at scoping stage; notices served; awards managed
Building Regulations 2010	Compliance confirmed through specification and contractor obligations
Building Safety Act 2022	Requirements assessed and integrated where applicable
RICS Service Charge Code (4th Edition)	Procurement and management aligned to Code best practice
JCT Contract Forms	Appropriate standard form contracts used for all works
Health and Safety at Work Act 1974	Risk assessments; safe systems of work; site welfare provisions

SECTION 08

# 8. Why Property Intel

---

PI-BLK-062

External — Client Facing

DIFFERENTIATOR	DETAIL
Integrated service	Specification, consultation, procurement, management, and financial administration delivered as a single coordinated service
Surveyor-led quality control	Every project has a named Surveyor conducting weekly inspections and certifying all payments
Regulatory expertise	CDM, Party Wall, Building Regulations, Section 20 — all managed in-house with specialist support where required
Transparent financial management	Certified interim valuations; documented variation approvals; full final account reconciliation
London market depth	Established contractor relationships; benchmarking data across our London portfolio; knowledge of local authority requirements
Leaseholder-focused communication	Fortnightly resident updates; payment plan options; accessible project information
Documented from day one	Every decision, inspection, variation, and communication recorded — creating a project file that is defensible at any tribunal or audit
Scale without compromise	From a £30,000 decoration project to a £1 million remediation programme, the same structured process applies

## 9. Pricing Positioning

Major works oversight is a specialist service that reflects the value, complexity, and risk of the projects being managed. The cost of professional oversight is measured against the consequences of its absence: uncontrolled costs, poor-quality works, regulatory non-compliance, and irrecoverable expenditure.

---

PI-BLK-062

External — Client Facing

FEE ELEMENT	BASIS
Project management fee	Percentage of contract value or fixed fee, quoted at instruction
Surveyor fees (specification and inspection)	Per project scope; quoted before instruction
CDM and Party Wall professional fees	Passed through at cost; specialist appointments made with client approval
Section 20 consultation management	Included within project management fee for qualifying works
Financial administration and payment plans	Included within project management fee

All fees are quoted transparently before any project commences. The project management fee is a recoverable service charge item where the lease permits.

## 10. Call to Action

To discuss major works oversight for your property or portfolio, contact Property Intel:

---

PI-BLK-062

External — Client Facing

CONTACT METHOD	DETAIL
Telephone	07586479847
Email	<a href="mailto:contact@property-intel.co.uk">contact@property-intel.co.uk</a>
Office	30 Churchill Place, London E14 5RE
Website	<a href="http://property-intel.co.uk">property-intel.co.uk</a>

Whether you are planning cyclical maintenance, managing a building condition survey, responding to a fire safety assessment, or facing an emergency repair, we provide an initial project assessment at no charge.

We will review the scope, identify the regulatory requirements, provide a fee quotation, and outline the project timeline — giving you a clear, structured basis for decision-making before any commitment is made.

Property Intel. Every project planned. Every pound controlled. Every detail documented.

*Property Intel — Precision in Property Management*

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

REVIEW CYCLE

Biannually

CURRENT ISSUE

1.0

CLASSIFICATION

External — Client Facing

LAST UPDATED

March 2026

PAGE COUNT

23