

## **Welcome to BlocNet**

Integrity ■ Transparency ■ Value

**Making a difference to the way  
your property is managed.**

# Our Approach

Putting leaseholders' interests first

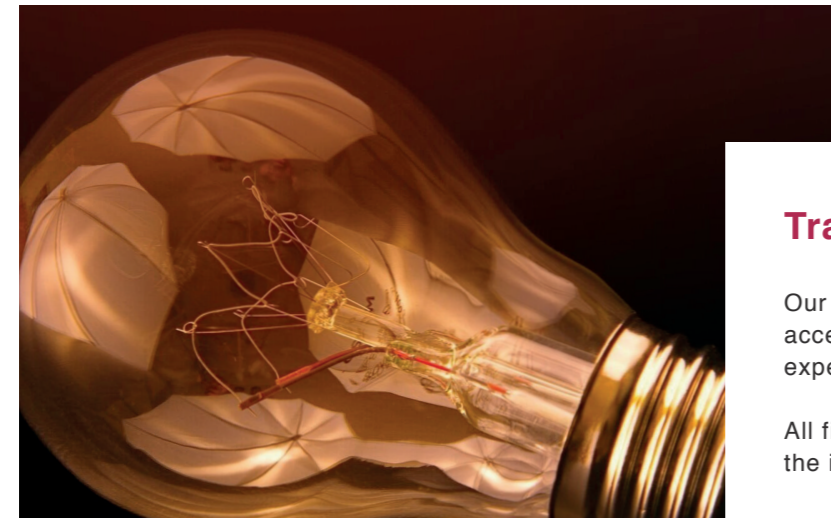
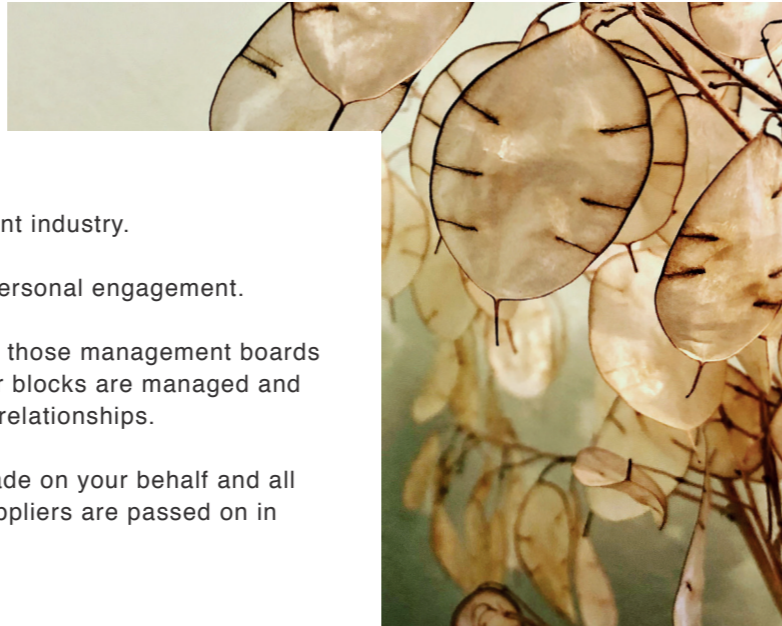
## Integrity

We challenge the traditional property management industry.

Property Management is about individuals and personal engagement.

BlocNet is a niche managing agent, appealing to those management boards who wish to play a proactive part in the way their blocks are managed and who value integrity and honesty in their working relationships.

We do not take commission from expenditure made on your behalf and all discounts we achieve from our contractors or suppliers are passed on in full, to our clients.



## Transparency

Our leaseholders have unrestricted access to all general information and expenditure relating to their building.

All financial decisions made are in the interest of our leaseholders.

## Value

We have the expertise to make a real difference to the way your property is managed.

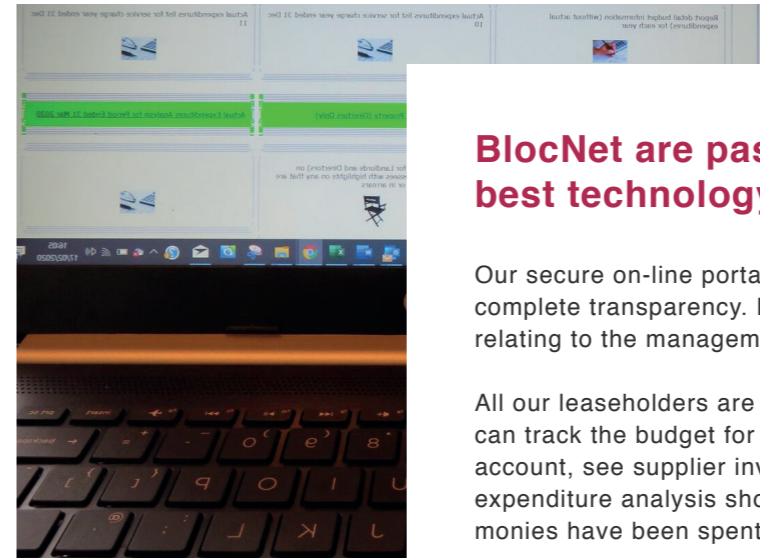
We are a small team that focuses on efficiency and delivering a consistently high quality service to our leaseholders.

All buildings require regular maintenance and repair. BlocNet ensures leaseholders get the best value for money at all times.



# Secure On-line Portal

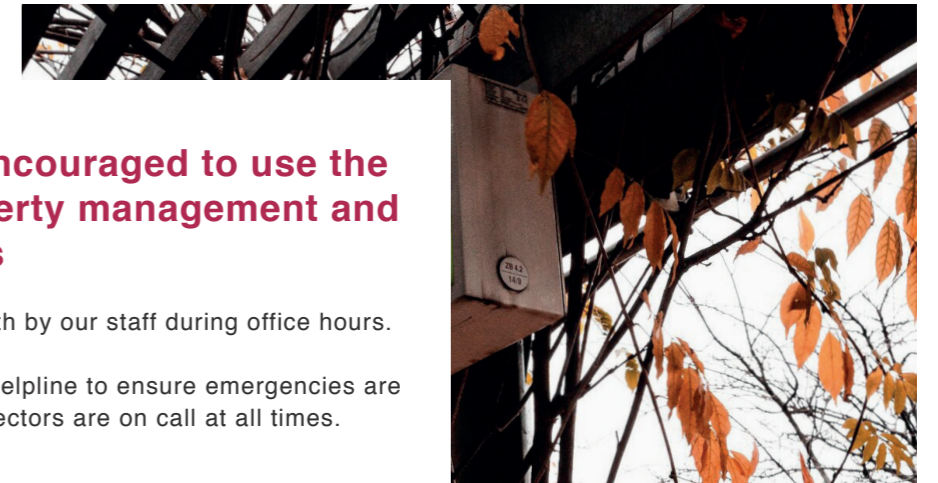
Forward thinking



**BlocNet are passionate about utilising the best technology for the benefit of our clients.**

Our secure on-line portal has been devised to allow our customers complete transparency. Details of all transactions and information relating to the management of their building can be viewed in real-time.

All our leaseholders are given unique access to the portal where they can track the budget for their building, manage their service charge account, see supplier invoices and run up-to-date reports such as an expenditure analysis showing exactly where their service charge monies have been spent.



**Leaseholders are encouraged to use the portal to raise property management and maintenance issues**

These will be promptly dealt with by our staff during office hours.

We also have an out-of-hours helpline to ensure emergencies are dealt with immediately. Our Directors are on call at all times.

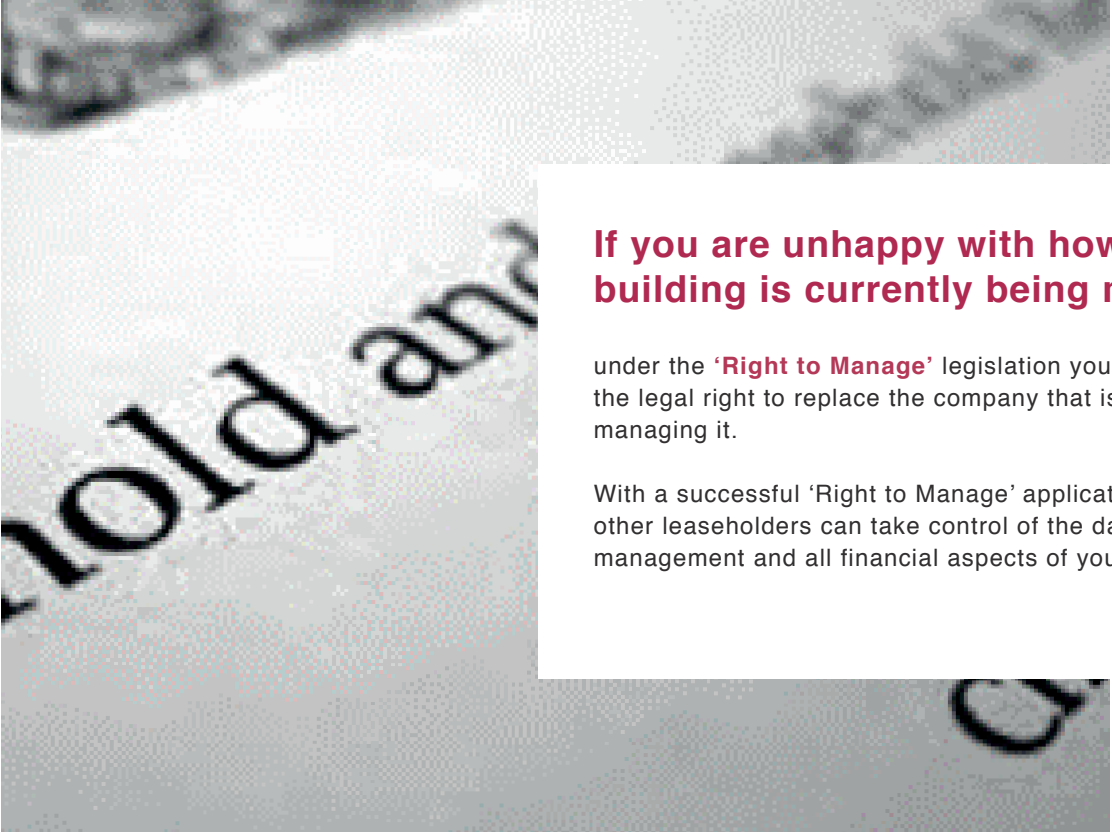


**For leaseholders who do not have access to email**

With prior agreement, we will make alternative arrangements for the issue of invoices and general communications from BlocNet.

## Right to Manage Expertise


Time to take control?



### If you are unhappy with how your building is currently being managed

under the **'Right to Manage'** legislation you may have the legal right to replace the company that is currently managing it.

With a successful 'Right to Manage' application, you and other leaseholders can take control of the day to day management and all financial aspects of your building.



### The Right to Manage procedure can be complicated and difficult to achieve successfully without expert help.

BlocNet can undertake the whole Right to Manage process for you.

Please contact us, in confidence, if you would like information on the process and how this might benefit you and your fellow leaseholders.

## Technical Excellence

We get it right, first time



### Technical Excellence

BlocNet are not affiliated to any building or maintenance contractors but we do have a network of trusted suppliers which we are able to call upon for the benefit of our clients.

We have the technical and professional expertise in-house to deliver major works programmes, including procurement through competitive tendering to achieve best value.



### Set Square Surveyors

Where necessary BlocNet can employ our independent Building Surveying partner, Set Square Surveyors, to ensure defects are correctly diagnosed, contractor's work is of the highest possible standard, and major works are properly managed.

# Maintenance & Major Works

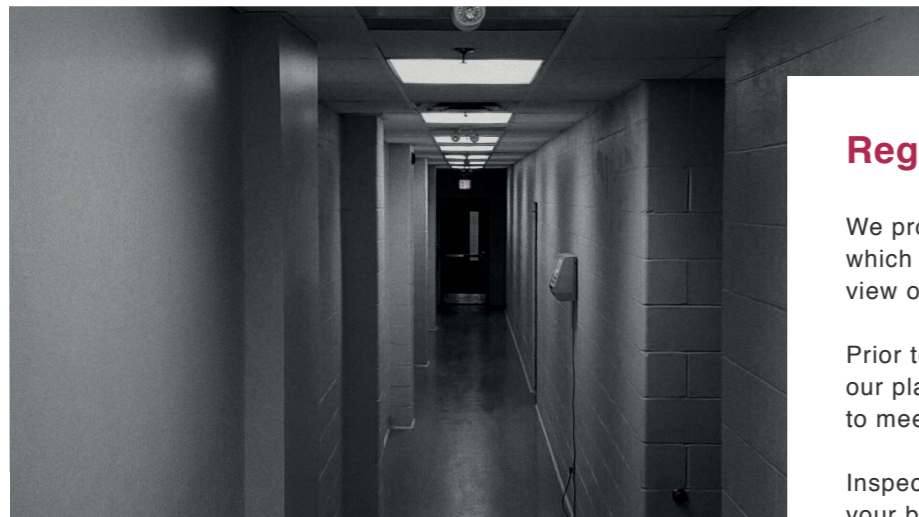
A stitch in time...



## We favour pro-active maintenance rather than reactive/response repair.

BlocNet will always undertake a **condition survey** which will be used to prepare a forward works plan. This benefits our clients in the following ways:

- Produces **lower costs** through competitive tendering
- **Reduces disruption** to the building's residents
- Allows for **planned funding and statutory consultation**, (where required).



## Regular site inspections

We provide quarterly detailed inspections, which are available for all leaseholders to view on our online portal.

Prior to attending, we advise leaseholders of our planned inspection date should they wish to meet with us.

Inspections aside, we will be routinely visiting your building every 4-6 weeks to ensure the highest level of management is maintained.

## Compliance to major works legislation and engaging with our clients along the way

Our Building Surveyors will prepare technical specifications for the works and competitively tender them to ensure leaseholders get best value.

Effective consultation with leaseholders ensures everyone is engaged with the works and how they are to be done.

Regular site inspections during the construction phase help us deliver a successful project, on time and within budget.



# Our Management Team

Proactive and personal service

## Jai Patel, Director

Jai has been working in the Block Management industry for over 20 years.

She has successfully attended the First Tier Tribunal on Behalf of Leaseholders on a number of occasions and has a wealth of knowledge in block management and compliance.

In her spare time she likes to practice yoga and meditation and spend time with her family.

[jpatel@blocnet.co.uk](mailto:jpatel@blocnet.co.uk)



## Paul French, Director

Paul is a Chartered Building Surveyor with over 30 years private practice working for residential and commercial clients.

He regularly chairs RICS conferences and seminars, and has published property-related articles in Estates Gazette and Building Survey, Appraisal and Valuation. He is a past chairman of the Federation of Corporate Real Estate and is Managing Director of Set Square Surveyors.

In his spare time he enjoys sailing (badly) and cycling (slowly).

[pfrench@blocnet.co.uk](mailto:pfrench@blocnet.co.uk)



## Lynne Pattinson, Associate Director

Lynne oversees all the finance and administration, for BlocNet. She has a degree in Architecture, and extensive experience in the property industry.

She has excellent knowledge of the Right to Manage process and brings a wealth of knowledge from other industries, having worked for major clients in office design fit-outs, new business and marketing.

In her spare time she enjoys being creative, walking in the mountains and eating good food.

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We look forward to  
hearing from you

