

Leasehold Management



A quarter of a century of professional service...



CASTLEKEYES

A personal approach

Castlekeyes Leasehold Management offer 25 years of experience and knowledge within the running of small and large blocks of flats/ apartments. The company was founded by Pam Wilding, who still leads the company.



Castlekeyes offer up to date know-how and good old fashioned values. Our clients will know that we provide honesty, integrity and straight-forward commonsense advice. In a changing world where laws, liabilities and responsibilities are constantly changing, it makes sense to deal with a company that can discuss matters in a plain, direct and no nonsense approach, which is why Castlekeyes have been so successful over the last quarter of a century.

What do we do?

What don't we do! From arranging gardening contractors, to car parking enforcement, to insurance claims advice, to arranging quotations and instructing new roofs, driveways, windows etc. to providing up to date health and safety advice. We advise on clients liabilities and responsibilities, attend AGMs, register and administer accounts, agree budgets, deal with complaints, noise, anti-social behaviour and generally advise on all property matters. In fact, if you have a problem, we find a way of dealing with it.



What you can expect

Our management service is based upon the RICS (Royal Institute of Chartered Surveyors) practice notes on the responsibilities of managing agents.

Maintenance

We work closely with our clients and we will:

- Visit the property on a regular basis and/or when necessary and prepare a report for the company's directors and/or representatives advising on the condition of the building and grounds.
- Agree the programme and priorities for dealing with the problems of the buildings and the grounds with the company's directors and representative.
- Arrange for the management company's contractors to attend to minor repairs promptly.
- Obtain a minimum of two contractors' quotations for major works to be considered by all directors in accordance with the requirements of the Landlord and Tenant Act 1985 Section 20.
- Administer the employment of contractors and staff, ensuring a regular re-assessment of their costs. Order oil and other consumable supplies in good time.
- Safeguard all drawings and maintenance records relating to the property.
- Organise contracts, if applicable, for any plant and equipment required following consultation with the company directors and/or representatives.



Accounting

We will:

- Maintain the accounts on a regular basis and report on the financial situation at meetings of directors or lessees, as required.
- Prepare annual budgets based on historical accounting data adjusted for foreseeable events in liaison with the company directors and/or representatives. Prepare cash-flow forecasts.
- Prepare service charge assessments based on the accounts and annual budget. Prepare further assessments in the event of major unforeseen developments in conjunction with the directors.
- Maintain existing management company bank accounts.
- Make payment to landlord's staff, outside contractors and any other authorised parties.
- Deal with any discharges and additions to the various sinking funds.
- Resolve any enquiries received from the company accountant.

Company Secretary

We will:

- File statutory documentation and annual returns with Companies House.
- Attend annual general meetings, extraordinary meetings, and directors meetings, where required. Produce minutes of meetings and circulate to the appropriate parties. Chair meetings if requested.
- Deal with solicitors and other enquiries on changes of ownership of apartments where applicable to the company.
- Advise on general aspects of company administration.

Insurance

We will:

- Obtain competitive annual quotations for consideration and approval by the directors.



Legal

We will:

- Advise on changing regulation and legal requirements of company director's and/ or representatives and their specific responsibilities and liabilities.
- Advise on changes to health and safety, fire regulation and general responsibilities and duties of company directors.
- Arrange suitable insurance for company directors in the event of litigation.

General

We will:

- Respond to everyday enquiries from lessees concerning management issues.
- Ensure that the terms of the lease and the company's statutory obligations are being correctly observed.
- Upon request we can provide copies of management company documents we hold, however a separate copying charge will be made.

Making the difference

Castlekeyes manage hundreds of apartments and flats, on behalf of clients in brand new, old and even listed properties covering the southern counties of England. Every owner is individual and every development is different.

Moving from your existing managing agent does not have to be a stressful experience!

If you are considering changing agent or appointing a new managing Agent to oversee the running of your flats/ apartments and would like to discuss the comprehensive service that Castlekeyes offer, we would be only too pleased to hear from you. Whilst our offices are based in the market town of Alton on the Surrey/Hants border, we will always come to see you so that we can inspect and assess the development you wish to discuss.



Keeping in touch

Castlekeyes have systems in place which mean we have a regular dialogue with our clients whether there is anything specific to discuss or not. It is our way of showing that we are constantly thinking of the welfare of our clients and the homes in which they live. In life, many problems are caused by poor communication, this is something we always wish to avoid.



Having established Castlekeyes Property Management some 25 years ago, I am still involved on a daily basis ensuring the principals and work ethic I laid down are still at the core of the way we do business.

Castlekeyes' success is down to the fact that the company works as a team with long standing employees. Dedicated personnel concentrate on providing a professional but personal approach to the management of the many blocks of flats and apartments in our portfolio.

Pam Wilding



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