



# RETRIEVER PROPERTY MANAGEMENT LIMITED BROCHURE



FORMERLY ARMA

01983 217669

[www.retrieverpm.co.uk](http://www.retrieverpm.co.uk)



# Welcome to Retriever Property Management Limited.

Thank you for taking the time to investigate our services.

We are pleased to provide some information for your perusal.

Retriever Property Management Limited was founded in 2021 and is the only TPI (The Property Institute) formerly called ARMA, (Association of Residential Managing Agents), accredited property management company on the Isle of Wight and we are also a member of The Property Ombudsman Redress Scheme for Property Managers.

Whilst we are a young company our knowledge and experience has been cultivated since 2005 and then, having moved to the island, our founder saw an opportunity to bring that ARMA knowledge and experience to the Isle of Wight.

We pride ourselves on covering the management of all types of properties across the island from 2 flats in a house to 122 units of mixed tenure of houses, apartments and extensive grounds to grounds only, for a group of houses. We manage properties from Alum Bay to Ryde and everywhere in between. Nowhere is too far and no property too big or small.



Our philosophy is simple.

To provide good customer service, quick results and transparency at all times, in a friendly manner.

No matter the size of your property, we're here to help, we have experience of most situations and if we haven't, we love a challenge and have the contacts to find a solution.

We know it can be frustrating when owners need to know something, and the office is closed. Retriever Property Management Ltd has invested in bespoke property management software, called Blocks Online.

This software enables property owners to check their account online and download documents such as Insurance policies, copy budgets and major works programmes and report maintenance items, all at the click of a button.

In this brochure we give you an insight into the services we provide and the software we use that enables you to manage your account and keep in touch with the progress of works required.

# Professional Management Company

As a professional property management company, we possess extensive knowledge of the landlord and tenant act, health and safety regulations and other requirements in areas such as construction, accounting and much more.

We invest in training to ensure we stay up to date with changes in legislation.

Your property manager is trained at and experienced in, the day-to-day operations of managing estates and blocks of flats and has been doing so since 2005.

Through the online system, we can keep owners informed about matters relating to the management of the building and estate through email and messages.

Contacting us is easy, we only have one telephone number that you need to call, whether we are in the office or out on site.

Here at Retriever Property Management Ltd, we know how frustrating it is not to have a response to emails and so we aim to respond to all emails within 48 hours. If this is not possible, due to the complexity of the email, we will let you know a realistic timeframe within 48 hours.



## What do we do for your Block?

Aside from responding to enquiries from homeowners a significant part of our role is managing the block efficiently, ensuring compliance with regulations and laws, to promote the comfort and safety of residents.

Here are the key elements of our services: -

Organisation and overseeing of Repairs and Maintenance.

Year End and Monthly Accounting.

Health and Safety and Risk Management.

Issuing and collecting Service Charges and Ground Rent and where applicable the collection and management of Reserve Funds.

Major Works planning, issuing relevant notices and overseeing works.

Regular Site Visits, noting both reactive and pro-active works.

Online Portal to report issues, monitor the progress of works and to view your account and block documents at your convenience.

## **Full explanation of the more general key elements: -**

### **Repairs and Maintenance**

Conducting site inspections and noting any repairs that are required and areas that will may need attention in the future to be incorporated into a planned maintenance programme.

Identifying risks to health and fire safety during site inspections.

Carrying out the administrative tasks of sourcing competitive cleaners, gardeners, utility providers and maintenance contracts.

Meeting contractors on site to explain any minor works prior to their quotation.

Overseeing minor maintenance works.

Planning routine and statutory maintenance works covered by the management agreement.

Working with specialist consultants e.g., maintenance work which may disturb any known or unknown asbestos materials.

Preparing specifications and contracts for minor works and services.

Preparation of service level agreements for regular contractors such as cleaners and gardeners.

Planning and monitoring major works in consultation with all owners.

Conducting owner consultations before major works and long-term agreements go ahead (also known as 'Section 20' consultations), for which there is a separate fee for this, based on the involvement required.



### **Accounting**

With the owners, planning the budget for the forthcoming year and ensuring, as much as is possible, to keep to that budget.

Signing off invoices against work that has taken place.

Ensuring payment to contractors is made on time.

Updating owners accounts weekly with any payments made to their account.

Carrying out monthly bank reconciliations.

## Accounting continued

Collating, checking and then sending the year end accounting information to the external accountant for certification and ensuring they are produced within the guideline time frame.

Distributing the year end accounts and charging or refunding any deficit or surplus as dictated in the lease.



## Health and Safety, and Risk Management

On top of our repairs & maintenance and accounting duties, another important aspect of the property manager's role is the on-going health and safety, and risk management of your estate:

Identifying risks to safety during site inspections.

Ensuring specialist checks and tests are conducted by qualified contractors and specialists.

Complying with relevant building safety regulations.



## Service Charges

To finance these property management services and maintain the structure of the building and its communal parts, we collect service charge fees from the homeowners.

This is agreed in advance and charged according to the terms of the lease.

Where the lease allows, this may include providing for a reserve fund to be established for forthcoming major works.



## Online support

Our property management software system allows owners to log on with their own personal password and carry out the following: -

### **Specific to each individual property:-**

Look up their account and download their statement.

Look at the current list of tickets and see the progress and comments.

Set the system to send them a receipt when they pay.

## For the property as a whole:-

Track progress of all tickets.

Report issues relating to the communal areas of the property.

Access and contribute to the Community Forum for the property.

Access the document and information libraries for the property, to view and download: -

Yearend accounts, Budget information, Buildings, Estate and Directors and Officers Insurance Schedules and policies, where applicable and any major works information.

View site visit reports and, where applicable, financial information for the property.

View invoices for completed works, which are uploaded monthly.



## How much is this going to cost?

The cost is dependent on your needs, our fees start at £99.00 per unit per year.

We are committed to ensuring the package you need is at the right price for you and that you are not paying for services you don't need or do not apply to you.

We therefore offer a "pick and choose" range of services, starting with Bronze at £99 per unit per year, up to Palladium at £300 per unit per year.

Any major works required at the property, that are subject to a Section 20 process, will incur an additional fee of between £500.00 and £2,000.00, depending on the works or input from us that is required.



## And finally.....

Thank you for your time in reading this information and we look forward to hearing from you.

Kind regards

Julie Hansford (Mrs) AIRPM  
Director and Founder



Office and Correspondence Address: Broadway House,  
The Broadway, Totland Bay, PO39 0BL  
Registered Office 1 Hooke Close, Freshwater, Isle of Wight, PO40 9FZ  
Telephone number: 01983 217669  
Email: [office@retrieverpm.co.uk](mailto:office@retrieverpm.co.uk)  
[www.retrieverpm.co.uk](http://www.retrieverpm.co.uk)  
Registered in England. Company Number: **12449727**

