



# Matthews Block Management Services



# an introduction



Matthews is a family owned business that has been the pulse of the property market since 1986. In 2010 the block management area of the business was established. Our property portfolio now includes over 80 developments across Cheshire, Wirral, North Wales and Shropshire. This growth has mainly been achieved through recommendation by existing clients and our professional accreditations.

We pride ourselves on building a proactive relationship with our clients. Our knowledge of the lettings sector means we are also able to consider the residents' experience whilst living at the developments we manage. We are also pleased to have achieved membership with the **Association of Residential Managing Agents (ARMA)**, meeting the requirements necessary for **ARMA Q**. We are also members of **ARLA Propertymark** which demonstrates our commitment to maintaining the highest professional standards.

The Matthews' team are professional, approachable, and keen to provide a service focused on meeting our clients' needs. We invest in their training and development to ensure they are up to date with latest developments of an evolving environment for the property sector.





## our service

We understand the importance for leaseholders to have a competitive service charge whilst ensuring the buildings are maintained to ensure management companies meet their obligations. In support of this we use local contractors and suppliers to attend to the sites promptly and efficiently. All sites are visited by our staff regularly to ensure any problems are picked up and dealt with in a timely manner.

We ensure any statutory requirements are complied with in respect of servicing and testing of development equipment. The services we provide are also supported by a local network of specialists for dealing with professional services such as legal, insurance and building surveyors.

## keeping you up-to-date

We operate efficient software systems (including Resident Block Management Software) which supports our approach to transparent financial management, including issuance of service charges, preparation of company accounts and any necessary arrears chasing. We also manage reserve funds and have close control of annual budgets and expenditure. The team are also experienced in presentation of financial information at General Meetings for leaseholders.

# Your property in our safe hands



Our services provide a cost effective and comprehensive solution for block management. The services we provide can be bespoke to meet the needs of individual clients.

## Below is a summary of the main services we provide:

- Management of the general maintenance, upkeep of the building exterior, communal areas and equipment.
- Managing contractors and suppliers to ensure repairs and maintenance meet the required standards.
- Arrangement of necessary risk assessments to meet required statutory regulations, including fire safety and for health and safety.
- Arranging for planned preventative maintenance (PPM) schedules to ensure longer term maintenance of developments.
- All aspects of financial administration including management of client bank accounts, setting of service charge budgets, debt recovery, preparation of service charge accounts, managing cashflow, and the provision of financial information to clients. All financial information is provided to ensure we meet **ARMA regulations**.
- Understanding and advising on the provisions of leases for matters such as service charges, including implementing the management of sinking / reserve funds.
- Dealing with management enquiries from leaseholders.
- Liaising with the appointed insurance broker to ensure necessary insurances are in place, including property / building owners insurance, engineering insurance, and directors' and officers' insurance. We also assist with dealing with insurance claims.
- Responding to solicitors enquiries with regards to development property sales.
- Complying with Companies House requirements and other requirements to ensure management companies comply with its obligations.
- Arranging Annual General Meetings (AGM).
- Advice and compliance with Section 20 processes and procedures.



# our promise to you



## We're licensed by ARMA (The Association of Residential Managing Agents)

Our membership of ARMA is reliant upon us meeting the Consumer Charter including:

- Being honest, fair, and transparent and providing a timely and professional service.
- Acting with skill, care and diligence and without discrimination.
- Making sure that all of our staff are appropriately trained and knowledgeable.
- Operating with written terms of business.
- Operating and providing a Complaints Handling Procedure specifying the Ombudsman Scheme to which we subscribe.
- Complying with all relevant legal requirements and relevant codes of practice.
- Avoiding conflicts of interest.
- Maintaining clear, accurate and up to date financial records.
- Ensuring that client money held is held separately from the managing agents other monies.
- Holding appropriate Professional Indemnity Insurance.



# what our clients say ...



*"Communication with them is easy and straightforward"*

*"Perhaps most importantly of all is the sound management they provide for our finances."*

*"Matthews secure best value for any work carried out and provide up to date, transparent accounts which form the basis of informed future spending and planning."*

*"No problem appears to be too big or small for them to address and resolve."*

*"We have found them to be easy to deal with, professional and knowledgeable in all aspects of block management."*

*"They have demonstrated a high level of focus on customer experience and built up a good relationship with ourselves."*

*"We have been absolutely delighted with the service we have received."*

*"The Executive Officers are delighted with the appointment of Matthews of Chester because of their professionalism, efficiency, integrity and certainly not least, the very pleasant personal relationship with all the staff."*

*"I would have no hesitation in recommending them to any other clients seeking a quality building management provider."*

*"Thank you for your continued care Team Matthews! Always professional, friendly and efficient."*

*"willing to go the extra mile"*

*"Great service, and always feel as if the business really cares and has my and the block's best interests at heart."*



For more testimonials visit:

<https://www.matthewsofchester.com/block-management/block-management-testimonials/>



# contact



For more information, please contact our dedicated team via email:

[blocks@matthewsofchester.com](mailto:blocks@matthewsofchester.com)

or call 01244 346226



For more information visit:

[www.matthewsofchester.com/block-management](http://www.matthewsofchester.com/block-management)

