

# MANAGEMENT PROPOSAL

Fraser Allen

— Estate Management —

Professional | Sincere | Reliable

Festival House, Jessop Avenue.  
Cheltenham, GL50 3SH

**PREPARED BY :**

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# OUR VISION

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## Mission Statement

The mission of Fraser Allen Estate Management is to achieve the highest standards within Block Management, but to do so with care, compassion and understanding to the needs of those we work with.

## Vision Statement

To be the leader in Block Management with a renowned reputation for honesty, integrity, impeccable customer service, helping others and serving the community through our charity work.



### **Professional**

"Professionalism is not the job you do, it's how you do the job."

We pride ourselves on consistently achieving high standards, both visibly and behind the scenes, in the work we do, and the way we behave.



### **Sincere**

The work we do is based on a kind, considerate and genuine encounter with a member of our team. Our goal is to ensure that we build trust with those we work with, through open and honest conversation.



### **Reliable**

Our job is to make you as the client feel safe in our hands. To deal with an issue promptly and effectively, showing good manners and strong values. It is important for us to show our strengths and weaknesses and to work with you in a mutually respectful manner.

# ABOUT US

Fraser Allen Estate Management brings an innovative, organised and reputable approach to the industry.

At Fraser Allen, we understand that managing a residential estate requires a diverse range of skills and expertise. We will manage all day-to-day matters, financial aspects as well as cyclical, preventative and emergency maintenance.

Your residential estate will be supervised by a qualified and highly experienced manager who will have the relevant support structure in place to deal with the needs of the estate at all times.

Should you appoint Fraser Allen as your managing agent, we will discuss the individual needs and requirements relating to your estate and make any necessary recommendations to the Board. We can then put any agreed plans in place, which may include budgeting, fire, asbestos, health and safety recommendations, insurance and any savings that could be made at the estate.

We specialise in providing exceptional management services, and we are confident that our dedication and expertise can ensure the smooth operation and enhancement of your estate.

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Company Summary

Fraser Allen is registered with The Information  
Commissioner's Office  
(ICO) - Registration Number ZA202173

Company Number: 10308481  
VAT Number: 282003046

# OUR SERVICES & DEPARTMENTS

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## Services

- Block & Estate Management
- Company Secretarial
- Commercial Property Management
- Lease Extensions, Collective Enfranchisement & Surveys



## Departments

Property Management  
Legal  
Call Handling

Administration  
Insurance  
Accounts

# FINANCIAL MATTERS

Fraser Allen will provide all clients with an organised and efficient approach regarding the collection of service charges, ground rent and reserve funds. We have a robust system to collect all service charge arrears as required and as governed by law.

All financial information will be maintained to reflect all transactions on a daily basis accurately. We will make any relevant financial information available to clients upon request.

As per RICS regulations, Fraser Allen will keep one (or more if required) bank account(s) for any client money separately from our own bank account.

All bank accounts will be maintained in accordance with all relevant regulations. We will also supply all relevant information to the clients Accountant as required at the Accounting year-end.



## Service Charge

Fraser Allen will open a dedicated client account for your development, via NatWest and this account will NOT be subject to any bank charges.

Fraser Allen is a company that prides itself on its core values of professionalism, sincerity and reliability: the company strives to build client trust through these core values.



# LEGAL, INSURANCE & COMPLIANCE

Fraser Allen would ensure all leaseholders comply with the terms of the lease and would instruct our legal team for any breaches if authorised to do so.

We would always work within current legislation and conduct ourselves with professionalism at all times.

We would also respond promptly to solicitors' enquiries regarding property sales and will ensure licences and consents are provided as swiftly as possible.

## **Health and Safety**

Health and safety is always at the forefront of the business, and we will liaise with the board when reports are due and should any work be required in this regard.

## **Insurance**

Fraser Allen has the necessary professional indemnity insurance appropriate for block management.

## **Buildings Insurance - block policy**

Fraser Allen would place your buildings insurance for the estate as required. We would also place the appropriate insurance for the Directors and Officers of the company.

Placing the buildings insurance usually comes with a commission structure of 12%, but we would not charge any additional fees for the management of any insurance claims.



Fraser Allen is supported externally by a legal team who assists with debt collection, lease disputes and any other legal matters that the client may require assistance with.

# MEETINGS, CONTRACTORS & RESPONSE TIMES

## Response times

Fraser Allen will respond to an emergency within 2 hours and will act upon any reported repairs within 48 hours. Our service level agreement for callbacks and emails is 48 hours, however, we do our best to always respond sooner.

## Out Of Hours

We offer an out-of-hours service to our clients via Telephone, Text, WhatsApp or Facebook messenger. Details will be provided accordingly to each leaseholder as necessary.

## Staff Management

Should your estate employ staff, we would be happy to assist in preparing job specifications as required.

We can also deal with any financial matters regarding PAYE, Income Tax and National Insurance as required.

## Contractors

Fraser Allen does not employ contractors directly, and all are subcontracted as per the requirements of the estate. Each contractor must present a method statement, risk analysis and the appropriate insurance policy before any work will take place.

## Meetings

Fraser Allen will be happy to attend client meetings as agreed at the time of our appointment. As part of our attendance at meetings, we would document the points raised at the meeting and distribute them as necessary and in accordance with the agreed format.

We would report significant matters as agreed to all leaseholders and would advise on all agreed actions arising from the meeting.

# CHARITY PARTNER



Fraser Allen Estate Management are proud Corporate Ambassadors and Charity Partners for the Hollie Gazzard Trust.

The aim of the Hollie Gazzard Trust is simple – they work to save lives by building individual and community resilience to domestic abuse.

They work towards this in three ways:

- The first is by raising awareness. They do this in various ways; from helping young people understand the dangers of unhealthy relationships and what this can lead to, using Hollie’s tragedy as an example.

Keeping their subscribers informed on the issues around domestic abuse and stalking via their monthly Hollie Gazette and social media platforms. They also host various fundraising events throughout the year, such as their Golf Day, Annual Dinner and Walk4Hollie.

- Secondly, they help people create positive, happy and safe relationships, free from abuse by providing education and guidance in schools, workplaces and other organisations. The Trust offers a series of workshops designed to fit both schools and colleges.

- Thirdly, they hope to prevent other people from going through what Hollie did before her death. They offer our free personal safety app, Hollie Guard in the hope this will help individuals experiencing domestic abuse and stalking to stay safe.



# CHARITY PARTNER



To find out more about the Trust, please go to [www.holliegazzard.org](http://www.holliegazzard.org)

The smartphone app has been developed and tested over a number of years, making it easy to use when ever you need it.

Hollie Guard has the trusted PanicGuard technology inside which is trusted by over 1 million users globally.

This fantastic personal safety app has been implemented throughout our business, and our MD Jodie Fraser is currently working with a number of other property professionals and the Property Institute to roll out this app across the industry in order to keep property managers safe.

The app works by updating your precise location every 5 seconds, based on your speed and movement activity to identify where you are once an alert has been raised. The app provides a lot more functionality than a regular keyring alarm for absolutely anyone who has safety in mind.

Some of the features of the app includes:

## Alert

By simply holding down the hexagon button for 3-6 seconds, this sets off an alert and activates the phone's camera, sending a message and recording to the your pre-defined emergency contacts. With Hollie Guard Extra, these Alerts are sent to a 24/7 police-approved monitoring centre too.

## Meeting Timer

The Meeting Timer allows users to feel safe when going into a potentially dangerous meeting or performing a dangerous task. A user set timer will countdown until deactivated meaning the user has to mark themselves as safe, otherwise raising an alert.

## Evidence Gathering

When raising an Alert, Hollie Guard can automatically start your smartphone's camera and microphone to capture real-time evidence of the situation around you. Your emergency contacts can access this evidence real-time, as well as being saved in the cloud for later use.

## Journey

Journey allows your users to set a start and end point. The app then automatically monitors your journey and alerts your nominated contacts and once you safely arrive or trigger an Alert.

Fraser Allen Estate Management is a multi-award winning Property Management Company specialising in Residential Block Management.

We're delighted to share some of our award wins with you.

For more detail, visit our website [www.fraserallenem.co.uk/industry-recognition](http://www.fraserallenem.co.uk/industry-recognition)



# CONTACT US

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To discuss our proposal in more detail, or to address any questions you might have, feel free to contact us at **info@fraserallenem.co.uk** or **01242 399150**. We would be delighted to arrange a meeting at your convenience.

Or, for more information about our company and the services we offer, visit our **www.fraserallenem.co.uk**

## Cheltenham

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