

## INTRODUCTION

In 2004, David Collinson saw that many residential blocks and conversions did not receive the level of care in their management that RMC directors, leaseholders, developers and freeholders deserved.

He began Block Management UK Ltd with a single property in central London, using unique, bespoke management software. Today, we manage a wide portfolio of properties across the UK, from Plymouth to Leeds and from Cardiff to Norwich.

## CURRENT POSITION

Block Management UK Ltd is trusted with the management of over £80 million worth of assets and recouping £10 million worth of service charges per year, administering over 340 separate bank accounts on behalf of clients.

Our current portfolio stands at over 5,300 units across 243 properties, with an average 22 units per block. Our smallest block stands at 2 units, and our largest is 274 units. RMC units make up 41% of our total client base.

Block Management UK Ltd accounts for over £6.5m in service charges per year and administers over 200 separate bank accounts on behalf of clients.

## STATEMENT

"Block Management UK Ltd has seen a marked increase in business enquiries from larger blocks, housing estates and property developers.

Our own growth has continued despite the PPE and distancing measures in our offices and on-site visits.

The past year and the restrictions of the pandemic have shown our traditional customer base of residents management companies that the greatest value a managing agent brings is in off-site services. Remote services such as accounting, collection and budgeting of charges, contractor management and the organisation of H&S inspections top the list of jobs that most influence the smooth running of a property.

The recent addition of a new business development manager strengthens our sales and marketing department, allowing us to better promote our market value to new customers in 2021 and beyond."



David Collinson  
Managing Director  
Block Management UK Ltd

## PERFORMANCE 2020-2021

BMUK intends to expand further into the management of current and new build estates, applying the high level of customer service that its residential block clients have enjoyed over the years. We also continue to invest in internal processes to improve customer service.

## FIVE YEAR PLAN STRATEGIC PRIORITIES

- We believe that residential housing estates deserve better managing agents. We will offer a transparent, efficient and ethical approach to serving the UK housebuilding industry, freeholders, leaseholders and other stakeholders.
- As larger managing agents merge, we continue to offer an alternative managing experience combining the customer focus of a niche company with features and benefits more expected of a large management agent.
- Property management is not a one-person job. We continue to develop the role of the property manager both on-site and off-site in overseeing and coordinating the Customer Service Team and the Accounts Department to ensure that every site is managed in line with customer expectations and of course the law.

