

Property Management

with the personal touch



VJLW Property offers an outcome oriented service, incorporating proactive preventative maintenance, Health & Safety expertise, full financial transparency, rigorous contractor management and adherence to industry codes of practice.

By taking a structured, long term approach and working closely with all interested parties, VJLW Property ensures that you achieve true value for money from your service charge investment.

The VJLW Property difference

Ethical practices

VJLW Property delivers high quality estate management at a fair price in as straight forward and transparent a way as possible.

Contractors are chosen solely on the basis the quality of their work. VJLW Property does not take commission or finders fees from any contractor or supplier – the amount on the invoice is the amount they receive.

VJLW Property operates to ARMA guidelines and adheres to the RICS Service Charge Residential Management Code of Practice.

Continuity of management

VJLW Property can adopt a long term, strategic approach to management of your estate because the person you initially meet will be the person who manages your property for the long haul.

Through the development your Property Implementation Plan and during monthly site visits, a vast level of understanding about your property is acquired which can be used to deliver a truly tailored service.

Continuous improvement

It's not good enough to collect service charges and do the minimum to keep the building ticking over.

VJLW Property makes your money go as far as possible, ensuring that the quality and value of your properties are protected, and that you have a really pleasant place to call home.

Working with only the most skilled contractors, each and every piece of work carried out on the property fits with the overall vision and ambition for the building – do it well, do it once.

VJLW Property puts you in the driving seat

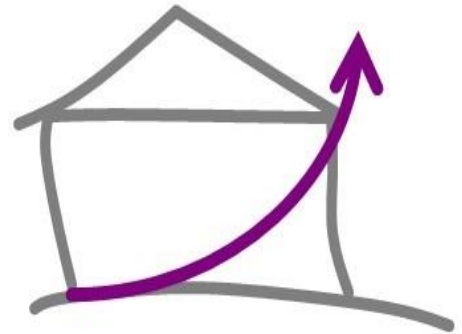
- VJLW Property will give you full **knowledge** of what costs are coming up, so you can set the service charges to support these, avoiding unexpected deficit charges and unpredictable rises in future years.
- VJLW Property will provide full **visibility** of the plan, so you can choose how you want to prioritise work.
- VJLW Property will offer you **choice** over the design of any changes, to make sure they suit the style of your building.



The VJLW approach

By taking a structured, long term approach, working closely with both freeholders and leaseholders, and implementing strict quality control and contractor management, VJLW Property ensures that your service charge funds deliver real, tangible benefits.

- From the outset, VJLW Property **identifies the long-term needs** of your building and creates a financial plan to address them.
- VJLW Property works closely with Health & Safety experts to meet all legislative obligations and **ensures that your property is safe and secure** for all who live in or visit it.
- VJLW Property proactively **improves your building** to optimise the value of your flats and make it the best place to live that it possibly can be.
- VJLW Property doesn't just fix problems when they occur, it **identifies the root causes** and addresses them before they become a problem.
- VJLW Property **doesn't waste your money repeatedly fixing recurring faults**, so money is left in the pot for the improvements you would like to make.
- VJLW Property closely oversees all works and **ensures quality and adherence to your brief**.
- VJLW Property **offers complete financial transparency** – you influence the financial plans and have visibility of all transactions.



VJLW Property services

Property Implementation Plan

There will be multiple calls on your service charge income: both things you need to do to keep the building structurally sound and safe, and plenty of things you might like to do to make it more attractive and comfortable to live in. Furthermore, there may be differing ambitions and conflicts of interest amongst your leaseholders, freeholders and others regarding how much service charge to pay and where to spend the money.

Upon taking over management of your property, VJLW Property will simplify this challenge for you by building you a powerful Property Implementation Plan.

A comprehensive review of your property will be carried out to understand all your regulatory and lease obligations, your current bills, and a full inventory of all works that will be required or desired over the next few years, plus the financial implications of delaying certain activities.

VJLW Property will distil this information to build a Property Implementation Plan that models future cashflow based on a range of service charge levels and prioritisation options for works to be carried out.

This puts you firmly in the driving seat, allowing you to make pragmatic, informed choices about how much you want to invest in the building and where you want that money to be spent.

Proactive estate maintenance

Managing your building is a complex challenge. You need to ensure you comply to all the Health & Safety regulations, manage regular maintenance and implement your Property Implementation Plan to enhance the structure and aesthetics.

It's easy to lose sight of your end goal, focussing too much on immediate cost at the expense of quality and long-term value for money. Or doing the things that are noticeable and people complain about, while letting the hidden structure of the building deteriorate.

VJLW Property will act on your behalf to remove this burden. You won't need to worry whether regular services such as cleaning and grounds maintenance are being carried out efficiently.

Critically, VJLW Property's preventative maintenance regime will ensure that all major works are planned in a timely manner to minimise inconvenient and costly emergency repairs. In addition to works identified in the Property Implementation Plan, monthly site visits ensure that faults are detected and addressed promptly and efficiently.

VJLW Property will ensure that work is carried out to the highest quality, to your specified requirements and tastes, and scheduled to minimise both cost and disruption.

Collaborative planning

VJLW Property will meet regularly with you to discuss works that have been delivered, share your financial status and plan future activities. All decisions for future works will be made during these meetings to ensure collaborative decision making – except where emergencies dictate immediate action.

The frequency of these meetings will be dependent upon need, to minimise either wasting your time if there is little to discuss or delaying key decisions if a meeting isn't scheduled. Typically these will be an AGM plus two update meetings during the year. You can also call at any time to discuss plans, progress on works, finances etc.

Contractor management

VJLW Property has a roster of highly skilled and qualified contractors who are actively managed with regular audits and reviews. Equally, if you have preferred suppliers whom you would like to use, VJLW Property is happy to work with them to deliver services and major works for you.

VJLW Property typically gets three quotes for all works. Where there are financial, quality or stylistic choices to be made, these will discuss with you prior to issuing work orders to make sure the end result is to your satisfaction.

VJLW Property will liaise closely with all contractors during the briefing, quoting and delivery phases of any work to ensure that it is delivered to budget, quality and specification.

VJLW Property will manage Section 20s for major work over £250 per unit and has experience managing period properties, including Listed buildings.

Transparent accounting

VJLW Property offers the ultimate in transparency, with a complete financial open book and regular communication to agree on plans to achieve the needs of and your aspirations for your building.

VJLW Property will open a dedicated bank account for your property. If desired, you may designate a signatory on the account, giving them full access to monitor day to day financial transactions.

VJLW Property will provide annual transaction spreadsheets, cashflow projections and company accounts. This information will also be provided at all meetings, and by request at any time.

If desired, you may have full visibility of all contractor invoices. VJLW Property does not take any commission from contractors – what you see on the invoice is what they will be paid.

Health & Safety

Recent tightening of regulations following unfortunate and high profile disasters have brought into focus the need to provide safety and security for all residents.

Whether you are a resident yourself, leaseholder who tenants your property, or freeholder, ensuring that you meet all Health & Safety legislation to make the building a safe, secure place to live is paramount.

When thinking about Health & Safety, it is easy to think of the expense without the benefits: to see it as a barrier to making other improvements to the building.

VJLW Property will develop H&S plans that pragmatically achieve the necessary aims, whilst dovetailing with other works to deliver aesthetic and structural improvements, plus maximum value for money.

Right to Manage

Since 2002 leaseholders have the statutory right to take over the management of their property from the freeholder by setting up a Right to Manage company.

This has many advantages for both freeholders and leaseholders, as the burden of estate management is removed from the freeholder and put in the hands of those who have the greatest motivation for improving the quality of the building(s) in which their homes are located.

Although a statutory right for all leaseholders, it can be a complicated and time consuming process to navigate. VJLW Property will work with you to secure the best legal support and manage the process on your behalf. It can take up to six months and VJLW Property will be by your side throughout, keeping everyone fully informed and driving the process to keep everything moving as fast as possible.

"...management is superb:

"lots of improvements to the building, excellent communication and collective decision-making.

"...the building has flourished, a much better place to live."

Jens Franke, Flat owner



Having struggled to find a block management provider with the drive, focus and imagination to deliver truly proactive property management alongside responsible financial husbandry, I set up VJLW Property to offer a different approach.

I have been operating in property management since 2014, when I took on management of a period building in such a poor state of repair, and with no funds or improvement plan in place to rectify this, that it was becoming a significant obstacle for flat owners wishing to sell or rent their properties.

I developed a methodology to deliver cumulative improvement to the property through effective long term financial planning and efficient implementation of works. This has resulted in a complete transformation of the building to a point where flat owners are seeing dramatic improvement in the value and saleability of their properties.

I have now built a track record in turning around poorly managed properties, including period and Listed buildings; taken groups of leaseholders through the Right to Manage process; and successfully managed large scale Section 20 operations. I have built up a network of skilled and ethical tradespeople and advisors with whom I work and have implemented a formal contractor management process to ensure that all works adhere to legislative requirements.

I can also offer practical advice on incorporating Fire and General Safety Regulation compliance into your overall Property Implementation Plan in pragmatic ways to ensure that costs are kept to a minimum.

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