



# LEVELS

NEXT LEVEL MANAGEMENT



# THE LEVELS APPROACH

We provide property management services to residential and commercial clients throughout the UK. Our goal is simple; to become the number one property management company in the UK, recognised for our customer-centric approach and unmatched service offering.

Our team have years of experience in the property management sector, dealing with everything from a broken light bulb to £10 million refurbishment projects. We look after a growing portfolio of properties, with continued growth plans and diverse offerings.

Our property management services cover residential apartment blocks, housing estates and ground rent collection facilities. We offer a clear and transparent service to all clients regardless of the size and style of development.

While many of our competitors are offering a service that has not changed for years, Levels Property Management is committed to a fresh and modern approach, implementing the very best in the latest technologies and customer interaction systems for every property that we manage. We will continue to leverage the latest advancements in technology within the property management sector, capitalising on automations and efficiency, giving your Property Manager more time to concentrate on the day to day management of your development.

## INTEGRITY • INFORMATION • INNOVATION

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### INTEGRITY

A clear, transparent service offering and pricing structure, delivered by professionals

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### INFORMATION

Clear and consistent communication delivered efficiently and effectively

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### INNOVATION

Leveraging industry leading technology, delivered directly to you and your property

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# OUR COMMITMENT

With our refreshing approach to property management, alongside our core values of **"Integrity, Information and Innovation"**, we are committed to 3 key deliverables.



## BUILDING COMMUNITIES

Our industry leading customer portal allows residents to receive important building updates, report and track maintenance issues, and a dedicated leaseholder section to stay up to date with your service charge account.



## MANAGING RISK

From routine maintenance to statutory fire safety, our team is fully trained and experienced in all aspects of building safety and compliance, supported by some of the industries leading safety and compliance partners.



## RETURN ON INVESTMENT

We believe that a true property management company can increase the value of your building far in excess of the annual fee which they receive. We work hard to introduce amenities that add extra value.

# OUR SERVICES

Our years of property management experience has enabled us to build what we believe to be the best property management package in the UK.

Your dedicated Property Manager will visit no less than every 4 weeks and carry out a comprehensive health & safety inspection of the managed property. They will be contactable via the dedicated customer portal or by phone between visits, and will always be happy to help.

You will be provided with a digital report after each visit, highlighting any areas of concern, and any maintenance issues will be swiftly rectified. We understand that open and transparent communication is key, achieved via our dedicated portal.

Our industry leading portal can be accessed 24/7 via your computer or smart device, giving you access to real time financial reports for your property, plus an efficient and intuitive repairs and maintenance reporting system. Directors of your Residential Management Company have access to additional privileges allowing them to approve budgets, invoices, and monitor arrears.

Our in-house legal team can deal with complex legal matters without the additional expense of an external solicitor. We are experienced in areas such as the Building Safety Fund, First-Tier Tribunal and the Upper Tribunal.

We are contactable for emergencies 24 hours a day, 365 days per year. Our support team dealing with accounts, compliance and customer service are easily contactable and always happy to help.



## BLOCK MANAGEMENT

We look after apartment blocks of all sizes, each receiving the same personal and professional service, regardless of size or complexity. The majority of our residential blocks are managed on behalf of Residential Management Companies, Right to Manage Companies, Developers or Freeholders.



## ESTATE MANAGEMENT

Managing housing estates both large and small requires a slightly different approach to residential block management. We are experienced in all aspects of estate management, including estate rent charges and managing complex shared services such as pump stations, private refuse, LPG and wastewater tanks.



# YOUR PORTAL

## Where technology meets bricks and mortar

We believe that technology can enhance the communal living experience. At Levels Property Management, we bring you a cutting edge customer portal with 24/7 access across all of your devices, aligning with our core values, keeping you connected with us and your property at all times.

## THE HIGHLIGHTS

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### **INTEGRITY | Hassle-Free Convenience**

- Instant access to your service charge account
- Quick and easy maintenance and repairs requests
- Request meter readings
- Direct contact with your Property Manager

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### **INFORMATION | Updates at Your Fingertips**

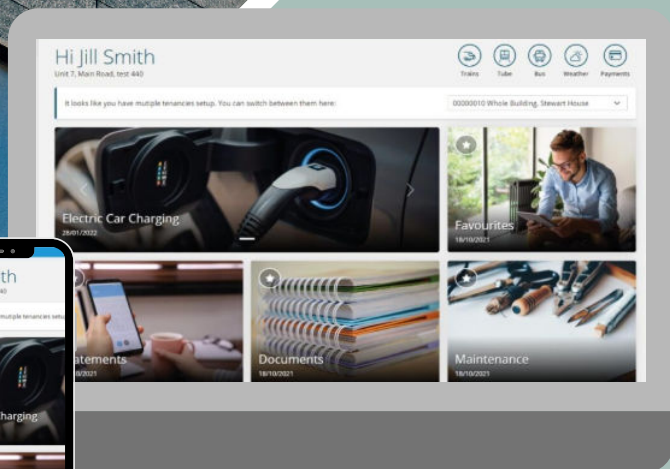
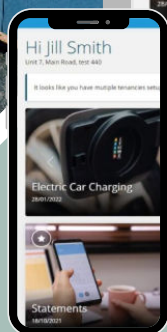
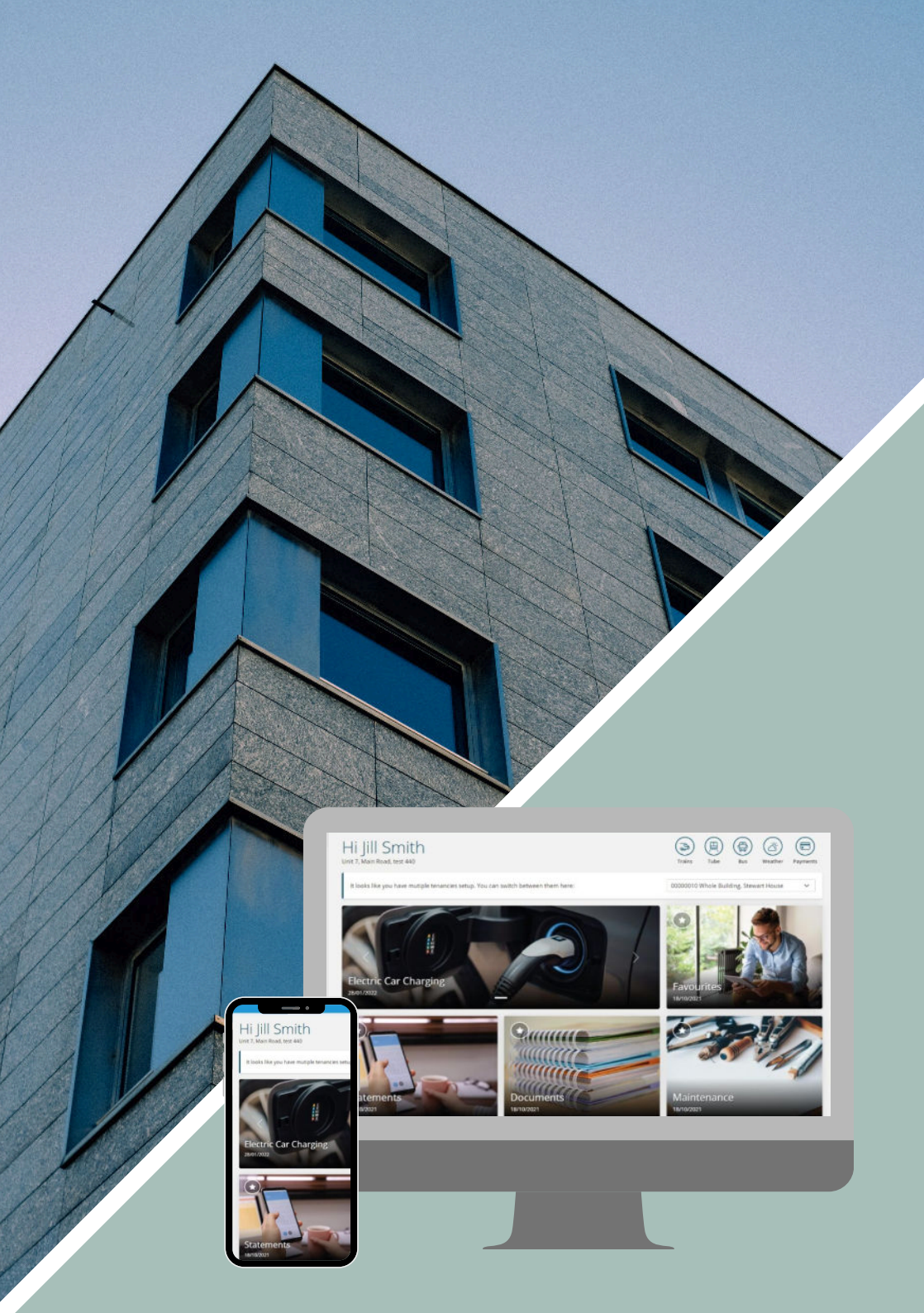
- Key document library
- Planned maintenance overview
- Property wide updates via newsfeed
- Notifications directly to your inbox

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### **INNOVATION | Engage and Explore**

- Community updates
- Local amenities and offers
- Handy links eg. local authority
- 3D building scans







## FREQUENTLY ASKED QUESTIONS

### WHY EMPLOY A MANAGING AGENT?



Without the experience of a professional managing agent, it is easy to fall foul of the strict regulations surrounding fire safety, building construction, accounting and other legal issues. We are on hand to guide you every step of the way to help you avoid the many legal complications faced by the property management sector.

### WHAT EXPERIENCE DO YOU HAVE?



Our Property Managers are members of The Property Institute (TPI) and participate in continued professional development, alongside in-house training on a range of subjects such as fire safety, compliance, service charge accounts best practice and customer service skills, plus many other aspects of effective property management.



## WHAT ARE YOUR FEES?



We would be delighted to provide a fixed-fee quote for the management of your development. We regularly review our fees to ensure they remain competitive, while still providing the highest standard of customer-centric property management services. We provide tenders for developments of all sizes and complexity.

## IS OUR MONEY SAFE WITH YOU?



Every property we manage has its own dedicated client bank account(s) with our banking partners, Barclays. Funds held in these designated accounts are properly ring-fenced and insured, providing our clients with complete peace of mind at all times. Designated reserve accounts are also setup under the same arrangements.

## HOW DO YOU HANDLE ARREARS?



We know how important finances are to managed developments. We have strict credit control procedures in place for every property that we manage, and come highly experienced in both residential and commercial debt recovery. We tailor our approach to each individual property depending upon the requirements of the client.

## DO YOU TAKE ON "PROBLEM SITES"?



We have a highly experienced team of professionals with years of experience within the property management sector. There isn't much we haven't handled, and you can rest assured that however complex your issues may appear, we come equipped with the resources to find a suitable solution.

## HOW QUICKLY CAN YOU TAKE OVER?



This usually depends on how quickly your current managing agent can provide the required handover information to us. We work with the outgoing agent on your behalf to ensure a smooth handover, and our efficiency has previously allowed us to complete handovers within one week.

## WHAT INFORMATION CAN WE ACCESS?



Our customer portal can be accessed across all your devices and allows you to view your statement and bills, annual budget, accounts, contractor invoices and your planned maintenance schedule as well as a whole host of other useful features. You are notified of key updates directly to your inbox.

## DO YOU UPLIFT CONTRACTOR INVOICES?



No. To enable us to maintain our customer-centric and transparent ethos, we do not add any uplift to contractor invoices. To align with our core values, we are fully transparent and will happily provide copy invoices on request. Many other managing agents operate with a variety of hidden charges. We are happy to be different.

## HOW CAN WE MOVE TO YOU?



You can contact our team on **0330 520 1336** or by emailing **[info@levelspropertymanagement.co.uk](mailto:info@levelspropertymanagement.co.uk)**. You can also complete our handy online enquiry form. We will be more than happy to talk to you about your individual requirements to establish the best route for your particular journey.



## ARE YOU EASY TO CONTACT?

Yes. We are here to help and our team of Property Managers and support staff are on hand during business hours, and supported by a dedicated out of hours partner via our online portal.



### **Customer Portal**

24/7, 365 days a year



**0330 520 1336**

Monday – Friday, 9am – 5pm



**[info@levelspropertymanagement.co.uk](mailto:info@levelspropertymanagement.co.uk)**

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[WWW.LEVELSPROPERTYMANAGEMENT.CO.UK](http://www.levelspropertymanagement.co.uk)