

A large yellow arrow graphic pointing to the right, set against a dark grey background. The arrow is outlined in white and has a thick yellow fill.

**ZONE**

PROPERTY MANAGEMENT

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**Freeholders/  
Ground Rent  
Collection**

# THINKING OF WHAT TO DO WITH YOUR FREEHOLD PORTFOLIO?

**Zone PM provide services for all types of freehold portfolios.**

Ranging from just two or three units as part of a freehold portfolio, to developments consisting primarily of houses with communal landscaping, Sustainable Drainage Systems, specialist ecological requirements and play areas.

We can provide your Portfolio with property management services when required or just the administration of Ground Rent and Insurance collection.

**For more information, contact us today**

**Working for a stronger community**

# PORTFOLIO

**Regardless of the size of your portfolio, each client will have a dedicated Zone Account Manager, who will be your one point of contact for all the properties within your portfolio.**

Your Zone Account Manager will be responsible for but not limited too.

1. Handling the handover stage to ensure there is a smooth transition.
2. Agree levels of Property Management services for each property.
3. Reporting on all property matters to the landlord.
4. Financial management of entire portfolio.
5. Insurance administration.
6. Monthly updates.
7. Quarterly meetings with Landlord.

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# ONLINE PORTAL & ZONE APP FOR LANDLORDS

**At Zone PM we provide all our Freeholder clients their own unique account. Utilising our state-of-the art online portal and mobile app, to access up to date information about their portfolio.**

Freeholder clients can benefit from having full control of their entire portfolio at the palm of their hands.

1. A single unique login that will give you complete control of your entire portfolio.
2. Communicate directly with your dedicated Zone Account Manager.
3. Real time access to all financial information in a clear and logical way.
4. Track all expenditure, arrears, invoices, outstanding projects, and major works.
5. Access to all property documents including site visits and fire risk assessments.
6. If some of the properties in your property are let out to tenants, we can give them partial access to the property portal. This way, they can stay abreast of relevant events in the building and report issues in common areas in the same way as owners.

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# LEASEHOLDERS

**Each of the properties in your portfolio will be managed by an experienced Property Manager and Property Managers Assistant.**

All leaseholders will have the manager's name, contact details and the name, and contact details of their office-based assistant to ensure where possible that someone with detailed site knowledge will always be available.

Our Property Managers work closely with your Zone Account Manager. Providing them with constant reports on how each site in your portfolio is performing.

We also provide all leaseholders with their own unique logins to our residents' portals, allowing them to manage every aspect of their account, including:

1. Making payments
2. Viewing statements
3. Viewing important announcements about their property
4. Raising issues
5. Direct communication with Property Manager

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# ARREARS RECOVERY

**Your Zone Account Manager will identify with the Freeholder, if there are any previous ground rent or insurance arrears.**

Then allocate and monitor incoming payments daily and can seek resolutions with property owners in relation to any ground rent or insurance arrears.

If any arrears remain outstanding beyond the given notice period agreed with by the freeholder, then your Zone Account Manager will be able to liaise directly with the relevant debt recovery agencies for the purpose of securing prompt payments.

# ADDED VALUE

**Your Zone Account Manager can work with our freeholder clients to identify added value opportunities to existing assets.**

Each investment can be reviewed separately and where an opportunity is identified our property management professionals can manage this through to completion.

Contact us today for a consultation.

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# ZONE

PROPERTY MANAGEMENT

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