

ZONE

PROPERTY MANAGEMENT

**Working for
a stronger
community**



Welcome to Zone

Zone Property Management are an innovative, forward thinking property management company, with a trustworthy ethos. We manage a diverse range of communal areas, from new developments with shared amenities, to luxury apartments, and freehold estates in London and the Home Counties.

With our personal and competent service, we pride ourselves on our unique approach to property management. Built around our four elements:

- ▶ Personability
- ▶ Efficiency
- ▶ Communication
- ▶ Knowledge

Working for a stronger community.

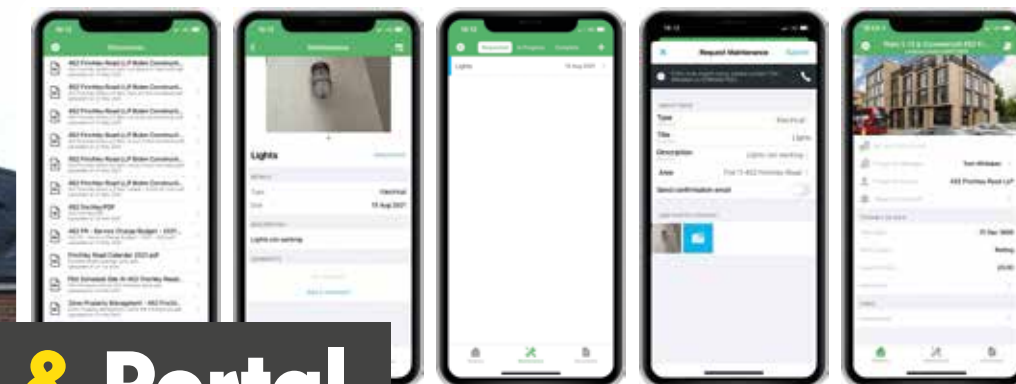
App & Portal

All residents have access to our Zone App which is available for both iPhone and Android devices. There are two apps/portals; one available to all our residents and another showing higher level of information for our Resident Directors.

Resident Directors have a higher level of information:

- ▶ Monthly expenditure/income over the service charge year.
- ▶ Quarterly reporting on actual v budget costing on all service provisions.
 - ▶ Bank balance.
 - ▶ Service charge debtors on the development.
- ▶ All maintenance issues that have been logged and being dealt with by ZPM from the app and logging it with the Property Manager.

Not only is our portal used by our residents, it is used by our accounts team. The 'client account' section is monitored by our accounts team to ensure bank accounts are fully reconciled and accountable. End of periods are completed monthly, so you can be sure that your service charge monies are in safe hands and monitored continuously.

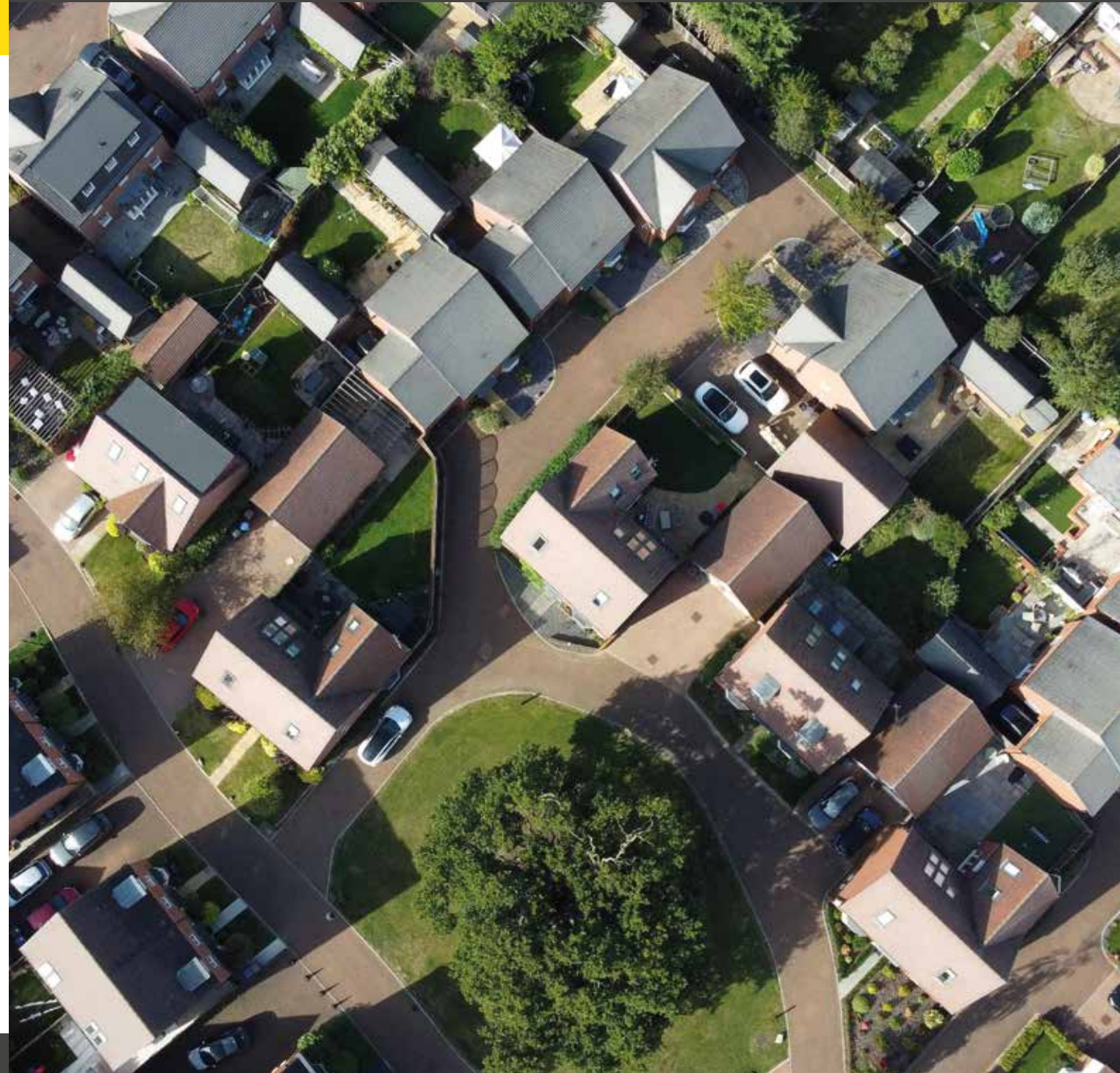


Resident Management Directors & Leaseholders

At Zone PM we provide all our Resident Director 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.

Resident Directors can benefit from having full control and transparency of the service charge funds through our app and portal.

- ▶ A single unique login that will give you complete control of your entire portfolio.
 - ▶ Communicate directly with your dedicated Zone Account Manager.
 - ▶ Real time access to all financial information in a clear and logical way.
- ▶ Track all expenditure, arrears, invoices, outstanding projects, and major works.
- ▶ Access to all property documents including site visits and fire risk assessments.
- ▶ 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.



Innovative Leaseholder Services

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.

We provide all leaseholders with their own unique logins to our resident app and portal, allowing them to manage every aspect of their account, including:

- ▶ Making payments.
- ▶ Viewing statements.
- ▶ Viewing important announcements about their property.
- ▶ Raising issues.
- ▶ Direct communication with Property Manager.

ADDED VALUE

Our customers can communicate to us in numerous ways:

- ▶ Email.
- ▶ WhatsApp - we have a member of the team in charge of the work phone 24/7 for emergencies and general enquiries.
- ▶ Phone call, we are always responsive on mobiles or office.
- ▶ Directly on the website - we have an online chat.
- ▶ Resident portal and app.

Personability

Trust and Transparency We pride ourselves on this and our personable service mirrors this philosophy.

Meetings We believe regular liaising with residents face to face can be beneficial to all parties, contributing to a good working relationship.

Good rapport By building a good rapport with every one of our residents, we are in a best position to understand each individual requirement, no matter how small the reason may be.

Efficiency

We believe we are the most competent and efficient in the industry.

Experience We grant our Property Managers the time to manage their developments effectively and thoroughly.

Guarantee Our property managers ensure all queries are answered within one working day.

Communication

Concise and strong communication We set exceptionally high standards across everything we do, including being proactive with our communication.

24/7 availability We offer a 'free' 24-hour emergency contact service ensuring we are always responsive. We respond to all other enquiries within one working day.

Knowledge

Accurate budgets We are able to provide consultancy services to developers, from pre-construction design through to completion and ongoing management.

Competitive Our experience in tendering jobs provides extremely competitive costs and our research of all trades enables us to be the best value for money. For all stakeholders keeping the cost down on service charge creates a more commercial and thus desirable place to live.

Section 20 notices We are also able to serve notices for project expenditure in excess of £250 per unit, having instant access to all trades, we are able to organise works in a timely fashion.

Utility comparison We work hard to always improve the energy costs, identifying better value energy suppliers every year.



Switch to Zone

At Zone Property Management we believe that our service eclipses one of any in the industry. Whether you are a leaseholder, freeholder, developer or local authority, we would like to find out how we could improve your community.

We would be more than happy to assess the current set up, and provide you with a tailored proposal.

OUR PROCESS OF THE HANDOVER

We will work on important matters for your management company during the handover period at zero cost. We will assess the budget and contractors on the site and complete a full tender on the service provisions to ensure your residents are getting the best value for money.

Work with directors to understand what contractors are doing well/not so well. We will be chasing the outgoing agent constantly on information to ensure they are meeting the ARMA guidelines and time frames. As we receive data, we will be implementing this onto our systems and server - this will highlight any anomalies. Set up our two client accounts for the development.

All of the above will ensure that when we would officially take over, we are fully prepared to hit the ground running on our management to ensure the building or estate meets our high expectations.

Get in Touch

Customer services & new business enquiries

0208 858 9579

Hours 0900 - 1700. You will be directed accordingly to the right department.

Alternatively, email us on

info@zonepropertymanagement.co.uk

Or message us via WhatsApp on

07983 447 522

Please include your name, first line of address and postcode.

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