



**PROPERTY MANAGEMENT**  
**ESTATE AND LETTING AGENTS**



# CONTENTS

<b>ABOUT US</b>	<b>3</b>
<b>WHY JACKSONS</b>	<b>4</b>
<b>PROPERTY MANAGEMENT</b>	<b>7</b>
<b>OUR MANAGEMENT</b>	<b>9</b>
<b>MAJOR WORKS</b>	<b>11</b>
<b>INSURANCE</b>	<b>12</b>
<b>A SELECTION FROM OUR PORTFOLIO</b>	<b>13</b>
<b>LANDLORDS</b>	<b>15</b>
<b>LETTINGS</b>	<b>16</b>
<b>CONTACT US</b>	<b>17</b>

## ABOUT US

- ❖ Jacksons is one of the longest established firms of estate and managing agents in the City and prides itself in offering a professional and personal service to all its customers and clients alike.
- ❖ We aim to provide our clients with sensible objectives in the management of their building and strive to present realistic solutions in accordance with the leases, the Residential Management Code and current legislation.
- ❖ We have a friendly, reliable and experienced team ready to assist and help you however big or small the project may be.
- ❖ We never forget that it is our task to assist you with the management of your building.



## WHY JACKSONS?

- ❖ Jacksons has a broad experience in the management of residential property ranging from Regency Grade I listed buildings converted in to flats, with as few as two flats, to modern multi-storey blocks with up to 96 units. We also provide estate management services.
- ❖ We believe that we offer a depth of management skills, service and knowledge of long leasehold block management that is second to none.
- ❖ You can always be assured of a personal, prompt and professional service.
- ❖ We believe in building long term, professional relationships with all of our clients.

**INDEPENDENT. FRIENDLY. PROFESSIONAL.**







# PROPERTY MANAGEMENT

Whether you own the Freehold, share the Freehold, or have a Right to Manage Company, we can provide a flexible and professional approach to the management of your building.

We manage a whole variety of residential properties, ranging from prestigious Grade I, II\* and II listed buildings, converted Victorian townhouses and small to large purpose built blocks of late Victorian to contemporary construction. We manage properties as far west as Bognor, as far east as Hastings and as far north as Croydon.

We also work closely with a variety of experienced local contractors and suppliers who are on hand to respond to most maintenance problems which may arise. We always respect your right to use properly insured, experienced and health & safety conscious contractors of your choice subject to the appropriate qualification.

Upon appointment, we will work with you to fulfil the lessors' obligations under the terms of the lease. We will provide advice and guidance to ensure that your building is managed in the most efficient and practical way whilst abiding with current legislation and good business practice. You will be assigned a specific Property Manager who will deal with the day-to-day management of your building with the support of his/her colleagues.

Jacksons will undertake a full review of the property upon commencement of management. This would include discussing and agreeing the timing of major works, reviewing current contracts and confirming any changes with you.

We are proud to be members of ARMA-Q, the Brighton & Hove Estate Agents Association, the National Association of Estate Agents, the National Approved Lettings Scheme and the Property Ombudsman Scheme.

## OUR AIM IS TO PROVIDE:

A PROMPT, COURTEOUS &  
ATTENTIVE RESPONSE TO  
TELEPHONE CALLS

OUT OF HOURS ANSWERPHONE

EMERGENCY PHONE LINE – 24  
HOURS / 365 DAYS

REGULATED ACCOUNTING IN  
ACCORDANCE WITH TECH 3







**OUR GENERAL DUTIES:**

ISSUING DEMANDS, COLLECTING RENTS & MONIES FROM LEASEHOLDERS

MAKING APPROPRIATE PAYMENTS

WORKING WITH APPOINTED ACCOUNTANTS TO PREPARE SERVICE CHARGE ACCOUNTS & ANNUAL REPORTS

PREPARING & SUBMITTING STATEMENTS & REPORTS AS REQUIRED

ARRANGING FOR PERIODIC HEALTH & SAFETY, FIRE RISK, ASBESTOS, LEGIONELLA & ELECTRICAL ASSESSMENTS WHERE NECESSARY

ARRANGING FOR TIMELY RECTIFICATION OF MAINTENANCE ISSUES

PREPARING THE SERVICE CHARGE BUDGET

## OUR MANAGEMENT

During our management we will undertake a full site inspection every three or six months, depending on your requirements and the nature of your building. We would visually inspect the internal common-parts, the external envelope and the common grounds where reasonably accessible. Whilst at the property, we use mobile technology software to produce detailed professional reports which include annotated photographs. These reports are available to view by the client upon request. These inspections enable us to report to you our findings and agree a maintenance plan, or instruct minor works to avoid, where possible, escalating costs.

In accordance with current recommendations, in advance of any legislation likely to make this a requirement, Jacksons operates a single bank account known as a "Client Trust Account in the name of the property" for each property that we manage. Entries to and from the account are recorded by computer via a direct secure link with National Westminster Bank. All such bank accounts are entirely separate from Jacksons monies and are recorded as separate "Client Trust Accounts" by National Westminster Bank. All monies held within the account for your property accrue interest, which is credited to the account.





## MAJOR WORKS

Jacksons will inspect your property and agree with you what works are required to ensure your building is kept in good order. Once you authorise us to proceed with any major works, we will issue an instruction to the appointed surveyor to produce a specification and schedule of works and these documents are included when we issue the first part notice in accordance with s20 LTA 1985 (as amended). You will have opportunity to nominate your preferred contractor. The appointed surveyor will then send the specification and schedule of works to a minimum of three contractors who will be invited to tender. Once all of the tenders are received the surveyor will produce his tender analysis which will be sent to the lessees along with the second part notice.

Depending on the terms of the lease, the works will be funded either by using the accumulated monies held in the reserve or by way of an interim service charge demand.

The appointed surveyor will carry out inspections throughout, issuing payment certificates upon completion of various stages of the works and a practical completion certificate is issued at the end. There is usually a six months defects liability period and a percentage of the overall cost of the works is withheld until the expiration of this period when the contractor will return to rectify any defects.

Jacksons are proud to have played a major part in resolving very challenging maintenance issues. Projects undertaken include redecoration of external and internal parts, roof replacement, restoration of Grade I and II listed buildings and works to alleviate a wide range of serious water ingress problems.

Jacksons pride themselves on a broad property knowledge commensurate with the large variety of distinct property styles and types within our portfolio.



## INSURANCE

Once instructed to commence management of your building we would arrange for appropriate insurance cover in accordance with the lessors covenants contained in the lease. We would also review the extent of cover and the level of premiums on a regular basis, in conjunction with our brokers for whom we are authorised representatives.

We shall also arrange to review the sum insured at least once in every 3 years to avoid the averaging of claims.

In recent years, significant restrictions have been imposed on managing agents regarding insurance related matters by the FCA (Financial Conduct Authority). These restrictions are administered by the FCA which allows varying levels of involvement subject to strict compliance with the procedures. We are privileged to be an authorised representative of RT Williams Insurance Brokers Ltd, an independent family run company, through which we meet the compliance requirements for handling insurance claims.

If during our management, your property suffers from an insured peril, you would benefit from the expertise and support of our experienced Property Management department and a team of reputable and reliable contractors.



## A SELECTION FROM OUR PORTFOLIO





## LANDLORDS

A professional, personal and friendly service provided throughout to meet your requirements whether **LET ONLY, RENT COLLECTION or FULL MANAGEMENT.**

If you are contemplating letting out your property, we would welcome the opportunity to offer your property to our list of applicants. We offer competitive prices to landlords.

We can include on terms to be agreed:

- ❖ Professional advice on your obligations and rent levels
- ❖ Guarantor/security documentation
- ❖ Credit reference searches on both tenant & guarantor
- ❖ Previous Landlord/Employers references
- ❖ Preparation and execution of Statutory Assured Shorthold Tenancy Agreement
- ❖ Preparation of an in-going schedule of condition to include photographic evidence
- ❖ Property Management
- ❖ Arranging EPC's/Gas Safety Inspections





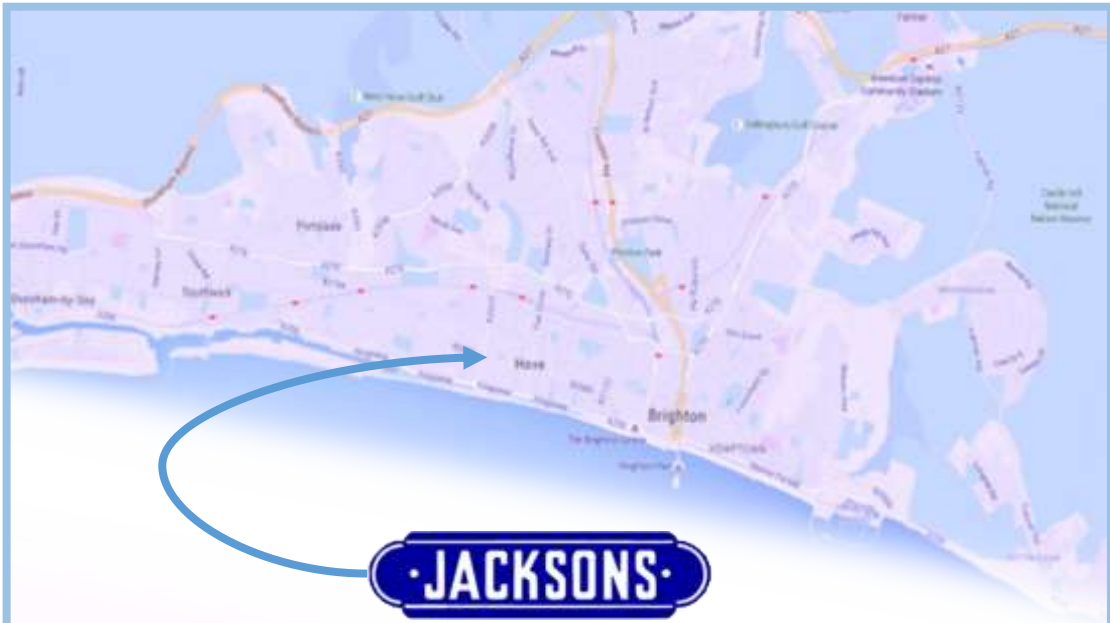
## LETTINGS

**FULL MANAGEMENT:** usually based on a % of the monthly rent. This includes finding a tenant, preparation and execution of an assured shorthold tenancy agreement, reference enquiries/credit checks, in-going schedule of condition with annotated photographic evidence, collection of rent, dealing with minor repairs and maintenance issues and an outgoing schedule of dilapidations at the end of a tenancy.

**LET ONLY:** at a % of the annual rent. This includes finding a tenant, preparation and execution of an assured shorthold tenancy agreement, reference enquiries / credit checks and ingoing schedule of condition with photographic evidence. The deposit will be passed over to the landlord to protect in a Tenancy Deposit Scheme of their choice.

**TENANT DEPOSITS:** We are registered with The Deposit Protection Service (DPS). Managed tenancies deposits are held by the DPS. There is no charge to register the deposit other than our handling fee of £12 including VAT, chargeable to our client.





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