



Professional, Proactive and Straightforward
Estate Management







When it comes to block and estate management, Atlantis Estates has all the experience necessary to provide you with a tailor-made solution that will exceed your expectations. With teams of property experts who will get to know you well and your building thoroughly, you can be certain of a close working relationship totally committed to providing you with management excellence and a pleasant environment you can be truly proud of.

For your information, all of the buildings you see in this brochure are managed by Atlantis.



On employing Atlantis, you will have a team on hand 24 hours a day, and a direct route to highly experienced tradesmen, surveyors, accountants and solicitors. What's more, you will always be able to contact a company director with appropriate experience who can advise you on any complicated matters.





With Atlantis on board, you will experience a truly unique and effective approach. One that aims to, and more often than not, reduce service charges. Our goal is always to provide better management through long-term, proactive maintenance plans.



Clockwise from top
left:

Regents Riverside
Lavender Hill
St James Wharf
Mary's Way
Courtney Place



As a corporate member of the Association of Residential Managing Agents (ARMA) we strictly comply with their Code of Practice, as well as that of the Royal Institution of Chartered Surveyors (RICS). This, along with our membership of The Property Ombudsman and our comprehensive internal procedures, ensure that you will receive the highest standard of service at all times.



Listening to your requirements and maintaining excellent, open communication is crucial to the successful management of your development. Atlantis achieves this by informing owners about problems quickly, planned maintenance in advance and updating on financial matters regularly.



As you can see, Atlantis manages and looks after a varied portfolio, ranging from mansion estates, purpose-built executive riverside complexes to house conversions and private developments.

This experience means we're always able to provide you with an appropriate solution, however complicated the development.

Whether you're a landlord, developer, freeholder or management company, you will only deal with professional, conscientious people.

Your estate manager will undertake regular visits and treat your property as if it were their own. They will adhere strongly to traditional values of good service and proactive management.

You can be certain of a partnership with a company totally committed to excellence.





Block & Estate Management

Within Atlantis, we take great pride in the quality of estate management and the associated services that we deliver to our clients.

We have undertaken extensive research into the estate management business to find out what clients want and the failures of their previous managing agents. As a result, we have developed a unique approach to the management of leasehold properties and freehold estates.

Why change to Atlantis?

Atlantis will save you money by providing better management, value for money and a long-term improvement plan for your development. We have reduced the service charges on over 87% of all developments taken on from other managing agents, whilst at the same time improving service levels and development standards.

In addition, we have invested heavily in new systems and technologies, ensuring that the services we offer are of the highest standards in the estate management business, but above all, are accessible to all customers whichever way they wish to communicate with us.

The team

Atlantis believes that each development should have its own individual manager who will know the block or estate intimately. In addition, all clients will have direct contact with a company director who is on hand to advise on legal, management and financial matters.

Communication is essential and all our estate managers are trained in the legalities of conducting both Annual and Extraordinary General meetings. In addition to the formal meetings, our estate managers will hold general residents meetings, and will also meet residents individually to discuss their specific issues when required.

We are experienced in the employment and management of on-site personnel such as caretakers, concierge staff and porters. Our unique bonus scheme for staff ensures they remain committed to the task at hand, and provide the very best for your development.

We have our own multi-skilled, multi-faceted maintenance team on hand to facilitate a speedy reaction to those problems that seem to come round at the most unexpected and inconvenient times. We are on hand 24 hours a day, 365 days a year for these times.

We have excellent contacts with accountants, surveyors and solicitors, all of whom have experience in dealing with property management and offering the best advice at competitive rates.

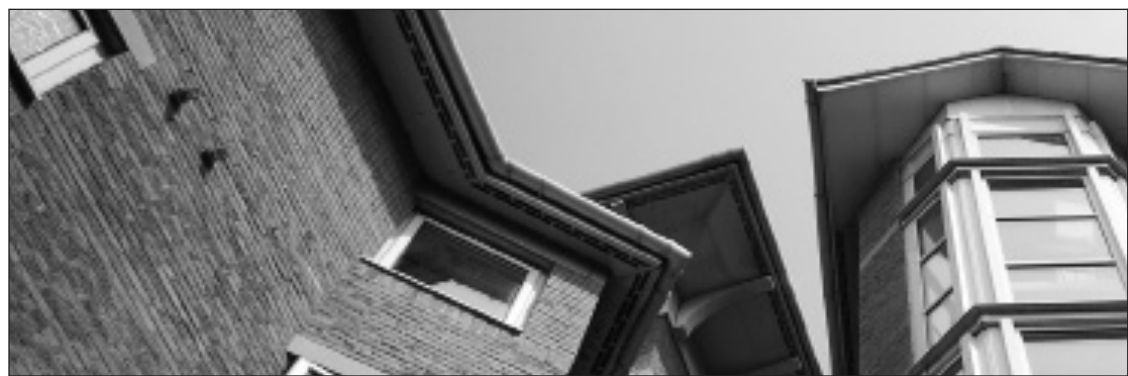
Repairs & planned maintenance

The estate manager will carry out regular site visits and will produce a site inspection report customised to each development. Amendments or additions to the report will be available via your own Pathway website, our proprietary software. These checks are thorough and cover all aspects of the development, from checking each light fitting to inspecting the quality of the gardening to slipped or missing roof tiles.

We will arrange and manage all contracts covering gardening, cleaning and all other day-to-day requirements for the development, negotiating competitive rates whilst ensuring the best service is provided. In the event that you have preferred contractors we will of course continue to use their services as instructed.

For larger maintenance projects we will arrange at least three quotations and comply fully with the requirements under Section 20 of the Landlord and Tenant Act. In addition, we will supervise these works and ensure that a professional finish is achieved by the chosen contractor.

We believe that preventative maintenance is always the answer, both economically and practically, and will provide the necessary advice to our clients to ensure that this is always the first option.



Finances

Careful financial management of your estate is crucial to ensure that all repairs, insurances, planned improvements and major works can be funded and carried out. Our trained accounts team work tirelessly to ensure that both the estate manager and the client have access to such information which will be accurate and clear. We will supply financial reports on a regular basis which will enable you to monitor the financial performance of your development.

In addition, the accounts team will ensure that service charge, ground rent and insurance demands are sent promptly to all leaseholders and ensure that proactive credit control procedures are in place to avoid any cash flow problems throughout the year. We are able to offer various payment methods including monthly instalments and credit/debit card payments, thus ensuring residents have every opportunity to settle their accounts.

Through careful liaison with the client we will establish and maintain an appropriate reserve fund for all developments. Presence of a reserve fund has a positive impact on the value of the individual units, as well as providing a buffer for any major or planned repairs that come about.

Each development will have separate trust bank accounts and we have negotiated free banking with Lloyds and competitive rates of interest on all balances.

Technology

Atlantis know the importance of investing in the very latest technology. Our management software is fully RICS (Royal Institution of Chartered Surveyors) compliant and ensures accurate accounting of your estate's finances and it is able to produce full financial reports at the touch of a button. Coupled with a superb database system for all leaseholders and sub-tenants you can be assured that your development will be managed efficiently and accurately.

Pathway

Atlantis has developed Pathway, a website for each development which enables clients to access their development account. Here, online service charge payments can be made via credit/debit card and important information such as copy leases, buildings insurance certificates, budgets, newsletters and other vital information are available. In addition, maintenance issues can be logged and tracked via the site, ensuring you are kept up to speed 24 hours a day, 7 days a week.

Insurance & care

We have a wide and varied range of insurance providers at our service. Competitive rates are sought on renewal and we have been able to save thousands of pounds by shopping around for the most applicable and best value cover.

Insurance can be a minefield for lessees. Freeholders sometimes do not have the leaseholder's best interests at heart and we are experienced in ensuring that their chosen insurance company is providing the right cover at the most competitive price.

As well as buildings and estate insurance, Atlantis are able to advise and arrange on both directors and officers liability insurance and engineering policies which will help to protect the development against any unplanned expenditure.

Health, fire & safety advice

In today's world of increasing directives and legal responsibilities, we will advise and ensure that your development or estate is compliant with the latest regulatory health, safety and fire legislations.

Fees & bespoke service

Every development, block of apartments and estate is so very different. As such, we prefer to meet on site to discuss the unique requirements of each client. We offer a bespoke service at a competitive rate with as much or as little day-to-day management control as decided by you.

Above all, we offer an extremely flexible approach to block and estate management, from merely collecting the service charge through to a full management package.



Developer Services

If you are developing a new block or estate of leasehold properties, we have a proven structure from the early planning stages through to completion.

From the early stages of the development we will make recommendations on items such as refuse disposal, security requirements, car park planning and even bicycle storage. We remain in touch with the latest environmental and sustainable housing requirements and understand that this new technology will have an impact on the management of new schemes and therefore can advise you accordingly.

We will prepare service charge budgets and a full management proposal and residents welcome pack which will be issued to the solicitors to aid sales progression, before being passed over to the residents upon completion. Our in-house legal team can provide advice on the most appropriate form of lease and/or transfer document for the development and can prepare draft documentation if required.

Once the sales process has begun, we will deal with prospective buyers and their enquiries in relation to the service charge budgets, the future estate management and other related matters.

Upon completion of the development the nominated estate manager will ensure a smooth handover and hold an introductory residents welcome meeting to answer any questions or queries from the new residents. Thereafter, the residents will enjoy our comprehensive, professional and proactive management.





New developments – our 5 step process

1 Pre-construction and planning

Review drawings and provide advice.
Assist with planning application enquiries and related matters.
Create a cost effective and attractive service charge estimate.
Calculate buildings insurance values and offer competitive insurance premium.
Prepare management proposal for prospective purchaser enquiries.

2 Legal preparations

Provide management agreement for signature.
Provide or review proposed lease agreement.
Create residents management company (if applicable).
Supply solicitor with appropriate documentation and service charge bank a/c information.
Confirm insurance cover.
Provide offer to buy freehold upon completion of all units.
Liaise with office staff regarding best time for the assumption of management responsibility.

3 Sales process

Visit sales office and introduce estate manager to sales team and answer any queries.
Provide management proposal packs for prospective purchase enquiries.
Answer any questions from prospective purchasers before and after exchange of contracts.

4 Completion of site

Ensure successful handover of site to the estate manager.
Hold residents meeting to introduce ongoing management team.
Complete freehold transfer (if applicable).
Provide internet logon details for all residents to access estate website.

5 Pro-active ongoing management

Ensure service charges and ground rent are invoiced correctly.
Hold regular residents meetings to provide updates and receive feedback.
Ensure compliance with all legislation.
Maintain strict accounting practices and financial reporting for residents.
Implement quality and cost effective contractors for successful estate management.
Implement long term pro-active maintenance e.g. redecoration.

Please refer to our Core Service section for further details.



Landlord/Freeholder services

Atlantis take pride in the quality of estate management and associated services that we deliver to our clients. Our aim is to make life between landlord and tenant easy. Therefore, we offer a turnkey solution for the effective management of your ground rent portfolio.

Building/estate management

Under the terms of the lease you may be required to maintain and ensure the upkeep of your estate or block of apartments. In these cases our block management team will be able to deal with these responsibilities on your behalf. For further information please see the Core Service section.

Ground rent collection

Atlantis offer ground rent management services to freeholders, management companies or residents associations and will fulfil all lease requirements including issuing rent demands on the necessary due dates as in accordance with the Leasehold Reform Act 2002, collecting the rent and immediately accounting to the client. In addition, we will review and investigate any ground rent arrears enquiries and ensure that rent reviews are administered in accordance with the lease terms.

Consents

From time to time, leaseholders will need the consent of the freeholder to make some alterations or additions to their property or in respect of other matters such as sub-letting your property. Our legal team will check the terms of the lease and provide expert advice on whether or not consent should be provided and handle all of the administration surrounding the matter.

Freehold purchase

Under the terms of the Leasehold Reform Housing and Urban Development Act 1993, a group of tenants may collectively opt to purchase the freehold. In this event we will act on your behalf to protect your interests, ensuring that the correct protocol is followed and that the process runs smoothly and frequent updates are reported to you.

Insurance

Normally, under the terms of the lease, the landlord is obligated to ensure that the building is appropriately insured as defined within the lease. Atlantis Estates can arrange insurance at extremely competitive rates. After implementation we will invoice all tenants or the management company and ensure prompt payment and arrears management.

Lease Extensions

Atlantis will also manage the extension of apartment leases in accordance with the requirements of the Leasehold Reform Housing and Urban Development Act 1993, as well as houses under the terms of the Leasehold Reform Act 1967, ensuring regular feedback to clients on progress made.

Solicitors Enquiries

When a tenant sells a leasehold property the purchaser's solicitors will generally request certain information from the freeholder. This will usually relate to whether the ground rent account is up to date and whether the terms of the lease have been complied with. Our legal team will deal with all these matters on your behalf so there will be no need for any involvement from you.



Right to Manage

Since the Commonhold and Leasehold Reform Act 2002, owners of leasehold properties have been given greater powers in respect of the management and ownership of their development. Leaseholders can now exercise their Right to Manage and take over the management of their development from the existing freeholder. This process will allow greater control and, most importantly, give you the right to have a say in how your estate is managed.

The Right to Manage process can be difficult to complete without the correct advice, but with the help of Atlantis, we can ensure that your development is in the hands of a better management company within no time at all.

Best of all, and exclusively with Atlantis, the process can be completed without any direct cost to you.



Why choose Atlantis Estates to obtain the Right to Manage?

Free of charge

Our service is free of charge in the event that you wish to instruct Atlantis to manage the development upon completion. If you wish to place your own managing agent, or self manage on completion, our fee is just £25+VAT per unit (Minimum fee £450+VAT).

Personal service

We offer a personal service where you will have one point of contact throughout the entire process.

100% success rate

All of our Right to Manage claims have been successful.

Fast & efficient service

Our service is automated, ensuring no loss of time waiting for administration workload or for accounting human error. All developments will have access to Pathway, our proprietary online management system.

Professional indemnity insurance

We hold £5m of professional indemnity insurance per claim.

ARMA member

We are corporate members of the Association of Residential Managing Agents, ensuring a truly professional service.

Client Testimonials

“ Earlier this year we had short listed three property agents to replace the agents we had inherited from the developer. The decision to appoint Atlantis was unanimous and we have not been disappointed.

We had some important priorities in security and maintenance to deal with, and have made more progress in the last six months than in the previous two years. Atlantis has responded well to our requests to get things done. They are customer focused and get things finished promptly. Our costs have come down and the service has improved tremendously – what more can I say! ”

“ My fellow directors and I have found Atlantis to be responsive and helpful at all times. Managing a development such as ours is never as straightforward as people imagine. There is always something new to deal with. Together we’ve overcome all the problems that we have encountered to date.

Atlantis does a good job. Whether it’s day-to-day maintenance tasks, financial issues or some of the more difficult legal issues we encounter, we can always rely on timely assistance from their team.

I honestly believe that their estate management service has, through continuous improvement, become an even better service over the four years that we have worked together. ”

“ From the start, Atlantis has performed in a highly professional and competent manner, and have provided excellent support whenever needed. Their estate managers have ensured that our needs are dealt with promptly and are readily accessible, accommodating and understanding. Contracts are well managed and our efforts to keep costs to a minimum is fully supported and assisted.

Our finances are expertly handled by an accounts manager who is ever-willing to explain and advise. Atlantis attain the high standards we expect and demand, and we regard them as our close partners in ensuring the RMC is effectively managed. ”

“ Three years ago the RTM Company took over control from a highly litigious freeholder. The best decision we made was to appoint Atlantis as our managing agents. They drew up a six year plan with annual budgets and enabled us to keep costs under control while improving services and refurbishing.

We communicate directly with relevant personnel, including a director, and always get prompt replies and action. When staff have changed, the transfer has been seamless. Atlantis have introduced us to experienced legal and other services and have always remained engaged with any issues. ”

If you would like to know more about Atlantis Estates and how we can assist you in managing your development better, then contact us on 0118 956 8888, send an email to newbusiness@atlantisestates.co.uk or visit our website at atlantisestates.co.uk



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