

Introduction to Our Services

Block Management Services

Connect UK Group, established in 2007, is a national company specialising in block management, residential lettings, HMO management, property sales, and property auctions.





Award-winning Block & Estate Management Solutions

Our bespoke and transparent approach to property management prioritises establishing long-lasting and effective relationships whilst providing an effective and comprehensive service to all parties involved.

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How we work

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Connect UK Nationwide Ltd act for a varied range of clients with portfolios of managed properties across the UK that are mixed and diverse, ranging from blocks of three units, through to large developments.

Transparency and great communication, along with bespoke terms of service agreed with the client, pave the way to a successful relationship. No block or estate is the same.

We pride ourselves on our trusted, strong relationships and quality recommendations that have enabled us to remarkably expand.

Arthur Rook
Regional Director



Our services

We provide:

- A transparent, effective, and efficient service
- Respond promptly to communications
- Act with fairness
- Provide value for money
- Build trust between all parties

Service commitments

We are dedicated to providing all parties with a transparent and personable service. As such, our response time are as follows:

Letters & Written Communication

Response times may vary depending on the content and complexity of the enquiry, however, we aim to respond within 2-3 working days via telephone or by written communication.

Phone calls

We deal with all calls as and when we receive them. The initial response is within 30 minutes of receipt if a message was left. If the enquiry is more complex, then regular updates will be given either verbally or in writing.

Data protection & Privacy Policy

All information we store is regularly updated in line with the General Data Protection Regulation (GDPR) and its guiding principles. We are Registered with the Information Commissioners Office. We have a robust Data Protection Policy in place, and all staff are trained in Data Protection. We regularly review all our policies to ensure we are operating in line with current legislation and industry guidelines.

For more information about how we handle your data, you can read our privacy policy at connectukgroup.co.uk/privacy/

Regulation & accreditation



TPI accreditation

We are a certified and accredited member of The Property Institute (TPI), which means we are compliant with the TPI Consumer Charter & Standards, and subject to the Memorandum & Articles of Association and Bye-Laws thereof.

What does TPI do?

TPI Company members must operate and abide by the principles of their Consumer Charter and Standards, which help to raise professionalism and best practice among those operating within the sector.

Standards ensure a TPI Company member:

- > Has the right professional experience
- > Holds service charge money legally and safely
- > Has professional indemnity insurance
- > Are committed to and bound by professional standard
- > Are a member of an independent redress scheme.

Standards of TPI members

"Membership of TPI is voluntary, so managing agents that join TPI show a clear commitment to offering the best customer service and the highest possible standards.

The TPI Standards represent the core of good practice for managing agents. We believe they are achievable by any well-run company. We are looking to our members to meet the spirit of the Consumer Charter and the Standards. This is the starting point. Over time we will aspire to 'raise the bar' even further to ensure that all our members meet the highest standards of financial probity and customer service."

- The Property Institute: 'Guide to Joining'

Membership details

Company Name: **Connect UK Nationwide Ltd** // Company Nº: **08336643**

TPI Membership Nº: **256911**

Ombudsman: **Property Redress Scheme (PRS) / PRS001386**

Client Money Protect Number: **CMP009975**

Our commitments

We will:

- Write to all owners/leaseholders/tenants introducing our company, key members, and contact information.
- Make sure that notice boards display relevant up-to-date information
- Check all legal documentation, including Section 20 notices, Health & Safety reports and Fire Risk Assessments and act on their findings.
- Review the current financial year service charge budget.
- Hold all client funds in designated client accounts
- Review historic accounts
- Make sure all contacts with third parties offer value for money as well as providing a quality service.
- Make sure all contractors have suitable accreditation through trade bodies.
- Keep accurate records of all correspondence with any leaseholders, contractors, and utility companies.
- Check all utilities are of good value and that contracts are in place.
- Always act in a professional manner, protecting the interest of all involved parties.
- Provide a transparent and consistently high-quality service; We pride ourselves on our customer service, we see this as one of the most important services that we provide to our clients, we feel that this helps to create a professional and trusting business relationship.



Breaches of lease:

Breaches of lease are taken very seriously by Connect UK and are dealt with swiftly and in accordance with the terms of the lease.

Credit Control Procedure

We aim to work with clients to ensure service charge payments are made in accordance with the lease. However, if leaseholders fall into arrears, a formal credit control approach will be undertaken to ensure all outstanding fees are recovered. Charges incurred for this service are payable by the debtor.

Financial Information

All service charge funds are held in accordance with Section 42 of the Landlord and Tenant Act. These are designated trust accounts in the same name as the client's property.

We will open a client bank account with immediate effect. The client receives all interest.

There are currently no charges for running bank accounts by Connect UK.

There is no fixed number of accounts; this will be dependent on the schedules in the service charge.

The administration of the accounts is within our management fee.

Service charge budgets & Accounts:

As per the client's requirements, budgets will be provided four weeks prior to the service charge-year end unless agreed otherwise.

All year-end financial accounting will be completed as agreed.

Credit Control Procedure

We offer postal and email billing as standard. However, as part of our environment-first approach, we are keen to promote paperless billing.

We offer the following payment methods:

- Monthly standing order (Terms to be agreed with the client)
- Credit/Debit card payments
- BACS
- Online payments via tenant portal GB



Property Management Software

We use innovative technology to assist in the management of our client. These systems help us to provide our clients with the highest level of customer service.

Through our experience we feel essential security is lacking by many agents. As a result, we invest in Blocks Online, a bespoke management system enabling the monitoring of the management and service chargers, showing full transparency to our clients.

The management software has the capability of producing quarterly or bi-annual reports for the client, which contains the following:

- **Shareholders, where applicable**
- **Open invoices**
- **Enclosed statement of transactions**
- **Reconciliation summary of transactions**

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We are constantly searching for excellence within the industry-based products and will continue to invest in market leaders.

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Blocks Online is a recognised partner of both TPI & RICS



Case Studies - Smaller Developments



PEASE POTTAGE, RH11

A privately- developed apartment block in Pease Pottage which had been operating at a loss with outstanding maintenance.

Connect UK took a different approach which achieved a better result and bought the arrears up to date. Furthermore, we have managed to implement a reserve fund for the site in case any unexpended maintenance arises.

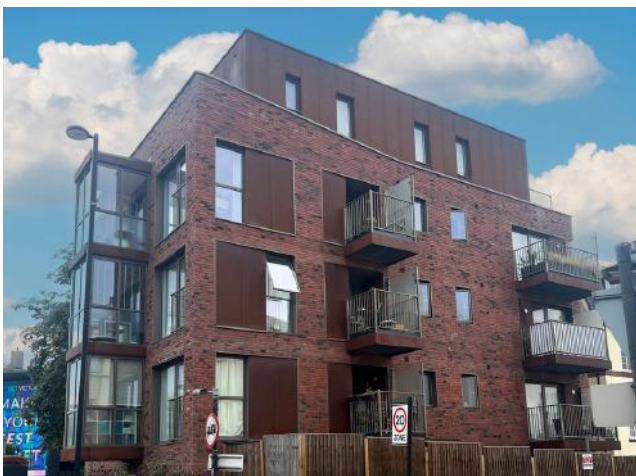
RESIDENTIAL | 14 UNITS

CRAWLEY, RH10

When we were appointed to manage this block, there was approximately £20,000 of outstanding debt which needed to be urgently settled. We took a proactive approach to understand the position, address the outstanding issues and put appropriate processes in place to improve the financial management of the development.

Our focus was on creating greater financial stability, improving communication with leaseholders and ensuring the block was managed effectively going forward.

COMMERCIAL | 3 UNITS



STREATHAM, SW16

This newly developed apartment block gave Connect UK the opportunity to strengthen communication and provide residents with greater clarity around the management of their development.

We introduced a more proactive approach to communication, with a strong focus on transparency, accessibility and keeping residents informed.

RESIDENTIAL | 8 UNITS

Case studies - Larger Developments

CRAWLEY, RH11

We took over this mixed-use development with an opportunity to improve budget management and maintenance planning.

By reviewing the budget and introducing a more proactive maintenance strategy, alongside working with trusted local contractors, we have been able to improve efficiency and deliver better value for residents and commercial occupiers.

MIXED-USE | 38 UNITS



CRAWLEY, RH10

Connect UK worked closely with the RMC to strengthen the building's management approach, introducing greater transparency around budgeting, clearer communication on maintenance matters, and a more efficient service charge allocation process.

MIXED-USE | 59 UNITS

CROWTHORNE, RG45

We were appointed to bring a clear and transparent approach to the management of this development, with a particular focus on communication.

By keeping leaseholders and residents informed on key matters, including service charge budgets and maintenance, we have created a more open, responsive and valued management service.

RESIDENTIAL | 133 UNITS



Other managed residential estates:



RESIDENTIAL ESTATE - APARTMENTS & HOUSES

BRACKNELL, RG42

Residential | 18 Units



RESIDENTIAL ESTATE - APARTMENTS & HOUSES

CRAWLEY, RH11

Residential | 69 Units



RESIDENTIAL APARTMENT BLOCK

SLOUGH, SL3

Residential | 14 Units



RESIDENTIAL APARTMENT BLOCK

S. CROYDON, CR2

Residential | 14 Units



RESIDENTIAL APARTMENT BLOCK

BROMLEY, SE6

Residential | 15 Units



RESIDENTIAL APARTMENT BLOCK

CRAWLEY, RH11

Residential | 12 Units

Insurance

Comprehensive insurance for your property

Connect UK Nationwide Ltd engages Thamesbridge Commercial Brokers Ltd to support the insurance arrangements across the block & estate management portfolio.

We have engaged with Thamesbridge Commercial Brokers Ltd with the aim of improving the overall insurance service delivered to our clients. They do this by exploring all opportunities to secure the most competitive premium available while ensuring the insurance cover remains suitable

As the appointed insurance broker, Thamesbridge Commercial Brokers Ltd is regulated by the Financial Conduct Authority (FCA). As a result, their team are required to engage directly with the directors of the Residents' Management Company on all insurance matters.

While Connect UK Nationwide will continue to work closely with Thamesbridge Commercial Brokers Ltd and support the process as managing agent, certain communications, disclosures and decisions relating to the insurance programme must be discussed directly with the policyholder's representatives.

We believe this appointment strengthens the insurance service provided to our developments and ensures all necessary matters are handled clearly, professionally and in accordance with regulatory requirements.



Thamesbridge
COMMERCIAL BROKERS LTD





Thamesbridge
COMMERCIAL BROKERS LTD

PROPERTY INSURANCE

PROTECTION BUILT AROUND YOUR PROPERTY

Comprehensive property insurance solutions placed with A-rated insurers, helping protect your buildings, income, liabilities and business operations.



A-RATED INSURERS

Quality capacity from financially secure insurance partners.

COMPREHENSIVE PROPERTY COVER

01 PROPERTY AND BUSINESS INTERRUPTION

Buildings, contents and interruption to income

02 ENGINEERING

Plant, machinery and inspection requirements

03 TERRORISM

Specialist protection for insured property assets

04 LEGAL EXPENSES

Support for covered legal disputes and costs

05 MANAGEMENT LIABILITY PACKAGE

Protection for directors, officers and the company

06 TAILORED LIABILITIES

Cover structured around your individual risk profile

DEDICATED CLAIMS TEAM

We manage the process and help take the stress out of claims.

LET'S PROTECT YOUR PROPERTY

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