What every residents committee or management company seeks is trouble free, cost efficient management. High service standards and careful maintenance can greatly enhance the value of both an estate and individual properties.

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**Prepared for**

Right to Manage, Resident Management Companies & Freehold Management Companies

+44(0)20 7267 2900
About Ringley

Since its humble beginnings in January 1997, Ringley has become a one stop property shop offering a comprehensive range of property solutions.

Ringley provides legal services, surveys, valuations as well as property & facilities management to private, commercial and industrial clients.

Like any successful company the strength of Ringley lies firmly in its commitment to staff training and customer service. Also our people understand that a 1st class service requires an investment in relationships with each and every client.

Estate Management

Our dedicated team delivers value for money to more than 10,000 units throughout London & the South East.

Our largest site has 773 properties; the average size block comprises 40 flats and the smallest has just 3 flats. We will allocate a team who will gain thorough knowledge of your site, monitor it continuously ensuring a fast, efficient and reliable back up for:

- Emergency repairs
- Service charge management
- Lease administration
- Budgetary control
- Planning rolling maintenance

We understand the pressures of communal living so, we provide 100% transparency online where clients are welcome to inspect our records at any time.

We have worked hard to provide information for you via the “Gateway” website accessed from www.ringley.co.uk (see page 12)

A 24-HOUR QUALITY CONTROLLED SERVICE

Financial Security

Your money is:
- underwritten by the Royal Institute of Chartered Surveyors
  Clients Money Protection Scheme,
- held in your own interest-bearing client account,
- reconciled monthly to exceed RICS regulations,
- verified annually by an external accountant.

Financial Management

As a freeholder/client you benefit from:
- financial reporting on-line 24hr behind our system,
- annual budget consultation,
- systematic debt collection,
- prompt money judgements via County Court action,
- instantaneous direct debit posting keeping bank balances live,
- payroll for employed staff (an additional extra),
- invoices paid on line for you to see.

Repairs and Maintenance

As a freeholder/client you benefit from:
- regular site visits, we’ll email to let you know when we’re coming,
- works from purchase orders visually inspected,
- small portfolio per property manager so your manager makes the decision,
- quality controlled purchase order system, preventing double payments to contractors,
- access to Ringley’s in-house Building Engineers to plan cyclical maintenance,
- free reserves planning.

Competitive Insurance

As a freeholder/client you benefit from:
- rates from 6p per £100 sum insured,
- regular insurance re-valuations,
- full in-house Company Secretarial Service.

“At Ringley our team members are acutely aware that each leaseholder is in effect our client. I believe that respect for an individual’s home and understanding their concerns is the only way to manage a property.”

Mark Lynds, Service & Ops Manager

“"Our brand promise is 100% transparency and your money back if you are not satisfied, my job is to deliver the quality through our teams to deliver this promise.”

Mary-Anne Bowring, Managing Director
Regulations, Aims & Values

Ringley’s professional affiliations signify our commitment to business excellence.

Ringley is regulated by the Royal Institution of Chartered Surveyors (RICS) with satisfactory Client money audits since inception. Ref: 0098739

Active members of the Association of Building Engineers (ABE)

Corporate members of the Association of Residential Managing Agents since 2003.

ISO Accreditation achieved in November 2000 and we’ve passed all audits since.


Ringley Legal is an SRA regulated firm. Ref: 548090

As an ambassador for apprenticeships, our MD contributes to education and best practices.

Recognised for work with people with learning difficulties in 2003.

Ringley is a FSA (Financial Service Authority) regulated firm. Ref: 312284

Winners of the regional award for work with special needs employees in 2003 & 2004. In 2004 we took the national award as well.

We are members of the Association of Leasehold Enfranchisement Practitioners.

Vision

“Good Advice, great service by brilliant people every time!”

Mission To lead the market, generate recommendations, be known for giving clear, sound property advice and delivering creative property management solutions. Good advice, great service by brilliant people every time!

Values We listen to customers. We step up, reach out, pitch in & do what it takes to meet & exceed customer expectations.

Respect We always seek to improve ourselves, our internal processes & external delivery. We celebrate initiative, reward success & provide everyone with the tools to grow & excel

Teamwork We provide customers with answers that matter* & strive to develop relationships that make a positive difference.

Integrity We say what we believe & do what we say. We accept personal responsibility & treat the company’s reputation as our own

Excellence in Diversity Because property spans so many disciplines we recognise that to deliver the customer what they want means that we have to rise to the demands of the situation, join the professions we recruit from so that together we can deliver the service, whilst recognising and celebrating the different influences that diversity brings
## Business Awards

### 2012
- **The Times/ Sunday Times**
  - Best Block Management Company
  - Winner Gold

### 2011
- **Landlord & Lettings Awards**
  - Innovation Company of the Year
  - Winner
- **The Negotiator**
  - Community Champion of the Year
  - Winner
- **The Negotiator**
  - Innovator of The Year
  - Winner
- **Property Awards for Women**
  - Surveyor of The Year
  - Winner
- **Camden & Islington BCC**
  - Regeneration
  - Winner
- **Camden & Islington BCC**
  - Environmental Responsibility
  - Finalist
- **Investors In People**
  - National Training Award
  - Winner
- **The Times/ Sunday Times**
  - Best Block Management Company
  - Winner Gold
- **News on the Block**
  - Highly Commended Valuation Company
  - Highly Commended
- **News on the Block**
  - Individual Valuer of the Year
  - Finalist
- **Landlord & Lettings Awards**
  - Legal Services Company
  - Finalist
- **Landlord & Lettings Awards**
  - Customer Service Company
  - Finalist
- **News on the Block**
  - London Property Management Company of the Year
  - Winner
- **The Negotiator**
  - Green Champion of The Year
  - Winner
CSR & Environmental Policy

It is the duty of all team members at Ringley to understand that their activities impact upon the environment. Both through our direct business activities and the work we do on clients properties we manage. We affect several thousand people either directly or indirectly.

We spend over £11 million per year on maintenance and refurbishment. We are committed where possible, to setting a good example in terms of building conservation, energy efficiency, restoration (rather than replacement). We have put in place an environmental policy which covers all our activities.

For example, we use the window care repair system to preserve old Victorian windows rather than replace them with shorter life-span modern softwood windows. Alternatively where softwood windows are past their useful life span or have suffered long term neglect, we might choose to promote installation of energy saving (and future service charge saving) alternatives such as installation of PVC-u windows.

Our environmental principles are to:

- manage resources to use them efficiently and effectively
- reduce, re-use and recycle waste
- advise on & promote energy conservation & energy efficiency
- raise awareness on environmental issues with Clients
- comply with environmental legislation
- conserve water and energy in our offices
- cut down on unnecessary travel through thoughtful scheduling
- promote environmentally friendly methods of travel
- promote working from home on a managed rota basis
- source environmentally responsible goods
- continue to be carbon neutral by 2012. Achieved

We strive towards our environmental goals by integrating them into our policies, strategies, operational performance and green housekeeping. This way we really can make a positive contribution to the environment.

Carbon footprint key statistics:

Average carbon produced per employee in London: 6.9 tonnes

Ringley's employee: 2.3 tonnes - 3 times better
Quality Management

Our commitment to Quality Management achieved us ISO9000 accreditation in 1998. System evolves as we review and improve standards and measure things that matter to you.

1 - Site visits actions complete in 30 days.*
2 - Minutes actions complete in 30 days.*
3 - Sites an agreed quota of site visits/inspections will happen.
4 - Dumped cars removed within 6 weeks.
5 - Insurance claims settled within 3 months.

* Actions taken are written up on minutes and site reports (all available to see online)

For further information visit www.ringley.co.uk/quality

Ringley Means Quality

Ringley’s professional affiliations offer a guarantee and peace of mind. We know you are entrusting us often with your most valuable asset(s).

Ringley has been accredited by/or is a member of the following organisations:

The Association of Residential Managing Agents (ARMA) represents companies engaged in the management of residential leasehold blocks of flats. ARMA’s principal aim is to work towards improving industry standards.

The Royal Institution of Chartered Surveyors (RICS) represents the international community of property professionals involved in land, valuation, real estate, construction and environmental issues. It’s main roles include education and training, advisory services to government, regulation of ethics and standards, and the publication of information and research.

The Association of Building Engineers (ABE) is the UK’s representative body for the building engineering sector, setting standards for engineering, education and advising on constantly changing building regulations.

Investors in People is a national quality standard that recognises the commitment of employers to improving performance through their people. Without investing in good people, who are committed to our business values and objectives, we cannot deliver the quality service our clients deserve. We achieved silver in 2012.
Ringley is one of the last truly independent firms specialising in the management of quality blocks. We manage almost 10,000 leasehold and shared ownership properties. Put simply, we sort out the issues that arise from living in a communal environment and provide strategic plans for the future.

**100% transparency:**
We are market leaders and give each block/site
- Their own web area: giving them access to minutes, site reports, insurance schedules & a newsboard
- 1st class credit control, through our in-house Solicitors
- KPI's and full financial reporting

**Positive communication strategies:**
- Pre-notification of site visits, reports and actions emailed.
- As well as distributing minutes to shareholders, Directors get a copy with the actions taken.
- Owner can start a vote on line

Ringley's success is driven by a Board of Chartered Surveyors who seek 1st best practice and believe everything else follows this. Ringley is large enough to guarantee a service, broad enough to deliver the benefit of having all key disciplines in-house, whilst small enough to keep it personal. We see it as our job to ensure the intertwining cycles of property finance, legal services and estates operations do not fall out of sync.

We have a reputation for improving the standard of management and maintenance at a reasonable cost continues. Because we are serious about cash flow, our arrears regime is second to none. We deliver litigation on service charge/rent arrears and other breaches of covenant at approximately a third of the cost of a high street solicitor.

Having Ringley Legal, a SRA regulated law firm, to take care of legal issues has narrowed the workload of our Property Managers giving them time to formulate strategies to improve living in flats.

Through years of specialisation in the residential field and involving staff in both the problems and the solutions, and by being obsessed with training and delivering career plans to our staff we can continue to grow stronger.

Our experience of managing mixed agendas is vast, whether it be social housing alongside private flats, developments including hotels, heliports or business use.
Cash Management 100% Transparency

We know that effective cash management builds confidence so, at Ringley, there are 6 aspects to cash management and we’ve invested in quality systems to manage all of them:

1. Purchase orders - preventing duplicate contractor payments.
   When we procure works a unique purchase order sets out what needs to be done. Our finance team cannot pay an invoice without a valid order number and order numbers cannot be re-used. Managers approve all invoices for their sites. Clients can see all invoices on-line 24/7.

2. Planning reserve funds according to building type
   Each site gets a tailor-made 10 year reserves plan free. This is reviewed annually with you since it is an integral part of our budgeting process. We’ll advise on critical building information, the legal requirements of the lease and how many years left to get the works on site.

3. Reserve funds - held separately from your service charges.
   Reserve funds are ring-fenced for future major works. Reserve funds cannot be spent on day-to-day items because a Manager’s approval is needed to make reserve fund payment. When you pay your service charge the reserves element is instantly allocated in the “F” fund.

4. Budget: variance quarterly review
   We monitor spending performance against budget throughout the year. It’s on the screen every time we authorise an invoice. Also available quarterly on paper. Each invoice is allocated to the relevant budget code and service charge group.

5. Reconciliation - monthly to outperform RICS standards.
   Managed funds means your bank account must match the ledgers. Then we can rely on your ledger balance and the budget reports you see on-line reflect actual reconciled expenditure/income.

6. Availability of information
   Our clients are welcome to inspect our records at any time, with or without an appointment. • Visit us during normal office hours (9:30am - 5:45pm Monday - Thursday, 9.30am - 5.00pm Friday). • Book our board room for your AGM. Meeting rooms also available. • We can host conference calls for comment at your directors’ meetings.

How We Protect Your Money

Funds we hold are backed by the Royal Institution of Chartered Surveyors (RICS) Client’s Money Protection Scheme.

The scheme is designed to give some protection to the public in the event of a failure by the RICS member (or qualified firm) to administer client funds correctly. The insurance policy assures the reimbursement of clients money when all other avenues have been exhausted. Clients’ money is “money belonging to a client that has been entrusted to an RICS member” (or qualified firm) and is therefore regulated by the RICS Members’ Accounts Regulations.
Credit Control

Quality property management is wholly dependent on effective credit control. We believe:
• Contractors paid on time are happy contractors, who will be pleased to attend to your next emergency.
• People who buy a property and promise to pay service charges due should do so.

For more details including a step-by-step guide to getting the service charges paid visit www.ringley.co.uk/credit control and look for the following icons:

In case of a genuine hardship we have a ‘financial hardship policy’ and will work with not against owners who need help with their arrears.

Service Charge Collection

Six Steps Before Court Action

1. Demand
2. Polite Reminder + 14 days later
3. Final Notice + 10 days later
4. Civil procedure rules letter before action + 11 days later
5. Letter served on property address + 11 days later
6. Hardship/financial difficulties route or court

Our escalation cycle is weekly. So all necessary debt chase action can start in the quarter the debt occurs. This means we are not left with the dilemma of whether to wait until next quarter as we can complete steps steps 1-6 within 90 days. Because we escalate arrears weekly, even if you approve the budget late, the credit control cycle. Property Managers tick and authorise each step.

Legal action (Court) is the last resort. This is the 7th step in our credit cycle, or Service Charge Collection.

Ringley Legal LLP, our solicitors practice with considerable experience in all breaches including the collections of service charges, has rights of audience in both the Court and the Tribunal.

Paying Your Service Charges Made Easy

We encourage owners to pay by direct debit and that way we’ll manage payments when a new budget kicks in. We’ll re-calculate what is required, and keep people up to date.
Insurance

Insurance over-charging does happen. We operate a block policy and challenge you to test the rates we can get for you:

- For NHBC / Zurich guaranteed property - From 6p per £100 sum insured
- For buildings post 1980 - From 8p per £100 sum insured
- For older buildings - From 10p per £100 sum insured
- Premiums are, as always, post code sensitive and subject to claims history.

We have successfully ran cases to the Leasehold Valuation Tribunal and managed to get unscrupulous landlords to reduce premiums. We have turned around blocks where neglect and a (service centre mentality log) led to excessive claims of high premiums.

Block Policy - 24 hour help line

41 Millharbour, Docklands
Company Secretarial Duties

If you own shares in the freehold, are a member of a “Right to Manage” or “Residents Management Group”, we offer a complete Company Secretarial Service.

We have built our own Company Secretarial package links to other critical data such as the legal ownership registers and via a API link each night to companies house.

We can:

• Issue formal Notice and Agendas for board meetings as per the Directors' instructions
• Call Annual General Meetings, distribute formal notice and be in attendance
• Maintain minute books in liaison with your Estate Manager (these are published on your client web area)
• Prepare and file the annual return
• Maintain the seal register (audit trail for share/membership certificates)
• Process stock transfer forms and issue share certificates.
• Maintain the statutory books, including:
  – Share Ledger / Members Register
  – Register of Allotments
  – Register officers (Directors and Secretary)
  – Register of Transfers
  – Directors and General meeting Minutes
  – Accounts and Annual Returns.

Strategic Company Events:

Resolution to sell lease extensions or buy the freehold or pay dividends

Re-organising the share premium account so it can be distributed

Changes to the memorandum so if you’ve got a bad lease you can collect a reserve fund

Leading the market

100% Financial Transparency and more

In 2007 Ringley delivered truly open book accounting: instant management reports for Clients/Management Company Directors online 24/7.

We are the only company who provides every client with their own web area, newsboard, secures 20+ green transactions Clients can make on-line including payments.

For Directors:

Membership of a higher club. A Property Manager to do internal liaison for you whether it’s a finance, legal or building engineering matter. A named support team, a defined escalation channel right to the top. A comprehensive series of advice notes and rolling reserves plans thrown in as standard. We notify clients in advance of up and coming site visits and when new items are posted on to their web area.
Department & Services Overview

**Valuations**
- Development appraisals
- Commercial valuations
- Residential valuations
- Lease extensions
- Freehold enfranchisement
- Legal services
- Agency acquisitions and disposals
- Valuations of going-concerns (Goodwill Valuations, Assets, Profit Rent)
- Receivership valuations
- Compulsory purchase
- Statutory compensation

**Surveying/ Building Engineering**
- Stock condition surveys
- Disability adaptations
- Energy efficiency ratings
- Building surveys
- Single item defect reports
- Schedules of conditions/dilapidations
- Contract administration
- Planning applications & drawings
- Noise testing
- DM, Health & Safety
- Fire risk assessments
- EcoHomes pre-assessments & SAPS
- Asbestos Surveys

**Agency**
- Land Sales
- Investment sales
- Agency
- Value enhancement
- Tenant Mix

**Housing Management**
- Section 20 consultation
- Rent collection
- Service charge schemes
- Procurement
- Small works
- Repairs services
- Works phasing
- Service charges

**Retail**

**Workspace**

**Specialist Users**
Who We Are  
Ringley Legal specialise in property law and are a separate firm regulated by the Solicitors Regulation Authority. Naturally, we support Ringley’s Property Managers in both the Tenancy Management Team and the Block Management Team. We also act for developers in constituting the legal framework for a development as well as the drafting of leases and sales to the end users.

Ringley's combined experience of managing leases and our legal expertise means that we can offer great advice on how to avoid common pitfalls such as leases which:

- don’t let you vary leaseholders percentages, either at all, or retrospectively
- don’t leave the developer liable for void charges on unbuilt units;
- don’t provide for the Agent to know who is living in sub-let properties
- let sales happen without verifying arrears are paid and the flat is unaltered.

What We Specialise In

We are experts in the field of Leasehold Enfranchisement Law.
We help Leaseholders extend their Leases or collectively purchase their freehold and similarly we can help Freeholders sell their freehold under the same Legal process.

We are specialists in the Right of First Refusal Law, which is the Legal Right of a Leaseholder to be given the choice to buy the Freehold before it can be sold on the open market. We can advise either Landlords or Tenants of the process and take on the associated Conveyancing involved.

Ringley Legal also offers a full Company Secretarial Service. We can help you incorporate the company, arrange annual general meetings, file documents and maintain your Company books.

We are uniquely placed within the Ringley group as multi-disciplinary property specialists, this enables us to deliver an efficient, cost effective and professional level of service a cut above the rest.

What We Provide

Legal advice to the clients of Ringley Chartered Surveyors when there are breaches of Lease, such as arrears of Service Charge or Ground rent within the Estates that they manage.

We also offer a multitude of legal services to private clients, both Leaseholders and Freeholders.
For Every Owner

Keeping in Touch With Your Property ... Online

Log in through a secure area and keep up-to-date with your property.

Easy access to the latest information including:

- Service charge estimates
- Site Inspectors minutes
- Insurance policy documents
- Specification of works (where applicable)
- Metered gas and water charges (where applicable)
- Arrears lists/progress on legal action
- Pay or manage your service charge account

Examples of online statements
- Please allow 3 working days for credit card payments to show
- Please allow 3 working days for cash/cheque payments to show
- Please allow 5 working days for payments made over the internet to show

How to get on-line: Step-by-Step

Step 1: Log on to www.ringley.co.uk and look for the Ringley Gateway Log-in

Step 2: For Username, enter your site code (you can’t find it on any print or email Service Charge Demand)

Step 3: For Password, enter your unique 5-digit pin number (you can find it on any print or email Service Charge Demand)

Step 4: Access the latest files and information (Files require Word, Excel and Adobe PDF)

Ringley is committed to delivering quality service to its customers at all times. If you have any suggestion on how to improve our service and efficiency please send your comments to info@ringley.co.uk or call 020 7267 2900 / option 5.
Just For Directors

...do it, view it, check it on-line 24/day...
## Key Responsibilities

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tim Collett</td>
<td>Head of HR &amp; Finance</td>
<td>HR change programme</td>
</tr>
<tr>
<td>James Farrar</td>
<td>Area Manager</td>
<td>Weekly site walk-through with on-site staff</td>
</tr>
<tr>
<td>Lee Harle</td>
<td>Solicitor</td>
<td>Monitoring arrears on site &amp; tenant breaches</td>
</tr>
<tr>
<td>Muhammad Alam</td>
<td>Finance Manager</td>
<td>Quarterly financial reporting</td>
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<td></td>
<td></td>
<td>Audit assistant</td>
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<tr>
<td>Karen Starr</td>
<td>Communications Officer</td>
<td>Competitive tendering</td>
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<td></td>
<td></td>
<td>Contractor panel management &amp; on-site IT training</td>
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<tr>
<td>Vanessa Andrade</td>
<td>Site Inspector</td>
<td>Audit trailed site inspections (by rota)</td>
</tr>
<tr>
<td>Crispin Henley</td>
<td>Site Inspector</td>
<td>Audit trailed site inspections (by rota)</td>
</tr>
</tbody>
</table>
Who We Are – Ringley's Management

There are certain qualities you expect from your property advisors: professionalism, experience, insightful and sound advice. Our professional team is on hand to assist you with a range of property services:

Mehdi Mehra  
Chairman  
020 7428 1988

Mary-Anne Bowring  
Group MD  
020 7428 1976

Lee Harle  
Solicitor/ Senior Partner, Ringley Legal  
020 7428 1977

Michael John Richardson  
Director, Non Exec  
020 7428 1970

Mark Lynds  
Service & Operations Manager  
020 7428 1970

Nusrat Ibad  
Internal Auditor  
020 7428 1970

Chairman  
Mehdi Mehra  
BA (Business Management)

Mehdi joined the Hepworth group just as the Next brand was being created. In 10 years with the group Mehdi's responsibilities included analysis of the group's high street positioning, locating new sites and store opening. Mehdi's passion for market positioning involved him in property developments from the mid 1980's. At Ringley he co-ordinates all the activities of the company.

Key responsibilities within Ringley:
- Client liaison
- Marketing & positioning of the Ringley Group
- Inward UK investment

Managing Director/ 
Director of Professional Services  
Mary-Anne Bowring  
BSc, MRICS, MBEng, MIRPM

Mary-Anne is a chartered surveyor and building engineer with both public sector (District Valuers Office) and private sector experience. As Managing Director and founder Director of Ringley, it's Mary-Anne's energy, technical expertise, and love of helping people achieve their true potential that has become the bedrock of Ringley. She presides over cross discipline technical issues where coming from the background of being both an Engineer and Chartered Surveyor and having once been a Property Manager makes her stand out from the competition. In her capacity as advocate and expert witness she has presented cases on service charge reasonableness, recoverability and valuation matters. She set up Ringley's Legal Services Team which takes around 800 cases a year.

Mary-Anne understood that in our information age, a quality service would be best facilitated by integrating professions, in an organisation small enough to listen, but not too large and bureaucratic to act swiftly. Mary-Anne’s vision was to design processes and risk management tools to enable the Board to look at all aspects of the business, and to roll the same principles out to our Client web areas.

Key responsibilities within Ringley:
- Group administration & Risk Management
- Management of Professional Services Division

Senior Partner - Ringley Legal  
Lee Harle  
LLB (Hons)

Lee is a Solicitor and Partner of Ringley Legal. He specialises in Property Law and advises clients on all aspects of Enfranchisement, Lease Extensions, Rights to Manage, County Court and Leasehold Valuation Tribunal (LVT) litigations. He also deals with sales & acquisitions and landlord and tenant disputes.

Lee qualified as a solicitor in 2005 and established Ringley Legal in 2010. He is a member of ALEP – Association of Leasehold Enfranchisement Practitioners. Lee has a keen interest in sports, in particular in golf, rugby and football.

Key responsibilities within Ringley:
- Legal Compliance
- Management of Ringley Legal
### Who We Are – Continued...

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Role and Responsibilities</th>
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</thead>
<tbody>
<tr>
<td>Non-Executive Director</td>
<td>Michael John Richardson FRICS (Quantities)</td>
<td>In the 1980's Mike became the chief Government Quantity Surveyor for the Government of Botswana.</td>
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<tr>
<td></td>
<td></td>
<td>As a Fellow of the RICS, from 1985 onwards Mike concentrated mainly on Hospitals and City Centre Development and then as a Financial Controller, Facilities Manager and Projects Manager for the Natural History Museum.</td>
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<td></td>
<td>Mike formally retired in 1998, but continued by leading Hackney Council on transferring Local Authority properties to Housing Associations, working on Embassy work for a practice in Harrow and, as a Citizens Advice Bureau voluntary adviser specialising in Building and Property advice.</td>
</tr>
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<td></td>
<td>Nusrat Ibad BSc MAAT</td>
<td>In the 1980's Mike became the chief Government Quantity Surveyor for the Government of Botswana.</td>
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<td></td>
<td>Quite deliberately the Finance Team does not report to Nusrat. Her role is to coach and mentor them, develop their skills and literally audit monthly the work of the department.</td>
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<td>In any large transactional processing environment the skill is to watch the numbers and ensure that the cycle of events is always resourced to be up to date and to check that FSA, RICS and ARMA compliance standards are exceeded.</td>
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<td>Key responsibilities within Ringley:</td>
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<td>• Coaching &amp; mentoring of Finance personnel</td>
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<td>• Group accounts &amp; group audit</td>
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<td>• Transactional risk management</td>
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<td>• Processes review &amp; compliance</td>
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<td>Key responsibilities within Ringley:</td>
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<td></td>
<td>• Senior enfranchisement valuver</td>
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<td>• Monthly statistics, market analysis &amp; comment</td>
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<td>• Planning &amp; development advice (applications &amp; enforcement)</td>
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<td>Key responsibilities within Ringley:</td>
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<td></td>
<td>• Seamless Integration of new clients</td>
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**Non-Executive Director**

**Michael John Richardson FRICS (Quantities)**

- Mike has over 50 years industry experience, working for a number of practices during the 1950's and 1960's specialising in housing, bank & office developments, include the John Lewis Partnership stores and the expanding Waitrose supermarket brand. Clients development elsewhere included National Westminster Bank and Boots the chemist.

- Mike spent a lot of the 1970s overseas as a Quantity Surveyor on government projects. Including for the Ministry of Defence as a Civil Service Quantity Surveyor on Cruise Missile and Aircraft Shelter sites.

**Director of Survey and Valuations**

**David Field FRICS**

- A chartered surveyor with over 40 years in general practice in both the public and private sectors. David has 30+ planning experience and in recent years has enjoyed valuations for secured landing and leasehold enfranchisement. David keeps in touch with the London property market and monitors closely how the legislative changes effect the property ownerships.

**Service and Operations Manager**

**Mark Lynds**

- After 28 years in banking with Barclays customer service team of over 40, Mark wanted a change. He is Ringley’s Quality Manager for the purposes of ISO9000. Also, he tracks items that are a cross team response, or are the first signs of customer discomfort. Mark is proud that we rarely, if ever, have to refer to theRICS complaints procedure as tracking sensitive matters before they become an issue surely is the best way.

**Internal Auditor**

**Nusrat Ibad BSc MAAT**

- Nusrat Ibad joined Ringley in 2008 in a new role of Internal Audit. Nusrat is well placed to do so with a Masters in Statistics, and having trained in volume transactional accounting disciplines. Nusrat understands processes, procedures, policing and implementation. She has extensive experience in quality assurance and data verification.

- Quite deliberately the Finance Team does not report to Nusrat. Her role is to coach and mentor them, develop their skills and literally audit monthly the work of the department.

- In any large transactional processing environment the skill is to watch the numbers and ensure that the cycle of events is always resourced to be up to date and to check that FSA, RICS and ARMA compliance standards are exceeded.

- Key responsibilities within Ringley:
  - Coaching & mentoring of Finance personnel
  - Internal Audit
  - Group accounts & group audit
  - Transactional risk management
  - Processes review & compliance
Frequently Asked Questions

Q: How long have you been in the property management business?  A: Since 1997

Q: How many staff in your company are involved with management?  A: Almost 30

Q: How many blocks do you manage?  A: About 280 blocks

Q: What professional indemnity insurance do you hold?  A: £5,000,000

Q: What is your Registration Number under the Data Protection Act?  A: Z6922201

Q: What are the professional qualifications of Ringley’s Board & Management Team?

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mehdi Mehra</td>
<td>Chairman Ringley Group</td>
<td>BA (Business Management)</td>
</tr>
<tr>
<td>Mary-Anne Bowring</td>
<td>Managing Director Ringley Group</td>
<td>BSc, MBEng, RICS, FIRPM</td>
</tr>
<tr>
<td>David Field</td>
<td>Director Valuations</td>
<td>BA FRICS</td>
</tr>
<tr>
<td>Michael Richardson</td>
<td>Director non-exec</td>
<td>BSc FRICS</td>
</tr>
<tr>
<td>Mark Lynds</td>
<td>Services &amp; Operations Manager</td>
<td></td>
</tr>
<tr>
<td>Lee Harte</td>
<td>Solicitor/ Senior Partner LLP</td>
<td>BA, LLB (Solicitor)</td>
</tr>
</tbody>
</table>

Q: What is your management fee structure?  A: Fixed fees per unit, min £1,500 pa for 5 flats; £1,750 pa for 6 flats

Q: What is your building service fee structure?  A: £300 for a single item defect diagnosis report and from 10-12% of contract sum for major works.

Q: How can you convince us that you offer a quality service at a fair cost?  A: We are a market leader with outcome orientated staff and a 1 page of traffic lights for each job grade we meet weekly to review our traffic lights.

Site Visits - Site visits we agree will be diarised and electronically scheduled. We email everyone prior to visits offering an opportunity to meet up on site; Reports are online in 3-5 days and available for you to follow.

Meetings - All meetings are minuted with an action list. Managers’ pay is based on them closing minutes and site visit actions within 1 month. Again, the whole process is transparent being available for you to follow online.

Emergency Call Out - A 24hr service is available for emergencies and is accessed by phoning 0207 428 2056

Departmental Co-ordination - An weekly ‘all teams’meeting to find solutions and talk through traffic lights.
## Frequently Asked Questions

### Q: Do you need to be close to our block to do your job will?

**A:** No, each Property Manager has nominated days in and out. When on site his purpose is to inspect and deal with contractor performance and identify day to day repairs arising. Our list covers contractors from Margate to Ipswich, Cambridge and Portsmouth from Jobbing builders to Specialist Contractors.

### Q: How often do you visit blocks?

**A:** Depends on the fee, service package? whether you have on-site staff and the complexity of equipment installed. Below is an indicative guideline.

<table>
<thead>
<tr>
<th>Flats</th>
<th>Routine Site Visits</th>
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<tbody>
<tr>
<td>1-10</td>
<td>4</td>
</tr>
<tr>
<td>10-20</td>
<td>6</td>
</tr>
<tr>
<td>20-30</td>
<td>7</td>
</tr>
<tr>
<td>30+</td>
<td>8</td>
</tr>
<tr>
<td>Portered Blocks</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

Additional visits would occur for emergencies or during major works contracts. We can price to run a site office if required.

### Q: What IT do you use?

**A:** We’ve built our own customer relationship management system for client calls, contractors and site information and scheduling. Everybody can read leases insurance policies, risk assessments, parking plans budgets and lots more on screen can call up letters sent to clients. Many key documents are accessible to clients on the gateway web area we manage for them. Directors can access meeting minutes, site reports, insurance schedules as well as directors minutes; a bldg facility with messages posting forum style is also available.

### Q: What is your normal response time?

**A:**

<table>
<thead>
<tr>
<th>Response Type</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters</td>
<td>5 days</td>
</tr>
<tr>
<td>Emails</td>
<td>same day/ 24 hours * unless out of office says we’re on site</td>
</tr>
<tr>
<td>Phone Calls</td>
<td>same day 24 hours</td>
</tr>
<tr>
<td>Faxes</td>
<td>same day/ 2 days</td>
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</tbody>
</table>

### Q: How do you deal with Directors meetings?

**A:** Some Agents run sites with bursts of activity around meetings and very little in between.

Instead we:

1. Conference calls in or out of office hours.
2. Send you a quarterly invite to review your financials are online including budget performance & arrears.
3. Email you when we’re coming to site and reports afterwards, so you are kept up to date with site issues. You can see actions and give us instructions without needing to wait for a meeting.
4. Our Property Managers pay is based on them completing actions from minutes within 1 month of a meeting.
Frequently Asked Questions

Q: Are there any references available?

A: There’s over 300 customer comments available on www.ringleygroup.co.uk/customer_comments/ On being short-listed we would be happy to provide referees (but first we would need to request permission)

Q: What information is provided to Directors and when?

A: It’s all online 24 hour behind our system so we send you a quarterly invite reminding you to take a look at:
(a) The Budget Variance Report (shows spending performance against budget)
(b) The Service charge arrears list
(c) Progress on legal actions
(d) Every invoice we pay
(e) Expenditure lists
(f) or post something on the directors board

Q: How do you deal with unpaid service charges? What procedures are in place to deal with non-paying lessees?

A: We have a financial hardship policy to work with not against those in hardship. The Court work is dealt with by our solicitors practice, Ringley Legal Team. Fees are chargeable to the owner in default. Judgements are pursued via mortgage companies, charging orders, attachment to earnings and where necessary by obtaining a court order to sell the property.

Where a leaseholder cites that a service charge is “unreasonable” we have in house expertise to present at Leasehold Valuation Tribunal.

Q: How do you deal with lessees in breach of their leases?

A: Our Legal Services Team send letters to remind a leaseholder of the covenants they committed to. This is chargeable to a lessee in default (typical cost from £40+ Vat). Section 146 Notices are a last resort as they are costly to the rest of residents in block who have to fund legal costs up front.

Q: What happens once we have got the County Court Judgement and the defaulting leaseholder still does not pay?

A: Judgements can be enforced through the mortgagee, an attachment to earnings order or a charging order, charging order prevent the property selling without the debt being paid and where the debt is significant we can ask the court for an order for sale so the property is sold to repay the debt.

Q: Describe your panel of contractors.

A: We are an ISO9000 accredited company and all contractors are performance managed. We operate strict purchase order systems. We can operate payroll for porters, caretakers or other directly employed
### Frequently Asked Questions

**Q: Do you charge a fee for contractor selection and/or a percentage of their charges for:**

- **a)** Contractors chosen by you? No
- **b)** Contractors chosen by us? No

**A:** Percentage charges only apply for major works which involve an engineer to specify the scope of works and administer the contact on site. For contract admin fees are chargeable at 10-12% dependant on the size of the contract sum. Admin fees (circa £50) for annual review of contractors documents are charable to the contract.

**Q: What selection criteria do you use for contractors on your panels?**

**A:** (1) Known performance, (2) Client recommendations, (3) References (4) Financial probity (5) Valid required insurance and documents.

**Q: How good are you at making contractor payments?**

**A:** We aim to pay contractors within 30 days. This is why at Ringley we are committed to swift credit control and a final notice is a final notice, so if an owner doesn’t pay on the 3rd request we will take them to court. A happy contractor will attend to your next emergency.

**Q: Where and how do you keep service charge monies. How are they administered and who receives any interest?**

**A:** All client funds are held in your own interest-bearing client account administered in accordance with Royal Institution of Chartered Surveyors (RICS) ‘Client Money Protection Scheme’. Interest accrues to you. You can even have a copy statement sent direct to you.

**Q: Do you offer an out of office hours service for emergencies?**

**A:** Yes. Our main office number 020 7267 2900 provides the emergency service number (0207 428 2056) which connects to the Property Manager on call.

**Q: What length of notice period do you require?**

**A:** 3 months to terminate. We usually require about 1 month to set up a new site, but could act faster.

**Q: How do you deal with complaints?**

**A:** All posts are reviewed by a Team Leader. If there is a hint of dis-satisfaction we log a QTI (quality tracked issue). Our complaints procedure is RICS approved and we are members of the Property Ombudsman’s Scheme. Our ISO900 quality procedures are subject to annual external audit.