

Introduction

In 2004, David Collinson saw that many residential blocks and conversions did not receive the level of care in their management that RMC directors, leaseholders and residents deserved.

He began Block Management UK Ltd with a single property in central London, using unique, bespoke management software. Today, we manage properties across the UK, from Plymouth to Leeds and from Cardiff to Norwich.

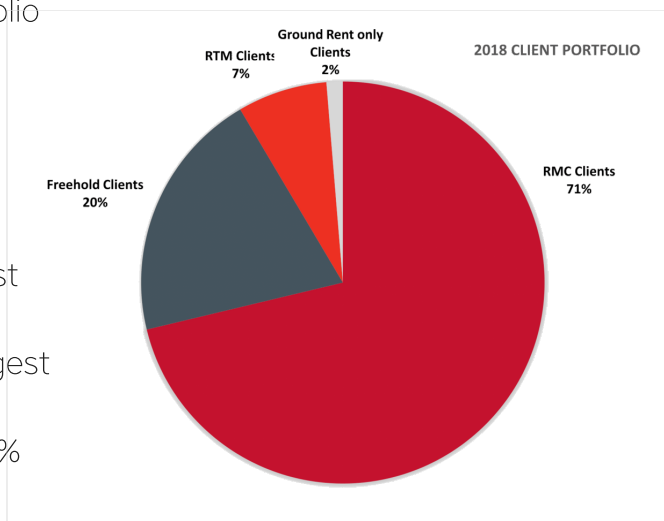


David Collinson,
Managing Director, BMUK

Current Position

Block Management UK Ltd manages a wide portfolio of properties on behalf of freeholders, landlords and other stakeholders across the UK.

Our current portfolio stands at 3,800 units across 180 buildings, with an average 17.46 units per block. Our smallest block stands at 2 units, and our largest is 274 units. RMC units make up 71% of our total client base.



Block Management UK Ltd accounts for over £6.5m in service charges per year and administers over 200 separate bank accounts on behalf of clients.

The company employs 32 staff, based either at our head office in Sudbury or regionally in London, Ipswich and Plymouth.

"BMUK has always tried to lead the way when it comes to customer service, technical expertise and a 'can do' attitude to addressing client issues.

I'm delighted to say that 2018 has seen us welcome new staff in our property administration, direct labour and sales and marketing departments.

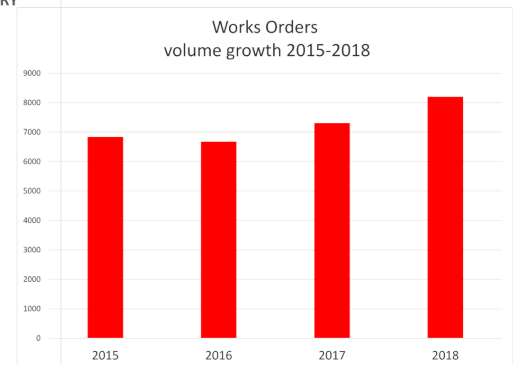
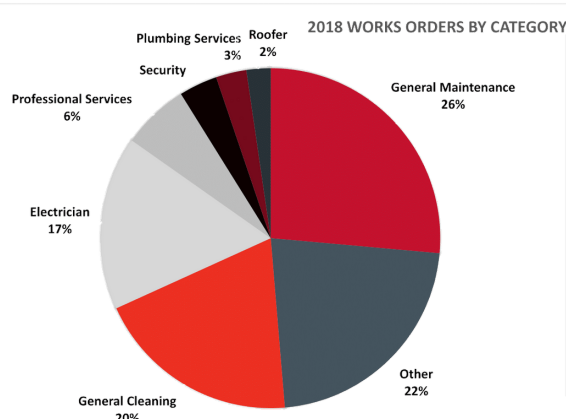
As we approach our 4,000 unit goal, we look forward to 2019 and the adoption of new, industry-leading software to be used across the company. We anticipate an increase in efficiency of 46%, allowing the company to absorb the continued ambitious unit growth we are aiming for this year.

Finally, we are also close to announcing the opening of a new office that will further aid our ability to better service customers as well as grow business in a new location."

Performance 2018

Internal investment has focussed on improved communications and data handling. A new telephone system and 'in-the-field' communications supports the management of our ever-growing network of properties.

Both approaches are designed to improve customer experience, automate management processes and to speed up results.



Over 2018, works orders processing grew by 12% and staff levels grew by 25%. Current growth in units in the first quarter of 2019 is 10%. Annual turnover in 2018 was £1.6m.

Strategic priorities: 2018-2023

BMUK intends to expand further into the estate management sector, applying the high level of customer service that its residential block clients have enjoyed over the years. We also continue to invest in internal processes to improve customer service.

- We believe that residential housing estates have been poorly served in the past by property managers. BMUK intends to offer a transparent, efficient and ethical approach to serving developers, freeholders and leaseholders involved in housebuilding across the county.
- 2019 will see significant investment in and adoption of an industry-leading property management software system to work alongside our own bespoke system. This will streamline internal and external processes so that both staff and customers will benefit.
- We continue to develop internal KPI processes to improve customer experience.