



HAUS Block Management



Background

HAUS Block Management is a privately owned company set up in 2008 specialising in residential block management. HAUS is a trading name of Managed Exit Ltd which is owned by New Space Property Holdings Ltd.

The founders and owners of the company are Gareth Martin (Managing Director) and Richard Morley (Chairman). Gareth founded HAUS in 2008 after a career in financial services and property. Richard is a fellow of the Institute of Chartered Accountants with a background in private equity.

Address: 266 Kingsland Road, London, E8 4DG

Number of years in property management business: 14 years

Company registration number: 06631310

VAT registration number: 975741674



Experience & Expertise

We manage a little over ten thousand homes in total across approximately 300 sites. All of these are within the M25 and 75% of these are within 30 minutes of our office.

A point of difference from our competitors is that we have virtually no clients who are freeholder or property developers, and nearly all of our portfolio consists of Residents Management or Right to Manage Companies.

This is by design and our offer is geared entirely towards supporting boards of volunteer directors. We have a significant experience throughout all our teams, and our Senior Managers are firmly hands-on.

Although your main contact would be your Property Manager, at various points you would deal with the following team members:



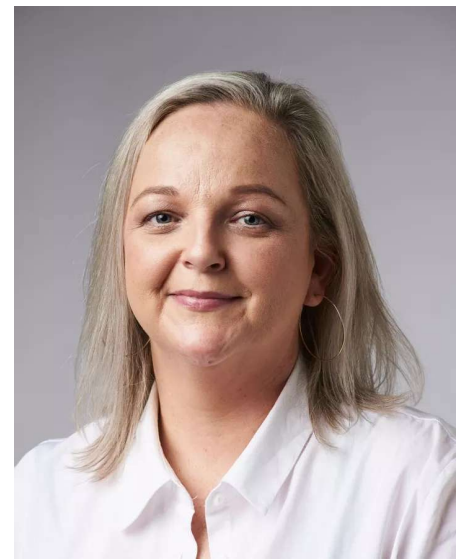
Nigel Thomas
Head of Management

Nigel has varying degrees of personal involvement with all large clients. He has over 20 years top-level experience.



Alick Lawrence
Head of Surveying

Alick is a Chartered Surveyor with thirty years' experience.



Kellie Connell
Head of Client Care

Kellie has ten years' experience and engages personally with all large clients no fewer than four times a year. She holds the full suite of IRPM Qualifications (Institute of Residential Property Managers)

Contractors

Our panel of contractors cover the whole spectrum of third-party services required to manage all our blocks and estates. However, new clients can retain any existing suppliers and we do not insist on using contractors from our approved panel.

Our contacts include a number of trusted (tried and tested) independent consultants and legal advisers. Where possible, we will always use contractors who are local to our clients' properties, which is a principle we adopted when we first started the business and has remained one of our core principles.

Requests from contractors who wish to join our panel are handled by the contracts administration team. They will be asked to provide information on their location, portfolio of work, any certification required for specialist work, and both their public liability and professional indemnity insurances. Finally, we ask for two references, an undertaking that they do not sub-contract out any aspect to unknown third parties and that they pay the minimum wage.



Resource

One of the main factors which set us apart is our approach to resource.

Unlike any other firm in the sector, all our Property Managers have their own assistant. The usual model sees only one of these shared between teams of three or four. This means there is no redundancy during periods of leave or absence and gives our clients two primary points of contact.

Each pair then works with a Block Accountant and together this team of three looks after a much smaller portfolio than the industry-average.

Whilst your board will have two main points of contact (your Property Manager and their Assistant), behind the scenes they are supported with the following resource:

- A five-person H&S team who take on the task of ensuring all our client's properties are fully compliant with the (ever changing) regulations.
- A Support team, containing nine members, who handover/mobilise all our new sites and work on unusually complex or difficult tasks in our portfolios.
- A Building Surveying team with five members, headed up by a Chartered Surveyor with nearly twenty years commercial experience.
- A Team of two Customer Service Specialists.
- An Accounts team of eighteen staff, which includes twelve client accountants, credit control, purchase ledger, and company secretarial sub-teams.

Overall, the aim is to unclutter our Property Manager's roles and allow them to spend their time building productive relationships with their clients and delivering high-value projects.

This approach has obvious benefits from a customer service perspective as lower demands on our team's time mean they are able to be more responsive to both leaseholders and Directors and work through a higher number of projects and tasks.

Customer Engagement

A high level of engagement, between our Property Managers and their clients is one of the cornerstones of our model.

It is our strong preference that as well as maintaining a routine inspection regime, our Property Managers build solid working relationships with their clients by meeting with them regularly.

In line with this strategy, we also encourage our team, where possible, to speak to our clients and customers on the phone – as opposed to an over-reliance on written communication. Whilst there are clearly many situations where it is necessary to write, in our experience it is often better to talk.



Customer Service

We have chosen the route of differentiating ourselves based primarily on customer-service.

Of course, everyone will tell you that they offer great service; however, unlike every substantial player that we are aware of, by-and-large we are managing to achieve it.

I would evidence this with our Trustpilot account which, although not unblemished, shows that 91% of our customers are happy to give us a four or five-star rating.

Money & Insurance > Real Estate > Property management company > Haus Block Management



Haus Block Management

Reviews 1,246 • Excellent



✓ VERIFIED COMPANY



Haus Block Management

Website Directions Save Call

4.1 ★★★★★ 226 Google reviews

Property management company in London, England

Reporting

Another cornerstone of our model is Client Reporting.

As a Client of ours, you will receive:

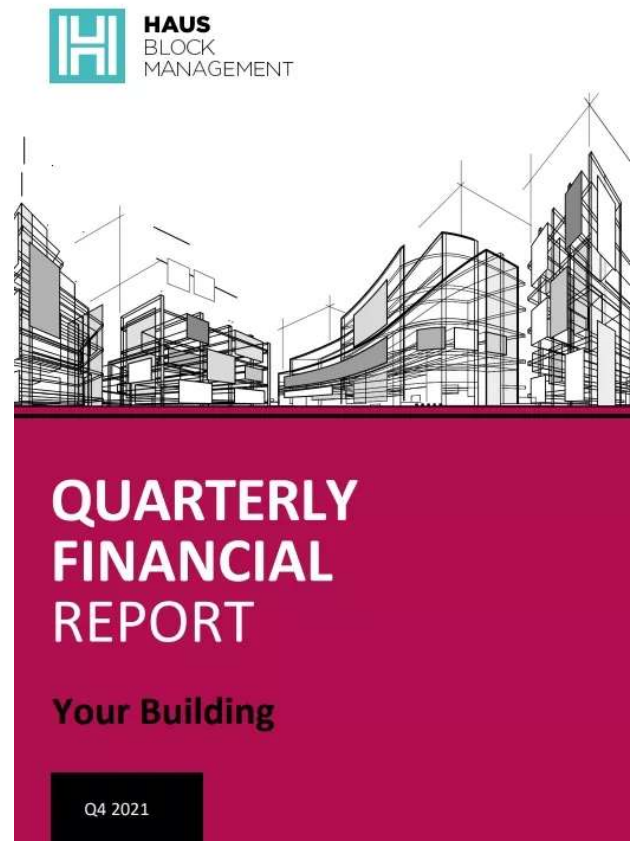
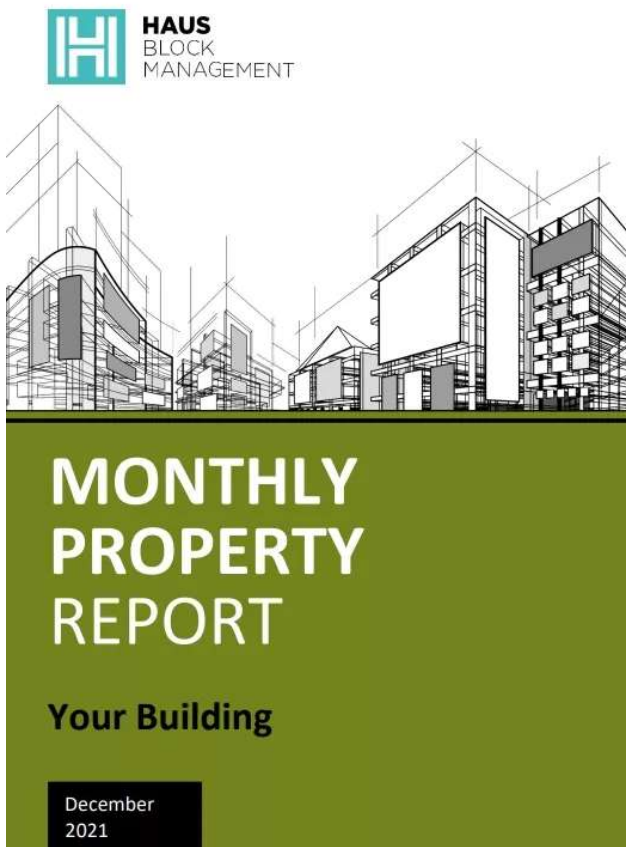
Monthly Property Reports

We send two property reports each month. The first is geared towards making sure that we are delivering your priorities and takes the form of a simple spreadsheet which details all your board's main priorities, and then breaks out items we are currently tackling.

The second, offers granular information on all the open and closed issues in your building as well as top line information on several key metrics.

Quarterly Financial Reports

These detail expenditure against your budget, debtors, creditors, and your cash position (including reserves).



Our Management System & Residents Portal

All our team's day-to-day activity runs on a system called Dwellant, which is the backbone of our business. It would be fair to say that we are fastidious systems users, and virtually 100% of all the teams' actions are run through the system. This means that every single request, regardless of its origin, is ultimately logged.

Our managers then routinely monitor this data to improve our customer's experience and identify trends (both good and bad). For example, one of the key metrics we look at each month is the number of calls (tasks) that have been open for more than 30 days (per client group). If this number increases month on month, it provides us with early exposure and gives us an opportunity to intercede.

Our Management System also powers our Resident's Portal, with the aim being that transparency is increased by making it possible to publish as many of our processes as possible, for all residents to view.

Although our customers are welcome to call or email, it would also be fair to say that this portal is an essential element in our communication strategy on larger developments, where it is not possible to engage with everyone personally.

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Standard features enable residents to:

- Report repairs and look at live updates on all existing tasks.
- Vote on important issues.
- Read time sensitive notices (about major projects for example).
- Access Estate documents such as house rules, owner manuals or the buildings insurance policy.
- Make payments, view, and download statements (Owners only).
- Download their personal mail (also only for leaseholders).
- Dedicated Director's area which acts as a repository for all board documents.

We are happy to arrange a demo of the portal on request.

Service Charge Accounting

Each Block Accountant only manages a small portfolio of clients. All their processes are run from a system called Qube, which is one of the longest established and generally best thought of packages in use in our sector. This is then reconciled each week with a client account.

Our aim is that our accountants also build a collaborative working arrangement with their clients, and so their role is strictly defined as client-facing.

The team works to a set of KPI's which ensure that financial milestones are met throughout each property's financial year. These include:

- Year-End Service Charge Packs are run within 4 weeks of the service charge year-end and sent to each client's auditor.
- Our budget setting process begins three months prior to each financial year-end, and draft budgets are sent to clients for approval eight weeks prior to year-end.
- Quarterly Financial reports are sent within ten days of quarter end.

Accounts sub-teams

Although you would not necessarily deal with these teams yourself, they would be working on your property in the background. As with our Property Team, the aim is to create an uncluttered role for your Service Charge Accountant, in order to provide them with the bandwidth necessary to achieve their performance metrics and build a productive relationship with their clients.

Collections team

All collections are handled by a dedicated two-person team who, as well as sending out all communications relating to arrears, sign-off any payment plans or legal action with Management Company Directors, and act as a point of liaison with debtors.

Purchase ledger team

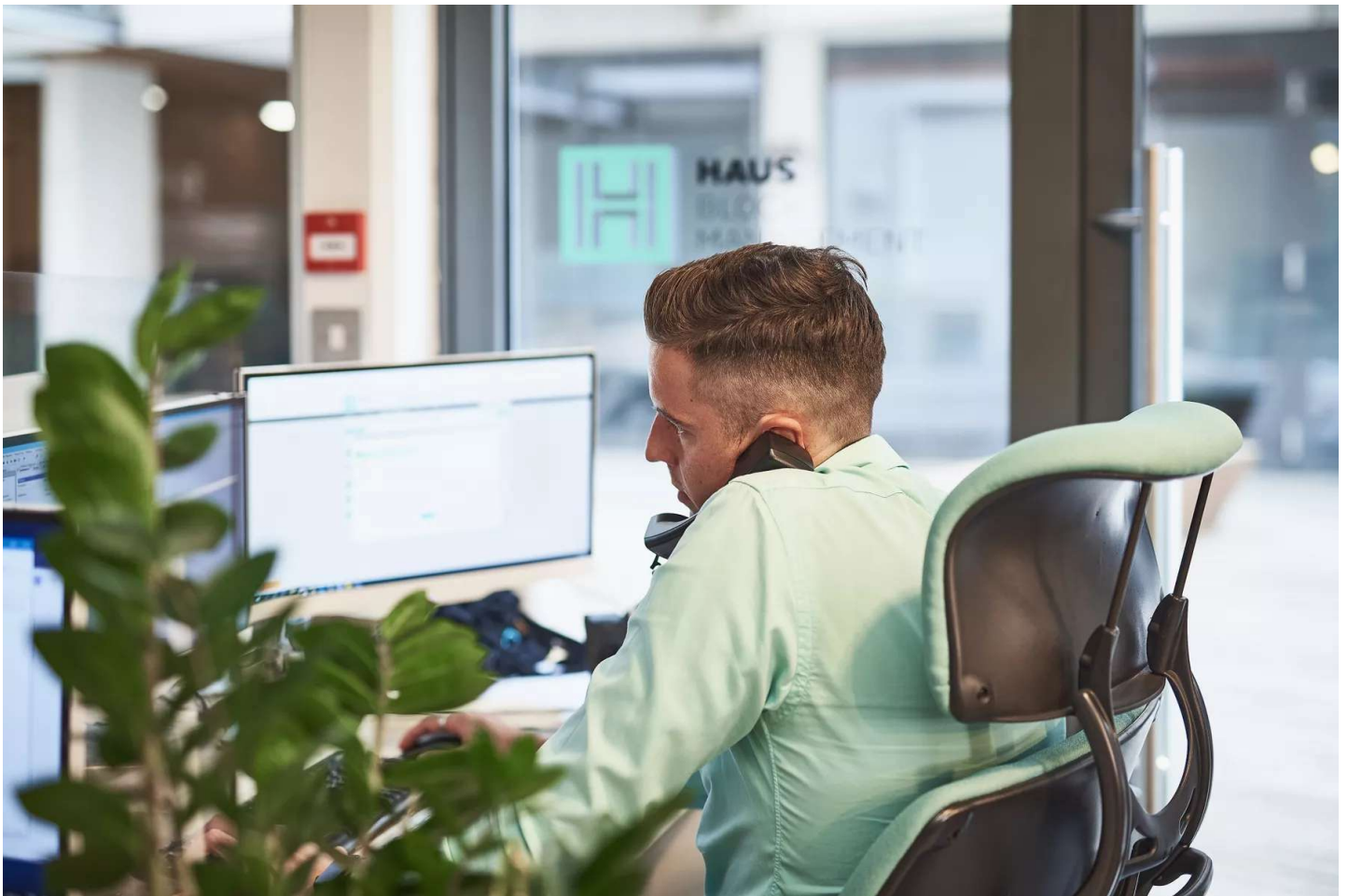
A further team of two deals with all our client's suppliers. They operate two payment runs a week, and close to 100% of undisputed invoices are settled within their stipulated terms.

Company Secretarial

Finally, two more people handle the administration relating to all our clients' Management Companies.

Client Care

We would send you four customer service surveys each year. In these you will be asked to score your Property Manager, Block Accountant, and finally HAUS (generally). The results from these are then fed back to our Client Care Team. The aim of this process is to pick up on any service issues proactively, feed them back to the relevant team, and make ongoing improvements to our offer.



Mobilisation & Set Up

The handover and set up process are handled by our support team, whose job involves liaising with your outbound agent, setting your property up on all of our systems, creating bespoke literature (like development guides), moving across contractors you would like us to retain, and re-tendering those you would prefer to replace.

In 2021 this team mobilised more than thirty new clients including several substantial estates. Their overall remit is to ensure we have a positive early impact on new instructions and that the transition happens smoothly.

