

LOCAL  
EXPERIENCED  
ESTABLISHED





*"With over 97% of our portfolio renewing annually, we believe our commitment to offering high levels of service speaks for itself and we look forward to welcoming new clients to the Hillcrest Family."*

*Adam Coombs - Managing Director*

## WHY CHOOSE US?

**We are a leading company specialising only in Residential Block Management.**

With over 35 years' experience we offer bespoke services to meet the individual needs of our clients, from day-to-day property management, Accounts only services or Insurance provision.

**WE WORK LOCALLY** - accessible to you

**WE ARE EXPERIENCED** - qualified and highly trained in what we do

**WE ARE ESTABLISHED** - managing properties since 1985



## TOP 10 REASONS TO CHOOSE US

1. Management portfolio of over **5,000 units**
2. Proven experience with **varied property types** including purpose built blocks of flats, converted houses and privately run residential estates
3. **Long-serving Team** who consistently provide the highest levels of personal service and efficiency
4. **Dedicated Estate Manager and Accounts Manager** who will be solely responsible for the day-to-day running of your property
5. **Proven** track record in the highly specialised area of Residential Block Management
6. **Bespoke** services to **suit your needs**
7. **Independent** and **consistent** local contractors and suppliers
8. **Dedicated client portal** and online repair tracking facility
9. **Proven** arrears collection record
10. **Transparent** accounting processes and record keeping



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## MANAGEMENT SERVICES FINANCE

### LATEST TECHNOLOGY

Our offices are equipped with fully computerised accounting systems that allow us to easily create and manage: Income and Expenditure Reports, Statements, Balance Sheets, Budgets, Arrears' Statements and programmable Cash Flow Forecasts. We also have an online client portal where Leaseholders can review their Service Charges.

### BANK ACCOUNTS

Your Service Charge payments are held in a specially created Trust Bank Account which is unique to your property. Interest earned on the money goes directly into your fund - not to us. We also open a separate Reserve Account, attracting a higher rate of interest.

### ACCREDITATION

We ensure that all of our associate Accountants are ICAEW (Institute of Chartered Accountants in England and Wales) registered. This guarantees peace of mind that your Final Accounts are prepared in accordance with the special provisions laid out by the FRSSE (Financial Reporting Standard for Small Entities).

### ROUTINE PRACTICE

We take care of the day-to-day bookkeeping, paying contractors and issuing Service Charge demands and invoices to Lessees in accordance with the Lease.

### CREDIT CONTROL

A pro-active attitude is taken to the collection of arrears and our skilled team are well experienced in helping debtors arrange suitable payment plans, where relevant, helping to limit future financial difficulties. Where payments are still owed, we will liaise closely with an independent legal representative who will seek to resolve the debt.

### BUDGETS

When we produce an effective Budget for your property, we will:

- > Examine the last three years' Final Accounts (if available)
- > Take into account any large scale planned maintenance
- > Investigate any works required under the terms of the Lease
- > Review our previous site visits, meetings and contact with Directors/Lessees
- > Scrutinise current and forthcoming Government directives and legislation
- > Once a Budget has been created and approved by the Directors, we will promptly issue Service Charge invoices to all owners in accordance with the Lease

### ACCOUNTS ONLY SERVICE

We also offer an Accounts Only Service. You might wish to continue to self-manage the maintenance of your block but require some help with the bookkeeping or have difficulties collecting funds from residents. We can provide this service. Contact us for more details.

## MANAGEMENT SERVICES MAINTENANCE

### DAY-TO-DAY

We understand the importance of effective responses to general maintenance issues and, instruct and monitor all types of maintenance on a daily basis. We have successful proven relationships with all of our local independent contractors.

### CONTRACTORS

We have built up a preferred and approved list of local trusted contractors who we employ based on their value for money and high standards of work. We do not make any money from these contractors; they are employed solely for their skills and are totally independent from Hillcrest.

### ROUTINE VISITS

Your Estate Manager will carry out quarterly inspections to the property as a minimum to assess its condition. Further visits throughout the year will check works carried out and make sure there are no other issues.

### ONLINE REPORTING

Use our dedicated online portal to report repairs and monitor them in real time. Download useful documents that relate to your property.

### COMPLIANCE

Your Estate Manager will ensure compliance with various Government Regulations and recommended industry standards, such as fire protection, asbestos and use of safe materials in property, health and safety and standards of regular contracted workmanship.

### PLANNED WORKS

Significant planned works are managed by your Estate Manager in accordance with the Section 20 legislation under the Landlord and Tenant Act 1985 (as amended).

### LOCAL AND IN PERSON

Being locally based allows our Estate Managers to attend sites promptly to assess and oversee all aspects of maintenance from general repairs to supervising major works.

### OUT OF HOURS

We can provide a 24-hour Emergency cover facility outside of our office hours.

### PLANNED MAINTENANCE PROGRAMME

For some properties, it may be beneficial to create a long-term planned maintenance programme. This will help you to forecast works required usually over a period of 5-20 years. We can assist with the production of these and obtain costs from external surveyors for more complicated developments.

### DISPUTE RESOLUTION

Where there are issues arising from neighbours we offer a mediation service to try and resolve any disputes and reinstatement of property, where appropriate.





## MANAGEMENT SERVICES INSURANCE

### VALUE FOR MONEY

Our excellent relationship with insurance brokers, backed by our extensive property portfolio means that we are able to secure very competitive rates. The cover obtained is comprehensive and protects you against necessary perils such as fire, water leaks, subsidence and terrorism.

### CLAIM HANDLING

In the negotiation of any claim we deal directly with the Broker, Insurer and Loss Adjuster to ensure a swift resolution and satisfactory settlement.

### DIRECTORS' AND OFFICERS' LIABILITY

As part of our commitment to client protection we recommend that all Directors consider a Directors' and Officers' policy. It is designed to safeguard the Directors from any personal liability through decisions they make. Together with providing concise information about this type of insurance, we will also source excellent rates of cover.

### ENGINEERING

We can place suitable inspection cover where relevant for sites such as those with lifts or pressurised pumping systems etc. The inspection cover complies with statutory legislative requirements and is a fee-based service.

### INSURANCE ONLY SERVICE

If your property is self-managed we are able to provide an Insurance only service. We are confident that we can obtain a competitive quote for your cover once it is placed under our block policy. We will then also deal with and administer any claims made.



## MANAGEMENT SERVICES COMPANY SECRETARIAL

### COMPANY SECRETARY SERVICE

We offer a Company Secretarial Service inclusive with our full management package, including:

- > Administering the appointment of new company Directors
- > Filing Confirmation Statements (small fee payable to Companies House)
- > Filing Annual Accounts
- > Keeping up-to-date records of Officers and Directors
- > Maintaining Shareholder information

### SOLICITOR'S ENQUIRIES

We understand the urgency involved in property sales transactions and other legal matters. We provide information to the sellers, buyers and legal representatives which includes:

- > Notice of Transfer
- > Notice of Mortgage
- > New Share/Membership Certificates
- > Copies of Memorandum and Articles of Association/Lease
- > LPE1 (standard seller's information pack)

The above services incur an extra charge.

### AGMS AND DIRECTORS' MEETINGS

When required, your Estate Manager will arrange an Annual General Meeting. We can accommodate meetings out-of-hours and have two meeting rooms available at our offices. Alternatively, our Estate Managers will travel to a location convenient to you. Extra Directors' Meetings can be arranged throughout the year.





## HEALTH & SAFETY/ RISK ASSESSMENTS

### PROPERTY RISK SURVEY

**Health & Safety Property Risk Assessments is a general inspection of the property and surrounding area assessing the Health & Safety Risk to the property and its occupants.**

The Health and Safety at Work Act 1974 and other legislation, stipulates specific duties for those who manage Health and Safety within the property. The Management of Health and Safety at Work Regulations 1999 require that a Risk Assessment of places of work is performed (including the common parts of residential properties).

#### WE OFFER:

- > Property Risk Survey services
- > On-going support to ensure Risk Assessments are up-to-date and suitable
- > Communication to residents and employees of their safety responsibilities

### FIRE RISK ASSESSMENT

**The Fire Safety Order 2005, which came into effect in October 2006, was intended to replace a number of pieces of legislation including the requirement for a Fire Certificate.**

The main changes were to introduce a risk-based approach. This requires that a Competent Person carries out a continuous Risk Assessment to demonstrate that the Fire Safety precautions are adequate.

#### WE OFFER:

- > Fire Risk Assessment services
- > On-going support to ensure that Fire Risk Assessments are up-to-date
- > Communication to residents and employees of their safety responsibilities




## PROPERTY DEVELOPERS AND LANDLORDS

Since 1985 we have developed experience and expertise in managing new build residential blocks and working closely with Developers to establish and handover to owner Resident Management Companies/Associations, including:

- > Advising Developers of the procedures required for creating Leases, Memorandum and Articles of Association, and setting up resident companies
- > Producing Year 1 Expenditure
- > Liaising with new owners and residents with regard to the obligations of their Leasehold.
- > Implementing effective handovers between Developers and residents
- > Ensuring the complete process is handled effectively and professionally

**We also offer a comprehensive service to Landlords of blocks of flats which include:**

- > Ground Rent Collection
- > Full Management Service
- > Lease Extensions
- > Dispute Resolution
- > Interpretation of Leases
- > Major Works Organisation and collection of Service Charges as per the Lease

It is always our aim to minimise the involvement required for Developers and Landlords, allowing them to focus on their priorities.





## MEET HILLCREST



**ADAM COOMBS**  
MANAGING DIRECTOR  
MIRPM AssocRICS



**BEV LUKE**  
MAINTENANCE MANAGER



**BONNIE BRACKEN-PATTERSON**  
ESTATE MANAGER  
MANAGER



**CLAIRE BATES**  
SENIOR ESTATE MANAGER  
MIRPM AssocRICS



**CLAIRA ROBERTS**  
ESTATE MANAGER



**CHARLOTTE MELLOR**  
ESTATE MANAGER



**DEBI ROWSON**  
PROJECT MANAGER



**FARID MOHAMED**  
SENIOR ESTATE MANAGER  
MIRPM AssocRICS



**HANNAH YULL**  
SENIOR ESTATE  
MANAGER MIRPM



**FRAN HAYNES**  
ACCOUNTS ASSISTANT



**GRANT CLOKE**  
ASSOCIATE DIRECTOR  
MIRPM AssocRICS



**HAYLEY-JAY HEDGES**  
ESTATE MANAGER



**HELEN STENNING**  
MAINTENANCE MANAGER



**JACKIE WATKINS**  
ACCOUNTS MANAGER



**JENNY O'DOHERTY**  
SENIOR ESTATE MANAGER  
AIRPM



**JONATHAN FUBARA**  
MAINTENANCE  
ADMINISTRATOR



**KIM HAYNES**  
SENIOR MAINTENANCE  
MANAGER



**LISA JENKINS**  
ESTATE MANAGER



**LUCY REDFERN**  
MAINTENANCE  
ADMINISTRATOR



**MAGGIE FIONDA**  
ACCOUNTS ASSISTANT



**MARGARET CHEESE**  
ACCOUNTS MANAGER



**MARK TREASURE**  
SENIOR ESTATE MANAGER  
MIRPM AssocRICS



**SARAH CUSH**  
ACCOUNTS ASSISTANT



**MARTIN HUCKER**  
ESTATE MANAGER



**NICK CUSH**  
SENIOR ACCOUNTS  
MANAGER



**PEPIN EDGLEY**  
ESTATE MANAGER



**VANESSA JOHNSON**  
ESTATE MANAGER



**VICTORIA LOFTUS**  
ACCOUNTS MANAGER

## WHY HILLCREST

### WHAT OUR CLIENTS SAY

We consistently win new business from personal recommendations. If you are considering using Hillcrest, then we can put you in touch with various Directors from a variety of properties who would be more than willing to vouch for the high levels of service we can offer you.

*'The successful partnership between Hillcrest and the St Vincent's Rocks Management Committee is based on the growth of an agreed shared understanding of our needs and expectations and the building of sound personal relationships between our owners and the Hillcrest team. Hillcrest took over our management from an unsatisfactory previous arrangement and showed rigour and determination to protect and progress our best interests. The creation of a Planned Maintenance Programme for the estate allows us to plan ahead constructively and with confidence. This is then backed by good financial awareness and no unpleasant shocks for our owners. Efficient communication channels and well informed Hillcrest staff are valued by us.'*

Roger Opie OBE, Chairman of St Vincent's Rocks Management Limited

*'I have personally dealt with the team at Hillcrest now for a number of years. This has been in a capacity as the Director of Sarah Kenny Lettings, a flat owner and a Director of Contemporis RTM Company Limited, a prestigious development of 103 flats in Clifton Village.*

*In all these various aspects I have found Hillcrest a pleasure to deal with. Maintenance matters are dealt with promptly and efficiently and communication is always clear and concise. The team of Estate Managers at Hillcrest take great pride in understanding how each development they manage works and the retention of staff means there is continuity for Leaseholders.*

*It is for these reasons that I am happy to recommend Hillcrest and have done many times before when approached directly by clients.'*

Peter Allen, Director of Sarah Kenny Lettings and Director of Contemporis RTM Company Limited

*'I am always happy to sing Hillcrests praises to whoever will listen - the last five years have been ones of real progress for us - no arrears, first redecoration upstairs for 30 years plus major stair repairs and everyone, just about, kept onside, what's not to like?'*

Paul Rowlandson, Director of Kimbourne Flats Limited

*'I strongly recommend Hillcrest Estate Management. They have been our chosen agent for a number of years and after a brief period with others, we have returned to them. I have found them to be the best for a number of reasons, mainly that they are professional, approachable and friendly but most of all they really have a good understanding of how property management works. Others claim to but I have found them unable to deliver a good service, with inexperience being the main problem. Adam is an experienced professional and has the property's best interest at heart.'*

Sue McDonald, Director of Shealand Property Management Limited



*'Our Management Company, representing 22 flats, has been with Hillcrest Estates since 2009. Throughout that time Hillcrest have been efficient, reliable and responsive to our needs. They have undertaken hands-on management of the practical issues, administered our management meetings, helped with tricky legal matters and resolved issues between owners. It's been a great service, and very good value. We are happy to recommend them highly.'*

Carol Freeman MBE, Chairperson of Pembroke Place Management Limited

*'We too work in the property sector and have found our dealings with the Hillcrest team to be efficient and competently carried out. They are well recognised within Bristol as being one of the best Block Management companies and a title we believe they deserve.'*

Sarah Wallis, Former Director of Nugent and Wallis

*'I have dealt with the Hillcrest team now for many years and have watched them grow in strength and numbers. I have dealings two fold with them, one as an owner of a flat in a block that they manage and the other as Director of a residential agency in Clifton where we are asked to liaise with managing agents.*

*I would have no hesitation in recommending them as a landlady myself or as a solid managing agent to my clients.*


*In fact having recommended them too many clients over the years that now use them and continue to use them they are testament to themselves and their professionalism.'*

Tracy Robertson MNAEA, Director of Property Concept

PLEASE SEE OUR WEBSITE FOR  
FURTHER GENUINE REVIEWS  
FROM OUR CLIENTS

If anything you have seen would be of interest, or you like further information with no obligation, please contact us:

 [info@hillcreststates.co.uk](mailto:info@hillcreststates.co.uk)

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