

ACE AWARDS 24



ACE
AWARDS

Celebrating Excellence

Friday 21st June 2024
Old Billingsgate, London EC3

#ACEawards24

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- ◆ RMC (Residents Management Companies) & RTM (Right to Manage)
- ◆ Freeholders

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7 Your own personal
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8 Expert advice
and experience

9 CEO support
and advice

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Welcome everyone!

I am really pleased and honoured that my first appearance as the new Chair of The Property Institute should be at tonight's awards, where we will be recognising the best of the best! Given TPI's mission to raise standards and produce excellence in the industry, it is particularly fitting to see those judged outstanding gathered here to be applauded by their fellow professionals. Judging, I gather, has been hard given the quality of nominations, so a particular congratulations is due to those who made it to the top.



Tonight's sponsors, to whom we are very grateful, are pleased to associate themselves with high standard performance. The audience is testimony to that standard. Meanwhile TPI team has excelled itself in producing such an enjoyable and worthwhile event.

For myself, I look forward to working with many of you, and admiring your professionalism, in my new role. I'm not sure I'll ever justify an award myself, but I hope together we can showcase the best of property management, vital as it is to the wellbeing of many thousands of residents.

Baroness Dianne Hayter
Chair, The Property Institute



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AWARDS DINNER & CEREMONY TIMINGS



Please note that timings may vary slightly.

- 18:00** **Guests arrive – drinks reception**
- 19:00** **Call to dinner**
- 19:10** **Welcome and introduction from Host and The Property Institute Chair**
- 19:20** **Insurety – Platinum Sponsor**
- 19:25** **The Hollie Gazzard Trust – Charity Partner**
- 19:30** **Dinner**
- 21:30** **Awards presentation**
- 22:30** **Band and entertainment**
- 00:30** **Band and entertainment finish**
- 01:00** **Carriages**



Our Charity Partner – **Hollie Gazzard Trust**



This charity was set up in honour of the late Hollie Gazzard who was a vibrant, talented, and determined individual who was highly regarded by colleagues and clients alike. She is sadly missed by all who knew her. Tragically, Hollie was murdered at her place of work on 18 February, 2014, by her boyfriend, after months of obsessive behaviour, jealousy, and harassment.

This year marks the 10th anniversary of the Hollie Gazzard Trust.

For more information head to their websites –

www.hollieguard.com / www.holliegazzard.org



We will be collecting donations for **Hollie Gazzard Trust** on the night of the Awards.

Use the QR code to donate or visit

<https://holliegazzard.enthuse.com/cf/ace-awards-2024>

A photographer will be present at the event. Photographs will be used for future marketing. If you would prefer for your image not to be used please notify a member of staff.



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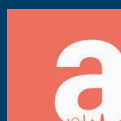
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OUR HOST FOR THE EVENING



Our host!

Chrissy Bray's energetic hosting style and off-the-cuff comedic flair has made her a sought after compère internationally. Having performed in over twenty countries for hundreds of companies from a multitude of industries, Chrissy brings a level of expertise to each event that ensures audiences have a brilliantly fun time no matter what the occasion. Known for her dynamic presenting style and impressive singing talents, Chrissy always delivers a show that is full of energy and fun so warm up your vocal cords and throw on your dancing shoes... it's time to celebrate!



Chrissy Bray
Singer, MC, Compere



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THE JUDGES



We would like to express our gratitude to our panel of independent judges.



Alan Wake
CEO, National
Leasehold Group
(NLG)



Alan Walker
Distribution
Consultant, Freedom
Asset Management
Limited



Belinda Bagnall
Founder, FlatLiving



Bob Smytherman
Chairman, Federation
of Private Residents'
Associations (FoPRA)



Caroline Coskry
CEO, The Oracle
Group



Cassandra Zanelli
CEO, Property
Management Legal
Services



Ian Fletcher
Director of Policy
(Real Estate), British
Property Federation
(BPF)



Mairéad Carroll
Associate Director
Residential
Standards, RICS



Mark Chick
Director and
Committee Member,
ALEP



Mark North
Partner, Brethertons
Solicitors LLP



Neale Bisset
President, PMAS



Nicolas Shulman
Founder, News on the
Block



CATEGORIES



Please click on the links below to take you directly to a category.

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MANAGING AGENT OF THE YEAR (UNDER 500 UNITS)



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The award will be announced this evening.

The award recognises managing agents with less than 500 units who demonstrate operational excellence, efficient handling of enquiries, excellence in leaseholder communications, staff development, and focus on clients' needs.



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MANAGING AGENT OF THE YEAR (501-1,000 UNITS)

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GRIFFIN RESIDENTIAL BLOCK MANAGEMENT LIMITED



Being shortlisted for this award is a testament to the hard work, dedication, and passion the team have put into their roles. It is incredibly rewarding to see our efforts acknowledged by being shortlisted for this Award. We would like to thank all our team for their hard work and significant positive impact they have made within our community and beyond. We are very proud of what we have accomplished and excited about the possibilities that lie ahead.

LIVINGCITY ASSET MANAGEMENT LTD



So, who are Emeritus Homes? Well, we are the property management brand that you've possibly never heard of... yet! We are part of Livingcity and we work from the same office in Manchester.

Emeritus was set up to hold the headleases to a retirement portfolio of 11 developments, containing just over 600 apartments.

We're a small, highly trained team, driven to make a positive impact on the lives of our customers, and create a strong foundation on which to grow.



Looking for a reliable contractor with years of experience in recladding buildings? Look no further than Fleetwood! With 25 years of industry expertise, we have the knowledge and skillset to tackle even the most complicated projects. From start to finish, we offer cost-effective solutions that provide quality results and restore the integrity of affected buildings. Trust Fleetwood to get the job done right!



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MANAGING AGENT OF THE YEAR (1,001-2,000 UNITS)



SPONSORED BY:



ASPIRE BLOCK AND ESTATE MANAGEMENT LIMITED



Aspire Block and Estate Management go above and beyond every single day. Excellent customer service is at the heart of every single thing we do. We value our diverse team and support personal development in every way, shape and form as ultimately, we are as only good as our team. We believe this is why we have never lost a client and have year-on-year growth. We have a proven track record of taking on difficult developments and resolving complex issues. We aim to be the Managing Agent of choice for RMC's/RTM's. We are thrilled to be shortlisted for this award.



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To support our vision to manage property with expertise, transparency and exceptional customer service, while delivering peace of mind and great value for money, we've always taken a strategic approach. With a commitment to continuous improvement in our systems, processes, people and communication and a clear understanding of our clients needs we can deliver the operational excellence required to fulfil our vision. We don't just manage. We truly care about our clients, our residents, our suppliers and our contractors, but our most valuable asset is our team. We take care of them. They take care of our clients.



MANAGING AGENT OF THE YEAR (2,001-5,000 UNITS)



SPONSORED BY:



ALPHA HOUSING SERVICES LIMITED



ALPHA HOUSING
SERVICES LTD

Alpha Housing Services is a local block management company in its 35th year and specialises only in this area of property management across Somerset, Devon & Dorset. We offer a personal yet professional management service and take pride in this with every client interaction. We stay true to our values and passionately raise the standards we expect of ourselves – we believe this is why we have never lost a client and have sustained year-on-year growth. We are delighted to be recognised amongst others in the industry for Managing Agent of the Year. Congratulations, and best of luck to all shortlisted.

PLYMOUTH BLOCK MANAGEMENT LIMITED



Plymouth Block Management Limited are investing in young people by training and developing the next generation of Qualified Property Managers. 18% of RBMG staff are employed on the government sponsored Property Manager Apprenticeship program trained by Knights Academy, an IRPM sponsored trainer. In two years all RBMG Property Managers will be MIRPM Certified. Now that must be the right path to take; by improving the skills, expertise, and qualifications of our staff, we will lead the way in operational excellence, value for money, and Leaseholder engagement. Winning this award will be testament that our journey will result in best-in-class staff.

RETIREMENT LEASE HOUSING ASSOCIATION (RLHA) – (ELM GROUP)



Under its umbrella brand ELM Group, Retirement Lease Housing Association (RLHA) manages and owns retirement communities across the country and has become a leader in retirement leasehold management. Originating in 1971, it pioneered the development of sheltered housing for sale to people of retirement age. Its innovative spirit is as much alive now as it was back then. RLHA's greatest asset is its commitment to ethical standards and practices, combined with the professionalism of its team, striving to prioritise customers without fail, delivering the best value for money and listening to customers to manage property in line with their needs.



Our aim is to be the best agent in the northwest, not the biggest. As all other managing agents will agree, you can't please everyone but we at least do our best to explain why something can't be achieved, taking the time to follow this up with the person in future too. Essentially, providing excellent customer service is what sets us apart.

STRANGFORD RESIDENCE MANAGEMENT



Strangford Management Ltd has separated itself in the industry over the last 12 months, creating and publishing a unique management methodology called 'The Strangford Way', prioritising client education, a personalised service, and operational excellence. The company has an innovative business model, ensuring low client-to-employee ratios and comprehensive care. Its commitment to financial transparency, client education, and staff development, distinguishes it in the industry. With a high Net Promoter Score and consistent expansion through referral, Strangford Management demonstrates its successful approach to fostering trust and satisfaction among clients, setting new standards in customer service and operational efficiency in the leasehold sector.

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"We offer our customisable **FORSITE** software free of charge to our Service Charge clients. Why? Because we want to make a positive difference to the way they operate, giving them improved visibility and workflow management of their full portfolio."

Paul Jepps
Partner - Head of Service Charge



OUR TC GROUP SERVICE CHARGE SENIOR TEAM



BEST OF THE BEST

TC Group Service charge are now the largest residential Service Charge accountancy teams in the UK. We have over 45 (and growing) dedicated Service Charge specialists with over 300 years combined experience, serving over 5,000+ developments nationwide.



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Our support extends way beyond your day-to-day (yet essential) accounting and compliance needs. It's our level of attentiveness, care and bespoke advice that's led to us gaining a positive reputation within the industry and with our clients.



PROUD TPI PARTNERS

We're passionate about providing technical support to TPI members, constantly striving to help raise standards and promote best practice across the sector.



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CONTACT PAUL -

M - 07881 349698

T - 0330 088 7111

E - pauljepps@tc-group.com





MANAGING AGENT OF THE YEAR (5,001-15,000 UNITS)



SPONSORED BY:



CHURCHILL ESTATES MANAGEMENT

Churchill Estates Management

Churchill Estates Management has an unwavering dedication to customer satisfaction, innovation, and success. With a commitment to excellence and continuous improvement we set the standard for outstanding property management services in the industry. We take pride in achieving an “Excellent” rating with the score of 4.9 stars on Trustpilot. Owners are encouraged to provide feedback directly to Lodge Managers or Area Managers, typically during regular Customer events or face-to-face appointments. Many of our Owners view their Lodge Manager as a welcoming neighbour whom they can rely on for assistance and support whenever required. To ensure our Customers receive excellent value for their money, we always prioritise in-house services where feasible, including a 24 hour Careline service.

JFM BLOCK & ESTATE MANAGEMENT



We wish everybody the best of luck in this category. For our part, we think we’ve made a good case this year...

This is the year we became an RICS-Regulated Chartered Surveying Practice.

It’s the year we grew in size by 2,756 units.

It’s the year we increased our management fee revenue by almost £700,000.00.

It’s the year that Berkeley Plc. gave JFM their stamp of approval.

And yet, overall, we remain ‘Human First & Foremost’.

HOMESTEAD CONSULTANCY LTD



Homestead are people trainers, industry sustainers, leasehold managers, management challengers, regulation champions, information pantheon.

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pbm PROPERTY MANAGEMENT



As proud reigning champions, we have pushed the envelope for 2024, and we're doing our best to enter the 15,000+ units category next year. Executing our strategic vision has been crucial to our growth, to be big, but beautiful. Creating Happy Homes is our mission, and this year we have invested time and resource into bridging the gaps between the wants of our developer clients and the needs of our residents. Most of the effort has gone into encouraging developers to be ever-more leaseholder-centric. The results speak for themselves: once the RMC is established, the directors want pbm to stay.

POD MANAGEMENT



POD Management has one clear vision: well run, safe buildings where they exceed expectations. They deliver exceptional operational experiences, keep homes safe and, through technology, make property management smarter. Customer satisfaction is a priority. In 2023, POD enjoyed over 372,000 interactions resolving 90% of queries within 16 hours. This is why they have a 91.2% happiness rating and a 4.5 Trustpilot score. POD believes that talented individuals are the driving force behind their success, taking care of their employees' well-being, encouraging professional development, and providing a supportive work environment to ensure every member of staff reaches their full potential.



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Dual Management



Temporary Recruitment



Fire Marshal Staffing



Office Support



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R E A L T Y

Realty have specialised exclusively in residential property management since the early 1980's, and provide a professional, common sense approach to Property Management. The firm manage 230 developments nationally, containing a variety of apartments, houses and commercial premises, demised under a mixture of tenures, and are experts in the regeneration of failing developments. Realty act for Developer, Freeholder and Resident Management Company clients and are expanding organically based upon reputation and word-of-mouth.



MANAGING AGENT OF THE YEAR (15,001+ UNITS)

SPONSORED BY:



ENCORE



Encore is embarking on its 20th year. Over those 20 years the firm has been set on its vision to be the most professional managing agent in the UK.

Now, with 400+ brilliant employees – 9 out of 10 of whom say 'Encore is a great place to work', award-winning wellbeing initiatives, industry-leading technology, and excellent client and resident relationships – 83% of RMC clients and 100% of developers and freeholders positively describe their relationship with Encore – the firm is incredibly proud of its achievements. Encore looks forward to marking many more achievements in the decades to come.

HML PM LTD



As specialists in the block and estate management market, HML have been providing clients with holistic property management services for over 50 years. Whilst our focus is managing blocks and estates efficiently and effectively, our service offering extends to the provision of our additional expertise to support clients and PMs alike, such as Company Secretarial,



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H&S, Site Staff Solutions, Surveying and more. It is our people that help make HML an industry leader, with our dedication to innovation, technology, and community engagement which drives us to continually raise the bar and redefine the standards of property management.

KINGSTON

KINGSTON Kingston shows remarkable momentum towards growth, diversification, and technological advancement in property management. Notably, their Open Spaces division has rapidly expanded, and operational efficiency drives cost reduction for leaseholders, with management fees below inflation rates. Technological investments enhance customer service, with upgraded property management systems and digital communication tools. Kingston prioritises career progression, offering funding for qualifications and fostering in-house expertise, notably in fire safety compliance. Kingston's commitment to community support, channelling profits into the Bernicia Foundation, adds to their exemplary track record.

McCATHY STONE

McCARTHY STONE
Life, well lived McCarthy Stone's purpose is to champion the role, happiness and wellbeing of older people in society. We support over 24,000 customers typically aged in their 80s across 534 developments. Our strategy is to enable more older people to benefit from being able to access support and to live in a retirement community. We combine being the developer, landlord and operator to fully support our customers. Our vibrant communities, on-site teams, property maintenance and bespoke care services help customers maintain their independence, enrich their quality of life, and provide peace of mind that assistance is on hand if needed.

PREMIER ESTATES LIMITED

 Premier Estates was established in 1998 and is proud to have developed into the highly acclaimed and nationally recognised company that you find today. The company has nationwide presence and have established a large and diverse management portfolio throughout England & Wales. Their varied portfolio includes city centre mixed-use landmark developments incorporating leisure, retail and commercial elements, a vast range of apartments from entry-level through to high spec luxury, retirement developments. Property management is all that they provide and their customers say that they do it exceptionally well!

RENDALL & RITTNER LTD



Rendall & Rittner expertly manages over 80,000 residential properties throughout the UK. Uniquely in our sector we are regulated by RICS and ARMA accredited, have attained Investors in People Platinum accreditation, BSC 5 Star status and received a RoSPA Sector award. We are people led, technology enabled and service driven.

WARWICK ESTATES PROPERTY MANAGEMENT LTD



At Warwick Estates, our vision extends far beyond property management; it embodies a commitment to forging genuine partnerships with our clients, rooted in respect, adaptability, and unwavering ethical standards.

For us, success is not merely measured in numbers or accolades or units managed but in the impact we make on the lives of our clients and employees alike. Our dedication to cultivating a supportive and inclusive work environment speaks volumes about our ethos. We strive not only to offer competitive employment packages but to nurture a culture of growth, listening carefully to the voices and aspirations of our team.



WELLBEING CHAMPION



SPONSORED BY:



AMY BISHOPRICK – HML PM LTD



Since joining HML in 2023, Amy identified an important area of wellbeing development for our female employees and initiated one-on-one discussions to gain insights into the challenges and preferences of our diverse female employee network. This has culminated in the creation of #SHELEADS. Having had a successful career in our male dominated industry, Amy is guiding both staff and management alike to engage and support #SHELEADS. It's important to Amy that she helps inspire women at all levels of the business, with a strong focus on leadership over management as she is always looking to empower employees and colleagues.



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pbm PROPERTY MANAGEMENT

Nothing is taken for granted when it comes to the physical and mental health of our team. And the best way of knowing how they are, is to ask them, then to act on it. Our teams' wellbeing depends also on their sharing in our success. pbm is a thriving, diverse and successful managing agent, evidenced by our outstanding Feefo customer ratings – but that's all thanks to our amazing 5–star people.



PRIME PROPERTY MANAGEMENT

As part of a review in 2023, we looked inwards at how we could be better at supporting our team members. We were concerned at the poor attrition rate in property management and more importantly negative wellbeing reports from ARMA. We wanted to show our team how valued they are, and to evidence our commitment to their personal growth and wellbeing as we would not be a brilliant business without their dedication and commitment. We have now been trialing a four day week for a year, as well as working with resilience coaches on group workshops and 121s.





BUSINESS ENVIRONMENTAL & SUSTAINABILITY IMPACT AWARD



SPONSORED BY:



ALPHA HOUSING SERVICES LIMITED



ALPHA HOUSING
SERVICES LTD

Alpha Housing Services, a dedicated block management company in its 35th year, focuses exclusively on property management throughout Somerset, Devon, and Dorset. Our passion for sustainability drives us to integrate green utilities, energy-efficient enhancements, and solar energy, highlighting our dedication to reducing our environmental footprint. Staying true to our values and a commitment to excellence ensures we have retained every client, contributing to consistent annual growth. We take pride in our recognition within the industry for our **Environmental & Sustainability Impact**, extending congratulations and best wishes to all our peers also shortlisted for this award.

FUTURE GROUP



FUTURE
GROUP

The ARMA Award-winning Future Group partners with property managers to deliver high-quality, energy-efficient, and fully compliant block lighting, active fire, security, electric vehicle charging, and regeneration solutions dedicated to the real needs of property and estate managers. We pride ourselves on our fresh and competitive, complete turnkey service across 5 divisions:

- Future Lighting & Electrical
- Future Fire Systems
- Future Security Solutions
- Future Fuel Solutions
- Future Regeneration

Since its launch, the company has saved clients thousands of pounds in energy and maintenance costs and the Group has successfully positioned itself as a thought leader in the residential leasehold market.

McCARTHY STONE

McCARTHY STONE *Life, we'll lived*

Throughout 2022 and 2023, a worldwide energy crisis and rising energy costs drove our need to support our customers and review our business resilience. McCarthy Stone's '£1 Million Challenge' aimed to save £1 million from our projected energy bills during 2023 to raise awareness of rising costs, support our customers and reduce our carbon emissions. This campaign aimed to educate and rally stakeholders to support our energy efficiency efforts.

Colleagues were highly engaged with the initiative, enabling us to smash our original target and achieve a £1.5million saving against our projected energy bills during 2023.

RENDALL & RITTNER LTD



Sustainability is a core business principle at Rendall & Rittner and is a key part of our new vision, mission, values and ten strategic priorities that we established in 2023. As a priority our goal is to, 'ensure our management is active, inclusive, safe, well run, thriving and environmentally sensitive, so enabling people to live more sustainably, whilst reducing the impact of our activities.'

Our sustainability solutions positively support client commitments whilst delivering savings for residents. They are designed for the long-term, however we are constantly expanding and evolving our activities.



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NICK SMITH – CANNON JONES ESTATE MANAGEMENT LTD



Cannon Jones Estate Management Limited

CANNON JONES
ESTATE MANAGEMENT

provide residential estate and block management services throughout the Midlands, Warwickshire and Surrounding areas. With a vision of providing a sustainable management service which exceeds clients and customers expectations. Our core values are unwavering integrity, unquestionable reliability and acting with the highest professionalism at all time. It is important that all of our team members operate within these core values and our Estates Manager Nick Smith has brought these to Chadbrook Crest, enhancing the development since he joined and building trust with not just the Residents Association but all those onsite.

KAJAL RANA – CLEDOR



Kajal works as a concierge in a 300 super-prime apartment building, although she is equally at home in something a little less salubrious. Her flexibility, willingness to please, thirst to learn are contributing to her fast-tracking to become a development manager, even though she's been a concierge for barely 3 years. Kajal described her workplace as having a nice vibe. That is definitely down to her and her attitude to the job. You instantly feel relaxed around Kajal, confident and trusting in her ability. Kajal says that "every day should have a nice vibe". We can all agree to that.



SIMONE MCKEEVER – JFM BLOCK & ESTATE MANAGEMENT



Simone McKeever embodies the essence of professional excellence, leadership, and dedication.



Her profound impact on the operational success of the property, her ability to enhance the living conditions for residents, and her role as a mentor and leader to her team, all illustrate why she is the ideal candidate for the On-Site Staff Member of the Year.

CHARLOTTE JELLINGS – McCARTHY STONE



Charlotte is a dedicated and passionate manager who consistently delivers

McCARTHY STONE
Life, well lived

excellence to both her customers and colleagues. She provides exceptional leadership and has created an effective team who seek to

develop themselves and share best practice to benefit their customers. Trusted by homeowners and their relatives, Charlotte supports wherever there is a need. She strives to enrich the lives of those living at her development by building an inclusive social environment, customers enjoy living in this vibrant and compassionate community.

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JANE TAYLOR – McCARTHY STONE



Jane is a highly motivated, passionate, creative, knowledgeable, and

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experienced House Manager, who continually goes above and beyond to support her homeowners, while also making sure that the

building is efficiently and professionally managed. Through her role as a Dementia Champion, she increases awareness of the disease and upskills her colleagues. She develops a full and varied social calendar which includes local and national fundraising activities for her homeowners to participate in if they wish. She undoubtedly enriches the lives of all those living at Whyburn Court.

MICHELLE YATES – McCARTHY STONE



Michelle always goes above and beyond in her role to support her colleagues and

McCARTHY STONE
Life, well lived

customers. She shares her knowledge and skills to support colleagues, keen that they understand their roles and improve their services that enrich

customers lives. Homeowners value her discreet and professional manner and are reassured that she'll always go the extra mile to support them if needed. She enriches their lives by supporting the creation of a warm and vibrant community.

ANJUM ASGHAR – REALTY MANAGEMENT LIMITED



Realty have specialised exclusively in residential property management

REALTY

since the early 1980's, and provide a professional, common sense approach to Property Management. The firm manage 230

developments nationally, containing a variety of apartments, houses and commercial premises, demised under a mixture of tenures, and are experts in the regeneration of failing developments. Realty act for Developer, Freeholder and Resident Management Company clients and are expanding organically based upon reputation and word-of-mouth.



SPONSORED BY:



RACHEL HAFFENDEN – ASPIRE BLOCK AND ESTATE MANAGEMENT LIMITED



Aspire Block and Estate Management go above and beyond Rachel has single handedly managed and evolved Aspire's whole accounting process.



She works hard for our clients to save them money and through the unpicking of previous

agents work and her diligence she has saved one block alone £27k, and a further £16k for another block. Rachel has been a major part of the growth and success of Aspire and her professional, calm, approachable manor is a key strength. Due to her growth and drive, she is on the path to progressing to be a Company Director. Appendix IV Summary Rachel has single handedly managed and evolved Aspire's whole accounting process and has been instrumental in the growth and success of Aspire. With over twenty years of industry experience her professional, calm, and approachable manor are her key strengths with an extraordinary high success rate of arrears recovery avoiding any legal action and the unique ability to defuse even the most difficult situations. Her customer centric approach means she works tirelessly to solve any financial queries and always proactively seeks out ways in which to save clients' money. Rachel is nothing short of phenomenal and thoroughly deserving of an award.

JONATHAN WALTON – WHITLEY STIMPSON LTD



Jonathan Walton is a highly experienced and dedicated professional in the field of Service Charge Accounting.



With over 27 years of experience as a director, he leads a team at Whitley Stimpson that works with over 650 separate blocks of flats across England, providing expert advice and services to property managing agents, landlords, residential management companies, and tenants.

Jonathan is a sought-after speaker at industry events and has built strong relationships with key organisations in the property management sector. He is committed to helping clients streamline their finances, stay informed about new regulations, and improve their accounting practices.



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OUTSTANDING CUSTOMER SERVICE (COMPANY)



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Alpha Housing Services is a local block management company in its 35th year of business and specialises only in this area of property management across Somerset, Devon & Dorset. We offer a personal yet professional management service and take pride in this with every client interaction. We stay true to our values and passionately raise the standards we expect of ourselves – we believe this is why we have never lost a client and have sustained year-on-year growth. We are delighted to be recognised amongst others in the industry for **Outstanding Customer Service**. Congratulations, and best of luck to all shortlisted.

ENCORE



Encore's mission is to make places better and provide customers with a brilliant experience, every day.

And with this guiding principle always front-of-mind Encore has set the bar high for customer service: we've launched our new resident app, Places – a culmination of years of work; we've tackled challenging circumstances with professionalism, and our teams have developed and grown to deliver the very best experience. We're incredibly proud of the results our approach has achieved and the positive relationships we continue to build.

FRASER ALLEN ESTATE MANAGEMENT



At Fraser Allen Estate Management we're not just property managers, we're advocates for both our properties and our staff. Our founder, Jodie Fraser, emphasised the importance of listening to the needs and goals of those living in our managed developments. We infuse our core values of professionalism, sincerity, and reliability into our daily interactions with clients, residents and contractors. We're devoted to not only maintaining our properties, but also to the wellbeing of our staff.

JFM BLOCK & ESTATE MANAGEMENT



JFM's journey is one of relentless pursuit of excellence, innovation, and unwavering dedication to service quality.

We've transformed challenges into opportunities, setting new benchmarks for the industry. Our narrative is not just about where we stand today but about the continuous journey of improvement and the legacy we aim to build. It's this spirit of innovation and dedication that positions JFM as the deserving recipient of this prestigious award.

"Excellence is not a skill, it's an attitude." – Ralph Marston

KINGSTON



Kingston excels in customer service, blending technological prowess with an unwavering dedication to client

satisfaction. Through strategic technological investments, Kingston has streamlined service delivery by enhancing efficiencies while remaining responsive to the evolving needs of leaseholders. Their proactive approach to building and fire safety ensures the utmost security for residents, exemplifying their commitment to operational excellence.

Kingston's swift and organised action in response to emergencies demonstrates exceptional crisis management capabilities. Kingston ensures effective communication with leaseholders, employing digital platforms and visual communication tools to raise standards. Commitment to ongoing training underscores their dedication to providing exemplary service at every touchpoint.

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pbm PROPERTY MANAGEMENT



Creating Happy Homes means we're driven by attaining outstanding customer service. We're one of a surprisingly small number of managing agents who are fanatical about customer feedback, basking in the adulation when we achieve a 5-star rating online, and scrutinising the whys and the wherefores if something goes wrong. None of that means we are pushovers; our primary role is to uphold the terms of the leases and the letter of the law. Our people are selected and trained to have nuance 'built in', which means amazing listening skills, carefully crafted responses, all the while managing expectations.

RENDALL & RITTNER LTD



At Rendall & Rittner, customer service excellence is at the heart of our new vision, mission, values and priorities. We understand that exceptional customer service is paramount, as it enhances our reputation, fosters trust and satisfaction, and creates new business. Our commitment to excellence is underscored by our accreditations to Investors in People Platinum, ARMA, BSC Five Star and ISO45001. We are regulated by RICS.

STRANGFORD MANAGEMENT LTD



The team at Strangford Management has achieved remarkable results including financial efficiencies and superior service for its clients this year. They have significantly reduced service charges, arrears, and operational costs while enhancing property values through their unique strategic management methodology. Their pioneering and modern business model underscores their commitment to transparency and personalised service for all clients. With an exceptional annual average NPS of +82, they not only meet but exceed client expectations. A core focus on staff development ensures a highly skilled and driven team. Their innovative approach and proven results make them a standout contender for this award.



OUTSTANDING CUSTOMER SERVICE (INDIVIDUAL)



SPONSORED BY:



EMMA GRIFFITHS – ALPHA HOUSING SERVICES LIMITED



As Managing Director, I'm delighted to endorse Emma, our office manager, for this customer service award. Over her seven-year tenure, she has consistently received glowing Google reviews, a testament to her dedication and exceptional customer service. Her journey through promotions reflects her commitment and excellence in serving our clients. Emma was trusted to oversee our largest client, which we have been working with for two years now, she has recently received a 5* review from that client. As the key point of contact, this is a direct reflection of the relationship Emma has built. Emma deserves to win this award.



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HARRY STRATFORD – ASPIRE BLOCK AND ESTATE MANAGEMENT LIMITED



Harry's passion is to provide his clients with exceptional customer service. He goes beyond the call of duty to ensure he is doing the best he possibly can for all clients. He is always prepared to get stuck in and has even been known to drive to

leaseholders' houses on weekends to get a lease variation over the line for a client and also delivering new entrance door keys on a Saturday night following a break in.



RACHAEL WRIGHT – HEGARTY PROPERTY MANAGEMENT LTD



Rachael has fully embraced the move to Block and Estate Management within a dedicated team, managing a mixed tenure portfolio. It is clear that she is well suited to the



environment and the complex challenges the role presents. She has consistently demonstrated a clear commitment to Hegarty Values, with an uncompromising work ethic and she remains fully accountable to our clients. She has a naturally inquisitive disposition and will challenge standards of service ensuring very high standards.

ESTEE DAVIES – HLM PROPERTY MANAGEMENT (LAMBERT SMITH HAMPTON)



Estee was eager to gain professional qualifications and she has over the years climbed the ladder of responsibility within the company. Estee is a role model



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in every respect regarding her approach to servicing the demands of lessees, the client, contractors and her employer HLM.



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ADIUVO



adiuvo are the UK's largest Call Handling Service for the Property Management Sector. Responsible for over 1 Million Units out of hours adiuvo provide qualified, experienced and trained staff to respond to maintenance emergencies 24/7, 365 days a year and combine traditional service with innovative technology to deliver a unique service to the industry.



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DMG DELTA



Wellesley Court, London, is a large residential block managed by Parkgate Aspen. It has communal heating and hot water supplied from an Energy Centre.

In mid-November an emergency call to DMG Delta explained there was a building wide service failure with total loss of heating and hot water on what was going to be one of the coldest nights of the year.

Escalation between Parkgate and DMG senior management delivered reinstatement of services within hours that could have taken days. This may have resulted in rehousing some more vulnerable residents pending service reinstatement. In short a miracle delivered through teamwork.

EARL KENDRICK PROJECT & BUILDING CONSULTANCY



As reigning ARMA Partner champions, Earl Kendrick has more to offer the property management industry than ever before. Our closeness to the sector means we're often the go-to surveying experts, and these days that means indispensable assistance to block managers with building safety challenges. We're conducting thousands of FD inspections, identifying PAPs/APs, registering HRBs, preparing KBI, and compiling building safety case reports. We have developed our own golden thread software too. EK is embedded in our sector, a household name, synonymous with competent and unwavering support of property managers. Long may that continue.



JM2 Group is thrilled to be among esteemed peers at the Awards Dinner. Our approach to property maintenance services, including cleaning and gardening

as well as our new innovative fire door inspection and remedial service, reflects our commitment to excellence. With solutions like the Annual Plan and JM2 Assist, we aim to streamline operations for property managers, saving time and improving site management. We congratulate all shortlisted companies and look forward to celebrating the collective achievements of the industry at the Awards Dinner. Together, we continue to raise the bar for outstanding service and innovation in property management.

PLP FIRE PROTECTION



PLP Fire Protection, a premier fire safety company and proud ARMA Partner, specialises in comprehensive fire protection solutions. With a focus on safeguarding lives and property, we offer a range of services including fire alarm systems, suppression systems, and smoke control systems. Our team of experts ensures compliance with industry standards and regulations while delivering tailored solutions to meet unique needs. As an ARMA Partner, we uphold the highest standards of quality and professionalism in all our endeavours. Trust PLP Fire Protection for reliable and efficient fire safety solutions, dedicated to protecting what matters most.



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MIDWAY INSURANCE SERVICES LTD & 1ST SURE FLATS



Midway set the benchmark for excellence in block insurance and are not shy in sharing their knowledge. They have been running training to ARMA members on the new FCA rules for disclosure to leaseholders along with templates of best practice and training notes for staff.

By the use of technology they are able to operate at lower commission levels, saving ARMA members money compared to other brokers. And all of this is delivered with the level; of expertise when it comes to training their MD has literally written the book on the subject which is supplemented with online CPD modules.



As a female-run family business and FCA-regulated ARMA Partner, Residentsline has dedicated almost three decades to delivering premier insurance solutions for blocks of flats. Our commitment to customers is paramount, boasting client retention of over 20 years, with each policy meticulously underwritten 'in-house'. Responding swiftly to industry shifts, we also align procedures with recent standards, ensuring transparent information disclosure. As Proud participants in the levelling up committee initiative, we also advocate for fair commission rates for affected RMCs. To conclude, through industry events and regular training, we further ensure staff remain informed in our evolving sector.



Property Management Legal Services

We're a boutique law firm, specialising in the delivery of legal services to the property management sector.

With an exceptional understanding of our sector, combined with our expertise and legal know-how, we're on hand to help.

Our services include:

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Get in touch:
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Established in 2006, 4site Consulting is a specialized Health & Safety Consultancy serving both Commercial and Residential Property Management sectors. With excellent client relationships across the UK, we manage diverse property portfolios, ensuring quality service at competitive costs. As a family business, we prioritize personal service, with qualified advisors offering consistent support.

BLOCKS ONLINE



**BLOCKS
ONLINE**

Blocks Online offers a comprehensive and fully integrated suite of award-winning cloud-based software with built-in best practice to support Residential Managing Agents and Property Management Companies. Covering all aspects of financial, administrative and workflow activities, key benefits include:

- Reduced hassle and freed up time – utilising our best practice online software designed by property managing agent experts.
- Optimised property performance – improving your cashflow through comprehensive service charge, budgeting and financial reporting.
- Winning and retaining more business – impress your clients with streamlined business processes that reduce complexity, increase operational efficiency and enhance the levels of communication..



In recent years, property management has evolved significantly due to technological advancements, regulatory changes, shifting tenant expectations, and a growing focus on community.

However, the tools and systems used have not kept pace with these changing needs. Research reveals that property managers waste over 480 hours a year on using inefficient systems and spend 288 hours annually on repetitive tasks that could otherwise be automated.

In response to these trends, Spike has developed Spike PMS, an innovative property management platform, helping property professionals drive new efficiencies, discover compelling clarity and enhance client communication like never before.



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EVIE FOX – CHURCHILL ESTATES MANAGEMENT



Not only is Evie's technical Service Charge knowledge an asset to CEM, but she

Churchill
Estates Management

also has a very positive impact on the social well-being of the team. She is generous with her time, social with her Colleagues and always inclusive. In her lunch hour she has led the way with a walking group, encouraging the team to take a break away from their screens and enjoy some socialising, fresh air and exercise. We are grateful to have someone like Evie in our finance team!

LEAH HOLMES – McCARTHY STONE



Leah has quickly established herself as a highly valued colleague and respected leader. She steps up to proactively support others by sharing her skills and knowledge. She is highly competent and totally

McCARTHY STONE
Life, well lived

committed to her role and the organisation. Her drive to succeed in growing the business is phenomenal and she was a star 2023 performer. Leah is a rising star, but more than that she is someone with a deeply caring nature, who acts with humility and sincerity, and we should all aspire to be more like her.

REBECCA HALLETT – PREMIER PROPERTY MANAGEMENT & MAINTENANCE LTD



Joining PPM in September 2022, Rebecca has gone from strength to strength. Specialising in fire safety and communications she has helped ensure PPM surpass our requirements for the



latest regulations and go above and beyond for our clients. This has included creating an online resident's portal for higher-risk buildings open to leaseholders and tenants. Managing at times, difficult clients and staying on top of legislation has seen Rebecca go from non-affiliate to a member of the IRPM and a senior role in the company within a relatively short space of time. We can't wait to see what she achieves next!

STEPHANIE HOLMES – POD MANAGEMENT



At POD, our vision and values find embodiment in Stephanie Holmes. With less than three



years in the industry, Stephanie has risen through our ranks with a clear commitment to excellence.

Her notable achievements include improving resident engagement with successful WhatsApp integration and crafting a new insurance claims management process. Her pursuits streamline communication and operational efficiency, raising satisfaction levels amongst residents and contractors. Managing a team of 6, her role in transitioning our residents onto a new online system also highlights her problem-solving and people skills. Recognised for her consistent professionalism and compassion, Stephanie is indeed a rising star!

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CHRISTOPHER NUTTALL – STEVENSON WHYTE



Starting off as a caretaker, post-COVID, I swiftly advanced to become a property management assistant where I efficiently apply leasehold practices, manage major projects, and oversee staff portfolios during absences. Initiatives like setting up RTM companies reflect my dedication to leaseholders and my creativity and passion shine in IT systems management, tech issue resolution, and graphic design. As a queer and autistic individual, I offer socially aware advice, fostering inclusivity. By actively pursuing IRPM qualifications, I demonstrate my commitment to growth, evidenced by my promotion to Property Manager at Stevenson Whyte in under two years.



LEWIS BROWN – TRINITY ESTATES



Lewis Brown is part of the North East Dream Team which encompasses several PM's across the region. He manages quite a large portfolio of 32 sites with over 2,000 units spanning from York up to Gateshead and across to Carlisle. Lewis came into the role with no Block Management experience, however having worked with him for the last 12 months, I now find this hard to believe. Lewis's speciality is dealing with challenging people whether they are residents, clients or colleagues. He has a very bright future in Property Management. (If you're the competition keep your mitts off).





RESIDENT ENGAGEMENT INITIATIVE



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CRABTREE PROPERTY MANAGEMENT



Crabtree property management are a London based company managing approximately 17,000 units. As part of Fexco Property Services along with Remus, Bellharbour and IPM, Crabtree clients benefit from the combined knowledge and expertise across the group of 90,000 homes. Centralised services are provided with a leading Building Safety Team, Human Resources and Administration provided from Salisbury.

With 10 regional offices we are focussed on a national presence with a local approach. Our strategies on community engagement sets us apart from many other agents with a green space team that has revolutionised the way in which we handover developments.

JFM BLOCK & ESTATE MANAGEMENT & PROJECT ARK [JOINT ENTRY]



In an industry-defining move, JFM and Project Ark partnered to create a bespoke app for Battersea Reach, a luxury 1,400-unit, Thameside development.

The app was included in the management pitch, and was a major factor in JFM winning this huge contract against formidable competition. The technology that powered the app, built by Ark, is now taking the industry by storm.

And a lot more people want JFM on their tender list!

HEGARTY PROPERTY MANAGEMENT LTD



For any company experiencing exponential growth, it can be challenging to maintain & improve upon customer service levels as workloads increase. However, here at Hegarty Property Management Ltd we remain steadfast & unwavering in our commitment to proactively engage with owners and residents, as we believe this is fundamental to building trust and enabling successful property management. We have proven that we are not too small to offer the level of service all residents require, and that actually, residents preferred to deal with people that will listen to their concerns and take relevant action.

POD MANAGEMENT



POD Management manages over 12,000 homes, prioritising resident engagement and satisfaction, evidenced by a 91.2% happiness rating and a 4.4* Trustpilot score in 2023. The company listens to feedback, enhancing community events like Valentine's Day speed dating and bike safety pop-ups, boosting satisfaction. To improve building safety communication, POD uses every resident interaction to update contact details. By leveraging bespoke technology, residents easily access services, while newsletters and presentations on service charges enhance transparency. These efforts underscore POD's commitment to high engagement and safety standards.

PREMIER PROPERTY MANAGEMENT & MAINTENANCE LTD



ppmintouch.com – A bespoke portal for leaseholders and residents to access important building safety information. Having reviewed the available services, PPM decided a tailored system would be the best solution. We've included the ability to report fire safety concerns, update contact information, contact the property manager but also see service certificates, insurance, and key dates. We aim to add payment functions, visibility of service charge accounts and a community forum. The main aim is to offer peace of mind to residents of higher-risk buildings, but we see this growing as a usable portal for all our developments in the future.

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Community development and resident engagement is at the heart of what we do at Rendall & Rittner. There are multiple touchpoints including a comprehensive programme of on-site events, as well as extensive communication on key issues such as building safety, facade remediation and the cost of living. Our clients and residents benefit from our community engagement activities including events that cater to different interests and age groups. These are led by our dedicated Community Engagement Manager who is supported by our Operations team.



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Established in 2006, 4site Consulting is a specialized Health & Safety Consultancy serving both Commercial and Residential Property Management sectors. With excellent client relationships across the UK, we manage diverse property portfolios, ensuring quality service at competitive costs. As a family business, we prioritize personal service, with qualified advisors offering consistent support.

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Our Customer Success Model, 'your success is our success' means we build strategic partnerships with clients, providing trusted solutions to put organisations in control of their risk compliance and safety so they can thrive, be safe and remain competitive.

Ark's innovative technology QUOODA®, is a comprehensive platform for all risk, compliance, and safety management needs.

Clients benefit from enhanced safety, compliance, and efficiency, leading to, improved fire, health and safety, risk and compliance management.

B-HIVE PROPERTY SOLUTIONS HEALTH & SAFETY TEAM – HML PM LTD



B-hive
Property Solutions

The B-hive Property Solutions Health and Safety Team stands at the forefront of the property industry, offering a comprehensive and integrated service to property management teams, block partners, and clients. Specialising in residential health and safety, the team delivers vital services essential for maintaining compliance and ensuring the safety of properties. We are proudly part of HML PM Ltd, which allows us to enhance service delivery by leveraging our expertise in fire safety, risk assessments, asbestos management, and more. We proactively support and guide property managers to ensure client satisfaction and safety.

CARDINUS RISK MANAGEMENT LIMITED



Cardinus
Risk Management

Cardinus offer a multiple of surveys and services, even outside the field of our industry. Back by BAFE, RICS as well as

being an ARMA partner I can feel confident that the surveyors at Cardinus offer value together with the right information on the surveys they provide.

TETRA CONSULTING LTD



Tetra, a trailblazer in health, safety, and fire services for the residential property sector, has demonstrated unparalleled commitment to supporting clients through legislative changes. Our innovative services, coupled with our custom-developed software platforms, ensure seamless navigation of new legislative requirements. Tetra has contributed significantly to the property management community by enhancing the H&S syllabus for IRPM qualifications and offering innovative ARMA courses on the Building Safety Act and Fire Safety. With glowing testimonials and a proven track record of innovation and client satisfaction, Tetra stands out as a deserving winner of this prestigious award.

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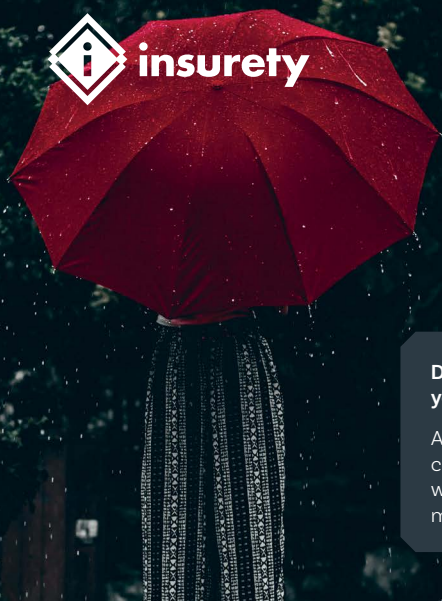


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The award will be announced this evening.

The award recognises individuals that have made a significant contribution to the leasehold property management sector over their careers.



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