

# Don't Make An Expensive Mistake

Hiring the right Managing Agents for your block should provide you with peace of mind and confidence that your responsibilities are being taken care of by professionals. If you get it wrong, it could be expensive to keep changing Agents, time, as well as money wise. Therefore, before selecting who you want to work with, make sure that all the areas below are covered...

## What you should be able to expect from your Managing Agent

### Knowledgeable

- ✓ Have a **full understanding** of the structure and meaning of leases
- ✓ Have **thorough knowledge** of relevant Landlord and Tenant legislation
- ✓ **Help you understand** your rights and obligations

### Professional

- ✓ Committed to **best practice**
- ✓ Committed to **good customer service**
- ✓ Comply with relevant **standards and codes** of practice
- ✓ Operate an **independent complaints** procedure
- ✓ Be subject to **external scrutiny**

### Transparent

- ✓ Able to provide **full accounting facilities** for budgeting, service charge and year-end accounting and give you access to them
- ✓ Able to support you and your fellow leaseholders in ensuring that **service charge money is spent wisely**
- ✓ **Open about connections with other service providers** and about commissions

It shouldn't be difficult for an agent to prove the above, ask for testimonials or clients that are happy to be contacted to verify the Agent.

Rounce & Evans Property Management are dedicated block management specialists for the Norfolk and Cambridgeshire areas and are confident that the above standards are always met. Let's have a chat and see if we can make running your block much easier.



Let us take the stress away from managing your block,  
**call Luke and the team on 01553 401580**