



LEASEHOLD KNOWLEDGE PARTNERSHIP

**Accreditation Scheme
Managing Agents
(non-retirement)**

This accreditation document dated November 13 2012,
has been issued by LKP. LKP hereby acknowledges the valued assistance & contributions it
has received from various organisations including:

THE FEDERATION OF PRIVATE RESIDENTS ASSOCIATIONS (FPRA), CARLEX, LEASEHOLD LIFE, SEVERAL
MANAGING AGENTS, DEVELOPERS & LEASEHOLDERS

The Leasehold Knowledge Partnership Limited, Company Number: 7507144

Email: sok@leaseholdknowledge.com T: 0208 480 0275; 07808 328 230

www.leaseholdknowledge.com

Accreditation Form

LKP accredited managing agents are frequently also members of RICs or ARMA or ARHM (Association of Retirement House Managers). All LKP members must confirm compliance with either the relevant Codes of Management Practice (Private Retirement Housing) (England) Order 2005, Statutory Instrument 2005 No 3307, or the RICS Code of Practice.

In addition, LKP requires assurances, or see further information as detailed in the rest of this document. Please only tick the boxes if you can answer “Yes”. You may add comments if you wish and add additional sheets.

This document is not a 100 per cent passmark test, but identifies your company’s approach to residential property management and address the repeated concerns of leaseholders.

We.....(name of Managing Agent) confirm that we act in compliance with the various Codes of Practice relevant to the management of UK leasehold property.

Section 1. Essential Requirements	√
Is there any ownership connection between your company, or family or other close relationship, and the freeholds that you manage? If so, please provide details	
Do you manage properties predominantly for a single freehold owner?	
Do you have management contracts at the properties that you manage?	

Section 2. Financial Requirements	√
Transparent management of contingency funds is of paramount importance to all leaseholders. Do you hold separate contingency funds on behalf of leaseholders or resident management companies?	
Are you able to supply details of all such funds, & the treatment of interest or other income accrued there from, ie returns to fund, interest rates received?	
The funds held with any one deposit taker should be subject to the maximum recommended by the FSA, in case of further banking collapse. Can you confirm that this is the case?	
Are “development/block” bank account statements available for viewing by leaseholders, if kept separately?	
If not separate, is the production of relevant figures available?	
Do any of your developments have a Warden, Caretaker, or Porter’s flat or Office facilities?	

Section 2. Financial Requirements

√

If yes, has the rental been independently checked against a minimum of two local estate agents'/valuers recommendations/valuations to establish fairness?

Will details of all such flats and rentals be disclosed to LKP if requested?

Can you supply a complete list of developments under your management, together with addresses and number of units?

A sample sight of full block accounts, (not audited summary) and budgets may be requested by LKP at any time. If a financial complaint is raised, that particular development's accounts will be inspected for possibly up to three preceding years. Are you prepared to comply with this request?

Do you have a current Professional Indemnity insurance certificate, or other evidence of insurance provision?

Can you give an example of an S20 consultation notice sent/emailed to a group of leaseholders in the last 12 months?

Are you prepared for LKP to reserve the right to speak to owners of apartments in your developments to find out whether budgets have been properly presented and negotiated where necessary?

Do you have available a statement of procedure, or could you define the procedure to LKP re presenting the annual budget to residents if requested?

If you are managing freehold controlled developments, are your leaseholders encouraged to form a Residents' Association in every one of those developments?

If so, are they formally recognised by the Landlord?

Are they encouraged to become members of the FPRA?

Are they encouraged to use an independently written constitution?

Are they told to use the landlord's recommended version?

If an RA exists, LKP reserve the right to talk to the Committee. Is this acceptable?

Do you ensure that a number of multiple quotations are obtained for tendering of service provision eg Insurance, Telecomms, window cleaning, gardening, electricity, decorating, or cleaning? (This is not an exhaustive list.) LKP reserve the right to check these on a test basis and against a database of charges if necessary. Will you make these available?

Section 2. Financial Requirements

√

Do you guarantee that full transparency exists if any form of business relationship is in place between yourselves as MA and any contractor or subcontractor, including ownership and commission arrangements, (including those commissions payable to third parties, eg insurance brokers)?

Section 3. On site Staff Requirements

√

Is a full Job Description, Contract and Procedure manual for Caretakers/ Porters/Wardens (if employed by you) available for inspection by all residents?

Do you publish the office hours of such staff?

Does it contain full contact details for relevant personnel in each department of your company?

Does it contain contact details for other related agencies, eg local councils, utility companies etc.

Is there a Notice Board available for leaseholders/flat owners without MA interference. (Inappropriate material exclusion is acceptable – ie personally defamatory or offensive).

Section 4. Customer Service Requirements

√

Do you have a detailed written complaints procedure in place?

Have you received more than 10 complaints over the previous 2 years?

Were they written complaints?

Do you maintain records of these?

Do you have a record of how they have been dealt with, including how long they have taken to resolve? Are you prepared for LKP to reserve the right to publish consistent/serious faults that have been unsolved for a period in excess of three months?

Is a leaseholder's handbook for owners, residents or tenants available for viewing in all formats?

Is the RICS or ARMA code available for reference and viewing?

Section 4. Customer Service Requirements

√

Are the principles of these codes of practice generally complied with, even though these are currently unenforceable?

Do you have a guarantee of how long it takes to answer a leaseholder query on an urgent subject, possibly maintenance eg a plumbing problem?

Is there a copy of the Buildings Insurance Certificate on display in the Communal Area or is it supplied to each leaseholder?

Can Leaseholders see a copy of the full schedule on request?

Do you collect the Ground Rent on behalf of the Lessor?

If you are the Freeholder/lessor, are you prepared to give us a copy of your Lease document?

Section 5. Design & Maintenance Requirements - Interior

√

Do you monitor the general state of the interior of developments including the redecoration schedule & cleaning on a regular basis?

Do you guarantee external decoration is carried out on a regular basis as required?

Do you guarantee to redecorate on a regular basis as required per the lease?

If electric doors are provided, do they open both ways?

Are they easy to open/close for disabled residents?

Do you ensure that all fire doors are fitted with easy to use closures?

Do you currently meet the requirements of the 2010 Equality Act with relation to common parts?

Do you plan to adhere to the guidance for that section of the act?

Do you meet current requirements of British Standard for Fire Doors?

Do you have TV aerial/satellite availability ready for digital switch over?

Do you have a lift maintenance schedule and proof of servicing?

Are there procedures to cover the event of a lift breaking down with people inside?

Is the condition of the communal parts maintained up to a standard approved by the majority of residents?

Section 5. Design & Maintenance Requirements - Exterior	√
Are gardens well maintained and wheel chair friendly?	
Is there regular inspection of windows, drainpipes etc?	
Is exterior window cleaning undertaken on a 6 week or better schedule?	
If not, is it in accordance with the lease?	
Is Fire prevention/safety equipment certification provided in accordance with the Fire Risk Assessment, (especially if equipment is located on the roof)?	
Does this include interior and exterior emergency lighting?	
Are fire equipment supply and maintenance invoices available for viewing?	
Have the residents been provided with a fire drill procedure?	
Are exterior fire escapes regularly maintained?	
Is a free car park available with space for residents and their guests?	
What is the percentage of car park spaces to total number of flats on average?	
Does the car parking management comply with British Car Parking Standards?	
If people park illegally in the car park, does the enforcement comply with British Parking Association Standards?	
Is the car park properly maintained, well lit, including muster signs in case of fire?	
Is there signage for off development parking if there is a lack of space at peak times?	

Please only add a tick to these boxes if you mean “yes”. If you cannot answer yes, you may add an explanatory comment. Accreditation does NOT depend on 100% yes answers, but a real indication of transparency, integrity and a focus on cost control for leaseholders is required. Please add any further information you feel relevant here.

Company Details	
Document Signed by	
Job Title	
Website	
Telephone Number	
Company Address	
Town and Postcode	
Total Blocks and Total Unit numbers (ie 10 & 500)	
Date	
Accreditation Date (LKP to complete and sign)	

www.leaseholdknowledge.com