

Block Management FAQs

At 6 Legge Lane Management, we get asked all sorts of things about property management and block management. So, here's our handy library of answers to the questions we get asked the most.

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Cleaning

Q: I don't think the cleaner is doing a very good job. Who can I tell?

A: If you don't think the service of any maintenance supplier is up to scratch, then you need to tell your managing agent so they can investigate. There could be a performance issue with the supplier in question, or it could just be that the duration, frequency or specification of the cleaning schedule isn't right for the needs of your block.

Please let us know about your concerns and we'll investigate it straight away

Q: There is a funny smell in a communal part of my apartment block. Who can investigate this?

A: If any of the shared spaces in your block smell odd (like gas, drains or damp for example), please let your Property Manager know straight away. If you smell gas, you should also call the National Gas Emergency Service on 0800 111 999. This service is open 24 hours a day

Contacting Us

Q: How can I contact my property manager?

A: You can call our office between 9am – 6pm Monday to Friday. Alternatively, you can email your property manager directly, or we have site-specific email addresses that you should be able to find on the notice board in your block.

Q: Who can I contact with an out-of-hours emergency problem?

A: During normal office hours (9am – 6pm Monday to Friday) you can contact your Property Manager, by phone or email.

If your development does have a concierge team or other on-site management staff, please contact them in the first instance

Complaints, Disputes and Queries

Q: My neighbours are causing a nuisance. What can I do?

A: Firstly, it's worth checking the terms of your lease, particularly if the problem relates to noise, pets, parking, decoration, communal spaces or other day-to-day things. There might be a specific clause in the lease that relates to the issue, so it's worth being clear on the facts. Good communication is often the simple key to avoiding disputes, if it's safe to do so, you can try and have a friendly chat with the resident. However, if you don't feel this is possible, or the resident in question is showing any signs of aggressive, dangerous or illegal behaviour, then please seek professional help.

You can also call the police and/or the local authorities if the issue is serious, ongoing or threatens your health and safety or that of other residents.

Q: I am not happy with how my block is being managed / maintained? Who can I speak to?

A: If we manage your block, please don't hesitate to get in touch with us at any time if you are concerned about

something.

It is our job to create cared for spaces, build happy homes and achieve better value for our clients, so if you feel that we're falling short on any of these things, please let us know so we can put things right.

Q: I'm not happy with how Complete Prime Residential handled my email / call / query? Who can I complain to?

A: If we have fallen short of expectations somewhere along the line, please accept our apologies. We would welcome the chance to hear what you weren't happy with and be given the opportunity to put it right. We honestly view complaints as opportunities to improve, so although your communication might be negative in nature, we still consider this to be invaluable feedback.

If you want to make a formal complaint, please [click here](#) to find our complaints handling procedure and details of how to contact our complaints handler.

Feedback

Q: I'd like to give you some feedback. How can I do that?

A: We honestly welcome all feedback. Of course, we're also more than happy to hear from you in person by phone or email – particularly if you'd like to discuss something in a bit more detail or want to raise a concern. Feel free to get in touch at any time. If you want to make a formal complaint, please refer to our [complaints handling procedure](#) for details on how to do that.

Fees and Charges

Q: Where do you hold client money for things like service charges or reserve funds?

A: We hold all Service Charge and Reserve Fund monies in dedicated Client Trust Accounts, in line with Section 42 of the Landlord & Tenant Act 1987. Reserve Funds are ringfenced separately from Service Charges and any interest received goes directly to leaseholders.

Insurance

Q: Where can I get a copy of the building's insurance for my flat?

A: To obtain a copy of the building insurance policy, please contact us via phone or email to request a copy.

Q: Can I claim for damages or repairs on the building's insurance for my flat?

A: Possibly, depending on the terms of the policy for your flat and the cost of the claim compared to the excess that would automatically be payable. We can put you in touch with the relevant insurance company or broker, so you can discuss the details of your potential claim and confirm the policy details if needed.

Leases and Legal Documents

Q: Where can I get hold of a copy of the lease for my flat?

A: If you own the flat, then you would have received and signed a copy of the lease at the time you purchased the property. This is a legal document and should be kept safely. But we know that sometimes things get lost. If you have misplaced your lease and need to get hold of a copy you can either buy one from the Land Registry or request a copy from us.

Lifts

Q: There is a problem with the lift in my block. Who can I tell?

A: If the lift in your block isn't working properly or is damaged in some way, please let your Property Manager know straight away. If we manage your block, we will send someone out to see what needs to be done to fix the problem.

Note: If someone is stuck in the lift, there should be an emergency contact button inside. Press it and you'll be connected to someone who can help.

Q: How often do the lifts in my block get maintained and who pays for this?

A: Maintenance plans can vary from block to block, but there will always be an annual lift inspection that is covered by the engineering insurance policy. Servicing is done by the lift maintenance company on a quarterly basis and this is typically paid for from Service Charge monies.

Major works

Q: What are major works?

A: Major works are just that; significant undertakings of work to maintain, update or repair the fabric of your building. They are major in scope and usually major in terms of cost too. Major works usually include things like:

- Replacing the roof
- Internal or external redecoration
- Lift replacement or refurbishment
- Re-carpeting
- Installing a new security system

Parking

Q: Someone else keeps parking in my allocated parking space. What can I do?

A: Bad parking, lack of parking and the use of other people's allocated spaces is an all too common cause of neighbourly dispute! Check the terms of your lease to see what it says about the parking arrangements for your block.

Of course, if your flat comes with a dedicated parking space (and this is specified in your lease) then you are completely within your rights to politely ask your neighbours not to use the space, provided you feel safe/comfortable doing so.

If you continue to have a problem, then please let your Property Manager know, so that we can help you to resolve the issue. It could be that we need to send a reminder to all residents in the block, put up private parking signage or increase/put in place car parking control.

Q: Someone has left their car in an awkward place, causing an obstruction. What can I do?

A: Parking restrictions can vary from location to location, but if you give us a call with the make, model and number plate of the car in question, we will try and see if we can resolve the issue.

Q: People who don't live in our block keep parking their cars in our spaces. What can we do?

A: We all know that parking is often at a premium in built up areas, or places that are near town centres and stations. So, some people chance their luck by parking in the bays that are allocated to your block of flats. They might genuinely think it's free parking, or miss the 'residents only' signage, or they might be fully aware and just abandon their car anyway!

If you are having trouble with non-residents parking in the spaces that are allocated to your block, please

get in touch with us to raise the issue. We'll refer to the terms of your lease to check exactly what rights you (or others) must use the spaces in question. Then, if necessary, we can review the signage on-site or take steps to involve the local authorities. If your block has secure parking (e.g. gated or barrier entry) but this isn't working properly, please let us know straight away and we'll get someone on-site to fix it.

Q: There are potholes in our car park or problems with the bay markings. Who can I tell?

A: If you are unhappy with the condition of the parking spaces for your block, or you think that there is a safety risk, please let your Property Manager know as soon as possible.

Payments

Q: Which payment methods do you accept for Service Charges?

A: You can pay Service Charges, by bank transfer.

Pest Control

Q: I think the development's communal area might have a mouse or rat problem. Who can I call about this?

A: Contact us in the first instance. We'll arrange for the necessary pest control people to come and take care of it. Usually, the cost of any pest control work would be paid for with service charge monies.

In the meantime, even if you can hear or see some little unwelcome visitors, please don't try and deal with them yourself!

Refuse and Recycling

Q: The bins in my block are always full and overflowing. Who can I speak to about this?

A: Please contact us to raise the issue. If you can take pictures and email these to us, that would be helpful. We need to determine if the problem is due to residents using the bins incorrectly, or something else (like missed collections by the council, difficult access, etc). We can then put out a communication to residents, if necessary, or speak with the local council or waste contractor to discuss having more bins, or more frequent collections.

Q: Which bins should I use for recycling at my block and what type of waste will be accepted?

A: Please contact us for confirmation. The recycling rules can change from area to area. You can find general details of what is accepted for recycling in your area by visiting your local council website, but it's also worth checking with us if you are unsure about the specific recycling arrangements for your block.

Security

Q: I have lost the security key for the front entrance. Can I get a replacement?

A: Yes, you can. Please contact us and we'll arrange for a replacement. There will be a charge for this, which we will confirm once we know which block you live in. Costs vary depending on the type of key and the security system in question. You will need to make payment before the new key will be released. If you ever see anyone behaving suspiciously in or around your block, please call the police.

Service Charges

Q: How often do you collect service charges?

A: Service Charges are collected in line with the covenants of your lease (so can vary slightly from client to client) but in every case we use a step-by-step process to request and chase payments.

Q: When do you issue Service Charge Accounts?

A: We typically issue Service Charge Accounts between 3-6 months after the year-end. Occasionally this can take longer (for example, if we took over the management of your block part-way through a financial year and are waiting on information from the previous managing agent). If that is the case, we'll issue a 20b notice (in line with the Leasehold and Tenancy Act). This notice will advise you of the delay, list the expenditure to date, and set a deadline by which we expect to have the final accounts ready.

Q: I want to ask a question about my Service Charges. Who should I contact?

A: Please do not hesitate to contact us if you have any questions about your Service Charges. This includes details about how the Service Charge has been calculated, if there are any variances from the previous year (along with an explanation as to why) and exactly how the money you pay has been spent.

If you are unhappy with any aspect of your Service Charges, our advice is always to get in touch with us.

Site Visits

Q: How often do you make site visits?

A: We will usually try and visit the blocks that we manage at least once a quarter.

Q: Do you inform residents when you are due to make a site-visit?

A: Dates will be listed on your communal notice board. But if you'd like a meeting, we just ask that you arrange this in advance so we can agree a mutually convenient time.

Q: Do you tell residents the outcome of a site visit? If so, how is this information communicated?

A: If there is anything resulting from the visit which residents need to know, or something that we need feedback on, then we will notify you.

Q: Can we request a site visit for our block if there is something, we want to raise?

A: If there is something you'd like to discuss in person, we'd normally try and tie this in with a scheduled site visit, so please get in touch to arrange a suitable time. However, we can make special appointments outside of these contracted visits if there is something particularly urgent that needs to be discussed or looked at.

There might be an additional fee for this, depending on the terms of your management contract. If in doubt, just ask us and we can confirm.

Suppliers

Q: Who chooses the suppliers and contractors that work on my block?

A: We are completely independent and don't have any in-house or subsidiary service providers. Instead, we have built up an approved panel of suppliers who have all been selected based on their ability to work cost-effectively and meet our strict service level agreements.

Most of the suppliers on this panel come by recommendation and many of them are local. We take care to build good working relationships with everyone. They are all vetted thoroughly and are all required to provide insurance and health and safety information. If they don't cut the mustard, they don't make the list!

Q: How often do you review suppliers and is there a tendering process to ensure competitive pricing?

A: We tender all our contracts regularly and constantly monitor the performance and price of our suppliers throughout the course of the year. We will always secure the best price for the job in hand.