

## BLOCK MANAGEMENT

Powered  
by



B-hive Block Management Partners is the  
**modern method of estate and block management**



# SAFELY AND COMPLIANTLY ADD BLOCK MANAGEMENT TO YOUR SERVICE OFFERING, SUPPORTED BY A CAPABLE AND CREDIBLE PARTNER

B-hive is the partners division of HML, who manage over 100,000 units themselves and have all of the skills and experience to support you on your block management journey.

## RAISE YOUR PROFILE, GROW YOUR DATABASE, SELL AND LET MORE!

We believe the future of block management lies in partnerships, with B-hive managing the complexity and local agents using their brand and managing the relationships.

B-hive allows local sales and letting agents to have a relationship with every leaseholder or owner of every property in a block or on a housing estate and lets you promote all of your other services to these customers.

We give you the training, tools and support to do block management safely and compliantly.

B-hive manage all the money and provide all the service charge accounting, as well as providing access to all of the compliance services required.



### B-hive will help you with winning new business, but you can easily help yourself...

- ✓ Everytime you value a flat for sale or let, you can find out who manages the block and who the decision makers are
- ✓ Every one of your existing landlords can tell you the same information
- ✓ Some of your existing or past customers will already be Directors of blocks (RMCs or RTMs)

## WHY DO BLOCK MANAGEMENT?

**Did you know that 55% of HML's 100,000 units have alternative billing addresses? This means:**


- They're probably let out
- If you're the block manager, you now have the landlord's details
- You can legitimately engage with all of the flats and houses you manage, under GDPR guidelines and promote all of your other services
- Did you also know, unless the lease specifically says you cannot, you CAN erect a 'Managed By' board outside the premises

You can use our leaseholder software portal to regularly update leaseholders on the sales and lettings market or the latest remortgage deals or tell them about the work you do with the local community.

You can also display in entrances and/or communal areas insurance details and other information for the building, together with your contact details.

See what other agents are saying about block management and B-hive Block Management Partners...





“We already provide our landlords and tenants with a great range of services: Guaranteed rent, Mortgage Advice, Conveyancing, Insurance services, Property Maintenance, Moving home assistance. Having regularly received complaints from our landlords and tenants about the poor service from their block management, we are excited to round off the entire service with support from B-hive. Now we can truly provide a one stop shop for our landlords and tenants housing needs.”

**NORTHWOOD (DULWICH) LTD**

“For me, it’s another string to our bow to becoming a truly one stop shop.”

**NORTHWOOD (DONCASTER) LTD**



## WHAT IS INCLUDED



### JOINT MANAGING AGENTS

We are joint managing agents and keep each other safe



### TRAINING

Comprehensive training with industry experts



### SERVICE CHARGE ACCOUNTING

All client monies managed compliantly and efficiently on your behalf



### SOFTWARE

Block management CRM working as your digital assistant



### HELP/SUPPORT WINNING NEW BUSINESS

Toolkit for prospecting, pitching and winning new business



### MOBILE/TABLET FRIENDLY SOFTWARE

Access to CRM and site inspection tools on demand



### START UP/LAUNCH PACK

White-labelled launch pack with marketing collateral templates and webpage on Partners site



### COMPLIANCE

Working together to handle compliance matters, using our Essential Services



### CLIENT PORTAL

White-labelled online interactive portal for leaseholder communications, promoting your brand



### ESSENTIAL SERVICES

Products, tools, services and service providers for all compliance matters, with revenue sharing opportunities

## HOW WE SUPPORT YOU

As our property partner, we will provide all the training for you to be able to operate in your local marketplace, trading under your brand as the front-line face to your customers, with the back-office 'Powered by B-hive'. The ratio of your branding against 'Powered by B-hive' is 3:1 (75% v 25%) and this applies to branding across all sales and marketing materials.



### FULL TRAINING PROVIDED

Our team of experts will give you the foundations to get up and running, with additional training and ongoing support when you need it. Training includes:

An introduction to;

- Key legislation
- Service charge budget
- Essential Services
- Client finance
- Winning and retaining business

Full training on;

- How to read a lease
- The Management Agreement
- Breach of a lease
- How to prepare a service charge budget
- Essential Services and Compliance
- Insurance
- Health and Safety
- Fire Risk Assessments



### ONLINE PORTAL

We host an interactive online portal, which enables leaseholders to communicate with you and self-serve should they choose to. This technological enhancement is designed to give complete transparency and significantly improve communication by seamlessly connecting residents to you, contractors and other residents who occupy the same development.

## GROWING YOUR BUSINESS


Once you are signed up to the B-hive network, we will tailor our support options depending on your needs. The team will work closely with you to provide guidance, training and help with setting up and growing your business.

### Full training on winning new business, including:

- ✓ Converting existing landlord clients
- ✓ Competitor analysis
- ✓ Working with local contractors
- ✓ Visiting and commenting on buildings
- ✓ Identifying opportunities
- ✓ Tender documentation support
- ✓ PowerPoint presentations
- ✓ Client and FAQ documents
- ✓ Budget preparation templates



Once you are set up and operational, you can focus on building relationships, customer service, managing properties, setting service charge budgets, site visits, overseeing repairs, maintenance and admin.



“On behalf of myself and others at CLC, I would like to thank you for your assistance over the past year, it has been so refreshing to have the support and commitment we were always promised!”

**CLC ESTATE MANAGEMENT (SWANSEA)**

“In the last 3 months I have added a further 60 units, which is a 50% increase to the portfolio and have several more at various stages of the tender process.”

**NORTHWOOD (LANCASTER) LTD**





## ESSENTIAL SERVICES AND COMPLIANCE

B-hive's Essential Services teams provide all the services both you and your clients need to keep you safe.

Compliance is key and having the right products, tools and service providers is essential. Many of the Essential Services are for statutory or regulatory requirements that are necessary for buildings during the management life cycle.

### SOME OF OUR ESSENTIAL SERVICES:



- COMPANY SECRETARIAL
- INSURANCE
- HEALTH AND SAFETY
- OUT-OF-HOURS
- SURVEYING
- CONTRACTOR ACCREDITATION SCHEME
- CONCIERGE SERVICES
- MAJOR WORKS
- FIRE RISK ASSESSMENTS
- PRE CONTRACT ENQUIRIES

### COMPLIMENT YOUR PROPERTY OFFERING

Adding block and estate management to your existing service provision is an opportunity to enhance your property service offering and generate additional income streams.

## IT'S A PARTNERSHIP – WE NEED YOU AS MUCH AS YOU NEED US!

We provide the necessary back-office solutions to client finance service charge accounting, compliance, essential services, marketing, systems, software, a client portal and comprehensive training to enable you to perform the role of Block Manager compliantly and efficiently.

Essentially, this is a mutually beneficial partnership, with you serving the client, whilst we provide our back-office solutions, with both parties sharing the profit.

### THIS PROPOSITION PLAYS TO THE STRENGTHS OF EACH PARTY INVOLVED



- We will keep you as safe as our core business
- We are joint managing agents on everything, which means;
  - We will not let you take on risks
  - It is our £5m professional indemnity insurance along with yours
- You can build your block management business and benefit from security of income by adding a recurring revenue stream to your business (resilient to market fluctuations)
- Have peace of mind that an established and experienced block management specialist is in your corner
- Have service charge accounting and compliance matters handled on your behalf
- Earn an additional income stream with access to B-hive's Essential Services
- We will work with you to help you build your brand – not ours
- You can concentrate on building long term client relationships
- We can help you with winning new business



“I must say everyone I have come in contact with at B-hive has been great, top team!”

**KINGSHILLS ESTATE AGENTS (HIGH WYCOMBE)**

“I must say how impressed I have been with the smooth transition [to B-hive]... in particular the onboarding of our business, the support, training modules and the online training sessions have been most welcomed and informative... I look forward to continuing to develop a great working partnership with the team of B-hive...and growing my block business to compliment my estate agency in my local market.”

**MEDWAY PREMIER BLOCK MANAGEMENT (CHATHAM)**



B-hive Block Management Partners is a specialist division that offers solutions for existing property professionals and is a trading name of HML PM Ltd. HML's extensive experience is derived from being specialists in the estate and block management sector for more than 50 years and managing circa 100,000+ units.

HML are members of The Property Institute (TPI).

---

## CONTACT

We want to work in partnership with people who have commitment, values and integrity. Start the process today to become part of B-hive Block Management Partners and contact us for full details of our partnership scheme and partnership opportunities.

We tailor our offering depending on our customer's requirements. We would be happy to discuss this further with you – Please get in touch with the team today!

EMAIL: [info@b-hivepartners.com](mailto:info@b-hivepartners.com)

TELEPHONE: 0333 032 5920

WEBSITE: [www.b-hivepartners.com](http://www.b-hivepartners.com)



B-hive Block Management Partners

B-hive Block Management Partners is a trading name of HML PM Limited, a company registered in England, company number 04231933 and registered address 9-11 The Quadrant, Richmond, TW9 1BP, who are Appointed Representatives of Alexander Bonhill Limited who is authorised and regulated by the Financial Conduct Authority Ref: 311714.