

**CONTACTING OFFICE**

Here at Rebbecks we operate an 'open door policy'. We recognise that we are working in partnership to maintain and enhance your investment and your home and as such we welcome you to call at the office, telephone, write or email us. All of our staff will deal with your questions in a courteous, prompt and professional manner.

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## ***Did You Know?***

- Rebeck Brothers is the oldest professional firm in Bournemouth and has been managing commercial and residential property since 1845.
- We manage around 105 blocks totalling over 1000 individual flats.
- The firm operates in accordance with the Royal Institution of Chartered Surveyors Code of Practice.
- Rebeck Brothers monitor quality assurance through ISO9001 Registration.
- Your block is managed and inspected by a firm of Chartered Surveyors.
- We are a local company, providing a local service, using local contractors.
- Rebeck Brothers operates a computerised accounting system and your money is protected by an independent RICS audit.



## ***The New Team***

During the year, there have been a number of staff changes at Rebbecks. The residential management department has been restructured and is headed up by Matthew Strong. Matthew is a Chartered Surveyor with over 10 years experience in property management; he has also served as board member to a regional housing association providing property management advice to their 16,000 units.



The new management team has been working very hard to improve the level of customer satisfaction. Tina Stewart, who has previously

held senior positions in the NHS, has a wide experience of customer service and managing change. These skills complement her property management experience and we are now starting to receive positive feedback on the changes we have made.

Accountancy forms an integral part of the management service - Jacky Hope-Ingليس appointed in February 2006, has used her experience in management accounts to review and overhaul accounting procedures to maintain accurate property accounts and ensure that service charge and ground rents are paid on time.

The department is supported by a dedicated team of assistants who deal with insurance issues, contractors and routine enquiries. It is the aim of all staff to help manage your block in the best interest of all residents. We are working hard to meet our client's expectations and hope you have noticed the difference. We look forward to working with you over the coming months.

### **CUSTOMER SERVICE QUESTIONNAIRE** Win A Bottle Of Champagne !!

We have been working very hard to improve our level of customer service.....  
We aim to:

**Reply to phone calls within 24 hours (Monday to Friday)**

**Respond to Emails within 48 hours (Monday to Friday)**

**Answer letters within 5 working days (excluding those relating to legal issues)**

In order that we can measure our achievement and understand more fully what our clients require, we would be grateful if you could complete and return the enclosed questionnaire by January 31st 2007.

The returned questionnaire will be entered into a draw and you could win one of three bottles of champagne.



# NEWS UPDATE

## • Home Information Packs - HIPs

With effect from June 2007, anyone wishing to sell their flat must provide prospective purchasers with a Home Information Pack. Whilst the government 'u turn' has removed the requirement to provide a home condition report, the pack must still provide information on the lease, service charge, accounts, local searches etc. As managing agents of your property, we hold most of the information that needs to be included in the pack. In our Spring newsletter we will focus on this new legislation and detail how we can help.

## • Fire Safety



With effect from October 2006, regulations relating to fire safety within the common parts of residential blocks have changed. The law now emphasizes preventing fires and reducing risk and requires blocks to undertake a Fire Risk Assessment. This written document forms the basis of an action plan to ensure that fire safety procedures and fire prevention measures are in place and communicated to all occupants. We are now in the process of arranging the risk assessments and we will be in touch with occupiers once the action plan has been agreed.

## • Electrical Safety

Since the introduction of the new NICEIC electrical safety regulations, our contractors have been busy inspecting the blocks we manage. The recommendations are now being implemented and by Spring 2007 all those blocks that elected to take part will hold a "Pass Certificate".



## • Asbestos

Following the initial survey back in 2004/05, a small number of our blocks have been recommended for re-inspection - the regulations require asbestos containing materials (ACMs) to be "managed" through regular inspections. Please do not be alarmed - this is common practice throughout the property industry and we undertake this work to protect your home and investment.

## • Recycling

Most flats in the Poole and Bournemouth area now have kerb side recycling schemes. The Council have provided residents with information on what should and should not be put in the bins. If you are unsure then call the:



### Recycling Hotline:

**Bournemouth** - 01202 451146. **Poole** - 01202 261700

[www.bournemouth.gov.uk](http://www.bournemouth.gov.uk) • [www.boroughofpoole.com](http://www.boroughofpoole.com)

## • Sub Letting Your Flat

If you want to sublet your flat then most leases state that you must first obtain the permission of the freeholder or managing agent. This permission will only be granted on the condition that the sub tenant agrees to comply with rules and regulations relating to the block. We have a standard form that you need to complete and return to the office. Before subletting your flat, you should also check with your bank or building society as subletting may affect your mortgage. Under the new fire regulations we also need to know who is living in each flat so it is important that you keep us informed.

## • How Your Service Charge Is Calculated

Before the beginning of your new financial year, we will produce a budget or estimate of expenditure for the following year. This estimate is based on actual expenditure from previous years, quotes from contractors and insurers and our knowledge of your property. Once the budget has been approved by either the directors of your block, the residents association or the freeholder, service charge demands will be issued. It is important to remember that the budget is just an estimate and charges may be subject to adjustments after the year end audit.

## • Service Charge Arrears Procedure

When a leaseholder fails to pay their service charge, their account is said to be in arrears. On our statements, a 'dr' will show next to the figure outstanding. If leaseholders fail to pay their service charge, then we as managing agents are unable to pay for contractors and other services. We will issue two written reminders before obtaining the consent of directors or freeholder to refer the matter to solicitors for debt recovery. Once we have issued the first written reminder, additional costs will be applied to the flat account.

## EMERGENCY COVER

As with most managing agents our offices are closed during public holidays, weekends and outside office hours. In the case of an emergency, or when the office is closed we have a number of trustworthy contractors you can call. Please note that if the emergency or repair relates to your flat, then the cost of the call out and repair will be your responsibility.

**Plumbing and Drainage:** ABC Plumbing - 07967 815704  
or 01425 477777 **Rescue Rod** - 01202 393541 (24 hour service)

**General Building:** RT Johns - 01202 424389

**Electrical:** Beales Electrical - 07970 556696

In the case of fire always raise the alarm, leave the building and call the fire brigade.

**Do not try and fight the fire yourself.**