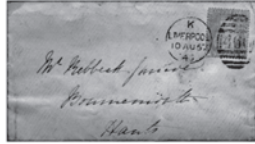


CONTACTING OFFICE

Here at Rebbeks 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 our staff will deal with your questions in a courteous, prompt and professional manner.

Did You Know?...

The History of Rebbek Brothers

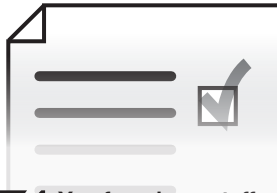


In 1807 Lewis Tregonwell and his wife Henrietta, took an excursion to the coast from their home in Cranborne in Dorset and fell in love with the wild scenery and beautiful coastline where the Bourne Stream flowed into the sea. Henrietta suggested that Lewis build a house "in this delightful spot" and so the first house, The Mansion (now part of the Royal Exeter Hotel), was

constructed between 1810 and 1812. They gradually acquired more land in the area and in the 1830's arranged for William Edward Rebbek to move from their Estate in Cranborne to Bournemouth as their Estate Manager. W E Rebbek played a major role in the establishment of Bournemouth opening an Estate Office on the corner of Old Christchurch Road and Gervis Place in 1845 founding the firm which is now Rebbek Brothers. The firm moved to its present offices in The Square in 1934.

Customer Service Questionnaire

The Results



The new Property Management team has now been in place for almost a year and continues to work hard to meet our clients' expectations. We are very grateful to the leaseholders who took the time to complete the customer service questionnaire and congratulations to the winners of the champagne. Your comments are very important to us and we have listened to your suggestions. Here is what you said...

You found our staff courteous and professional and place great importance on our response to telephone calls, letters and emails.

We continue to monitor our response times and aim to reply to your phone calls within 24 hours, emails within 48 hours and letters within 5 days. We are investigating a new telephone system that will enable you to get through quickly to the right department. You can now email us via our web site.

Many of you considered that it would be helpful to have additional information provided on your block and the service we provide.

Information boards have now been placed in most blocks and we continue to hold at least annual meetings with leaseholders; if you are unable to attend you will receive a copy of the minutes. Our new web site provides general information on property management, email links to all staff and a number of forms and downloads.

Most of you were satisfied with our response to repairs and rated this as the most important role of a managing agent.

In order to further improve our response, we have undertaken a review of our approved contractors and introduced a new

purchase order system. We aim to keep you informed of repair issues and are introducing a randomly based repairs feedback survey. We have also introduced routine property inspections in order to identify repairs at an early stage.

You rated our accounts service as average/good and highlighted the importance of accurate and easy to understand accounts.

Our accounts department is working hard to ensure that service charge invoices are issued within 14 days of the due date and that contractors are paid within 21 days. We aim to send you a copy of annual accounts within 6 months of the year end and to explain these to you at an annual meeting. The client account which holds your money is regularly audited and complies with the RICS regulations. On line payments are now available and we are looking into Direct Debit.

Overall a majority of those people who replied were satisfied with the service we provide and have noticed the positive changes that we have made over the last 12 months. We will continue to work in the best interest of your block and to improve the level of customer satisfaction.

Ask the Expert

As a firm of Chartered Surveyors, Rebbeks is a recognised source of expert advice on property management issues. Matthew Strong MRICS, the Head of Property Management, will be writing a fortnightly feature in the Ask the Expert section of Homes Magazine.



Homes magazine is widely available throughout the Bournemouth and Poole area.

Web Site

In order to provide existing and new clients with a central source of information, we have updated and redesigned our website. Within the residential management section there are a number of useful forms and downloads as well as links to other property related sites. You can also email us via the staff directory.

Visit us at: www.rebbekbrothers.co.uk.

We are aware that not everyone has access to the internet and will continue to make information available in printed format.



The Light House – Eco Homes

In response to the growing awareness of climate change, we are looking to trial an Eco Homes Management Service. This new service which seeks to reduce the environmental impact of a block of flats is being launched at the Light House in Chine Crescent Road. This development of 11 flats by Stour Developments has been built by a German contractor and incorporates the latest energy saving technology in order to achieve the strict Eco Home status. This is very much a first for Bournemouth both in terms of build and management and we hope that many of the ideas being trialed here can be incorporated into our standard management service. For more information contact the selling agent Goadsby.

NEWS UPDATE

Rebbeck Reward Scheme

We recognise that our existing clients are the best way of advertising our management service. Whilst maintaining the level of service to our existing customers, we are now in a position to take on a few additional blocks of flats. If your recommendation to another block is successful then by way of a thank you, we will give you up to £1,000. (terms and conditions apply) For an information sheet and recommendation form please phone or email.

Paying Your Service Charge

A number of leaseholders have contacted us to ask whether it is possible to pay by direct debit. Unfortunately this service is not currently available. However, you can make 'on-line' payments to the Rebbeck Brothers Client Account 00223050 sort code 56-00-35 quoting the property address from the invoice as the payment reference. Alternatively you can pay by cheque or standing order. A standing order differs from a direct debit in that you have to instruct your bank to pay us a specified amount each month – if your service charge changes you must remember to inform your bank.

Fire Risk Assessment – Update

A Fire Risk Assessment has now been completed on most of the blocks we manage. We are now in the process of obtaining quotations for any recommendations and will be reporting back to each block with regards timescale and funding. In accordance with the new fire regulations we have circulated with this newsletter a letter to each leaseholder detailing fire safety precautions and emergency procedures. Please ensure that you read this letter and also make it available to your sub-tenants or other occupants both now and in the future.

Enforcement of Leasehold Covenants

We believe that it is unfair for the owners of flats within a block to pay for action against a leaseholder or sub tenant who disregards the Regulations of the block. Our standard management agreement provides that enforcement of lease covenants/regulations will be charged to the individual flat concerned and not to the block as whole. In the first instance this will involve a letter and notice of administration charges that will be incurred should further action need to be taken. If you would like to receive a copy of the regulations specific to your block, then please contact us.

Directors and Residents' Committees – We Advise, You Decide.

We recognise the importance of building a good working relationship with leaseholders and developing a 'partnership' approach to property management. Where blocks have a management company or residents committee, we aim to meet with them at least twice a year and also consult with them on a more regular basis. We are very grateful to those leaseholders who help represent the interest of the other flats in their block. If you would like to become more involved with your block then please attend the Annual General Meeting/Residents' Meeting or contact us for more details.

Emergency and Out of Hours Procedures

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

Rescue Rod 01202 393541

GENERAL BUILDING:

RT Johns 01202 424389 or 07860 669507

ELECTRICAL:

Beales Electrical 07989 355978 or 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.

Rebbeck Brothers
The Square, Bournemouth, Dorset, BH2 5AN
tel: 01202 780780 | fax: 01202 552139
mavis@rebbeckbrothers.co.uk
www.rebbeckbrothers.co.uk