

“ Our involvement with developers and house builders often starts at the pre-planning stage; however our fully accredited and adaptable approach to asset management allows us to work with our clients at any stage of the development process. ”

# We are the UK's leading property management agent



Ombudsman  
Services ●●●●

INVESTORS  
IN PEOPLE | Silver



For further details on our services:

Manchester: 0161 826 3987

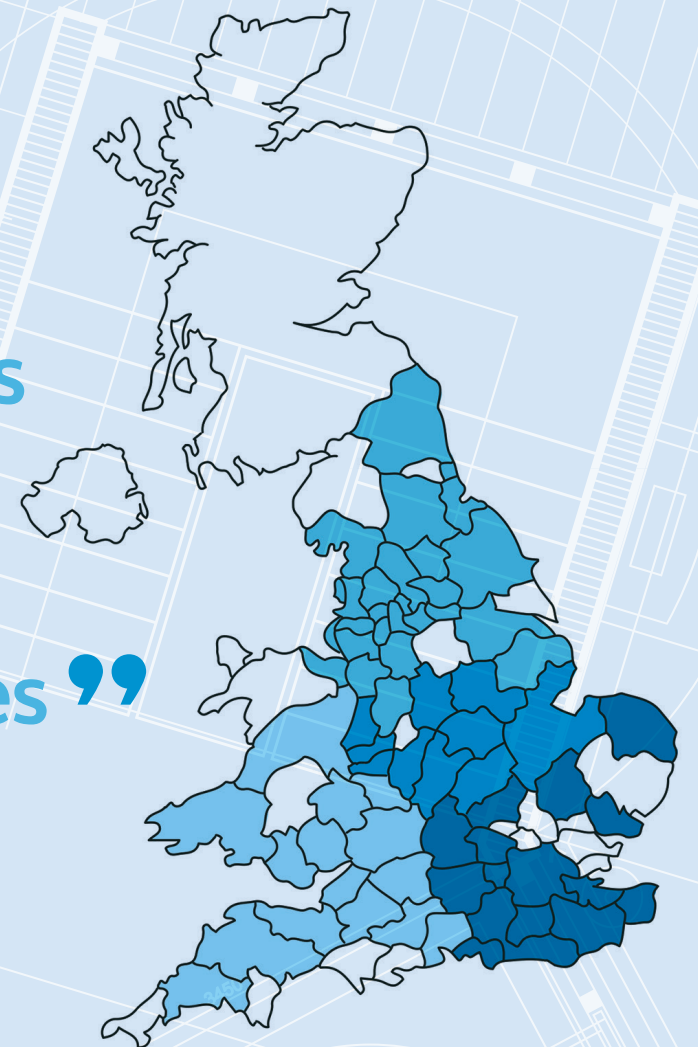
Birmingham: 0121 630 2220

Worcester: 01905 362 423

London: 0203 026 3264

Email: [residential@mainstaygroup.co.uk](mailto:residential@mainstaygroup.co.uk)

“ We currently manage properties within **79%** of postcodes in England and Wales ”



# 1. Planning

We aim to add value to the planning process by highlighting any potential design issues that may affect our ability to manage effectively, or that may impact unnecessarily on the cost of service charges. Our consultancy services provide guidance on the following elements:

- Lease Structures
- Corporate Structures, Residents' Management Companies & Residents' Associations
- Service Charge Structures, Budgets and Matrices
- Site Configuration and Service Design
- Estate and Amenity Management strategies
- Management Strategies and long term Capital

## Expenditure plans

- Lift and Gate specifications
- Refuse/Parking/S106 and Environmental Strategies
- Materials and finishes
- Resident and Visitor Parking
- Photovoltaic and Solar Panel systems
- Combined Heat & Power (CHP) systems
- Biomass Heating
- Security measures

# 4. Operational

At Mainstay we pride ourselves on delivering excellence in our customer relationships and believe that we are essential to the development of communities and to maintaining and enhancing asset values. For more details of our Customer Charter and our Accreditations please go to our website.

## What we will deliver:

- Residents' Management Company and Residents' Association Support
- Regional Customer Service Support
- Asset Registration and Life Cycle Planning
- Mechanical & Electrical Maintenance
- Health, Safety and Compliance
- Facilities Services
- Ground Rent and Service Charge Collection
- Financial and Maintenance reporting
- Estate Regulation
- Refuse/Parking/Environmental Strategies
- Procurement
- Placemaking & Community Stewardship

# 2. Build

We will liaise with the Developer's Site Manager, to ensure a smooth transition from practical completion to full management control.

## What we can deliver:

- Service Charge Budget development and sign off
- Support for your Sales and Marketing Team
- Customer service and reputational management
- Services Mobilisation

# 3. Sales and Handover

Mainstay will work closely with your sales teams to ensure that future property owners have an accurate representation of the services available on the development and a clear idea of the annual service charge budget from the outset.

## What we will deliver:

- Handover - upon 'Completion' and phased option during 'Build'
- Management Company Set Up
- Residents' Welcome Packs
- Detailed explanatory Service Charge Budget notes
- Residents' Management Company and Residents' Association Initiation and Support
- Services Mobilisation
- Ongoing Voids analysis

