

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)



## Switched on Services Residential Property Management

National strength, local knowledge

[www.mainstaygroup.co.uk/residential](http://www.mainstaygroup.co.uk/residential)

# Residential Property Management Services

At Mainstay we understand that your property is likely to be one of your biggest investments. Ensuring a safe and happy environment for you, your visitors and your neighbours is our number one priority.

As an experienced and accredited residential managing agent, professionalism is firmly at the heart of our business. In particular, Mainstay has a number of industry unique skills that distinguish us from our competitors:

- Industry leading Accreditations
- Procurement & Supply Chain Manager
- Compliance, Risk and Health & Safety Services
- Building Services Managers (Engineering Services)
- Asset Management and Asset Registration Services
- Building Survey Team
- Employee Service providing Human Resources and Payroll support
- Full 'commitment' accounting and live reporting
- Credit Control and Debt Collection Services

## Our 6 Key Components to Successful Management

### 1. Experience

Mainstay Residential is a successful independent company wholly dedicated to residential property management - Large enough to take the business of estate management seriously and small enough to still take personal, 'hands on' care of our contracts.

We have built a reputation for raising the standards at developments on behalf of our customers. Our growth and national management portfolio is testament to our ability to meet the needs of our customers in the specialised area of property management. Our focus is on providing the quality of services that enhance the value of management to residents as well as improving asset values.

### 2. Communication

Mainstay adopts a partnership approach to management and believes that the Residents' Management Company should be fully informed about management activities, properly represented and acknowledged as stakeholders and an integral part of any decision making process. This involves the provision of regular detailed financial and maintenance reporting as well as holding regular meetings to ensure satisfaction. Mainstay seeks to act as expert and advisor to ensure that good practice is followed at all times.

We are flexible in our approach to communicating with our customers and are happy to agree a communication and meeting strategy. Typically we provide information via our customer web portal, traditional noticeboards, by letter and email as required.

We also provide periodic tailored newsletters, particularly where there are major projects proposed or underway as well as to transmit or reinforce important messages.

### 3. Value for Money

Our in-house Procurement and Supply Chain Manager will ensure that all maintenance contracts achieve best value.

All procurement activities undertaken, follow industry best practice, meet short and long term objectives for our customers and ensure that all financial commitment and expenditure is managed and controlled in a consistent and effective manner and is conducted in a fair, objective and transparent process.

As part of the procurement process, and where appropriate, we utilise our wider buying power to achieve economies of scale through bulk contracts with regional or national suppliers; however, we are also open to the use of local contractors, providing that they adhere to Mainstay's stringent standards of safety and compliance. We review all contracts procured on an annual basis.

### 4. Compliance

Managing risk is a key component of property management and Mainstay have taken a strategic decision that all compliance activities (e.g. lifts, water testing, fire systems, and lightning protection) should be managed by a specialist team.

The Compliance Team protect and enhance the service levels provided, allowing our property managers to concentrate on what they are trained for, namely engaging with customers, driving up standards of service, and providing strong financial management.

### 5. Fast Response

We provide all our sites with a property manager local to the area. This means that they are able to react quickly to the requirements of your development and have a regular on-site presence, fully backed up by an industry leading 'out of hours service' who themselves are expert in property management and understand the need to react quickly to issues whatever the time of day or night.

Furthermore our accredited contractors must comply with Mainstay's comprehensive Service Level Agreement, which means when you have a maintenance issue, we will get the right contractor on site, quickly, 24 hours a day, 7 days a week.

### 6. Safe Hands

Mainstay is a corporate member of the Royal Institution of Chartered Surveyors (RICS), the Association of Residential Managing Agents (ARMA) and our property managers are members of the Institute of Residential Property Management (IRPM).

We are one of the first managing agents to have achieved the ARMA Q accreditation, which came into effect on 1st January 2015. This code of practice provides the first tangible regulation of the industry and is set to become an essential prerequisite in the selection of residential property managers.

Our regularly audited processes have achieved the ISO 9001 and OHSAS 18001 accreditations.

