



# Capstone

JOIN THE MANY LESSEES WHO  
HAVE MOVED TO CAPSTONE FOR THEIR  
PERSONAL AND EXCELLENT SERVICE



# WHO WE ARE

Block management specialists with 28 years of experience. Unlike other firms who may offer block management services as an add-on to general property management services, we are proud of the fact that we offer solely block management services. This policy enables us to develop, innovate and streamline our service.



Capstone is a family business and the principle of close involvement of members of the family is at the centre of our ethos. We take a stand against faceless, glitzy firms who are difficult to communicate with. Our team comprises dedicated property managers, most of whom have been trained in-house in line with the “Family Stone work ethic”.

We are regulated by the Property Ombudsman.



# SERVICES

## BLOCK MANAGEMENT

Residential block management is in our blood.

Since the firm's inception almost thirty years ago we have specialised in residential block management across the UK.

When establishing the business, the family took the strategic decision not to offer letting or commercial management services.

This policy has allowed us to focus on block management and perfect our service for lessees and clients alike.

Capstone manages buildings throughout London and the South East, along the South Coast, across England and into Wales.

**Emergency Service – We offer full emergency assistance 24/365**

# SERVICE CHARGES

The service charge is administered with full transparency and the client has full control over the make-up of the budget (although we will propose an appropriate budget for the client to consider).

We send all the lessees a budget at the outset of the accounting year which details the items of expenditure for which we collect money on account. Among the items your service charge might cover, if required, are:

- Gardening
- Cleaning
- Window Cleaning
- Electricity for the communal areas of the block
- Water for the block
- General repairs
- Health and safety Audit
- Fire Risk Review (if there are internal communal areas)
- A sum to put aside in a reserve fund  
(which is a gradual collection of funds to pay for major works carried out every few years such as refurbishment).
- Our management fee.





## MAJOR WORKS MANAGEMENT

We comply with leasehold legislation in respect of all work costing more than £250 per flat by means of the required statutory process known as “Section 20” legislation.

Full details of the statutory process for dealing with major works are given to each lessee when the first Notice of Intention to Carry Out Work is issued.

## PORTFOLIO ANALYSIS FOR INVESTOR FREEHOLDERS

If you would like us to go through all your leases and provide you with a spreadsheet report advising you of essential information contained in the leases which you need to be aware of.

Once you are in possession of this report you will rest easy in the knowledge that you are meeting your legal obligations in respect of your maintenance and health and fire safety obligations. You will also be reassured to know that you are collecting any income due to you.



## LEASE EXTENSIONS

Capstone's in-house lease specialist can advise and guide you towards the best solution to your short lease. Where necessary we work with specialists valuers and solicitors.

## ENFRANCHISEMENT

Are you looking to purchase your freehold or have you already done so?

We can manage the process of enfranchisement on behalf of groups of lessees. Where we are to be instructed in the management, our fees charged for managing the freehold purchase are nominal.

## INSURANCE

We work with a trusted insurance broker with the buying power to ensure that the most comprehensive buildings insurance cover is achieved at the most reasonable price.

Over the last thirty years we have worked with various insurers to tweak cover so that the policy we arrange is tailored to blocks of flats living and experience has shown that the policy can be depended upon when required.



# DEVELOPERS

We work extensively with developers and understand their needs in depth. We assist in drafting a service charges budget in conjunction with the developer when required. We also offer advice at the point at which the leases are drafted to ensure that the terms included are workable from all relevant perspectives. Exceptionally we do not charge the developer a management fee in respect of unsold units for six months after the flats are put on the market (conditions apply – please contact the office for details).



# INVESTOR FREEHOLDERS

Capstone began life managing freehold buildings for a family trust so we know how important efficient management is from the perspective of the freehold ground rent investor.

We understand the weight of responsibility on the shoulders of the investor freeholder and we are cognizant of the fact that the freehold owner is required to place his trust in the managing agent. We feel that we repay that trust by showing loyalty in the way we ensure that the client freeholder's maintenance and health and safety obligations are met.





# RMC / RTM

Capstone manage extensively for Resident's Management Companies (RMC) or Right To Manage Companies (RTM). We know that being a director of such a company can sometimes feel like a daunting (and sometimes thankless!) task and the directors should be looking to rely on a professional managing agent to assist them in making decisions.



# WHAT OUR CLIENTS SAY ABOUT US:

"It is a comfort knowing they will deal with the contractors providing maintenance, facilities and services at our block of flats, together with any problems that arise.... They are professional, approachable and helpful and we are most grateful for the service they provide"

**TRUDY KOSKY**  
For and on behalf of Avondale Court  
Residents Management Co Ltd

"As I am not a UK resident it became increasingly difficult to deal with matters long distance and my portfolio suffered as a result. Since 2008 I have been extremely impressed with the way in which all aspects of management have been handled"

**HARRY RYKEN**  
Netherlands

"We are very happy with Capstone's services since taking over from our previous Managing Agent in 2013. They feel like a smaller family business with a smaller client base which means we get a much more personal and efficient service"

**A HEATHCOTE**  
Director Freehold Co Maida Vale



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Registered in England. Company no.: 11827080