

The Residence Lancaster

Putting you at the centre of our operation



Some of our team who are here to help



An example of the team who could manage your site



Lee Burkitt—Managing Director

As the founder of Revolution, Lee directs our whole operation ensuring that the team always deliver on our core principles of exceptional service and standards. He's also deeply involved when we have any complex leasehold issues to resolve.



Michelle Hall—Strategy & Development Director

Michelle oversees the systems that enable our Revolution team to deliver exceptional service standards, ensuring we are fully equipped to deliver these core principles. She is deeply involved in the design and implementation of our my.revolution site.



Tim Jacomb—Analytics and New Business Integration Manager

Tim oversees the take over process and will ensure the transition process to Revolution is smooth and accurate. He analyses all the data we receive from the previous agent during the handover carrying out a full audit. Nothing is left unturned in this process of almost 500 individual checks.



Building Manager

Your Building Manager will oversee all aspects of your development including budgeting and planned maintenance. They also ensures that any problems that arise are dealt with promptly and communicates regularly with owners and residents. They works closely to support and give guidance to your board.



Anand Patel—Operations Director

Anand controls all the operational functions for your site and our company as a whole. He ensures that all contracts offer best value for money and deliver exactly what is required. Anand assists in the management of the building managers, passing his knowledge of building management on to the team.



Accounts Co-ordinator

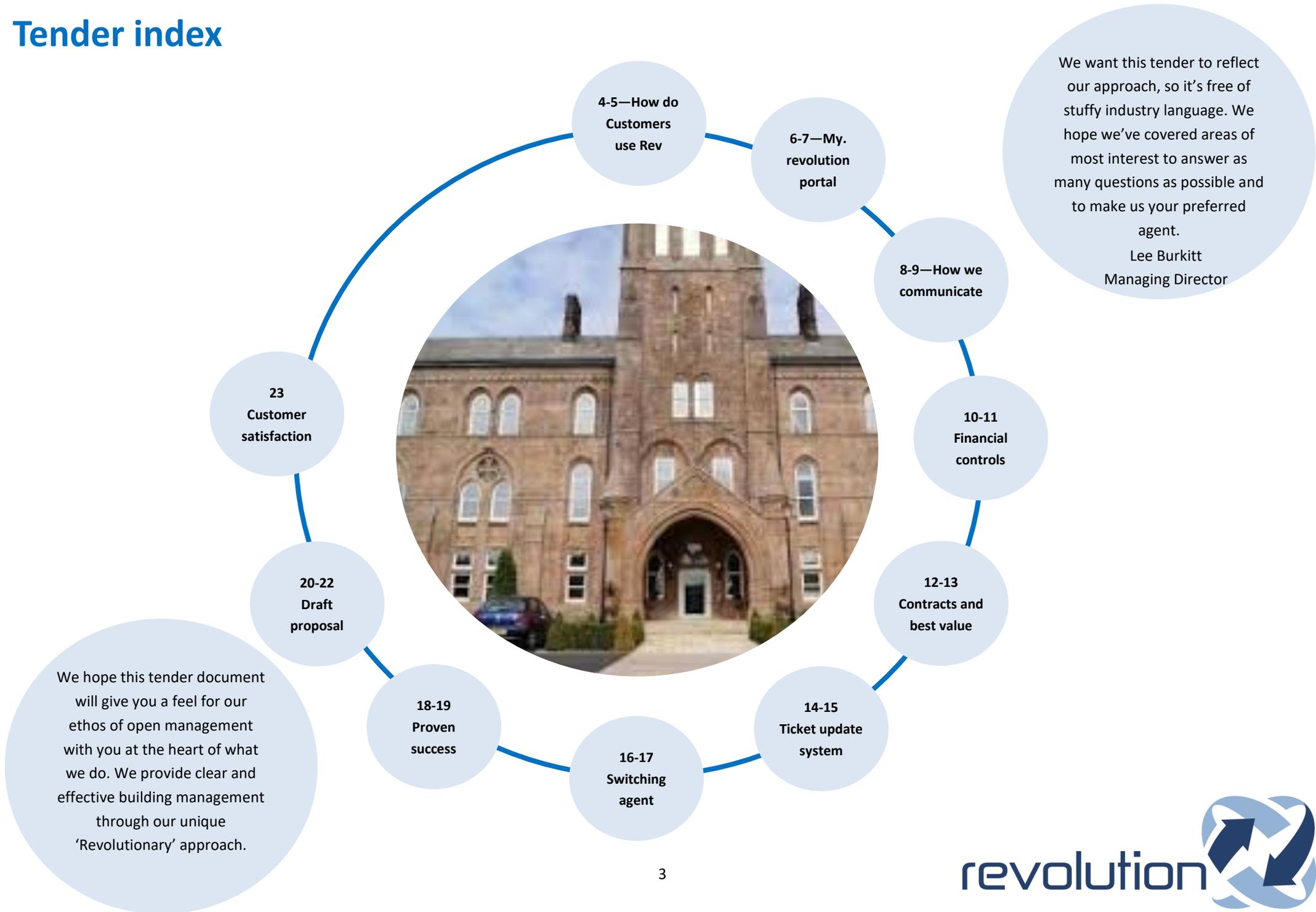
Your Accounts Co-ordinator will look after the accounting for your development. He ensures that all service charge is collected and suppliers are paid on time. This person deals with any questions from your leaseholders about financial issues. They also work closely with your building manager.



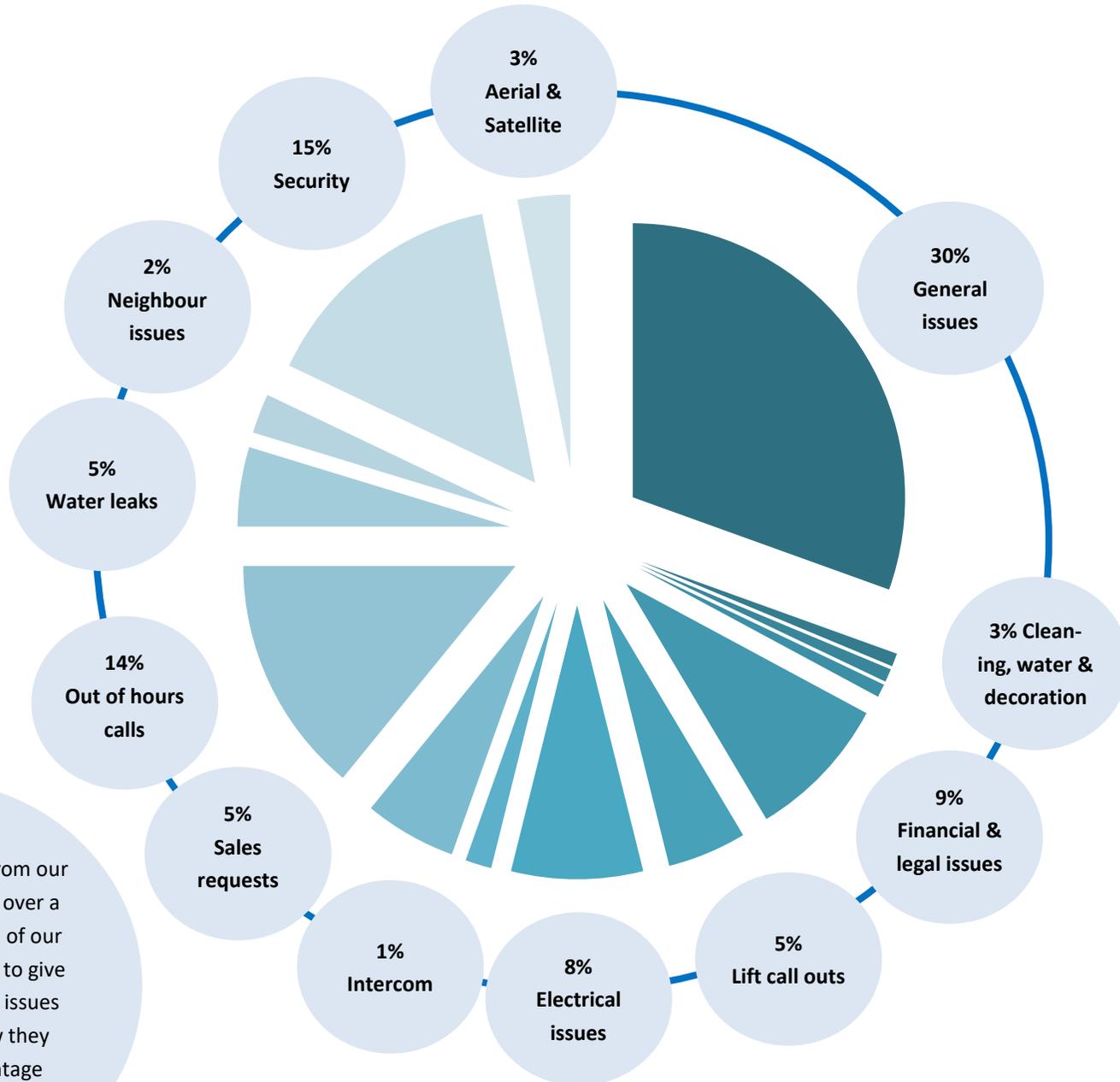
Property Co-ordinator

Your Property Co-ordinator will be the first point of contact when there are any issues at your development for residents. They supports your building manager, and deal with day to day issues, ensuring residents can always speak to the same person regarding their enquiries.

Tender index



How do customers use Revolution



This pie chart is taken from our customer contact data over a 12 month period for all of our buildings. It is intended to give a brief overview of the issues we deal with and how they compare on a percentage basis.

**3%
Aerial &
Satellite**

The vast majority of buildings have a shared TV / Satellite aerial system. We've been working on a number of developments to upgrade these to Sky+. This also includes call outs to repair faults.

**30%
General
issues**

General issues include the huge variety of problems that fall outside the categories listed here that our Revolution team have experience of dealing with, such as investigating a peacock in the grounds, or even an escaped mink!

**3% Clean-
ing, water &
decoration**

Cleaning, water and decoration each account for 1%. These are issues around internal cleanliness, condition of communal decoration and water supply.

**9%
Financial &
legal issues**

Over the year we have to deal with a number of finance issues from missed payments, statement requests, etc. We also have to deal with legal issues around leases such as breaches.

**5%
Lift call outs**

Breakdowns are the curse of the lift world. A number of buildings we manage have single lifts which places immense pressure on the team when one fails. We have a full process to ensure the building is fully informed through the period of outage.

**8%
Electrical
issues**

Anything from lights not working, fuses tripping through to new installation of circuits. Any electrical issue will be included here.

**15%
Security**

We take very seriously the security of our buildings. Door locks, gates, roller shutters, alarms and CCTV are here. We also look to build a second layer of security so if one fails the second works, such as additional locks on second doors, etc.

**2%
Neighbour
issues**

A lot of flat residents don't like talking to their neighbours about issues. It seems a flat thing. If you live in a house you go round and talk to your neighbours. Our dealings are often simple reminders about noise or pets.

**5%
Water leaks**

Water leaks in the apartment or the communal areas are the building's biggest enemy and we act with speed to stop them. We then establish who's liable after the leak is fixed. Reducing water damage to the building is key as it reduces insurance claims.

**14%
Out of
hours calls**

We operate 24/7. Call our office number and you will speak to a real person. Calls are logged and the on call manager informed. Contractors can be instructed at all hours of the day or night.

**5%
Sales
requests**

The level of sales activity keeps increasing which is nice to see. Since the crash of 2007 conveyancers have been paying far more attention to sales information. We aim to have the sales pack with the solicitor within 48 hours of request.

**1%
Intercom**

These are always at this level year on year. Intercom not working, programming of phone numbers into it, doors not opening on request, etc.

my.revolution portal



Finance

Everything you'd expect to be able to do financially is in our portal. Online payments, statement of transactions, copies of accounts and budgets are a few of the items. We also have a debt collection process designed to remind you if you miss a payment. Our preference is for owners to pay monthly, we understand occasionally a payment may be missed and so our system will send you reminders along with an easy payment link.

Document Centre

Where is that document? How many times have you needed to find information about your building? If you have a good filing system it's not difficult, so we've created this filing system for you in my.revolution. We upload documents we feel may be of help either now or in the future. These include building accounts and budgets, building reviews, useful forms, insurance policy documents, AGM minutes, cleaning schedules, contracts, plans, etc.

Your lease

Over the years we've found the lease to be a great source of confusion for many owners who may not understand the rules and obligations in their lease. A good example is a broken window—who pays for its replacement? The lease may clearly state the owner should pay, but simply telling an owner might not be enough to satisfy them. Our system allows the owner to search an electronic version of their lease for complete clarity and understanding.

Activity Contracts

The majority of items at the building will have a contract. We extract all the information from the contract into my. Revolution such as costs, visit schedules, etc. You can then see these for yourself. It also allows us to cross reference every inbound invoice to make sure it matches what's been agreed at contract level. If we're able to search for it then so can you.

Activity Graph

This links nicely into '**Activity Planning**' below. If our system knows when everything should happen, why not let the building know? That's what we've done within the Activity Graph. You can see the next 18 months activities planned out month by month. Simply hovering your mouse over the activity will show you all of our notes for each item, and this is all part of our commitment to transparency in everything we do.

All Welcome

The booming rental market means there are more tenants than ever and from the start we've wanted everyone who owns or lives in each building to be involved in my.revolution. Our system grades information so that everything each person can see is appropriate to their status; for example, tenants can see when the windows are cleaned but only owners can see how much it costs. All tenants have to prove their status before gaining access to my.revolution.

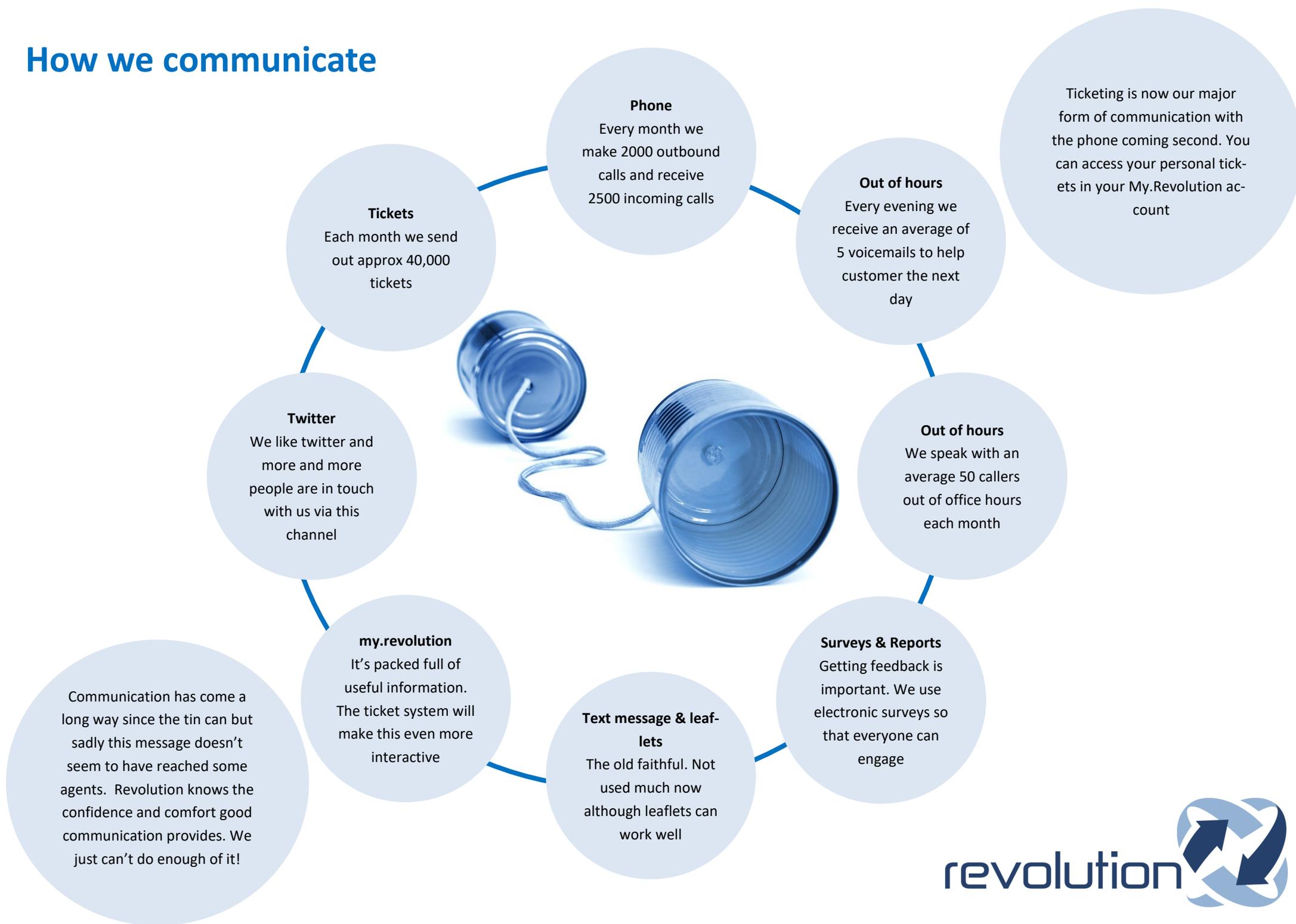
Activity Planning

So many inspections and visits, so little time. The average building of 100 apartments has 120 recurring items each year. For example, each lift has 8 items on its own! Our system has been designed to plot all these inspections and visits for the next 10 years. Our team manage their workloads using this system and it means we can manage supplier performance more easily and we've always got all the information we need for the tender process at our fingertips.

Meter Readings

For security and safety we insist on not allowing residents access to meter rooms and instead offer a meter reading service. Our system allows readings to be obtained quickly and accurately and we take care of the whole process for you. From within your my.revolution account simply request a meter reading. Your request is then sent to the site staff by email, they complete the reading which is then returned to your account and stored for future reference.

How we communicate



Communication has come a long way since the tin can but sadly this message doesn't seem to have reached some agents. Revolution knows the confidence and comfort good communication provides. We just can't do enough of it!

Phone

Every month we receive on average around 2500 calls inbound and we make around 2000 outbound. On average these calls are 2 minutes and 20 seconds each in length.

Out of hours

Out of hours evening voice messages. Our phone system allows you to speak with a person or leave a message when our office closes. The voicemail system is very popular and we respond to all voicemails within one working hour of the next working day.

Out of hours

Unexpected problems do happen and when they do residents need to speak with someone. We currently handle around 50 out of hours calls per month, ranging from water leaks to neighbours partying. Some we resolve there and then, others are resolved once the main office opens.

Surveys & reports

How do you engage with residents? Everyone wants a say but no one has time to meet. We use survey software to great effect. We can ask questions, gain feedback and give your board a much more rounded picture of requirements along with input from residents. We also publish reports and documents.

Text & leaflets

These old faithfuls are still occasionally used. Text messaging is useful on door code change days and a few other occasions. Leaflets assist in reaching people who have not registered for updates.

my.rev

We've covered this previously but my.revolution is a vital tool in communication and just gets more and more important. With our ticket system you are kept fully up to date on building issues and you also have the ability to see all these communications in you My.Revolution account.

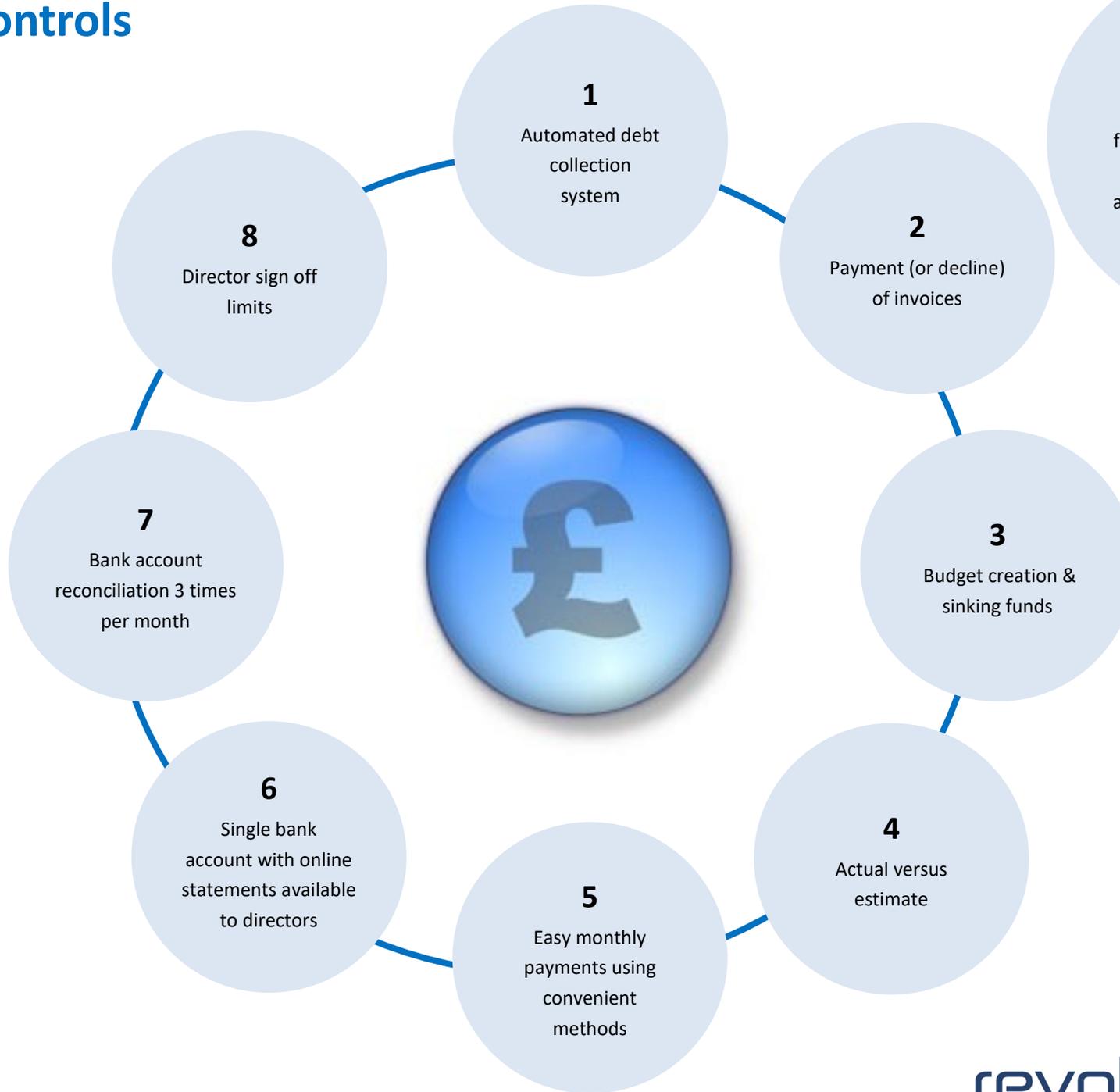
Twitter

We use twitter as a 'Live Website' that offers an insight into what's going on, complementing the information on our website. It's great for quickly sending out information to lots of people when there are things that are moving quickly—we used this effectively during the 2011 riots to help keep residents safe.

Tickets

Everyone (well almost everyone) has email. We find that ticket system is still the most reliable and preferred option. We send out heaps of tickets to ensure you know what's happening. These vary from mass updates on building issues through to one on one communication.

Financial controls



No building can run without funds. By the same token, those funds have to be cared for and spent wisely. Count the pennies and the pounds look after themselves certainly rings true in block management.

1

Our debt collection process is exceptionally tight. We have designed an automated system of reminders to ensure everyone knows straight away if they miss a payment and we also provide a simple online payment link. If several reminders are ignored, we use solicitors or a debt collection agency to collect arrears.

2

We have a system which requires all invoices to be authorised by your building manager. We often place a stop on invoices if we're unhappy with work provided or service given. We only use independent contractors, and they only get paid when the job has been done properly.

3

Getting the budget right is the most important thing in block management. Get it wrong, and the building simply can't function. We set all our budgets drawing on our expert market knowledge and the wealth of data we hold. Using a similar process, we also create a 20 year future expenditure plan.

4

Actual V Estimate tells you where you are in terms of expenditure against the budget. In simple terms, it turns your budget into a prorate budget as per the months into the finance year and then shows the expenditure as per the date range of the invoices.

5

We like to make everything simple, clear and easy to do. We like everyone to pay monthly and our system is designed around this. We allow people to pay by bank transfer, standing order, online through my.revolution, by phone, or even by cheque. Making paying easy makes life easy.

6

Your money is safe with us. We hold your building's funds in its own dedicated client account. Building directors can log into my.revolution and see the online statement showing all transactions. Each building has current and reserve accounts with UK bank deposit protection of £75,000 per account.

7

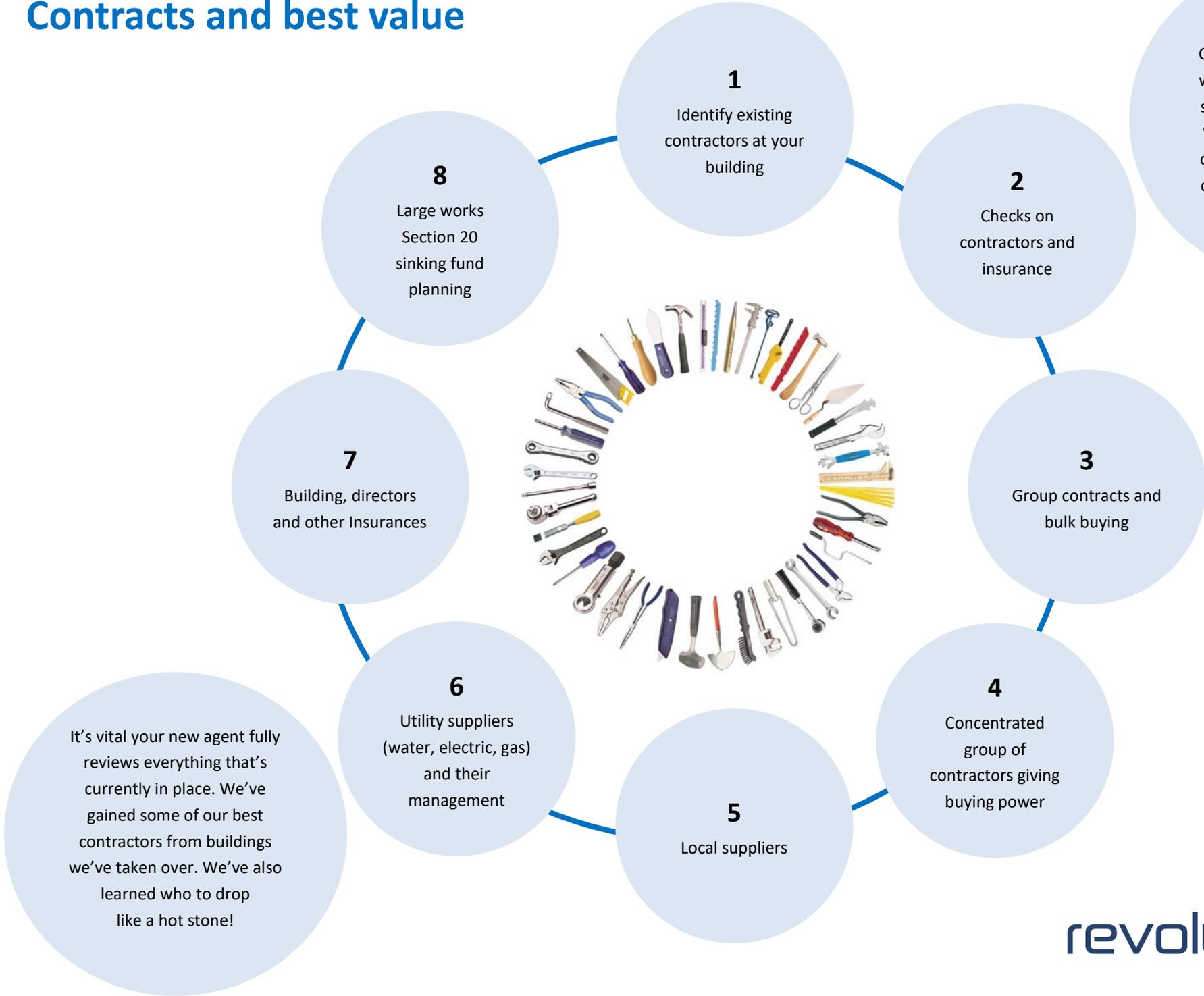
We reconcile your account three times each month (over the years we've come across agents who only reconcile bank accounts every three months). This ensures there are never any errors or unallocated funds. Our tight debt process (see point 1 above) could not function unless we followed this process.

8

Putting you in control, right from day one of the takeover, you set an expenditure limit for items that Revolution cannot exceed. Anything over this requires building directors to have to give authority.

Contracts and best value

Contracts and contractors is where a large chunk of your service charge money goes. With this in mind, the tight control of these people and organisations is imperative.



It's vital your new agent fully reviews everything that's currently in place. We've gained some of our best contractors from buildings we've taken over. We've also learned who to drop like a hot stone!

1

Moving agent doesn't mean we throw the baby out with the bath water. Some of your existing contractors will be good and you'll wish to keep them. Others we'd like to review and change. The process of moving agent allows a fresh look at everything including what you pay contractors.

2

We have a set procedure for contractors to follow to allow them to be appointed to work on behalf of the building. Fundamentally, the first check is their insurance and what it covers. We take references on new contractors and keep continual checks on the existing ones.

3

Managing over 3,000 apartments gives us clout with our suppliers and enables us to achieve great value on contracts. For example, we have a fully inclusive lift contract deal with Schindlers where a parts and labour service contract is £1,200 + VAT per lift. Bulk buying achieves meaningful savings for you.

4

We maintain a core of trusted but regularly reviewed suppliers so that we have good capacity to cover jobs quickly, but still have clout with each contractor due to the levels of orders they receive from us. Good relationships and treatment of contractors is reflected by good service at your building.

5

Fitting in with the theme of point 4, we also like to give as much work as possible to local contractors who really care. Putting money back into the local economy makes sense. If possible, we also try to use smaller (VAT exempt) contractors for items like minor repairs and decoration to save building funds.

6

One of your biggest bills will be the electric supply. If not managed properly the bills could rocket. We monitor every single contract and go direct to market to find you the best possible deal. We issue cancellation notices on the start date so there's no getting caught out on contract end dates. Forward thinking.

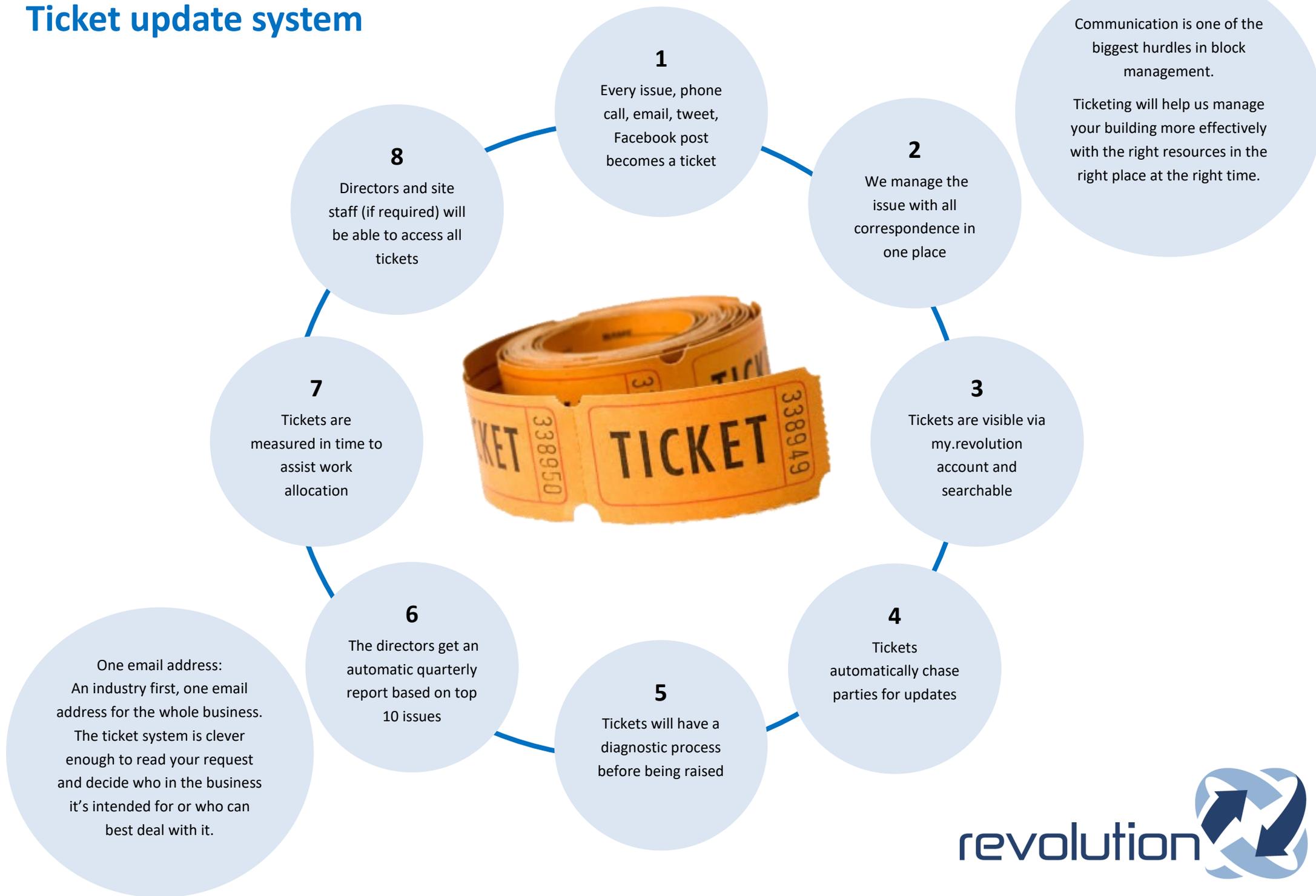
7

Building insurance can be done by the landlord or the building. At Lakeside Rise, we successfully forced the landlord to reduce their insurance cost from £68,000 to £42,000 by threatening to take the case to the tribunal along with our market appraisal of the site. We work hard for you to drive this down.

8

One way to gain best value is to understand what you're going to spend over the coming 5 years and then link this into negotiations with suppliers. The allure of future business helps drive down costs. You also do need a full plan of maintenance (sinking fund) to assess large works and legal consultations.

Ticket update system



1

Everyday communication is changing. People now want to use facebook, twitter and other media to communicate. Our system accepts these channels and then communicates with the resident via this method. It logs the communication against their account for future reference.

2

Are your reports of problems to your current agent disappearing into a black hole? We keep you fully and frequently updated once you've reported a problem. Tickets share all comments with the people attached, so you know the moment a ticket is updated. Communication is key in everything we do.

3

How often have you thought, "I'm sure we've discussed this before?" Well, now you'll be able to search every conversation or interaction you have with Revolution via the ticket section. You'll be given a reference number for each issue and the conversation is kept as a thread. All very effective & transparent.

4

When brainstorming with our frontline staff they said a lot of their work is chasing residents and contractors for updates. Taking this on board, the ticket system will now allow them to set auto chases. If no response, we can choose to auto close the ticket or pass back to the team for further work.

5

Fault diagnosis is really important. It denotes what type of contractor to send. 'I have no water supply' could actually be an appliance failure in the property, or a United Utilities mains burst in the street. Our system prompts you to check with a neighbour to help isolate the fault and keep costs down for everyone.

6

Tickets measure time open, types of problem, who raises them and much, much more. You'll receive a report each quarter on debt, types of tickets raised that quarter, time used, etc, in a top ten format. You'll be able to see the root causes of issues and we'll then discuss how to manage these.

7

For some time now we've wanted to establish benchmarks of how much time it actually takes from beginning to end to resolve given tasks. Tickets enable us to do this, and we'll now be able to produce reports based upon company averages matched to your building.

8

Directors will be able to see all tickets. We will also have an option where (subject to your approval) site staff will be able to log into the same system on site and add notes to tickets, keeping everything in one place.

Switching agent made easier

Seamlessly

Moving agent is a big decision. We have completed this process for every building we manage so we are very good at it. Our "Switching" process has developed from the knowledge gained over the last 10 years.



Banks always encourage people to switch their accounts and offer to do all the work for them. We do the same but we're better at it. Don't worry about any of the process. Our system manages this as a full audit from start to finish.

1

We've taken over 53 buildings from other agents and with each switch we've learnt more and more about the handover process. Off the back of this, we have created our takeover system which is built in to my.revolution. It forces us to do over 490 checks on data provided by the outgoing agent.

2

Normally the change of agent is decided upon by the board. From appointment we then take charge of the external communication process writing to all leaseholders, suppliers and residents. It's imperative to communicate effectively to get everyone on board with the process as quickly as possible.

3

Tenants now make up a substantial portion of people living in most buildings. We want tenants to feel confident in dealing with us and vice versa. We conduct leaflet drops to encourage tenants to engage with us. The more residents we are in contact with the better we can manage the development.

4

As part of the switching process, the outgoing agent should inform all contractors of the change, but not wanting to leave anything to chance we follow this up by getting in touch with all contractors ourselves. This is also an opportunity to build good relationships from day one.

5

Site staff can be employed directly by the building, supplied by contractors or self-employed. These people are so important as they hold the relationships and knowledge that can make such a difference. We ensure they are employment law compliant and happy, safeguarding you and them for the future.

6

Meetings can often help build new relationships and strengthen existing ones. The switch will require meetings small and large. Good communication also helps make meetings more productive.

7

From the moment we are appointed we start the financial integration process. This happens invisibly in the background, as we receive data from the current agent, check it and then load it into our systems. We always push for the highest standards of data from the outgoing agent.

8

There are often longstanding problems that need tackling. These can affect the whole development or an individual. It takes a full 12 months from takeover to iron out all the issues and resolve them. It's really rewarding for all stakeholders to witness the continual improvements through this 12 month period.

Switching agent made easier

Proven success

Ropeworks Manchester



1

Revolution operate an automated debt collection system which produces astonishing collections rates through sheer simplicity. Currently, there is less than 2% of service charge arrears.

2

Service charge has been reduced from that being charged by the last agent. This has been done through reduction in window cleaning costs, building insurance, changing electric suppliers and reduced management fee.

3

Sinking fund is saving for the future. Ropeworks now has a 20 year sinking fund plan fully costed and cash flowed.

4

The building is insured by the Landlord and upon takeover we felt this to be very high compared to other sites. The Landlord disagreed with our position and so we engaged our insurance broker and LMP Law who conducted a review and engaged the Landlord to review their position. The premium came down by £13.5k per year.

5

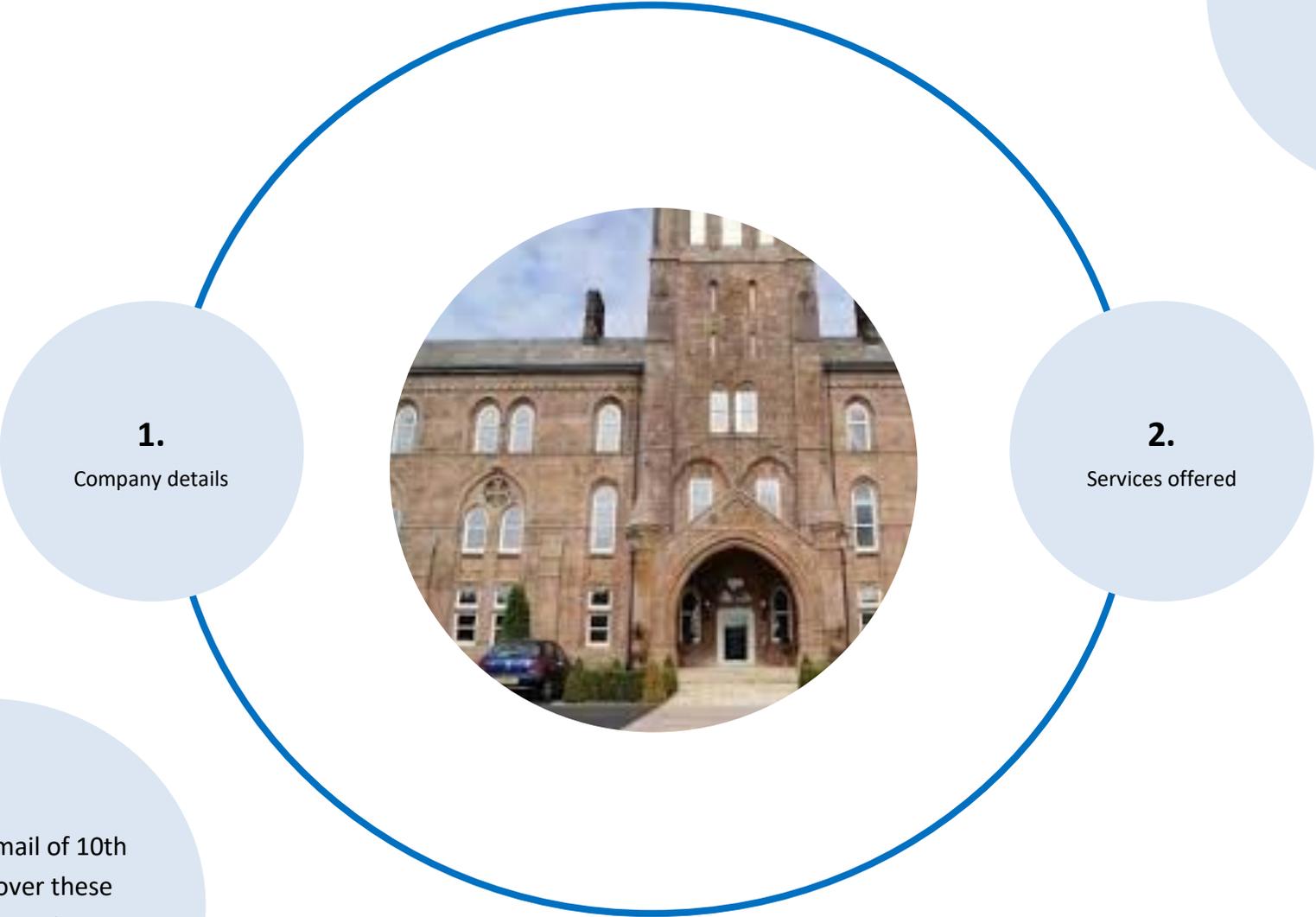
Electricity costs were reduced from £16k to £13 per year by changing supplier.

6

New lighting (LED) throughout car park.
New carpet through the whole building.
New light sensors throughout whole building.

Proven success—Ropeworks

Draft Proposal



As per your email of 10th August we cover these two items on the following page

Company Details

Revolution Property Management Ltd, 384a Deansgate Quay, Deansgate, Manchester, M3 4LA.

Founded in 2006 by Lee Burkitt, Revolution has grown steadily over this period and now manages approximately 50 buildings across the north west. This has allowed us to meet many different people and understand each set of unique issues because we are dealing with people's homes. This means often no two buildings have the same requirements, expectations or desires.

Revolution is ARMA-Q accredited and adheres to all ARMA-Q and RICS regulations in the provision of our services.

Whilst seeing a number of managing agents, you might start to feel that the majority are all presenting the same operating system. This is true. Revolution took a fresh approach and decided to design its own operating system, because nothing that was currently written did what our customers wanted it to do. We have our unique My.Revolution portal, which also contains every bit of communication leaseholders have with us. It is designed around transparency and includes maintenance tables, documents, a help centre, and for the back office it controls the instructions around regular maintenance, through to allowing our operation to run 24/7 so you can always speak with someone who can access our systems.

We know people are key to managing the site, and regular meetings along with setting realistic objectives has to be the collective goal. As the world gets more connected, we embrace any form of easy communication, such as conference calls or video conference calls. There's nothing quite like a person-to-person meeting.

Revolution has grown, in the main, by word of mouth from our existing customer base.

We manage a number of listed buildings, from two churches through to an old hospital. We also manage very new developments and have a broad spectrum of sites. We have a great team with many strengths who are deployed to assist your building manager when things become complex or require additional resource to bring them to conclusion.

Revolution is a modern company embracing modern techniques to bring those to the residential property management market.

Our services:

We do everything that you would expect from a managing agent, such as setting budgets, managing finances, reporting to the board of directors and attending meetings, ensuring regular maintenance at the site (ad hoc and planned), insuring the building if required, and managing and employing your staff if this is a requirement. Clearly, this is a very simplistic summary of what we do.

Where we start to become different from our competitors is our approach to managing and auditing what is done at site. You have kindly provided us with a spreadsheet of activities that happen at site. If you were managed by Revolution, these activities would be planned into the My.Revolution management system. So, as an example, your caretaker has to do a daily walk around the site. You may have a system to track this in place already, but with Revolution, the caretaker would receive an email at 8:00 am to give him his instructions for the day. He then replies back to each of these emails throughout the day, and they are then closed down so that you have an audit trail of every day's activities.

All of the items listed in your "building systems schedule" page would again be managed and audited through our portal. On taking over a site, we have a template of over 550 items we have to check and then record details of service requirements.

Our admin is also very processed. Any expenditure over £500 requires a contract between Revolution, the contractor, and you as the board. All parties sign these electronically before works start. They also set out the project, what's involved, and what will be supplied. This is for future reference and sign off.

Staff wise we don't employ our own maintenance teams. We use local contractors to your building. This means there is complete transparency between Revolution and the contractors who get used at your site. We will handle cleaning and caretaker staff differently to match the building's requirements.

We also plan your next 20 years of maintenance in the sinking fund module. This allows us to start to predict and plan expenditure. As your site is new, you should really do this quickly to ensure no nasty surprises down the road.

Our services are designed to give you the utmost confidence in what is being done. They are designed to be simple for you and to deliver value for money. We are purely a managing agent. We don't pretend to be anything else, and so our focus remains exactly where it should be.

And finally:

The best proof, our Customer satisfaction rating

85%

Overall satisfaction rating

This is an average over the last 12 months. Our system asks customers after they contact us if they were happy with the way we dealt with their issue.

We publish this figure live on our website (search for customers rate service) in our search box. The figure is automatically updated by our my.revolution system.

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