

LANDMARK   
LEASEHOLD ADVISORY SERVICES  
*Veritate et Virtute*



**BLOCKGUARD**



*Veritate*

.....setting new standards in  
Leaseholder Representation

Visit us at [www.landmarklease.com](http://www.landmarklease.com)

# BLOCKGUARD



During the early stages of our business we learned a great deal about how we and our products fit into this sector. Indeed we have won awards for our innovative and unique approach towards legally assisting Leaseholders across England and Wales. Our analytical services have uncovered considerable failings on the part of Freeholders and their Managing Agents and we have had notable success in reclaiming monies and limiting monetary liability on the part of the Residential Leaseholder. Clearly these results are what motivate many of our clients to procure our legal services.

That said we receive a lot of interest from clients who wish to take a more preventative rather than reactive approach. These clients whilst still motivated by value for money tend also to be interested in safety and preventative maintenance. They may also be cautious about the potential risks associated with bringing a legal action against their Freeholder.

As a result we have launched our new **BLOCKGUARD** product designed for groups of Leaseholders who wish to procure a full overview and Health Check of how their estate / block is operating. On the basis of the key surveys undertaken the Leaseholders are then able to engage more closely and on an evidential basis with their Freeholder in the active management of their estate. Of course there is nothing to stop Leaseholders looking at a retrospective claim following on from this process if anomalies uncovered cannot be resolved by engaging with the Freeholder or his Agents. Our general surveying services can also be retained at competitive rates in this regard.

The **BLOCKGUARD** product is unique in that it follows our ethos of providing professional services to Residential Leaseholders at a truly affordable cost. These cost savings come as a direct result of our ability to procure services by volume and at competitive cost combined with phased payments where appropriate. Of course the important fact is that we as a company tie all of these services together to form a coherent assessment of your property's overall health. We also undertake the extensive administration exercise involved with pooling payments from and corresponding with **multiple Leaseholders**.

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## Our services

What We Provide – (Standard Format)

*(The structure and timelines of this product can be tailored to suit requirements)*

### **YEAR 1 - ACCOUNTS & INSURANCE**

**Full analysis of the last issued Certified Service Charge Accounts, including Invoice selection and vetting against multiple value bands by a Chartered Accountant.**

Our Chartered Accountants are fully qualified and have extensive experience in representing Leaseholders. You will be provided with an unrestricted and unedited financial analysis of the Service Charge accounts. This report will highlight any areas of concern or which require further explanation from the Freeholder.

### **Open market Insurance Quotation against Claims History.**

All insurance quotations are provided by FSA (**Financial Services Authority**) regulated brokers who have extensive experience of the Residential Property sector. They will apply best fit product selection rather than blanket policies and in most cases will be in a position to identify policies which would provide the Leaseholders with significant annual savings whilst providing the same or better levels of cover. Where there is an opportunity to change policy provider the policy identified will be openly accessible for purchase..

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## YEAR 2 - SAFETY & STATUTORY COMPLIANCE

### Fire Risk Assessment undertaken by qualified Fire Consultants

Our Fire Consultants are exceptional in their field, they work across multiple property sectors and their experience ranges from residential to commercial, industrial to office and even high risk public sector resources such as schools. You will receive a formal report compliant with statutory legislation, which clearly identifies and grades elements of potential Fire risk within the prescribed communal areas.

### Health and Safety Risk Assessment undertaken by qualified Health and Safety Consultants.

Our Health and Safety Consultants have over 30 years of experience in this industry and are fully Chartered IOSH (Institution of Occupational Safety and Health) Practitioners. You will receive a formal report compliant with statutory legislation, which clearly identifies and grades elements of potential Health and Safety risk within the prescribed communal areas.

## YEAR 3 - CONDITION

### Building Condition Survey undertaken by qualified Building Surveyor

Our building Surveyor will provide you with a fully qualified report detailing the property condition. The report will enable you to understand the likely timelines surrounding items of Major Expenditure and will provide observations as to the general upkeep and maintenance of the property.

### Administration and Access

As well as overseeing the delivery of these services Landmark arranges access to the accounting and insurance records held by the Freeholder or their Agents and if necessary we serve the required statutory notices in this regard. Landmark also arranges access to the property as well as any appropriate records held by the Freeholder or their agents.

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## Why you should consider BLOCKGUARD

Landmark specialise in representing the interests of Leaseholders. The reports generated are fully independent and are issued unedited to the Leaseholders, accordingly you know that what we are telling you has not been amended or trimmed to hide the true facts. We have nothing to hide as the property management liabilities do not rest with us.

### Groups of Leaseholders

This product gives you an understanding of both your current and future financial commitments in respect of your property. From an accounting perspective both the Accountant's and the Building Surveyor's reports will help you identify your annual outgoings whilst also providing you with evidence to anticipate and save for future costs such as items of major expenditure. Ultimately you will also have the peace of mind that your property is safe for occupation by you and your family and importantly, what if anything needs to be done to resolve problems in this regard.

### Buy To Let Landlords (Leasehold)

This product gives you an understanding of both your current and future financial commitments in respect of your investment. From an accounting perspective both the Accountants and the Building Surveyors reports will help you evaluate the performance of your investment whilst also providing you with evidence to anticipate and save for future costs such as items of major expenditure. You will also have the peace of mind that your property is safe for occupation by tenants which can also prove to be a useful marketing tool when seeking to place new tenants.

### Right to Manage Companies

As the Director of a Right To Manage Company you are already aware that you have multiple statutory liabilities and compliance issues in respect of the management of your property. BLOCKGUARD as a product provides a thorough analysis of those key items of concern; Safety, Financial performance and Building condition, also the three key areas of potential dispute.

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## Managing Agents / Freeholders

Criticism of Managing Agents is not uncommon and the media is increasingly active in its scrutiny of this unregulated sector. One of the main criticisms we hear from Leaseholders is that the Managing Agent / Freeholder does not share information and that money appears often to disappear without explanation.

We appreciate that our services are often seen by Managing Agents as potentially dangerous to their business however we believe that if proactively engaged by the more progressive Managing Agents, this product assists in growing a strong and transparent relationship with Leaseholders. The services contained within the **BLOCKGUARD** product are also those that any Managing Agent / Freeholder must engage in order to meet statutory obligations, compliance and good practice. **BLOCKGUARD** as a product provides a thorough analysis of those key items of concern; Safety, Financial performance and Building condition, also the three key areas of potential dispute.

- I** Our services are fully recoverable from the Service Charge of any property.
- II** If the Leaseholders have been successful in replacing the last Managing Agent or the Freeholder has chosen to end the former contract then in most cases there will have been management problems and there will undoubtedly be bridges to build with the residents.
- III** If you are taking over the management of a new property then let us assist you in moving the management forward based on facts and evidence.
- IV** The reports which are produced are very useful tools for the active management of property and can assist a Managing Agent in gaining further credibility with both the Freeholder and the wider sector.
- V** If a managing agent is progressive enough to procure open audit services such as **BLOCKGUARD** then they are certainly capable of resolving disputes with their Leaseholders. Should the **BLOCKGUARD** surveys uncover any discrepancies then Landmark have a policy of engagement over action.

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## What does BLOCKGUARD Cost?

This product is designed for Group procurement by Leaseholders or on a Group policy basis by Managing Agents / Freeholders on behalf of the Leaseholders.

This product is unique and we are confident that our prices are openly competitive. We strive to provide Leaseholders with value for money and access to only the best professional services available.

The below pricing structure is based on our standard 3 year contract model and demonstrates one of the three annual sums payable. This model provides for three separate and equal annual payments

No of Flats	Cost Per Flat
<b>Below 25</b>	Price on Application
<b>25 to 50</b>	£100.00
<b>50 to 100</b>	£90.00
<b>100 to 150</b>	£80.00
<b>Over 150</b>	£70.00

Prices quoted are exclusive of VAT which is chargeable at the standard rate.

**Examples of property to which this product may apply are as follows:**

- Private Residential Developments
- Right to Buy – (Former Council Property)
- Assisted Living Developments
- Retirement Living Developments
- Park Homes
- Mobile Home parks
- Chalet developments

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## Our company values are simple

### Our Company

At Landmark we specialise in providing first rate services to the Residential Leaseholders of England and Wales. We are unique in that we represent Leaseholders and Leaseholders alone.

We are the first and only company to provide Leaseholders with a one stop, competent product base which provides the Leaseholder with every right and protection afforded to them by law.

### Honesty and Integrity

Honesty regarding likely outcomes of Legal processes and the integrity to charge our clients fair fees. Only by serving our clients a superior service at a reasonable cost can we encourage further client loyalty.

### Truthfulness


At all times and in all circumstances the company must remain above reproach both legally and in moral business practice. The best deal for our clients is of paramount importance and we will accept nothing less.

### Courage

We serve our clients with the courage to maintain the above core values in the face of criticism, temptation or approach. Only when malpractice and poor execution are removed from this sector will Leaseholders realise a fairer balance in the ownership and asset values of their property.

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