

OUR VALUES

The Clear Building Management team is guided by three core principles

QUALITY

Providing a quality service is what drives the team at Clear Building Management and we know that quality property management starts with excellent communication.

We use market leading technology to provide our customers with 24/7 access to all information relevant to their development, from the latest financial accounts, maintenance reports and schedules, to upcoming social events or local information. Our online systems keep our customers informed and involved.

We don't just stop at online access, at Clear Building Management we prefer a personal approach. Each of the developments we manage have a dedicated appointed Manager who will care for your development as if it were their own. Not only will they oversee the day-to-day management, they will become part of your community, working with your best interests at the heart of all they do.

VALUE

We believe that complete transparency, communication and value for money are key to the service that Clear Building Management provides. Through our open and transparent accounting and reporting, we provide efficient, cost-effective management services that deliver excellent value for money.

We maximise our local knowledge, supported by our national expertise, to provide bespoke residential development management services that work for you, finding appropriate solutions to control costs in the short, mid and long term.

TRANSPARENCY

Building trust and developing honest relationships with our customers is our number one priority and we believe these are achieved through complete transparency of our operations.

Through our online portal, you have 24/7 access to all your account and building information including all maintenance items, invoices, quotes and financial forecasting.

We use approved, independent local contractors and specialist tradesmen, selected on value for money and quality of service.

We do not accept rebates or commission from contractors as we believe it is a clear conflict of interest for an agent to earn by spending your money. With our approach, leaseholders can see exactly what is being paid and be confident that no one is taking a slice of their pie.

WELCOME TO CLEAR BUILDING MANAGEMENT



WE DON'T
JUST SAY IT,
WE DO IT.

**If you are looking for a fresh approach
to property management, you are in
the right place.**

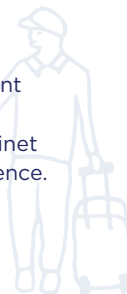
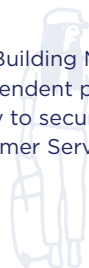
Clear Building Management is a resident-led managing agent formed by qualified and experienced block management professionals, who recognised that there is a better and more inclusive way to manage residential buildings and apartment blocks: a way that embodies the Clear Building Management values of Quality, Value and Transparency.

From our open and transparent service charge accounting and reporting, through to dedicated managers and a 24/7 portal, the Clear Building Management approach to property management delivers exceptional standards of customer satisfaction and total peace of mind.

**CUSTOMER
SERVICE
EXCELLENCE**



In August 2016, Clear Building Management became the first independent property management company to secure the Cabinet Office award for Customer Service Excellence.



FINANCIAL TRANSPARENCY AND ALL-INCLUSIVE PRICING

Robust financial planning and accounting transparency is vital to providing a quality property management service.

At Clear Building Management we work in collaboration with directors and leaseholders to agree the service charge budget, ensuring that the client retains sign off and control on expenditure. Our transparent accounting gives you confidence that we are achieving best value for your investment, and our tight financial controls provide you with cost-effective block management solutions that keep your service charges affordable.

Leaseholders are invoiced as per the lease but are offered a fixed monthly payment plan allowing them to budget throughout the year, all funds collected are held in a client specific, dedicated, ring-fenced trust bank account. The fee includes: the service charge, the management fee and all other administration costs. There are no extra charges for work such as choosing contractors or paying by monthly direct debit.

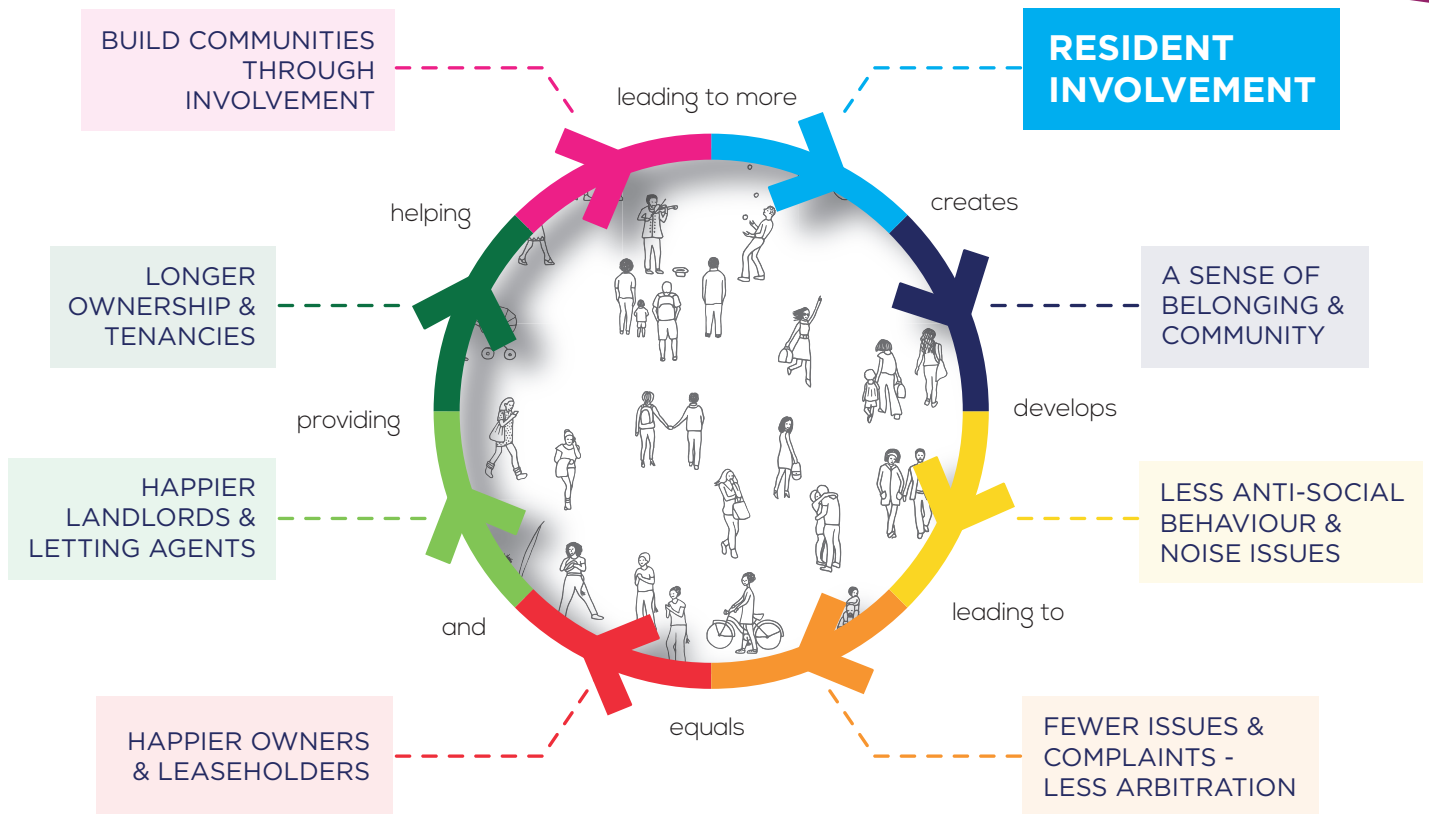
As a matter of policy Clear Building Management do not accept rebates or over-riders from contractors - we believe it is a clear conflict of interest for an agent to earn by spending your money.

With our approach, leaseholders can see exactly what is being paid and be confident that no one is taking a slice of their pie.



OUR APPROACH

Our practical approach to property management builds communities and delivers customer satisfaction.

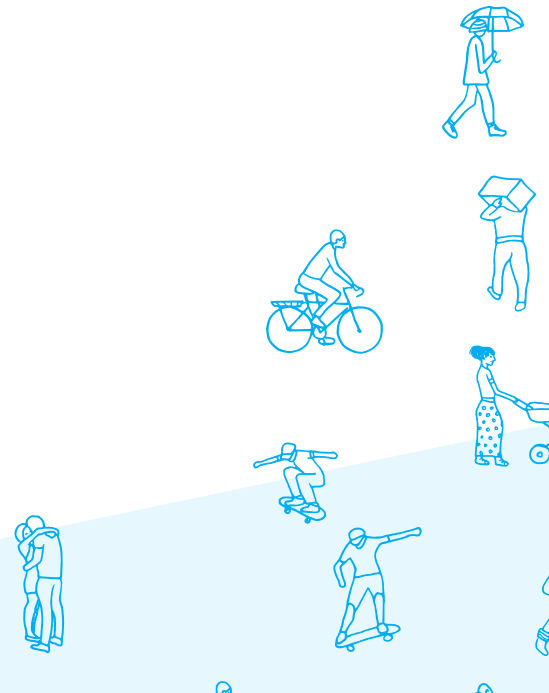


LEASEHOLDERS: THOSE WHO PAY SHOULD HAVE THE SAY

At Clear Building Management we understand that, as a leaseholder, you rightly expect a transparent, quality and value driven property management service from your managing agent.

Being a leaseholder in a residential block development can be very different to owning a freehold property. With freehold you have sole responsibility and control over all aspects of the upkeep of your home. As a leaseholder in a residential block the responsibility and control over many aspects of the upkeep of your development are shared between you and the other leaseholders within the block.

As a leaseholder who is making a financial contribution to the upkeep of the block you are entitled to a say in the way your development is run and how your service charge monies are spent. With busy lives it can sometimes be a challenge to ensure that your voice is heard and that you receive the level of service that you expect from your managing agent.



RMC DIRECTORS: YOU DECIDE - WE DO

At Clear Building Management we understand the pressures faced by RMC directors.

We recognise that many of you work hard on behalf of your fellow leaseholders and that you need a property management company you can trust.

We work with our RMC director customers to build lasting partnerships based on open communication, transparency of our operations and cost-effective property management.

We provide a total building management service, bespoke to your development's needs and priorities, that allows you to step back from the day-to-day management whilst remaining confident that your home - and those of your fellow leaseholders and tenants - are in safe hands.

Using our market leading technology, we involve all residents so that informed decisions can be made. With 24/7 online access, you can check on maintenance issues or review the latest accounting information.

Each of our developments also has a dedicated manager. We understand that our people are our most important asset and our team members are selected not only on their experience and ability, but also on their belief in putting the customer first.



A TRUSTED PARTNER DELIVERING A TOTAL BUILDING MANAGEMENT SERVICE

We invest in personal development and on-going training to ensure our high standards of customer satisfaction and continuous improvement are being delivered. Our team is empowered to make sensible decisions locally providing quick response times to your needs and with our 24/7, 365 days a year emergency support, the Clear Building Management team is always there for you.



RIGHT TO MANAGE

Right to Manage enables you to gain control of the management of your development, saving money, improving overall service and putting you back in control of your investment.

Our property management specialists have helped hundreds of leaseholders to gain control of their blocks and secure the Right to Manage their blocks and provide ongoing support to help deliver and maintain strong communities and well managed buildings.

We provide independent advice as part of our Right to Manage service, giving you and your neighbours peace of mind that Right to Manage is right for you and your development before you proceed.

Clear Building Management can help you to understand:

- If your development qualifies for Right to Manage, and alternative proposals if it doesn't.
- What support you need and how to obtain it.
- The roles and responsibilities you will acquire under company law.
- The responsibilities under Landlord and Tenant legislation.
- An assessment of your objectives and practical advice if another route or method could achieve your goals.

We will make sure that your Right to Manage company has the right structure and support to operate effectively and that you have all the guidance, advice and information necessary to allow you to make informed decisions. We can do the work based on appointment when the RTM is successful, meaning that leaseholders will only need to pay disbursements and risk is minimised.



CHANGING MANAGING AGENT

Leaseholders and RMC directors are often lead to believe that changing the managing agent is a difficult, complex and time consuming task.

Fortunately, this isn't the case when you appoint Clear Building Management - we are experienced at bringing properties on board in a timely and seamless fashion with no interruptions to service, and we can take over at any point in the year.

We handle all communications (including the difficult conversations!) with your outgoing managing agent. We ensure all existing balances, credits, invoices, outstanding maintenance issues and so forth are handed over and we can "switch you on" quickly and smoothly.

Sometimes, the thought of losing a good caretaker or concierge can be a barrier to changing managing agent. If you decide to change managing agent, we make sure you can keep your valued site staff - no one need lose their job because of the switch.

We have experience of sensitively transferring staff via TUPE, whilst ensuring the needs of the staff members, the development, the company and the leaseholders are met both during and after the transition period.

Whether you, an existing agent or a contractor provides your site team, we can look after concierges and reception staff, caretakers, housekeepers and cleaners using our market leading managed staffing arrangement.

Equally, where you have a loyal longstanding supplier, we will respect that relationship. We will of course always review existing contracts including insurance, utilities and so forth to ensure they offer value for money.

For first-hand advice and insights into the experience of changing managing agent, we would be happy to put you in touch with other directors who have been through the process.



WHY CLEAR BUILDING MANAGEMENT?

Clear Building Management is a managing agent with a difference.

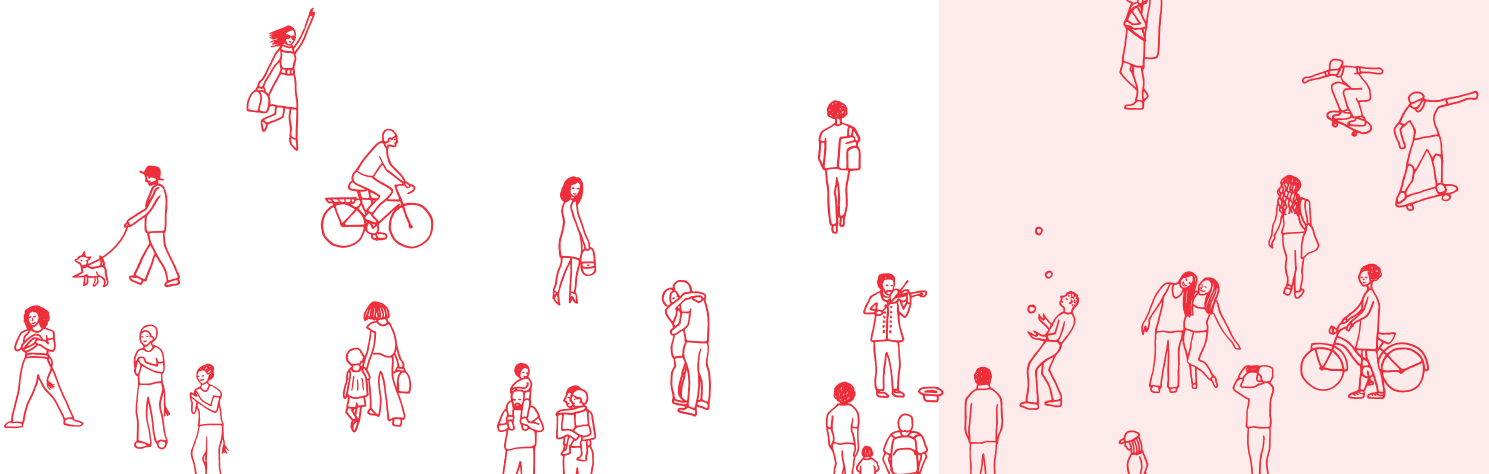
From our approach to building communities through to providing total financial transparency, Clear is the choice for leaseholders and RMC directors who seek a more inclusive and supportive solution to their property management requirements.

Why choose Clear Building Management to manage your block?

- A quality property management service
- Complete financial transparency
- Nationwide coverage, with well-trained and informed staff
- Guaranteed customer satisfaction – we were the first managing agent to hold the Customer Service Excellence Award
- Value for money and common-sense cost savings for all residents
- Right to manage expertise
- We are directly appointed by leaseholders, with no freeholder conflict
- We listen to our customers and deliver on our promises. We don't just say, we do

Our residential property management services include:

- Arranging and monitoring the provision of services
- Setting budgets
- Arranging insurance and administering claims
- Regularly meeting on site with residents and contractors
- Attendance at AGMs, EGMs and Directors' Meetings
- Ensuring compliance with health & safety legislation
- Ensuring compliance with company legislation, including filing of accounts and Annual Returns
- Dealing with day-to-day queries from leaseholders and handling solicitors' enquiries on sales
- Accounting and credit control
- Emergency support, 24 hours a day, 365 days per year
- Support through the Right to Manage process



Accreditations and affiliations

We were the first Managing Agent to have been awarded the Customer Service Excellence standard by the Cabinet Office, to evidence our commitment to putting customers at the centre of everything we do. Additionally, to ensure quality, all Clear Building Management staff must be already accredited or working towards accreditation by the Institute of Residential Property Managers.

As a company, we are fully accredited members of ARMA, accredited by the Leasehold Knowledge Partnership, and regulated by RICS.





Clear Building Management

QUALITY | VALUE | TRANSPARENCY

CONTACT US

Clear Building Management Limited, Peter House, Oxford Street, Manchester, M1 5AN

T: 0333 344 4996

E: info@clearbm.com

W: clearbuildingmanagement.com

 [clearbm](https://twitter.com/clearbm)

 [clearbuildingmanagement](https://www.facebook.com/clearbuildingmanagement)