

NEXT LEVEL MANAGEMENT



SUPPORTING YOUR MANAGEMENT NEEDS

# THE LEVELS APPROACH

We provide property management services to residential and commercial clients throughout the UK. Our goal is simple: to become the UK's leading property management company, recognised for our customer-centric approach and unmatched service offering.

Our team possesses extensive experience across the sector, managing everything from minor repairs to £10 million refurbishment projects. As we look after an expanding and diverse portfolio, we remain committed to a clear and transparent service for every client, regardless of the size or style of the development. Our expertise encompasses residential apartment blocks, housing estates, and ground rent collection facilities.

While many competitors rely on outdated service models, Levels Property Management is committed to a modern approach. We implement the latest technologies and interaction systems for every property we manage. By leveraging advancements in automation and digital efficiency, we streamline administrative tasks, giving your Property Manager more time to focus on the hands-on, day-to-day management of your development.

## INTEGRITY • INFORMATION • INNOVATION

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### INTEGRITY

A clear, transparent service offering and pricing structure, delivered by professionals

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### INFORMATION

Clear and consistent communication delivered efficiently and effectively

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### INNOVATION

Leveraging industry leading technology, delivered directly to you and your property

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# OUR COMMITMENT

With our refreshing approach to property management, alongside our core values of **"Integrity, Information and Innovation"**, we are committed to 3 key deliverables.



## BUILDING COMMUNITIES

Our bespoke **MyLevels** portal and app provides 24/7 access to vital information. Residents can easily track maintenance requests, receive building updates, and stay up to date with service charge accounts via a dedicated finance module.



## MANAGING RISK

From routine maintenance to statutory fire safety, our team is fully trained and experienced in all aspects of building safety and compliance. We are supported in this by some of the industry's leading safety and compliance partners.



## RETURN ON INVESTMENT

We believe that a premier property management company should increase the value of your building far in excess of its annual fee. We work tirelessly to introduce amenities and enhancements that provide tangible added value for both owners and residents.

# OUR SERVICES

Our decades of property management experience have enabled us to build what we believe to be the premier property management package in the UK.

Your dedicated Property Manager conducts regular site visits and comprehensive health and safety inspections. Between visits, they remain easily contactable via phone or the MyLevels portal and are always ready to assist. Following each inspection, Directors receive a digital report highlighting any areas of concern, ensuring that maintenance issues are identified and rectified swiftly. We believe that transparent communication is vital, a standard we uphold through our dedicated portal.

The industry-leading MyLevels app and portal are accessible 24/7 via computer or mobile device. This provides real-time financial reporting alongside an intuitive maintenance system. Additionally, Directors of your Residential Management Company benefit from enhanced privileges, allowing them to monitor arrears and approve budgets and invoices directly.

Furthermore, our in-house legal team manages complex matters without the added expense of external solicitors. We offer specialised expertise in areas such as the Cladding Safety Scheme, as well as First-Tier and Upper Tribunal representation. For total peace of mind, we are available for emergencies 24/7, 365 days a year.

Our accounts, compliance, and customer service teams are always within reach and happy to help.



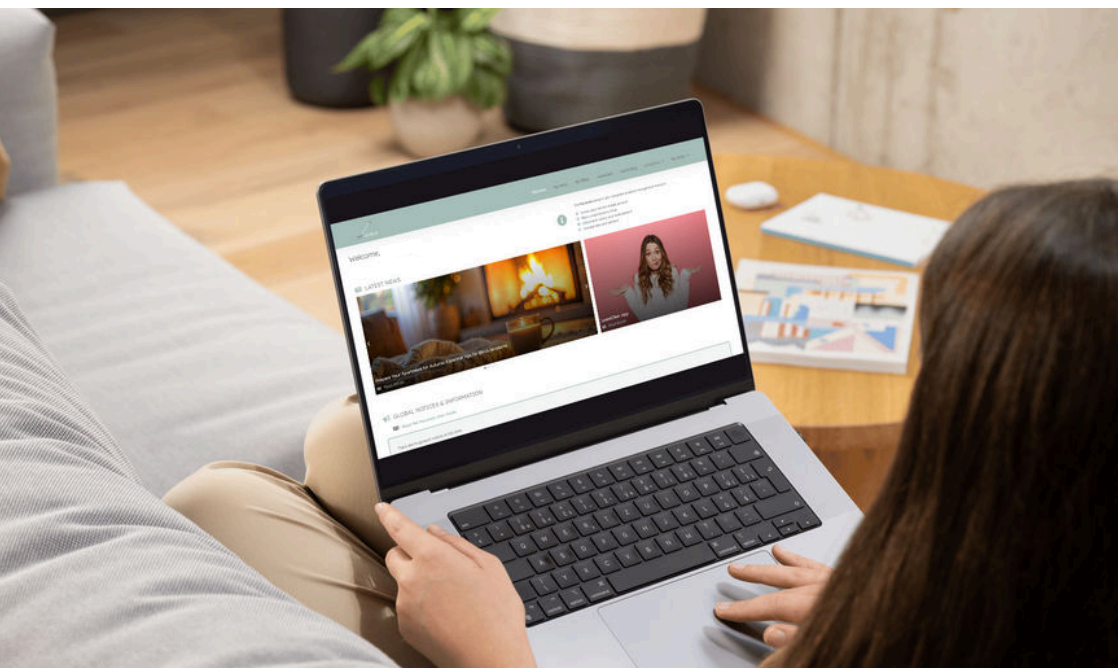
## BLOCK MANAGEMENT

We manage residential blocks of all sizes, ensuring each receives the same personal and professional service regardless of its scale or complexity. The majority of our portfolio is managed on behalf of Resident Management Companies (RMCs), Right to Manage (RTM) companies, developers, and freeholders.



## ESTATE MANAGEMENT

Managing housing estates, both large and small, requires a distinct approach compared to residential block management. We are experienced in every facet of estate management, including the administration of estate rent charges and the maintenance of complex shared services, such as pumping stations, private refuse collection, LPG systems, and wastewater tanks.







# DECODING THE JARGON

## Your Lease, Made Easy

# LeaseClear

We are revolutionising the residential sector by transforming dense, bewildering leases into accessible insights through our **LeaseClear** app. By prioritising transparency, we provide a tool that strips away complex legal jargon, empowering you to fully understand your lease. We believe lease analysis should be simple, accessible, and affordable.

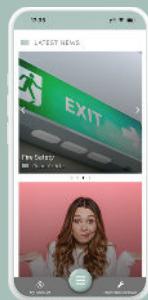
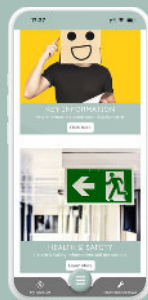
- ✓ Executive Summary
- ✓ 15 Comprehensive Analysis Sections
- ✓ Terminology Explainer
- ✓ Search Function
- ✓ PDF Export

[leaseclear.levelspropertymanagement.co.uk](https://leaseclear.levelspropertymanagement.co.uk)





## Where technology meets bricks and mortar



We believe that technology should enhance the communal living experience. At Levels Property Management, we provide our cutting-edge **MyLevels** portal and app, offering 24/7 access across all your devices. This aligns with our core values of transparency and accessibility, ensuring you remain connected with us and your property at all times.

## THE HIGHLIGHTS

### INTEGRITY | Hassle-Free Convenience

1

- Instant access to your service charge account
- Quick and easy maintenance and repairs requests
- Request meter readings
- Direct contact with your Property Manager

### INFORMATION | Updates at Your Fingertips

2

- Key document library
- Property wide updates via newsfeed
- Notifications directly to your inbox
- SMS text message notifications

### INNOVATION | Engage and Explore

3

- Community updates
- Local amenities and offers
- Handy links eg. local authority
- 3D building scans



Download  
the App





## FREQUENTLY ASKED QUESTIONS

### WHY EMPLOY A MANAGING AGENT?



Without the expertise of a professional agent, it is easy to fall foul of the stringent regulations surrounding fire safety, building construction, and financial compliance. We are on hand to guide you through every stage, ensuring you avoid legal complications inherent in the property management sector.

### WHAT EXPERIENCE DO YOU HAVE?



Our Property Managers are members of The Property Institute (TPI) and engage in continuous professional development, supported by regular in-house training covering a broad range of disciplines, including fire safety, statutory compliance, service charge accounting best practice, and customer service skills – alongside many other facets of effective property management.



## WHAT ARE YOUR FEES?



We would be delighted to provide a fixed-fee proposal for the management of your development. We regularly review our fees to ensure they remain competitive, whilst maintaining the highest standard of customer-centric property management services. We provide tenders for developments of all sizes and complexity.

## IS OUR MONEY SAFE WITH YOU?



Every property we manage has its own dedicated client bank account with our banking partner, Barclays. Funds held in these designated accounts are strictly ring-fenced and insured, providing our clients with complete peace of mind. Designated reserve accounts are also set up under these same secure arrangements.

## HOW DO YOU HANDLE ARREARS?



We understand how important finances are to managed developments. We have strict credit control procedures in place for every property that we manage, and possess extensive experience in both residential and commercial debt recovery. Our approach is tailored to each individual property aligning with client requirements.

## DO YOU TAKE ON "PROBLEM SITES"?



Our team comprises highly skilled professionals with extensive collective experience within the property management sector. There is very little we have not encountered; you can rest assured that, however complex your requirements may seem, we possess the expertise and resources to provide an effective solution.

## HOW QUICKLY CAN YOU TAKE OVER?



This usually depends on how promptly your current managing agent provides the necessary handover documentation. We manage this process with the outgoing agent on your behalf to ensure a seamless transfer. Our efficient systems have previously enabled us to complete handovers in as little as one week.

## WHAT INFORMATION CAN WE ACCESS?



The MyLevels portal is accessible across all your devices, allowing you to view your statements, bills, and annual budgets, as well as year-end accounts and contractor invoices. You can also explore a suite of other essential features, while automated notifications ensure that key updates are delivered directly to your phone and inbox.

## DO YOU UPLIFT CONTRACTOR INVOICES?



No. To maintain our commitment to transparency, we do not apply uplifts to contractor invoices. Aligning with our core values, we operate with complete openness and we provide copies of any invoices upon request. While many agents rely on hidden charges, we pride ourselves on a clear and ethical fee structure that sets us apart.

## HOW CAN WE MOVE TO YOU?



You can reach our team on **0330 520 1336** or by emailing **[info@levelspropertymanagement.co.uk](mailto:info@levelspropertymanagement.co.uk)**.

Alternatively, please feel free to complete our online enquiry form. We would be delighted to discuss your specific requirements and help determine the best approach for your property management needs.



## ARE YOU EASY TO CONTACT?

Yes. Our team is committed to providing continuous assistance. Our Property Managers and support staff are on hand during business hours. We also provide 24/7 peace of mind through a dedicated out-of-hours partner, easily reached via the MyLevels portal.



### **MyLevels Portal & App**

24/7, 365 days a year



**0330 520 1336**

Monday – Friday, 9am – 5pm



**[info@levelspropertymanagement.co.uk](mailto:info@levelspropertymanagement.co.uk)**

Monday – Friday, 9am – 5pm



LEVELS

0330 520 1336 | [INFO@LEVELSPROPERTYMANAGEMENT.CO.UK](mailto:INFO@LEVELSPROPERTYMANAGEMENT.CO.UK)

[WWW.LEVELSPROPERTYMANAGEMENT.CO.UK](http://WWW.LEVELSPROPERTYMANAGEMENT.CO.UK)