



— FORTNAM —  
SMITH & BANWELL

Block Management



# Why FSB for Block Management?

Fortnam Smith & Banwell (FSB) is an independent estate agent which has been serving local communities in West Dorset and East Devon since the 1980's.

FSB has evolved and grown significantly over the years whilst still maintaining traditional values amongst our professionals. FSB offer expert local property knowledge alongside first class trusted relationships with both clients and local contractors.

We now have offices in Seaton, Lyme Regis, Charmouth and Beer, with our lettings, commercial and block management team based in Seaton.

# Local & Trusted Block Management:

At FSB, we believe that a local, face-to-face, responsive service differentiates us from our competitors.

We are dedicated, experienced property managers who have been working within local block management for several years.

This enables us to provide a first class, face-to-face service to our clients, specialising in local blocks so we can be on site whenever needed. We aim to work with local contractors whenever possible and pride ourselves on building trusted relationships with our clients, blocks and local contacts.



# A Personal & Tailored Approach

We offer a comprehensive and bespoke block management service with a tailored solution to meet each of our client's specific needs, and price accordingly.

Our scale, location and skillset mean we are fully flexible and totally accountable. We have a thorough understanding and knowledge of statutory requirements and responsibilities of Boards of Directors and block management companies and will support you in meeting these obligations in a timely and efficient manner.

Whether you are considering using a block management company for the first time or are considering changing your block management provider, we would welcome meeting with you to discuss your needs and requirements with no obligation.

Our Block management service includes;

- Attending meetings including your AGM relating to the budget/forecast/property maintenance plan for the year, for your property.
- Invoicing and collecting service charges, fees, levies for each flat.
- Issuing Section 20 Notices - we will obtain a minimum of 2 quotes for any qualifying major works and enable a consultation period to occur, which is transparent and reasonable. We expect a contractor to be employed at the end of this period.
- Obtaining quotes from contractors for maintenance/ repair works to communal areas. We will arrange to meet contractors on site when necessary.
- Preparing financial records of income and expenditure and passing to your accountant for the preparation of the annual statement of account and filing with Company's House.
- Receiving payments.
- Paying contractors from the property's accounts.
- Regular property inspections and site visits to check fire alarms, monitor progress of contractors, read meters etc.
- Being first contact should there be a problem/query within the communal area.
- During the designated winter period, determined by the insurance policy, we will access, with permission, every flat, every two weeks to check for water leaks and security.
- Inspecting communal areas, report to Chairman any issues raised at inspection.
- We hold in our office: Insurance documents – a reminder will be given when the insurance is due, fire risk assessment, floor plan of the building, copy of the freehold and leases.

# Testimonials

“I have worked with the block management team at FSB and found them to be very professional and easy to work with. Nothing is too much trouble for them.”

Richard Kiernan

“FSB have provided a comprehensive and excellent management service for 3 years to our block of 12 flats in Seaton. They provide professional and impartial advice to our owners management company, using their local contacts to obtain quotes and oversee maintenance works. They also ensure we comply with the latest legislation.”

Hala Hall

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6 Harbour Road, Seaton, Devon, EX12 2LS

T: 01297 21120 E: [blockmanagementfsb@outlook.com](mailto:blockmanagementfsb@outlook.com)

[www.fsb4homes.com](http://www.fsb4homes.com)