



Management made **simple.**





Contents

Introduction

Page 4

Our Glide Services - Block Management

Page 6

Our Glide Services - Estate Management

Page 8

Our Glide Services - Tailored Service for All

Page 10

Sustainable Living

Page 12

Our People

Page 14

A local, transparent and supportive property management service.

We're Glide, a new type of property management partner, here to ensure your residential block management is stress-free, whether you're a leaseholder or a block owner.

We take pride in being **transparent, supportive** and **knowledgeable** – those fundamental values are how we operate every day.

Managing people's homes and money is a trusted role, one we take seriously and, more importantly, undertake with care and passion.

As part of the Leaders Romans Group, we cover every corner of the UK with our group of brands, but that doesn't mean we're a faceless agency with a different contact every time you reach out. In fact, it's precisely the opposite; we're friendly, helpful and, most importantly, we know your home inside out, just like you do.

LEADERS
ROMANS
GROUP



Management made **simple.**



Our approach is simple; we work with you to provide the services you need in the way you want them – we call it a bespoke approach. So whether that's a large and complex block with many facilities, a smaller, more intimate block or a multi-building estate, our expertise and knowledge cover them all.

The way we work is collaborative, and we pride ourselves on striving for excellent communication, which we believe is the foundation for every successful relationship. So whether your investment is your home, a portfolio of rental properties or the freeholder of your Block, we'll work with each of you in the way you need us to.

Our Glide Services

Block Management

We work with Leaseholders, Management Companies for residential blocks and Freeholders to ensure your interests are well protected; ultimately, we're here to ensure your environment is safe and healthy.

Every block management plan we create is designed to be tailored to your space and your needs – there's no template approach here.

Our experienced team will cover every element of management, including:

- Ensuring you have the correct insurance
- Mitigating any potential fire risks
- Protecting your return on investment
- Complying with all relevant health and safety legislation for plant and fire panels
- Managing the external spaces of your block, including landscaping and gutter maintenance
- Making sure the aesthetics of your space are clean and modern

Our goal is to remove any risk to you and ensure your building is managed efficiently and correctly.

We're only successful if you are, so we pour all our energy and passion into ensuring you're happy and your building looks as it should.





Efficient Ways Of Working

Our online portal is a self-serve area where you can find everything you need, from account information, invoices, and insurance documentation to risk assessments. Our easy-to-use system means you have everything at your fingertips, and of course, we're always at the end of the phone should you need us.



Considering a planned maintenance project?

Excellent, we're here to help you create an efficient project plan that delivers everything you need. We'll work with you to finesse the finer details on specific areas, covering anything from roofs, water tanks and exterior wall surveys to lifts or the lifecycle of mechanical systems and decorating plans. We'll also look at insurance re-valuation, keeping your insurance premiums as low as possible.



“Our team has experts who have an unparalleled understanding of the legislation associated with residential property, which means you don’t have to.”

Management of space comes in all shapes and sizes, from affordable home estates, new build estates to private estates. Each has a varying level of maintenance requirements, types of building and, therefore, individual needs.

Glide can and do manage all aspects of your estate, including private roads and parks. Our team has experts who have an unparalleled understanding of the legislation associated with residential property, which means you don’t have to. You can be safe knowing we’ll ensure your space is managed efficiently.

We approach all of our management plans on individual needs, which means you only pay for what you need. Creating a financial model for the future means no unexpected costs for any asset replacement and cyclical refurbishment.

These are some of the elements your management plan might contain:

- Regular site visits by our local team
- Preparing budgets and long-term financial plans
- Collection and management of funds
- Supervision of maintenance contracts
- Arrangement of repairs and building works
- Preparing life cycle maintenance plans, e.g. road replacement
- Project management
- Positive communication with all stakeholders
- Arranging and attending Committee or General Meetings
- Company Secretarial Services
- Maintaining and preparing Accounts
- Preparing client reports
- Arranging insurance, including handling claims



Private Roads

Private roads are classified under both Freehold and Private Roadway legislation, and both have nuances which need to be managed skillfully, which is where we come in. We'll work with you to ensure your management plan is tailored to include everything you need.

Developing and implementing best practice guidelines is one of the most essential parts of any management plan. These sets of guidelines are integral to any new building development. In addition, the relationship between residents and developers is crucial to the long-term success of the space. This is why we consistently implement a code of conduct and help ensure the communication between both is positive; it makes for a happy, stress-free co-existence.

If your space has been in situ for a while, we may need to consider various maintenance projects, such as major road refurbishments, access control upgrades or tree and verge maintenance. Glide can undertake regular inspections to ensure all of these are managed proactively to minimise any risk to those who live there.

Tailored Service for All

We work with all sizes of businesses, from smaller single-block entities to leaseholders with several blocks in many locations.

Most importantly we believe in communication how you need it. You want to be updated on how your blocks perform, not slowed down by the detail.

Every quarter we'll compile a report detailing where we are on Key Performance Indicators (KPIs), the volume of contact we've had with you, our speed of response and analysis of any key trends. Keeping you up to speed in a simple but efficient way.



“We have a wealth of experience managing blocks which promote lifestyles including in house gyms, saunas, swimming pools, communal terraces and shared commercial space”



Have a different type of space?

The build-to-rent space is a rapidly growing sector with many elements unique to each block. We have a wealth of experience managing blocks which promote lifestyles including in house gyms, saunas, swimming pools, communal terraces and shared commercial space. So if you have a unique facility, our tailored bespoke management approach covers you and your residents. We'll also help you to set reasonable and realistic service charges.

Resident satisfaction is absolutely key to a successful build-to-rent block, which is why our communication is second to none. Keeping everyone happy is what we're good at.

Sustainable Living

From electric vehicle charging to solar panels and everything in between, sustainability will be a crucial focus for the UK in the coming years. The UK government aims to reduce carbon emissions to net zero by 2050.

From a block management perspective, it's important to get the balance right between sustainability, equity and the economy; luckily, Glide has lots of experience in supporting you in finding the right solutions for your Block.



Healthy and Thriving Buildings

The word sustainable has many meanings; we see it as a way of creating healthy and thriving buildings which are future-proofed for not only this generation of residents but the next, too.

Creating a sustainable block or even upgrading an existing building doesn't need to be complex. There are many simple solutions which will make significant improvements for the people who live there and, of course, support the economic outlay of freeholders.

Simple but effective solutions include:

- Introducing LED lighting
- Providing recycling solutions in partnership with local authorities
- Simplifying communications to residents by using digital technology.
- Introducing secure cycle stores
- Rainwater harvesting
- Reducing carbon dioxide and air pollution by implementing replanting schemes
- Working with local independent contractors for all maintenance works
- Implementing electric car charging points

If you are considering more complex solutions, our in-house experts can advise and deliver the following:

- Ground & Air Source Heat Pumps
- Combined Heat & Power (CHP) Systems
- Heat Recovery Systems & Mechanical Ventilation
- Biomass Fuelled Heating
- Photovoltaic Solar Panels & Solar Water Heating
- Green Roofs & Green Walls
- Wind Turbines
- Retrofitted Insulation
- Sustainable Drainage, Water Attenuation & Natural Filtration Beds
- High Performance & Recycled Building Materials
- Building sensors for leak detection
- Heating sensors to ensure boiler efficiency
- Space utilisation sensors

Our People

A local team with national support

Every member of our team is local to the areas they support, which means they have an inherent knowledge of an area, each building and every home. So think of us as your local partner, but with the slickness of a large group when it comes to reporting, technology and access to the financial information you need.

Your team of experts are, of course, professional; that goes without saying. In addition, they are vastly experienced and, crucially, qualified to do the role you engage us to do.

Everyone you work with is:

- Accredited by the Institute of **Residential Property Management** (IRPM)
- Members of the **Royal Institution of Chartered Surveyors** (RICS)
- Undertake **Continuous Professional Development** (CPD)
- Part of the **Association of Residential Managing Agents** (ARMA)



Robert Poole
MIRPM AssocRICS

Director of Block Management



Rosie-May Flamson
MIRPM AssocRICS

*Head of Property
Management*



Nathan Granger
MIRPM AssocRICS

Senior Property Manager



Emily Plate
MIRPM

Senior Property Manager



Mike Lord
AIRPM

Senior Property Manager



Lara Snell
AIRPM

Property Manager



Gemma Woodford

Property Manager



Dan Perry
AIRPM

Property Manager



Jack Fenton

Property Manager



Roseanne Pope

Property Manager



Christian Spencer

Property Manager



Sana Arafa

Apprentice Property Manager

LRG is one of the UK's largest property services groups.

We were originally formed by the merger of three well-respected, established businesses: Leaders, Romans and Boyer, and have since been joined by many other brands and services. Backed by leading private equity firm Platinum Equity, we employ over 2,600 people. We provide our customers and clients with a comprehensive range of property-related services.

Customers and clients range from individuals wishing to sell or rent their property to corporate organisations and national housebuilders.

With decades of experience in the property sector, we have unrivalled expertise across the many sectors within the ever-evolving property market. We are committed to providing the very best customer service and level of insight.