



**YOUR  
BRAND**

**BLOCK MANAGEMENT**

Powered  
by



B-hive Block Management Partners is the  
**modern method of estate and block management**



# SAFELY AND COMPLIANTLY RUN YOUR OWN BLOCK MANAGEMENT BUSINESS, SUPPORTED BY A CAPABLE AND CREDIBLE PARTNER



B-hive is the partners division of HML, who manage over 100,000 units themselves and have all of the skills and experience to support you on your block management journey.

- ✓ WORK FREELY AND INDEPENDENTLY
- ✓ ENJOY AUTONOMY AND FLEXIBLE WORKING
- ✓ TAKE CHARGE OF YOUR CAREER PATH IN BLOCK MANAGEMENT
- ✓ CREATE THE LIFESTYLE YOU WANT
- ✓ TRADE UNDER YOUR BRAND, AS THE FRONT-LINE FACE OF YOUR LOCAL BUSINESS
- ✓ FOCUS SOLELY ON THE DAY-TO-DAY PROPERTY MANAGEMENT AND BUILDING CLIENT RELATIONSHIPS
- ✓ IT IS YOUR BUSINESS, REAP THE REWARDS OF YOUR HARD WORK



We believe the future of block management lies in partnerships, with B-hive managing the complexity and local partners using their brand and managing the relationships.

We give you the training, tools and support to do block management safely and compliantly, with ongoing CPD and keeping you abreast of ever-changing legislation. We keep you safe as we do our core business.

B-hive manage all the money and provide all the service charge accounting, as well as providing access to all of the compliance services required.

## WHY PARTNER WITH B-HIVE?

### B-HIVE BLOCK MANAGEMENT PARTNERS IS A FRESH AND TRANSFORMATIVE APPROACH TO ESTATE AND BLOCK MANAGEMENT

- We empower individuals that want to set up their own block management business or existing businesses that wish to free themselves of some operational costs and responsibilities
- B-hive are the trusted, credible and capable partner behind the scenes, managing the complexity that exists on your behalf, leaving you to nurture client relationships and seek new opportunities
- B-hive provide opportunities to existing block management companies by outsourcing client finance service charge accounting, joint ventures, partnerships or exit and retirement routes
- In addition, B-hive empower existing employed block and estate property managers to set up and run their own business in their own personal brand and in their own locality

Gain access to our exclusive online portal - state of the art software - enabling you to benefit from our economies of scale.

Our online portal enables leaseholders to communicate with you and self-serve should they choose to. This technological enhancement is designed to give complete transparency and significantly improve communication by seamlessly connecting clients to you, contractors and other residents who occupy the same development.



## IT'S A PARTNERSHIP – WE NEED YOU AS MUCH AS YOU NEED US!

We provide the necessary back-office solutions to client finance service charge accounting, compliance, essential services, marketing, systems, software, a client portal and comprehensive training to enable you to perform the role of Block Manager compliantly and efficiently.

Essentially, this is a mutually beneficial partnership, with you serving the client, whilst we provide our back-office solutions, with both parties sharing the profit.

### THIS PROPOSITION PLAYS TO THE STRENGTHS OF EACH PARTY INVOLVED



- We will keep you as safe as our core business
- We are joint managing agents on everything, which means;
  - We will not let you take on risks
  - It is our £5m professional indemnity insurance along with yours
- You can build your block management business and benefit from security of income with a recurring revenue stream (resilient to market fluctuations)
- Have peace of mind that an established and experienced block management specialist is in your corner
- Have service charge accounting and compliance matters handled on your behalf
- Earn an additional income stream with access to B-hive's Essential Services
- We will work with you to help you build your brand – not ours
- You can concentrate on building long term client relationships
- We can help you with winning new business

## WHAT IS INCLUDED



### JOINT MANAGING AGENTS

We are joint managing agents and keep each other safe



### TRAINING

Comprehensive training with industry experts



### SERVICE CHARGE ACCOUNTING

All client monies managed compliantly and efficiently on your behalf



### SOFTWARE

Block management CRM working as your digital assistant



### HELP/SUPPORT WINNING NEW BUSINESS

Toolkit for prospecting, pitching and winning new business



### MOBILE/TABLET FRIENDLY SOFTWARE

Access to CRM and site inspection tools on demand



### START UP/LAUNCH PACK

White-labelled launch pack with marketing collateral templates and webpage on Partners site



### COMPLIANCE

Working together to handle compliance matters, using our Essential Services



### CLIENT PORTAL

White-labelled online interactive portal for leaseholder communications, promoting your brand



### ESSENTIAL SERVICES

Products, tools, services and service providers for all compliance matters, with revenue sharing opportunities

## HOW WE SUPPORT YOU

As our property partner, we will provide all the training for you to be able to operate in your local marketplace, trading under your brand as the front-line face to your customers, with the back-office 'Powered by B-hive'. The ratio of your branding against 'Powered by B-hive' is 4:1 (75% v 25%) and this applies to branding across all sales and marketing materials.



### FULL TRAINING PROVIDED

Our team of experts will give you the foundations to get up and running, with additional training and ongoing support when you need it.

Training includes:

An introduction to;

- Key legislation
- Service charge budget
- Essential Services
- Client service charge accounting
- Winning and retaining business

Full training on;

- Lease interpretation
- The Management Agreement
- Breach of a lease
- Preparation of a compliant service charge budget
- Essential Services and Compliance
- Insurance
- Health and Safety
- Fire Risk Assessments



### KEEPING YOU SAFE

Build your own compliant business with a credible partner that will remove a large portion of the compliance risks that lay in the back-office. Build your own portfolio and future proof your investment.

## GROWING YOUR BUSINESS

Once you are signed up to the B-hive network, we will tailor our support options depending on your needs. The team will work closely with you to provide guidance, training and help with setting up and growing your business.

### Full training on winning new business, including:

- ✓ Competitor analysis
- ✓ Working with local contractors
- ✓ Visiting and commenting on buildings
- ✓ Identifying opportunities
- ✓ Tender documentation support
- ✓ PowerPoint presentations
- ✓ Client and FAQ documents
- ✓ Budget preparation templates



Once you are set up and operational, you can focus on building relationships, customer service, managing properties, setting service charge budgets, site visits, overseeing repairs, maintenance, admin and winning new business.

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“Since joining [B-hive], I have witnessed great support, great training and after my first 14 months I am now up to just over 1,500 units.”

**CLC ESTATE MANAGEMENT (SWANSEA)**

“I know that none of my competitors around Brighton and Hove have a residents portal that offers so much and I plan on it being an integral part of any presentation to potential clients. The portal will provide my clients with what is essentially their own bespoke website; this will keep them happy and will also aid in business retention, as this will be very specific to my management offering and will be difficult to find with other agents.”

**PURE LEASEHOLD MANAGEMENT (BRIGHTON AND HOVE)**

“I have been running my block management business for about 4 years, the last 12 months in partnership with B-hive. During this period, I have felt fully supported which has allowed me to get on with the day to day running of my business. The assistance, guidance and training has proved to be invaluable.”

**APW LEASEHOLD MANAGEMENT (NORTHAMPTON)**

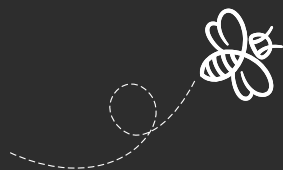
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## ESSENTIAL SERVICES AND COMPLIANCE

B-hive's Essential Services teams provide all the services both you and your clients need to keep you safe.

Compliance is key and having the right products, tools and service providers is essential. Many of the Essential Services are for statutory or regulatory requirements that are necessary for buildings during the management life cycle.

### SOME OF OUR ESSENTIAL SERVICES:



- COMPANY SECRETARIAL
- INSURANCE
- HEALTH AND SAFETY
- OUT-OF-HOURS
- SURVEYING
- CONTRACTOR ACCREDITATION SCHEME
- CONCIERGE SERVICES
- MAJOR WORKS
- FIRE RISK ASSESSMENTS
- PRE CONTRACT ENQUIRIES

### WE KEEP YOU ABREAST OF THE LATEST LEGISLATIONS

Our Health and Safety experts and other Essential Services specialists are on hand to support and advise you in this ever-evolving legislative industry, ensuring you stay compliant.

In addition, we will ensure compliance with FCA, which is key. Claims handling is a regulated activity – Block Managers cannot easily avoid handling claims!

## CONSIDERATIONS FOR SETTING UP YOUR OWN BUSINESS

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- ✓ Do you have a brand and logo?
- ✓ Do you need a website? (we can recommend 3rd party providers to host your I.T and create your website)
- ✓ What are your social media requirements? (we can provide 3rd party providers to assist with this)
- ✓ Do you have an accountant to set-up your business? (we can recommend 3rd party providers for business set-up, accounts, book-keeping, VAT registration, etc.)
- ✓ What additional facilities would you need:
  - Do you have an office, or will you be working from home?
  - Do you have a PC/laptop/phone/printer/scanner?
  - Do you have MS Office 365?

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## CONSIDERATIONS FOR SETTING UP YOUR OWN BUSINESS

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- ✓ How much working capital will you need?
- ✓ What will your running costs be?
- ✓ When can you be self-sufficient?
- ✓ You will require membership of a recognised Ombudsman scheme, explicitly covering block management (the cost will vary depending on your provider)
- ✓ Block Management Professional Indemnity Insurance required at c.£1m. Importantly, this is to be positioned with the Insurer alongside HML's £5m PI cover (recent quotes c.£1,000/annum)
- ✓ When will you need additional members of staff? How will this change affect your current number of staff members?

B-hive Block Management Partners is a specialist division that offers solutions for existing property professionals and is a trading name of HML PM Ltd. HML's extensive experience is derived from being specialists in the estate and block management sector for more than 50 years and managing circa 100,000+ units.

HML are members of the Association of Residential Managing Agents (ARMA) and work closely with the Institute of Residential Property Management (IRPM).

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## CONTACT

We want to work in partnership with people who have commitment, values and integrity. Start the process today to become part of B-hive Block Management Partners and contact us for full details of our partnership scheme and partnership opportunities.

We tailor our offering depending on our customer's requirements. We would be happy to discuss this further with you – Please get in touch with the team today!

EMAIL: [info@b-hivepartners.com](mailto:info@b-hivepartners.com)

TELEPHONE: 0333 032 5920

WEBSITE: [www.b-hivepartners.com](http://www.b-hivepartners.com)



B-hive Block Management Partners



@BHivePartners

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