

Management Proposal

**Your Complete Guide to our Block & Estate
Management Services**

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Mission Statement

To deliver clear, calm, and confident asset management that protects property, supports communities, and makes people feel genuinely looked after.

We combine professional precision with a personable, approachable service.

Our Vision

To set a new standard in property by expanding JMJ into a trusted, multi-service asset management partner, known for doing things properly, treating people with respect, and building long-term value for clients and communities alike.

The JMJ Commitment

“We combine personable, approachable service with professional precision — protecting your asset as if it were our own.”

- We listen
- We respond
- We take care of what matters to you, your residents, and your building

Because we believe good asset management should feel reassuring, not remote. getting it right starts with being the kind of partner you can actually talk to.

Financial Matters

JMJ Asset Management will provide all clients with an organised and efficient approach regarding the collection of service charges, ground rent and reserve funds. We have a robust system to collect all service charge arrears as required and as governed by law.

All financial information will be maintained to reflect all transactions on a regular basis, ensure any relevant financial information is made available to clients upon request.

As per RICS regulations, JMJ will keep one (or more if required) bank account(s) for any client money separately from our own bank account.

All bank accounts will be maintained in accordance with all relevant regulations and will supply all relevant information to the clients Accountant as required at the Accounting year-end.

Our Services

- Block and Estate Management
- Company Secretary
- Financial Management
- Commercial Property Management
- Build to Rent



JMJ Asset Management offers tailored property services delivered with clarity, care, and compliance. From residential block and estate management to financial oversight, company secretarial support, and commercial property services, we work closely with clients to protect their assets, support communities, and ensure long-term peace of mind.

Our calm, confident approach means you always know who to speak to, what's happening, and how your property is being looked after

Legal

We work in line with all relevant legislation and lease requirements to ensure full compliance across every development we manage. Where breaches occur, and with the appropriate authority, we can instruct legal counsel to act. We also respond promptly to solicitor enquiries during property sales and work efficiently to issue licences and consents in accordance with the terms of each lease or legal agreement.

Compliance

At JMJ Asset Management, we ensure full compliance with health and safety legislation across all developments. We arrange and oversee fire risk assessments, asbestos checks, lift inspections, and more. Records are maintained and reviewed regularly, with urgent risks escalated immediately. We also support Building Safety Act obligations where applicable, ensuring every property is safe, compliant, and well-managed for residents, visitors, and contractors alike.

Insurance

We arrange comprehensive insurance policies to protect the property and those responsible for managing it. This includes buildings insurance, public liability, and directors' and officers' cover. We also ensure terrorism insurance is in place where required. Claims are handled promptly, and cover is regularly reviewed to ensure compliance with lease terms and up-to-date reinstatement values.

Buildings Insurance

Covers the structure of the building, including walls, roof, windows, communal areas, and permanent fixtures. It typically includes damage caused by fire, flood, storm, escape of water, subsidence, vandalism, and other insured risks. This is a legal requirement under most leases.

Directors and Officers Insurance

Protects directors of Resident Management Companies or Right to Manage companies against personal liability claims arising from decisions made in their role. It provides peace of mind and is highly recommended for volunteer directors.

Terrorism

Required in some areas (e.g. city centres or high-risk zones), this protects against damage caused by acts of terrorism. Often a condition of lenders or insurers, and typically purchased as an add-on to buildings insurance.

Public Liability

Covers injury or damage claims made by third parties (e.g. visitors, contractors) as a result of incidents in communal areas such as paths, stairwells, or gardens. It ensures the company is financially protected in the event of a claim.

Out of Hours Support

Emergencies don't always happen during office hours, and when something goes wrong, we want you to feel supported and confident that help is available.

At JMJ Asset Management, we offer an **out of hours support service** for emergencies that occur outside our usual working times. When you contact the emergency support line, you'll be connected to a trained member of the team who will guide you through the next steps.

What to expect

Initial Triage: We'll take details of the issue and assess the severity of the situation.

Video Support: Where appropriate, we can offer a **video triage call** to visually assess the problem and help you take steps to resolve the issue safely with our guidance.

Contractor Dispatch: If the issue cannot be safely resolved, and it meets emergency criteria, we will arrange for an approved contractor to attend. Attendance will be based on the urgency and nature of the problem.

Clear, Calm and Efficient

If a contractor is needed, any relevant information captured during the call, including photos or video where possible will be passed on. This helps them arrive prepared and ensures a quicker, more efficient resolution when they get to site.

Our priority is to ensure that you are safe, informed, and supported throughout the process.

Meetings

We attend client meetings as agreed at the time of our appointment. Key points are documented and shared in an agreed format. We also report significant matters to the client/residents and advise on actions arising from each meeting.

Response Times

Our service level agreement for callbacks and emails is 48 hours, though we always strive to respond sooner whenever possible.

Staff Management

Where an estate employs staff, we're happy to assist with drafting job specifications, setting up PAYE, and advising on staff management matters. We support clear structure, fair processes, and compliance with employment obligations.

Contractors

We do not directly employ contractors. All works are subcontracted in line with the estate's needs. Contractors must provide a method statement, risk assessment, and proof of insurance before starting any work on site.



Charity Partner

At JMJ Asset Management, we believe that property management is about more than buildings, it's about people. We're committed to creating safer communities, supporting those who work in our industry, and standing behind organisations that make a real, lasting difference.



That's why we're proud to support **The Hollie Gazzard Trust** as our chosen charity partner.

The Trust was founded in memory of **Hollie Gazzard**, a bright, talented young woman who tragically lost her life at the hands of an abusive ex-partner in 2014. Her family responded to this unthinkable loss with extraordinary courage, creating a charity that works to prevent violence, promote healthy relationships, and keep people safe.

Supporting Our Lone Workers



One of the most practical ways we support the Trust's work is through the **Hollie Guard app**, a personal safety tool used by our team, particularly for lone working visits to sites and estates. The app includes live GPS tracking, a "man down" feature, and most powerfully, a **remote alert button** that allows a team member to instantly send an alert to emergency contacts if they feel threatened or unsafe.

This level of protection gives peace of mind not just to our team, but to their families and colleagues too. In our industry, where lone visits are common, it's not just helpful, it's essential.

We've integrated Hollie Guard into our safety procedures and will continue to raise awareness of this vital tool across the property sector.

The Women's Safety Charter

The Hollie Gazzard Trust also campaigns for cultural change. One of their key initiatives is the



Hollie Gazzard Women's Safety Charter, a pledge for businesses, organisations, and individuals to take a stand against violence and abuse.

The Charter encourages signatories to:

- **Challenge harmful behaviour** when it is safe to do so
- **Promote healthy relationships** through education
- **Create safer spaces** in workplaces and communities
- **Empower individuals** to speak up, seek help, and support one another

By supporting this charter, we aim to contribute to a culture where safety is prioritised, voices are heard, and people — especially women and girls — are not made to feel unsafe, unheard, or ignored.

More Than a Partnership

Our relationship with The Hollie Gazzard Trust is personal. Members of our team, including our Director, are actively involved in raising awareness across the sector and beyond.

We'll continue to support the Trust through donations, fundraising, and by sharing their vital resources with our clients, colleagues, and communities.

At JMJ, we believe that protecting people is just as important as protecting property.

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