



BRICKMAN YALE

chartered surveyors • property management



A Personalised Professional Property Management Service
Which Can Be Tailored To Your Individual Needs



RICS

the mark of
property
professionalism
worldwide

www.brickman-yale.co.uk

Brickman Yale - Personalised Property Management

We believe that you should receive a service worth every penny....and we are willing to put our money where our mouth is! At Brickman Yale, we offer all of our clients a **money back guarantee***.

Interested? **Take a minute to read what we can offer you:**

- At Brickman Yale, each manager looks after **no more than 450 flats**, not buildings, enabling us to give you the personal service you deserve.
- You will receive the **same level of service** from us regardless of the size of your property.
- We will respond to phone calls and emails within **24 hours**, and letters within **72 hours, guaranteed!**
- All jobs arranged for your property will be to the **highest standard** and at the **best possible price**. Your money is important to us and we always keep you informed of how we've used it.
- **Brickman Yale is never closed**. Day or night, we offer a 24 hour maintenance service covering all emergency issues.

*** Terms & Conditions apply.**

Please see management agreement for full details.



Are you receiving the service you need and pay for?

Most managing agents are only interested in picking up as many properties as they can without looking at their capacity. As a result their managers are overworked and simply cannot deal with the huge number of tasks expected of them. Why not ask your current manager how many flats they are managing? That might help explain why you may be unhappy and why you are not receiving the personal service you expect.

Why shouldn't you receive the same highest level of service even if your property has 4 flats?

Most managing agents are not interested in smaller properties. At Brickman Yale we specialise in managing both large and small properties. Residential management requires a personal professional approach, and that is what we pride ourselves on.

Do you want your agent to guarantee fast response times to your queries?

Are you constantly having to chase to get things done? Most managing agents need to be chased constantly. Well we'll tell you at the outset what you can expect. How does a guaranteed call back within 24 hours sound for all phone calls? How does a guaranteed response to emails within 24 hours sound? How does a guaranteed response to letters within 72 hours sound? Can this be done? Yes it can, and we guarantee it.

You need to know where your money is going?

We know you've worked hard for your money, and we don't spend it easily. We make sure every job we arrange for you is to the best standard and charged at the lowest possible price. You'll be given regular updates on exactly what we've spent and what money we've collected.

What time does your managing agent close?

We never close. Brickman Yale offers all our clients a 24 hour maintenance service to cover all emergency issues, regardless of the time of day or night. This is included at no additional cost.

Are you experiencing problems collecting monies?

We will do our utmost to ensure all monies are received on time. We will tailor our arrears process to your needs.

So how is this all possible?

We are a small and experienced firm of Chartered Surveyors (RICS), with over 45 years combined experience, who can offer you a personalised service which larger companies simply often do not provide. You won't be lost in the system and you won't be just a number. Whether you have a minor query or a major emergency, you can rest assured that your property manager at Brickman Yale will be available.

If you like the sound of what you have read and would like to find out more, then please contact:

Richard Engel AIRPM Head of Residential Property Management
T. 020 8369 5648 E. richard.engel@brickman-yale.co.uk



But don't take our word for it...

"Thank goodness Brickman Yale has taken over management of our building! Since you've taken over, everyone in our building has commented on the much improved level of service. I can finally sleep easier as a director of the Residents Management Company now that I have an agent looking after our best interests."

Mr Charlier, Dunrobin Court, Finchley Road, London
(Purpose built mansion block consisting of 38 apartments).

"I'd like to say thank you to Brickman Yale for helping me manage my portfolio. When other agents weren't interested due to the size of my properties, you've come along and taken a weight off my shoulders."

Mr Gupta, Various properties throughout London ranging
in size from 2 flat conversions.

What if things go wrong?

We are RICS Registered meaning you will benefit from the RICS Client's money protection scheme up to £50,000 per claim.

We hold £5,000,000 Professional Indemnity Insurance, and this is in respect of each and every claim.

Your Money

All Service Charge monies will be held in your own interest-earning client account.

Any Reserve monies will be held in your own high interest-earning client account.



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