



REALTY



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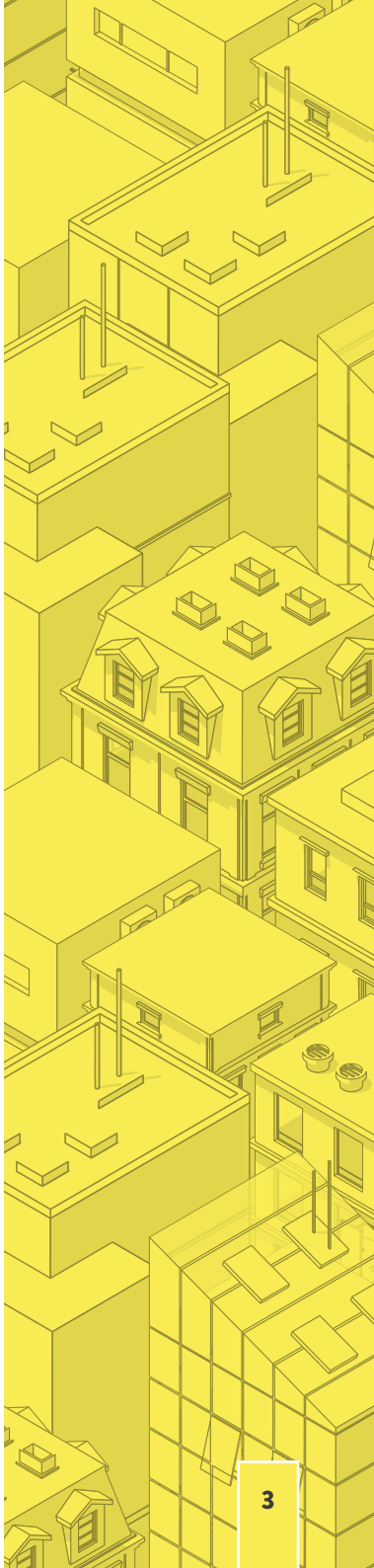
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WE ARE REALTY

Realty Management Limited are a National Award Winning Property Management Company with forty years’ experience in managing residential buildings, mixed-use developments, housing developments and landscaped open spaces.

We regularly visit all the developments within our care, manage the provision of services to the developments, and look to build lasting working relationships with our clients and customers whom benefit from our services.

We are a member firm of ARMA that holds quality in the highest regard.

We employ a highly experienced and qualified team that are IRPM and AssocRICS qualified.

Please do not hesitate to contact us to discuss your requirement, and to see how we can help.

Daniel Pollard MIRPM AssocRICS

Managing Director
0161 474 7677





WHAT WE DO

Realty specialise in the management of long leasehold apartment developments, mixed-use developments, and the management of large estates of homes with areas of public open space.

Our varied portfolio means there is very little we have not come across before including the management of Grade II listed buildings, buildings in conservation areas, large complex developments, and developments with communal facilities such as lifts, large communal heating & hot water systems, leisure facilities, play features etc.

We work alongside a variety of clients including Resident Management Companies, Freeholders, Developers and Right to Manage Companies.

We take a down to earth and common sense approach to management, and employ a highly skilled and experienced workforce that ensure all developments are pleasant places to live and are maintained to exceptional standards, in line with all regulatory and procedural obligations.

We have developed a niche in recent years for turning around buildings that have suffered a period of neglect, significant arrears, and lack of proactive management and communication.



All Realty's property managers are required (and fully funded) to gain qualifications through IRPM & RICS, with the remainder of staff funded for relevant qualifications for their roles. Staff are kept up-to-date with case law/best practice via industry bodies including ARMA, IRPM and RICS, with further structured in-house and external training provided from leading industry specialists. Although technical knowledge is vitally important, we invest considerably in our staff's soft-skills as it is the customer-service element of our service-delivery that most definitively sets us apart from our competitors. We are great believers that happy staff = happy customers, and therefore in the last few years we have invested considerably in enviable employment packages that continually motivate our employees to want to come to work every day & provide that fabulous first class service.

**“TRADITIONAL
VALUES, MODERN
SYSTEMS, AND A
PROFESSIONAL
COMMON SENSE
APPROACH”**

AWARD WINNING SERVICES

AWARDS WON

Realty Management has been proudly crowned consistently as the Best Managing Agent at National Awards

Winner – Bronze

Property Management Company of the Year 2022
Negotiator Awards

Winner 2020

Daniel Pollard – Managing Director of Realty Management
Flat Living Magazine – Property Management 50

Highly Commended Winner

Larger Managing Agent of the Year 2019
ARMA ACE Awards

Highly Commended Winner

Property Management Customer Services Team of the Year 2019
The Property Week Management All Stars

Voted Business of the Year 2019

The SBAs 2019

Winner

Managing Agent of the Year 2017
ARMA ACE Awards



AWARDS FINALIST

Finalist

Property Management Company of the Year 2022
Employer of the Year 2022
Regional Property Management Company of the Year 2022
NOTB Awards

Finalist 2022

Managing Agent of the Year 2022
ARMA ACE Awards

Finalist

Employer of the Year 2021
NOTB Awards

Finalist

Property Management Company of the Year 2020
RESI Awards

Finalist

Employer of the Year 2020
North West Business Awards

Highly Commended winner

Best Managing Agent of Resident Controlled Blocks 2018
NOTB Awards



RESIDENT MANAGEMENT COMPANIES

A large majority of our portfolio is made up of Resident Management Companies, and we are extremely proud to be introduced to new developments based upon our well earned reputation.

We are regularly contacted by residents who are frustrated or unsatisfied by their current agents lack of communication, loss of control over spiralling service charges, and where blocks that have deteriorated after a period of neglect – or in some cases, a combination of all three!

We are here to help, to get you back on track, or to try and ease your burden by partnering with you and creating a bespoke service solution that is as unique as your development and residents.

“PROTECTING
YOUR WORLD...”

We provide a dedicated member of staff to your development, whom visits regularly and ensures you receive a truly bespoke personal service, delivered in accordance with the highest industry standards, with effective communication and your needs in mind.

We competitively tender all works using local independent contractors to ensure you are receiving the best quality of service at the best price.

We aim to work with the Directors to create bespoke long term maintenance plans to ensure your homes are protected for many years to come and in turn increase capital values.

We oversee the whole handover process from the outgoing agent, ensuring this is thorough, documented, and that all information is audited as received to ensure that nothing is missed.

We have developed something of a niche in recent years for “turning around” developments that may have suffered a period of neglect, or contentious issues which require a more thorough investigative approach.

Residents can contact us by phone, email, in person, or by using our bespoke residents portal which allows customers to view their account, report issues, and download information/updates/newsletters.

Our most recent survey of Residents revealed astounding results with a 99% satisfaction rating!

“REALTY ARE OUR MANAGEMENT HEROES...”

We have gone from feeling unloved and wondering what we were paying management fees for with our old company, to positivity, patience and above all else, progress. Realty really take ownership and responsibility for the property they are managing. They care as much as the owners do about issues and are proactive about tackling any problems thrown at them.”
Mrs Lewis, Manchester

93%
Awarded
Top Marks

99%
Completely
Satisfied



DEVELOPERS

Realty's bespoke personal service ensures the reputation of our Developer clients is protected long after the properties are sold.

We offer to act as an extension to the Developers team and offer consultancy services as part of the package.

Upon receipt of plans we can usually produce a bespoke proposal and service solution within 7-10 working days, however in most instances this is much sooner. Our proposals can also include service charge phasing plans for larger developments as the scheme progresses.

With over 40 years' experience in the management of new build, mixed-use, conversions, listed buildings, and estate only developments, there is very little we have not come across.

Realty can assist your sales teams by providing training and bespoke service charge information packs for the benefit of potential purchasers regarding the management of their future home.

In addition to the physical design of the building, the structure of the leases/transfers is an important consideration and can impact significantly on future management and design of the scheme – we are therefore always happy to review these if required.

As the development progresses and sales are going through, we are always happy for potential purchasers to contact us with any questions, allowing the Developer and their team to focus on what they do best.

**“ PROTECTING YOUR
REPUTATION... ”**

FREEHOLDERS

The Board of Directors at Realty Management have extensive experience of managing their own freehold stock and the complications and regulatory requirements of ensuring portfolios are effectively managed.

We use modern technology to ensure the prompt collection of rents and subsequent remittance of rents to the client. Regular reporting to freeholder clients is carried out as a matter of course.

We work with several professional organisations to ensure regulatory and compliance matters are undertaken to safeguard the client. We believe that the interests of freeholders and the leaseholders living in the blocks can be aligned by ensuring compliance issues are managed and the regular services to the development are carried out to a high standard. We have often been appointed in circumstances where the relationship between the freeholder's former agent and the leaseholders has become fraught. Following our appointment these blocks are now managed in accordance with the lease, have no credit control issues and have become a stable asset in our client's portfolio.

If you are a freeholder or a representative please contact us to discuss your specific requirements; we would be delighted to evidence how our involvement can be a positive influence.



Our services to freeholder clients include

- R** Enforcing breaches of covenant
- R** Advice and arrangement of lease extensions
- R** Consultancy services
- R** Ground Rent collection
- R** Professional and effective Block Management
- R** Mitigation of Client liability
- R** Limitation of time-consuming enquiries
- R** Enforcement of covenants
- R** Experience of tribunal claims
- R** Harmony between Lessees & Freeholder/Agent

**“ PROTECTING YOUR
BUSINESS... ”**



SUSTAINABILITY

Realty are a dedicated, professional, and sustainable managing agent that cares about you, your property and your wider environment.

At Realty we commit a strong focus to sustainability and have invested a considerable amount of time researching more sustainable ways to operate at each individual development.

Our proudest initiative to date is that at least 80% of our portfolio (circa 6k units) have been moved onto greener energy tariffs and we are now in the process of moving the remaining 20% over to an 100% renewable green electricity and gas provider that is certified by Renewable Energy Guarantees of Origin (REGOs) and independently verified by EcoAct, a Carbon Disclosure Project (CDP) accredited provider.

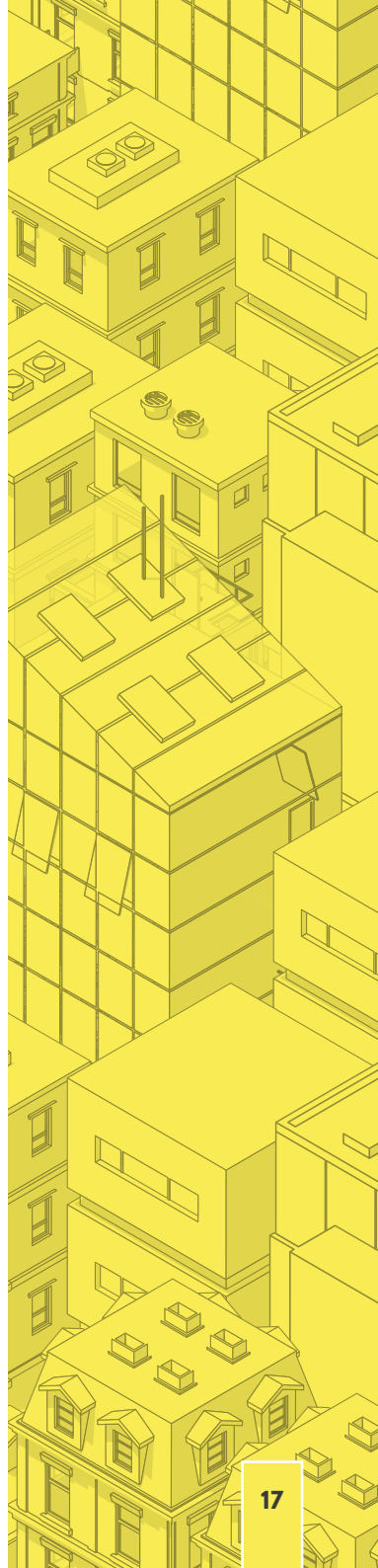
This means that our customers and clients can be confident that the energy their managing agent has purchased is renewably sourced and can be reported with zero carbon emissions under the GHG Protocol market-based method; and demonstrates to Realty's customers and clients that our business has made a commitment to support the long-term development of sustainable energy resources.

Our most popular initiatives that are currently widely used and promoted across our developments are:

- R** Introducing LED lighting to improve energy efficiency and bulb longevity reducing cost and waste
- R** Recycling is widely promoted through our residents' update letters/online portal and recycling bins have been arranged with the local authorities at developments where no such provision existed
- R** Where possible we wish to reduce paper consumption and therefore we encourage the use of our online portal for communication
- R** Cycling is widely promoted across our developments with secure cycle stores having been created at a number of sites where this was not previously a feature
- R** Rainwater harvesting has been implemented to reduce water usage within communal grounds
- R** Replanting schemes have been introduced which aim to reduce carbon dioxide & air pollution and improve air quality, including the addition of green/living walls to city centre areas where traditional planting schemes are not possible
- R** We only ever use local independent contractors for works in order to support local communities and to reduce air pollution from national contractors undertaking long journeys/commutes
- R** We have recently started retro-fitting, where leases and documentation permit, electric car charging points
- R** Part of our Property Managers' standard practice is to encourage the use of public transport where possible to do so, and we have introduced a cycle to work scheme

In addition to this we currently have working experience and/or the knowledge and contractor base to manage the following, amongst many other smaller 'green' facilities:

- R** Combined Heat & Power (CHP) Systems
- R** Heat Recovery Systems & Mechanical Ventilation
- R** Biomass Fueled Heating
- R** Photovoltaic Solar Panel & Solar Water Heating
- R** Green Roofs & Green Walls
- R** Ground & Air Source Heat Pumps
- R** Recycling & Composting
- R** High Performance & Recycled Building Materials
- R** Wind Turbines
- R** Retrofitted Insulation & Low Energy Lighting
- R** Sustainable Drainage, Water Attenuation & Natural Filtration Beds





EXPERTS IN REGENERATION

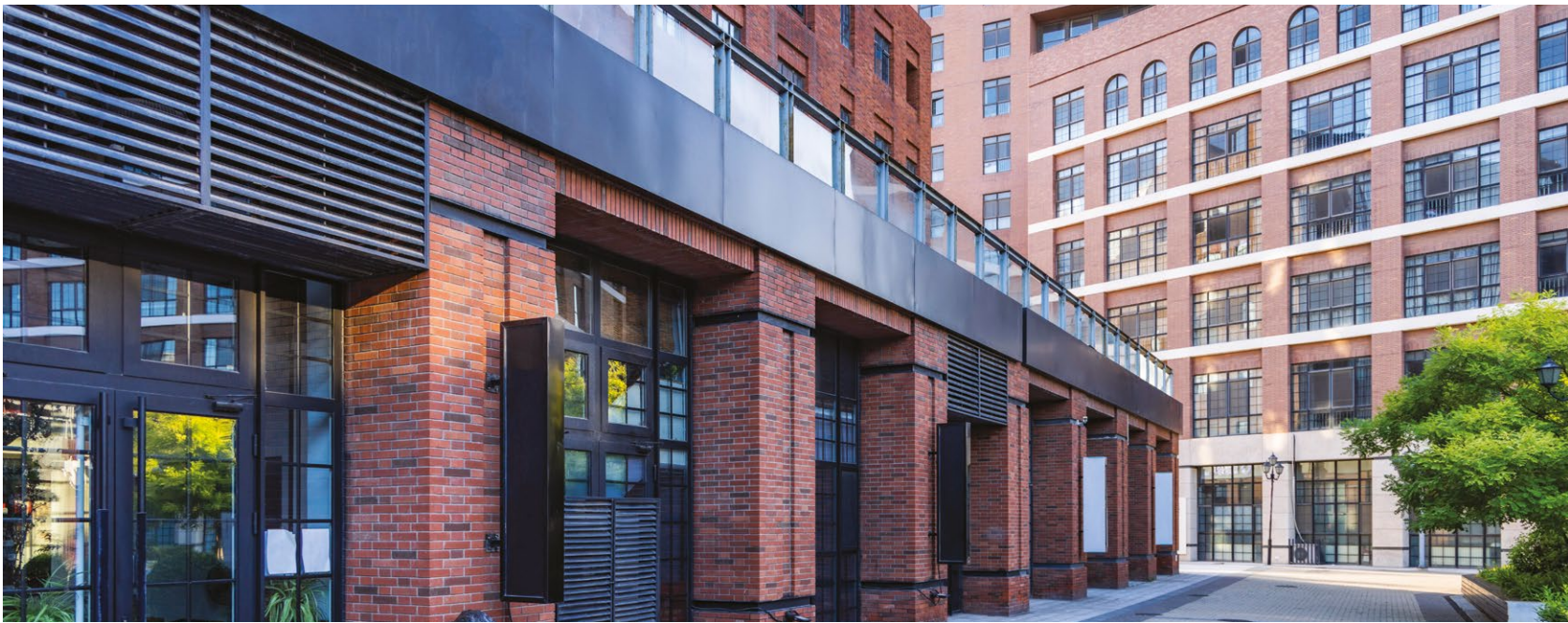
Realty have a successful, tried and tested reputation in regenerating developments.

We are well versed in the challenges that complex developments can encounter, with an excellent proven track record at resolving many long standing issues, such as; periods of neglect, significant arrears, lack of proactive management and communication from the previous agent, and major works resulting from fire risk assessment/Health & Safety matters.

Our aim is to enhance the experience of the end customer and to create a positive journey to regeneration that provides our customers and clients with reassurance, guidance, and professional clear action plans, so that customers feel safe in the comfort of their well-managed home, and to ensure the client and customers assets are protected for many years to come.

Many of our positive results have been achieved at large, complex developments, where previous agents have failed, where we aren't just proving our reputation, but also building trust with client's whom may have had negative experiences. In some cases, projects we have undertaken have been of high value and of critical importance for the running of our client's building, and the end result has not only regenerated the building/development and re-invigorated the residents; but also in turn, increased property values.

Regeneration is no small task, so Realty only commit to a small number of regeneration projects each year, and we look to work with clients and customers who have a real appetite to see positive change, are committed to moving forward positively to the benefit of their building/development, and whom are willing to invest the time and funds required, working alongside Realty as their agent, to see the building/project reach it's end goal. We see this as challenging but greatly rewarding work.



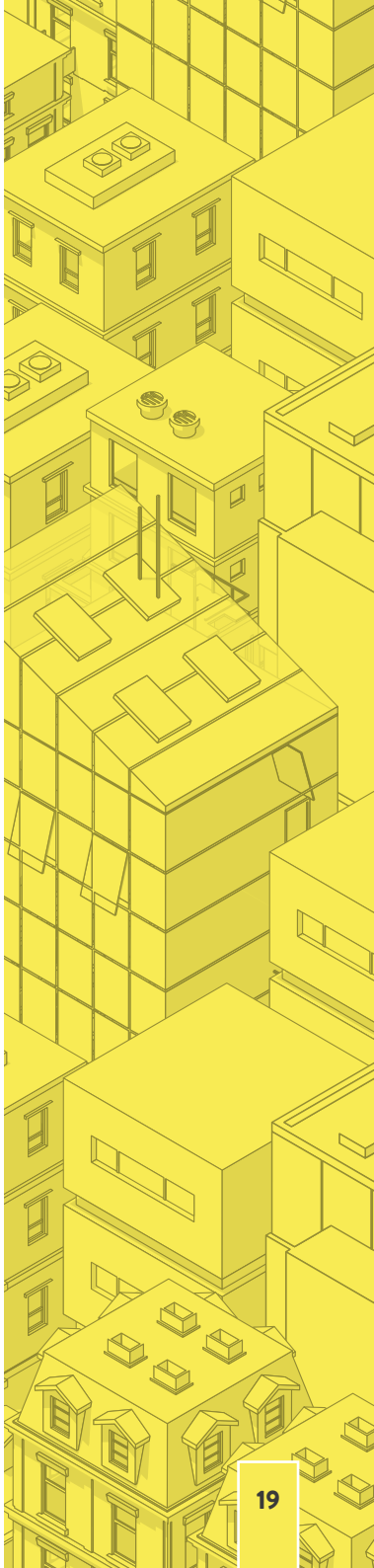
Director of a 270 unit mixed-use development in Manchester

“ We appointed Realty to take over from an underperforming incumbent following a competitive selection process. As well as our desire to simply get the basics right, the urgent issue that needed careful management was the emerging fallout of cladding and fire safety issues affecting 3 out of 4 of our blocks, one of which included a costly waking watch and fire alarm upgrade.

Immediately upon taking over, Daniel and his team identified further fundamental and high impact problems which also had to be corrected.

I'm very pleased to say that, almost 2 years into Realty's management, we have an approved building safety fund application, reductions in insurance premiums, and a new site manager who clearly cares about his work and is well regarded by residents.

In addition to a turnaround of our anxiety inducing big ticket items, we now have confidence and transparency in everyday management, billing and accounting. And, we are starting to see some tangible improvements to the estate and buildings which have been economically implemented and well received by residents. Daniel's openness, passion and integrity are exactly what we needed. He's even managed to convert some of our more vocal leaseholders! ”



HERE'S WHAT OUR CUSTOMERS REALLY THINK OF US...

“

One of the joys of working with Realty is that the days of searching for a good tradesman, and then hoping you made a good choice, are finally gone! A telephone call to Realty and you know a problem will be solved quickly with pleasant and professional workmen looking after the problem. The attention to detail, and the knowledge of the law (such as lift maintenance or electronic gates) are nothing our owners need to worry about; Realty have answers. Everything is made much easier because they are very nice people to deal with!

Mr Lewis

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Over 20 years of excellent service from Realty Management. They take great care to oversee the running of the property and are always a source of sound advice, being willing to take the initiative when necessary. It is very reassuring to feel so well looked after.

Mr Simpson

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As chairman of a development I have known Daniel Pollard, the Managing Director for roughly five years, ever since he took over the running of Realty Management, I have found him to be an assiduous, hardworking professional. In that time Daniel has overseen a number of innovations in the way that our developments finances are organized. In particular, Daniel has been responsible for bringing down our service charge arrears to a record low amount.

I regularly keep in contact with Daniel either via email or by phone, and he has always been quick to respond to any problems or queries that have arisen in the past. Daniel personally attends all our board meetings, delivering an up to date financial report, an agent's report as well as taking minutes of the meeting. He also attends our annual general meetings, performing similar duties on a larger scale.

In addition to Daniel, the staff at Realty Management have always performed to an exceptionally high level of professionalism. They are courteous and helpful, giving out advice when appropriate, passing on messages etc. Overall, the relationship between our development and Realty Management, under Daniel's stewardship, has been a very satisfactory one.

Mr Padden

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With Realty there has been the feeling of being in safe hands for the management of our development/apartments. Queries and requests for information are responded to promptly and professionally. We are able to rely on them to pursue and address any issue or problem raised. There has been a common sense approach to maintenance, finances and various issues, with good communication and transparency. From the start they have welcomed input from our Flat Owners' Association, enabling a good working relationship. The whole development has improved since Realty took over as our management company. We have no hesitation in recommending them.

Mrs Walsh

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I am a professional residential landlord and I am involved with more than eight different developments, mainly flats and apartments. Needless to say I have contact with many different Management Companies, some good, some fair and frankly some just rubbish. But in Realty I have found what I and others consider to be the best of the best. They always listen to specific problems and take action as required, and frankly they give value for money. I would have no hesitation in recommending their services to anybody who requires an honest and professional approach to managing their property.

Mr Kennedy

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Our building have used Realty for over a decade and we have found the service they provide to be courteous, professional, reliable and proactive. Their level of service ensures that block management, accounts, insurance and health and safety requirements are dealt with in a stress free manner. I would especially like to extend my for the help and assistance they have given in rectifying problems associated with enforcing leasehold covenants. One issue had been a problem over many years and was inherited by Realty when they took over the management of the building. I am happy to say that Realty were able to offer the advice and support we needed to sort things out.

Mr Henderson

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Realty have been managing our block of 41 flats for several years now, and I can strongly recommend them. They are friendly, efficient and very helpful, always quick to respond to phone calls or emails, and we enjoy dealing with them. Even when there has been the occasional out-of-hours problem which needed addressing, they have gone above and beyond the call of duty to put things right. We totally rely on them.

Mrs Brown

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“

Realty are our Management heroes. We have gone from feeling unloved and wondering what we were paying management fees for with our old company, to positivity, patience and above all else, progress. Realty really take ownership and responsibility for the property they are managing. They care as much as the owners do about issues and are proactive about tackling any problems thrown at them.

Mrs Lewis

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“

I've been a Director at two different properties, and have dealt with three different management companies. Of these, Realty has been by far the best: attentive, fair and conscientious. The company has been responsible for overseeing an ambitious renovation project of the apartment complex I now live in. It has been diligent in working with Directors and explaining sometimes complex and difficult decisions to owners. My experience of other companies, by contrast, is that each agent is dealing with so many properties that they have to prioritise efficiency over scrupulousness. With Realty, both principles matter equally.

Mr Alderson

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I have found Realty professional at all times. My Property Manager knows the area well & is active – ie he gets out of the office and onto the site regularly. As a result, he is familiar with the block & many of the residents. His understanding of the building trade & contractors is also exemplary. No complaints.

Mr Shorrock

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“

Realty Management has been managing the apartment building we've resided at for the last 9 years and I've found all points of contact to be very friendly, helpful and understanding. Would recommend Realty to anyone looking for a professional property management company.

Mr Johansen

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“

Professionalism and efficiency for twenty years! I just wanted to say thank you ever so much for the speedy response to my email and thank you for addressing my concerns and dealing with them. I must say in the twenty years that I have lived at my development I have been extremely impressed with the professional and efficient way Realty have always dealt with any concerns or problems that I have raised and dealt with them promptly.

However what an absolute shame I cannot say the same about the other agent that was involved. Thank goodness the development is managed by Realty, it's like comparing a Sunday League park footballer to Lionel Messi. Maybe you and your colleagues at Realty could arrange to give lessons on how to run an efficient service so others can learn from the Realty professionals. Realty keep up the good work.

Mr Berkeley

”



GET IN TOUCH

To arrange a free no obligation quotation or to request a bespoke management proposal for your development, then please contact us

Call us
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