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MANAGEMENT / TRAINING AND CONSULTANCY SERVICES

1. Introduction

NOVO PROPERTY MANAGEMENT Limited is a property management agency which specialises in providing consultancy, training, and property management services to the housing co-operative sector.

As a small company we can keep our overheads low and so offer services at a cost that is usually significantly less than the fees for management, training and consultancy that are charged by other agencies.

Founded by a housing professional with many years of experience working in the co-operative and social housing sector, **NOVO PROPERTY MANAGEMENT** offers a completely new type of service. We use modern, cloud-based IT and communications systems, which mean that we can work effectively wherever we are. It means we can also attend meetings remotely via video-link for co-operatives wishing to keep their costs low.

We know that for housing co-operatives the day doesn't always end at 5pm, Monday to Friday. Our staff can work at weekends and evenings, and our co-operative support service includes a 24/7 emergency advice line for management committees. Because all our systems are cloud based, we can share information easily, we are flexible and can work alongside staff directly employed by the co-operative or committees.

NOVO PROPERTY MANAGEMENT was launched in August 2020 and was formed as part of the dividing of mbm co-operative services limited. We currently provide co-operative support, housing, maintenance, and management services to 6 co-operatives. **NOVO PROPERTY MANAGEMENT's** aim is to keep small to ensure that we can deliver a first class, tailored and personal service. Our contract period for support and management services is initially for 12 months, but if you are not happy with the service that we provide, you only need to give us 1 months' notice unlike other management agencies. We can also provide interim services on a month-to-month basis if this is what you would prefer.

In addition to property management, **NOVO PROPERTY MANAGEMENT** offers a range of specialist consultancy services which include policy reviews, training, service reviews, business planning, component accounting and tenancy audits. We know that co-operatives have limited budgets, so our consultancy services are intended to be affordable, appropriate, and tailored to the client's needs. We will always focus on outcome, rather than process. We can usually provide a quote or estimate for any service within 48 hours, so if your cooperative is considering changing its management arrangements, requires training or if you just want to check that your current service provider is delivering value for money, why not give us a call on 020 8645 9444 or email maria@novopm.co.uk

2. Management Contracts

Our services are geared toward the needs of the co-operative housing sector, although we can offer a management service for all types of residential properties, for all kinds of landlords.

By focussing on what really matters to our clients and to their members we can reduce management costs, improve service standards, and provide landlords with the quality of information that they need to exercise general control. We know that landlords, and especially housing co-operatives expect their agents to give them advice when they need it, so we offer a 24/7 advice line to committee members.

The **NOVO PROPERTY MANAGEMENT** approach to housing management is simple; we use only tried and tested methods and we do not take risks with our client's business. We believe in flexibility, so we don't expect you to take out expensive contracts just so that you can benefit from our advice line and support services.

NOVO PROPERTY MANAGEMENT agreements are flexible, we can provide direct services, help with back-office services and / or co-ordinate and supervise staff and contractors employed by the landlord.

We can offer you services to meet any of your needs including:

Housing Management – Tenancy Management, Co-operative Support, Lettings and Estate Management.

Rents – Rent Collection, Arrears Control, Rent Setting, and Service Charges.

Maintenance – Reactive & Planned Maintenance, Void Management and Gas Safety, Electrical checks and assistance with other Health and Safety requirements.

Finance – Accountancy, Book-keeping, Payroll, Payments, Budgets & Forecasts, Business Planning and Component Accounting.

Cost: **NOVO PROPERTY MANAGEMENT** are committed to operating a fair and consistent fee structure so that our clients only pay a fee that reflects the amount it costs us to provide the service.

3. Contract Reviews

Our standardised policy review process is intended to offer housing co-operatives a relatively quick, cost effective and painless solution to the age-old problem of seemingly never-ending policy reviews, which often consume disproportionate amounts of members' time and / or the co-operatives financial resources. Our approach is to start from the position that every co-operative needs a comprehensive suite of policies which are adequate from a legal and regulatory perspective, and equally importantly are accessible to the membership. We believe that it is essential that the policies are customised to meet the cooperatives specific structures, demographics, culture and location, and that model policies are not simply adopted in their current format.

We do not think that this means it is necessary, or even desirable for small organisations to attempt to devise their own policies from scratch nor do we think that co-operatives should try to cover every eventuality and detail every minor procedure. In fact, we believe that to do this, is counter-productive because often, such policies remain unfinished, or become so long and complex that they remain unread and unused.

The **NOVO PROPERTY MANAGEMENT** policy review process steers a middle course between these extremes. Our templates are short, to the point and are intended to be customised to the individual co-operative. We focus not only what is important to every co-op (the law and best practice), but also on areas which are particularly important to each co-op.

Our policies are not intended to be all embracing, nor do they include lengthy procedures other than as a general outline. We aim to keep all our policies to 4 sides of A4 paper, any longer than this and it becomes increasingly unlikely that the policy will be understood or adhered to. We always aim to write in an accessible style and to avoid 'jargon' wherever possible.

Depending on the management arrangements in place for the co-op (staff, volunteers, agents, or contractors), it also may be necessary for the co-operative to have procedures. Procedures are essential if the service is provided in house, however, if the service is outsourced, then it may be appropriate, or essential to rely on your agent's procedures.

Our policy suite is intended to be compatible with all types of management arrangements, and we can either customise to a specific set of arrangements (e.g., assume that the co-op will never employ staff), or leave options open so that management arrangements can be changed without the need for a further policy review.

There are ten policies in the basic suite which we consider to be the minimum needed to satisfy legal and regulatory requirements, however, we can of course add specific policies on request.

Our basic policy suite comprises the following:

- Policy 1 – The code of conduct
- Policy 2 – Equality and Diversity
- Policy 3 – Complaints
- Policy 4 – Allocations
- Policy 5 – Repairs and Maintenance
- Policy 6 – Health & Safety
- Policy 7 – Rent arrears
- Policy 8 – Anti-social behaviour (ASB)
- Policy 9 – Customer Service Standards
- Policy 10 – Standing orders for meetings

Cost: The basic cost of a policy review is £250 which represents the cost to us of setting up the project. In addition, we charge a simple 'per policy' fee of £175. Our fee assumes that the review will be conducted in a systematic fashion, and we keep to the templates as far as is practical.

The fee includes one workshop for every five policies undertaken. If additional workshops are required, these will each cost £165 (3 hours @ £55 per hour including nominal time for preparation and travel.)

4. Training

Education is a core co-operative value and is one that we take very seriously. [NOVO PROPERTY MANAGEMENT](#) can provide training on most subjects of interest to housing co-operatives and tenant management organisations (TMO), but, in the unlikely event that your co-op or TMO have specialist training needs which we cannot deliver, such as accountancy or component accounting, we will outsource these to our specialist consultants / trainers.

We believe that no two co-operatives are the same, nor are the needs of their members which is why we always tailor the training that we deliver to suit the individual co-op.

For committees, we can offer training such as:

- Rules, Roles, and Responsibilities
- Good Governance, what does this look like?
- Complaints
- Anti-social behaviour
- Repairs and Maintenance
- Understanding co-operative finance
- Allocations
- Tenancy Management – successions, joint tenancy, mutual exchange, sub-letting

Where the co-op has directly managed staff, we can also devise onsite training with your staff members to ensure that they understand the legal and regulatory requirements and that they are able to work effectively in line with the co-op's policies and procedures.

Cost:

Monday to Friday - A two-hour training session costs £180 + VAT. This includes preparation time and travelling time for our trainer to and from the venue. Rate chargeable - £55 per hour.

Saturday – Training delivered on a Saturday can be for two, three, four hour or an all-day session. The rate chargeable will be £65 per hour (excludes preparation and travel time).

5. Consultancy

NOVO PROPERTY MANAGEMENT has the expertise to offer your co-operative a variety of services that may not necessarily involve a management contract with us. We can offer support to your staff in arrears management, conduct occupancy checks of your properties, carry out tenant satisfaction surveys with your members, service reviews, business planning or help you get ready for component accounting.

Cost: Our rate chargeable for consultancy is £55 per hour (*excludes service reviews, business planning and component accounting) *

* Fees chargeable are available upon request

