

BPML - Brenley Park Management Limited

Mission Statement

- To ensure a safe and secure home for all living and visiting Brenley Park.
- To ensure all leaseholders finances are managed prudently.
- To create a community environment when there is an emergency or someone needs information/assistance, everyone feels comfortable to ask their neighbours for help.

Involvement from all Directors

As everyone is aware directors are voluntary and all have full time jobs. We also all have family lives, so we ask that everyone respects that we will not be available 24/7. Various leaseholders/residents feel comfortable messaging different directors separately at times, which we don't mind at all.

We have a great team with different personalities and diverse backgrounds. This has helped us work together as we learn from each other, challenge each other and have a laugh together = team work makes the dream work and lone rangers never win. We are committed to each other and to you, the leaseholders.

- Monthly directors meeting
- Quarterly residents meeting - now twice yearly after a review
- Additional to monthly meetings, meetings on weekends to looking at budgets for 2020, site walks in conjunction with surveyors report, taking time to look at fire risk assessment etc...
- Taking meter readings for those that didn't take them - either those who have requested assistance or those who miss the deadline - now reviewed as well to be outsourced to Treehouse.
- A Directors WhatsApp group for anything that comes up for quick discussions or emergency requirements.
- Giving up evenings/weekend time to meet with leaseholders, respond to emails etc...

Finance Directors - Jess & Mark are chartered accountants

- Both are on the emergency & information WhatsApp group
- Both are on the directors WhatsApp group
- Have finance group with Treehouse for day to day
- With the new structure, they will be meeting with Treehouse on a regular basis outside of the monthly directors meeting
- Both are two of the directors with authorisation on the bank accounts for payments
- They will be monitoring the chasing of the debtors & ensuring processes are in place for financial clarity for all.

Web & Technology Director - Alberto work as a

- Alberto is on the emergency, information & directors WhatsApp groups
- He has been the brain behind the portal, which is now being updated by Treehouse, Ronelle & himself
- Key contact person regarding Hyperoptic
- Has taken over the Biren legacy - our heating website
- Runs reports after the deadline of heating bills to follow through the process till statements are generated to be sent to leaseholders
- One of the 4 directors with authorization for payments on the bank accounts

Colin & Edmond - Operational Directors who have a wealth of experience between them in their areas of expertise

- Colin is on the emergency & Notting Hill & Edmond is on the emergency & information WhatsApp groups.
- Both are also on the directors and a day team WhatsApp group with Treehouse for day to day queries that come up.
- Both have been involved with giving up weekends to install parking bollards, reconfig parking spaces etc...
- Colin has given up a huge amount of his time working from home and being able to meet contractors on site which has been instrumental in building up relationships with our contractors that were frayed.
- Colin is also our postman for the suite & distributes to the correct people.
- Edmond is the 4th director for authorization for payments on bank accounts.
- Edmond with his background has been able to advise on whether a plumber/engineer etc is required with some works.
- Colin with his background has been great in also visualizing what Brenley Park can look like.

Community & Communications Director - Ronelle has a passion for building community

- Is on the information, emergency, directors, Notting Hill & day team WhatsApp groups
- Assists with comms to go out to all leaseholders in conjunction with Treehouse & the rest of the director team.
- Helps Alberto & Treehouse with updating the portal
- Has had many private messages over the months with people (wanting to leave the groups) to help get the WhatsApp groups to what they are meant to be for - a nice to have, which is optional to help build a community.
- Helped with connecting residents when parking being an issue to those who wanted to rent privately came up.
- Has created a mummy WhatsApp group and connected some mums for a support network.
- Realised there is a wealth of experience on Brenley Park which we can benefit from e.g an estate agent who is helping leaseholders rent/sell their properties, a builder who has been installing flooring etc
- Would still LOVE a page on the portal of residents skills, so please do email treehouse@brenleypark.co.uk

Treehouse - Management Agent

- Main tasks will include answering/helping residents with issues or questions
- Issuing of communications when required
- Out of hours emergency
- Chasing debtors and bring expertise to make sure we comply with laws or regulations such as fire risk assessments etc
- Supporting with legal advise where required
- Assisting in the transition of the new gas meter reading system and issuing of heating/hot water quarterly bills
- Helping set up SOP's (standard operating procedures),
- Building relationships with residents & leaseholders alike with their communications
- Building relationships with the Notting Hill landlord and also residents
- Building relationships with contractors alongside Colin
- Going above with out of hours emails re waters works this month
- Meeting with the director team outside of the monthly meetings eg look at service charge budgets for 2020
- Does ad-hoc communal checks and will issue TORT notices if required
- Working closely with the director team to ensure a smooth running of Brenley Park

Leaseholders & residents - the rest of the team

- If you are unsure of anything - an email, a process, hearing something from someone else... Please do contact the team firstly for correct information and not heresay
- When there is an issue - leak, sunken brick, personal items in the communal area etc... we request the process of emailing treehouse@brenleypark.co.uk so that we have the issue logged and the SOP (standard operating procedure) is then followed and updates will follow
- Ensuring that the process as annoying as keeping communal areas are adhered to as this is part of the fire risk assessment and also affects our building insurance. Please keep reporting when you see personal items in communal areas, whether your block or another block
- Paying both service charge and heating bills on time and if you have any issues to contact treehouse@brenleypark.co.uk so that a payment plan can be put in place. By having a payment plan in process if required, also cuts down on the emails chasing for payment.
- By removing your own bulk waste or if you see anyone leaving bulk waste reporting them as this helps costs saving to all leaseholders when everyone takes ownership of their own.
- Offering assistance to the team where you can with your relevant skills

Leaseholders & residents - helping

If you'd like anything additional completed on the estate, we advise that you think about the full implications of how it could be done, and who would do it (as you would do if you owned a house). We as a management team are at capacity with our existing responsibilities, but welcome proactive leaseholders who want to help make our estate a better place. Please reach out to us if you want to get involved.

- A leaseholder who has offered a service of taking small electrical appliances to Currys and once we have spoken to the leaseholder for a process, we will advise all.

A huge thank you to residents/leaseholders who have been supporting us. Your help has been invaluable and we appreciate it immensely.

Also to those who have been mindful of e-mail traffic to both management@brenleypark.co.uk and treehouse@brenleypark.co.uk - thank you!