



Excellence in property management is a point of principle





“ I have been impressed with Principia’s professional service, quick response time and the experienced staff who have dealt with matters ranging from the day-to-day management, to major external works, licences to alter, and enfranchisement. ”

About Principia Estate and Asset Management

What a good thing it is to dwell together in unity

The motto of the Royal Borough of Kensington & Chelsea

After forty years of operating in the Royal Borough of Kensington & Chelsea and Westminster, where the company manages some 250 buildings, Principia has extended its estate management operations into other areas of prime central London. Building on our enviable reputation for expertise, experience and honest dealing, we are now bringing our award-winning service to other prestigious areas of the city.

Our goals are simple: We aim to encourage an atmosphere of harmonious communal living, and recognise the pivotal impact of our role in looking after our client's homes.

We pride ourselves on the highly personal and attentive nature of our offering, and provide a responsive, individually tailored service on which our clients rely. Consequently, we have developed an unrivalled reputation for quality, for offering exceptional value for money, and for consistently delivering on our promises.

Why Choose Principia Estate and Asset Management?

- A multifaceted, flexible, and comprehensive service that can be tailored to your needs
- Staff that are experienced, qualified and committed to exceeding your expectations
- Out-of-hours emergency service, giving you peace of mind
- State-of-the-art, interactive estate management software to ensure efficiency



- London-focused, offering in-depth local insight
- A proactive approach to property management
- Service that offers outstanding value for money
- Tenant Portal, providing leaseholders access to their account and property related information 24/7



How We Work

Each property that Principia manages benefits from a designated property manager, who is a member of a team dedicated to offering you continuity of service. Each member of the team is accountable to the Director of property management.

The property management team is further supported by an administration team. The admin team deals with insurance claims, pre-sale enquiries, access arrangements for contractors, and any other administrative matters.

Each client is also allocated a dedicated client accountant. They are supported by Purchase Ledger, Sales Ledger and Credit Control staff – all working to exacting standards under our Group Financial Controller.

Tenant Portal

Our Tenant Portal provides all leaseholders, with access to their accounts at all times. Once Leaseholders have registered they will be able to login to into their individual accounts to: -

- View account balance
- Make payments (i.e. ground rent, service charge etc.)
- View payment history
- View service charge statements
- Send electronic maintenance request and check the status of outstanding maintenance work
- Access relevant account and property related documents including property inspection reports
- View the notice board where important information about your building will be published
- Update personal details and contact information

The tenant portal provides a tangible interface allowing strengthened communications and greater assurance that we are providing the levels of service that our clients deserve.

“ I’ve owned my property for about ten years. Principia replaced the previous agents. They are about a million times better. Efficient, friendly and best of all, completely transparent about the costs involved. ”

Accounts

Principia handles client funds in strict accordance with relevant legislation, and ARMA, RICS and FCA rules. Our accounts department is also independently audited annually to comply with ARMA's strict requirements.

Service charges and reserve monies are held in client bank accounts in accordance with section 42 of the Landlord & Tenant Act 1987, and all client funds are continuously reconciled, so that each client knows exactly how much is held in their fund.

Our specialist software enables leaseholders to make online payments, as well as access individual service charge accounts and key documents about their buildings.

Our credit control process is flexible and fair, but firm.

Major Works

Principia approaches the maintenance of your property in an holistic manner. When cyclical major works are due, we aim to achieve the highest of standards and reduce the number of reactive maintenance issues that can arise.

We have decades of experience in organising major works projects, most frequently to the exterior and interior common parts.

We can manage the entire process, from the serving of 'section 20' notices, the appointment of a project manager and raising the necessary funds, through to supervising the works on-site.

Principia's existing network of surveyors, architects and engineers ensures that the right team is in place whatever the major works project required.

Maintenance & Emergencies

During office hours, your property manager and team will be available to deal with the many maintenance issues that may present themselves.

Out of office hours, Principia employ a dedicated company to provide an out of hours service to our customers. Urgent action can be taken for a range of issues including plumbing, electrical, boiler breakdown and locksmith services. The team also holds details of maintenance contracts already in place such as lifts, communal boilers, air conditioning.

Legal & Company Secretary Services

Part of our role is to ensure, as far as possible, that leaseholders adhere to the terms of their leases. We take breaches of terms seriously.

At the request of the client we can arrange for a thorough review of Leases of the building. This will provide our clients with a summary of the lease in plain English.

In the unlikely event that problems arise, Principia can call on the services of a range of respected leasehold legal specialists with whom we have established relationships.

We additionally supply a full company secretary service to limited Resident Management Companies. We aim to reduce the demands on company directors, to remove the stress of overseeing a Management Company, and to return directors' peace of mind.

We can also assist with 'Right to Manage' applications, collective enfranchisement, lease extensions, 'licence to alter' applications and general lease enforcement issues.

We have an established relationship with well respected leasehold legal specialists

Insurances

Principia is authorised and regulated by the Financial Conduct Authority (FCA) as an insurance intermediary. As such, we are able to arrange all necessary insurance policies such as buildings and terrorism cover, D&O, engineering and legal cover.

When it comes to processing insurance claims, our administration team is ready to deal with the entire process.

We will liaise with insurers, brokers, loss adjusters and the leaseholders affected, as well as manage all repairs and redecoration.

Water-related claims in particular can be deeply disruptive, and we understand it is imperative that they are dealt with swiftly and smoothly – which is why we handle them in-house.



“ I have found the Principia property management team to be polite, professional and proficient and for this reason I recommend with confidence their property management services. ”

On-site Staff

Many of our clients employ on-site staff. We presently offer personnel services for some 50 porters, housekeepers, groundskeepers, caretakers and handymen spread across London.

We can...

Manage staff accommodation

Tackle TUPE requirements

Supervise performance

Oversee recruitment

Carry out appraisals

Administer payroll

Appraise regularly

Run payroll

“Principia has been our property management firm for over twelve years. They have always been very professional, helpful and pro-active in the running of our building. I would certainly recommend them as a property manager.”



Health & Safety

Principia adheres to, and proactively manages, the health and safety requirements relating to your property, as set out in a range of UK legislation, including requirements with regard to fire precautions, water hygiene, asbestos and electrical safety.

We scrutinise all health and safety reports received, and we take appropriate action to ensure legal compliance.

Service

Delivering an industry-leading level of service to our clients is the cornerstone on which Principia's reputation has been built.

For more than 40 years, in-depth market insight, a keen focus on fulfilling our client's exacting expectations, and an ever-increasing portfolio of London's most prestigious properties has marked Principia out as a property management company of distinction.

Over 40 years experience in and around the prestigious Royal Borough of Kensington and Chelsea.

Accreditation

Principia was one of the earliest corporate members of the Association of Residential Managing Agents (ARMA) in the 1990s.

Each member of the property management team is an Affiliate, an Associate, Full Member, or of the Institute of Residential Property Management (IRPM).

Many members of the property management team are Associates of the Royal Institution of Chartered Surveyors (RICS).

Principia is authorised and regulated by the Financial Conduct Authority (FCA).





“The team at Principia offer a very professional and personal service and are very attentive to one’s needs. Every time I need them they are very helpful and try to help in the quickest possible time. I’m delighted with the help I get from them.”

Knowledgeable, Experienced Committed, Responsive

You will benefit from a single point of contact and a dedicated support team that will consistently and continuously understand and service your needs.



Principia's team of experts is here for you.

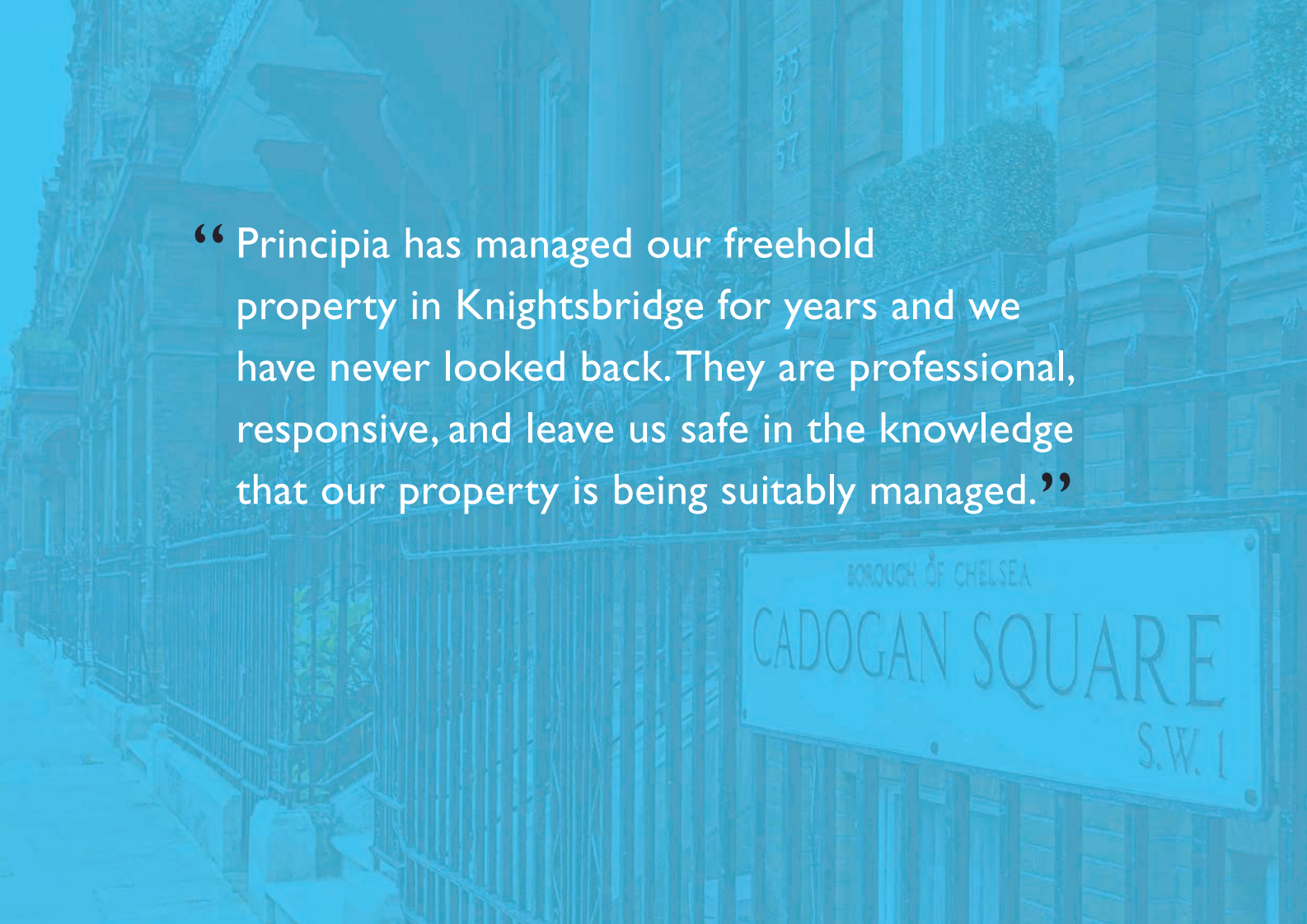


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Principia will...

- ✓ Maintain your property to an impeccable standard
- ✓ Guide you through all processes and procedures
- ✓ Remove the frustration of managing your property
- ✓ Help to enhance the value of your assets
- ✓ Give you back your precious time





“ Principia has managed our freehold property in Knightsbridge for years and we have never looked back. They are professional, responsive, and leave us safe in the knowledge that our property is being suitably managed.”

Principia Estate and Asset Management

The Studio

16 Cavaye Place, London SW10 9PT

T +44 (0)20 7341 0220

E info@principialondon.co.uk

W www.principialondon.co.uk

 twitter.com/PrincipiaLondon

 linkedin.com/company/principia-estate-and-asset-management

