

WHITE HOUSE COURT RESIDENTS ASSOCIATION LIMITED

(Company Number 01013831)

Open Letter from the Board of Director to all Leaseholders

Dear Members / Residents,

By now you will have received the first correspondence from our new Managing Agent, Norwich Residential Management Ltd (NRM), who will be replacing Watsons on 1st January 2019.

The purpose of this open letter is for us, the Directors of White House Court Residents Association Ltd (WHCRAL), to take the opportunity to explain the reasons for the change, the process we went through in the selection of the new agent, why Norwich Residential Management (NRM) were chosen to replace Watsons and what the future holds for our development.

Why change was needed

There have been comments from Leaseholders and residents to Directors that they are unhappy both with the performance and the level of service received from Watsons as WHCRAL's Managing Agent over the last few years and therefore it was agreed to review the role and tender this to other local agents.

Our concerns centred on:

- Leaseholders have commented on often feeling ignored when reporting issues
- Poor/ failed communication
- Inability to sustain a level of service
- Budget and account management
- Lack of regular site and building inspections
- False assurances and protracted delays to requests for often simple maintenance items

Following discussions between the Directors during the Summer of 2018, we made the decision to retender the Managing Agent contract for WHCRAL. To this end we had initial discussions with several local Managing Agent companies, each offering different approaches to the management of our buildings and estate, and tenders were invited from three local (Norwich based) companies.

The companies were asked to present to the Directors against the following key objectives:

- Value for money, hoping to achieve savings in annual Service Charges to Leaseholders.
- Proactive management of contractors and building maintenance, including long term planning of preventative repairs and improvements to communal areas; a prompt response to issues raised by residents and reactive maintenance.
- Proactive communication and engagement with residents, with transparent disclosure of costs and activities of the Management Company to residents.
- Strong management of budgets, actively looking to deliver savings without compromising on the quality of services delivered to residents.

Following the tender requests, meetings were held with the interested companies where we discussed the development, allowed them to walk around the buildings, discussed the issues we have and how they could deliver against our objectives. The companies were then asked to prepare formal tenders so that the overall costs to the development were comparable between the different providers.

The Directors met formally to discuss the merits and demerits of each bid based on the tender documentation provided, impressions from our interaction with the companies and their responses to our key objectives for the development. A decision was unanimously made that we would proceed with NRM in order to replace Watsons as Managing Agents. The Directors have signed an initial 12 month contract with NRM. We have asked NRM to formally write to all members introducing themselves and asking members to provide updated contact details and also to include this open letter from the Directors.

Why NRM are the right choice for our development

As Directors we were very impressed with the package presented by NRM in comparison to the other bids and felt that they were more than capable of delivering and exceeding our key objectives for the development.

Some of the key positives for us were:

- Monthly visits to the development
- Proactive management of outside contractors, minimising additional costs and providing additional eyes and ears on the ground.
- Excellent communication with residents, proactively taking steps to engage with owners and tenants of properties.
- Proven track record of taking over and resolving issues of developments previously managed by Watsons.

As such we have every confidence that NRM were the right choice for the development, and all the interaction and support we have received since has reinforced that we have made the right choice on behalf of all residents going forward.

The future

We as directors will be looking to work with NRM to deliver savings where possible without compromising the services to the development going forward into this year and beyond.

We are keen to hear your views on the direction of the development and how you feel our community can be improved. Please forward these to whitehousecourt@nrmltd.co.uk

Yours faithfully

The Board

Board of Directors

White House Court Residents Association Ltd