



 **HML**
Tailored. Local. Personal.

Welcome to HML

We are property management experts, specialising in all forms of properties, amassing a vast portfolio across the UK.

We pride ourselves in delivering a comprehensive property management service for Resident Management Companies, property owners, landlords and developers, whilst ensuring our ethical values are embodied within the core of our operations.

Our business is based on integrity, professionalism and honesty, which we instil in the delivery of our service to every single one of our clients when managing their property.

HML are unique within the market as we provide a 360-degree full property management service which includes, but is not limited to, concierge, building surveying, health & safety risk assessment, company secretarial and legal services and more.



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“Through excellent personal customer service, to be the leading independent professional property services company within the management sector”

-HML Mission Statement



Property Management

At HML, property management is the core of our business. We have significant experience with managing a wide range of property types for more than 50 years.

We appreciate that acquiring a property is a life-changing investment and therefore we are committed to ensuring that your property is managed in the best possible way.

What we do

We take care of the communal areas of blocks of flats, housing estates, developments and more, on behalf of our clients, so that we can ensure that they live in a well-maintained environment.

In particular, we organise services such as cleaning, gardening and repairs, whilst we also perform regular inspections, financial management and ensure that our clients are able to fulfil their obligations according to their lease.

We have a continuous, open dialogue with our clients and deliver our services in accordance with their needs and requirements of their property.

Please keep in mind that that we only manage communal areas such as lobbies and landings inside, grounds and parking outside, so any issues within the flat or house are the responsibility of the property owner. To see where these boundaries are, please refer to your legal documentation.

HML are regulated and accredited by the following governing bodies:



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Why choose HML?

What makes us different?

At HML, we pride ourselves on offering a 360-degree full property management service that is catered to the needs of each individual client. In addition, the way we deliver our service is 'Tailored', 'Local' and 'Personal', allowing our property management to fulfil their role in the best way possible, unique to each scheme, according to its requirements.



Our property management is tailored to your needs. At HML, we are proud to offer individually tailored property solutions that are specifically designed for each and every one of our clients across the UK. We are able to achieve this by providing regular inspections, comprehensive site reports and financial reporting – all tailored to our clients' needs – along with a range of associated professional services that support and enhance our core property management solution, such as concierge, contractor accreditation, company secretarial and legal services, building surveying, insurance support and online services – all of which contributes towards our 360-degree full management package.

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Local

All HML Property Managers are based in our local offices, which are spread across prime locations in the UK and have deep knowledge of the areas they are operating within. In this way, we are never too far away from our clients, while preventing them from unnecessary travel times and charges. Moreover, through our contractor accreditation scheme, we have access to the best local suppliers and contractors so that we can ensure a higher quality of our service. In other words, we understand the typical requirements for a property in your area.



Personal

We are personal. At HML, customer service is a very important part of our business. Therefore, we work closely with our clients to ensure they get the service they require, delivered with a personal touch. In order to achieve that, we do not operate a call centre approach but instead we appoint a dedicated Property Manager to each property, who is their direct point of contact. In this way, our Property Managers can concentrate on their client relationships with RMC Directors, leaseholders, freeholders, landlords and tenants and focus on understanding their needs, while informing them about their rights and obligations.

Our Services

Although property management is our primary focus, we also offer a broad range of additional services that significantly strengthens and compliments our property management offering. These professional services mean that we have the capacity to deliver a 360-degree full property management solution to our clients.

Insurance



Every effort must be made to protect your property in order to prevent any damage that may unfortunately occur. Here at HML, we can arrange insurance services through our dedicated in-house division. Our sister company, Alexander Bonhill, provides clients with a complete insurance package and has a great deal of experience, securing over 2,000 policies with a combined value of over £2 billion.

Company Secretarial & Legal

We provide specialist company secretarial services, available for clients who not only need property management but also require someone to act as the Company Secretary, dealing with day-to-day administration and legal tasks. The team also deal with providing information to statutory authorities, filing the annual return and accounts as well as managing the register of directors and shareholders.



Contractor Accreditation

As managing agents, we have a duty to ensure all contractors are vetted across many different areas, including Insurance cover, Company Information, VAT registration, Trade Memberships and Health & Safety compliance. We have found that unfortunately very few schemes actually cover all of these areas. We have therefore introduced an internal scheme to ensure that all relevant checks are completed and we are abiding by our own obligations.





Health & Safety Risk Assessments

Health and safety can always be a bit of a minefield to navigate, but with our advice, you will be compliant in no time. We are able to perform risk assessments that can be carried out ensuring the safety of residents and the general public.

Building Surveying

Conveniently, we have an in-house Surveying team, who are regulated by RICS and can provide expert advice to our customers on all aspects of surveying, including project management, enfranchisement, valuations and building re-instatement valuations. We work with our clients to ensure that your property is maintained and repaired in a legally compliant and cost-effective manner.



Concierge

We provide concierge and on-site staff services, who are equipped to deal with a multitude of tasks that will alleviate certain stresses involved in staff management to help you focus your efforts on the completion of your project.

Lettings

We have a dedicated lettings team in our relevant offices who are able to deal with all aspects of this side of the business and are always on hand to answer any queries you may have. Significant savings can be made on lettings fees if we already carry out our property management services at the site in question so this is a great offering that is something to seriously consider.



Out-of-Hours

Out-of-Hours is a subscription only service operating from 17:30hrs weekdays until 09:00hrs the next morning, 24hr cover is provided at weekends and over bank holidays.

Client Finance

At HML, we realise that managing your client money and keeping up to date accounting records can be a daunting task, yet it is extremely important. For this reason, we provide our clients with financial services that are delivered by our in-house Client Finance team.



Our Client Finance team consists of Property Management industry specialists who have developed defined processes in order to ensure that your client money is taken care of, in line with legislation and industry best practice. We have dedicated teams who cover the key areas, such as bank reconciliations, arrears chasing, receipt allocation, contractor payments, service charge accounting and more and they are here to advise you and answer your questions.

With our Client Finance services you can rest assured that your money is being held safely in ring fenced trust accounts and managed by experts, giving you the peace of mind you need.

Our Locations

We are present in more than 20 locations across the UK. Our local offices are managed by Regional Directors, who are exclusively responsible for specific regions such as the Northeast, Northwest, Southeast and Southwest of the UK so that they can drill-down the specific requirements that each part of the country might have.

Since we have been taking care of properties for more than 50 years, we have developed exceptional expertise in each region as well as across different types of properties. Therefore, we can advise you in all aspects of property management and have access to the best suppliers and contractors in your area. Get in touch with your nearest HML team today and find out how our local approach to property management can work for you.



HML Headquarters

**9-11 The Quadrant,
Richmond**

020 8948 3211

***Aldershot
Bath
Bolton
Bristol
Cheltenham
Croydon
East Malling
Eastbourne
Keston
Knutsford
Luton
Reigate
Richmond
Romford
St Neots
Victoria
Whetstone
Worthing***

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