



# PRINCIPIA

Excellence in property management is a point of principle





# 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 more recently 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 people'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?

---

- A multifaceted, flexible, and comprehensive service that can be tailored to your needs
- Staff that are experienced, qualified and committed to exceeding your expectations
- All-inclusive '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

## 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 and banking clerks — all working to exacting standards under a fully qualified head of accounts.



# 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 process is flexible and fair, yet firm.

## 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 has contracted one of central London's leading property maintenance companies, Masterfix, to provide an all-inclusive emergency service. Urgent action can be taken for a range of issues, including plumbing, electrical, boiler breakdown, and locksmith services. Masterfix holds details of contracts (e.g. lifts, communal boilers, air conditioning) already in place.

Principia also provides a key-holding service for the convenience of clients and leaseholders.





## 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.

# 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.

We arrange for our clients a thorough review of their leases, the end product being a layperson's 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.





# Insurances

---

Principia is authorised and regulated by the 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.

## 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...

- run payroll
- supervise performance
- appraise regularly
- oversee recruitment
- manage staff accommodation
- tackle TUPE requirements



## 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.

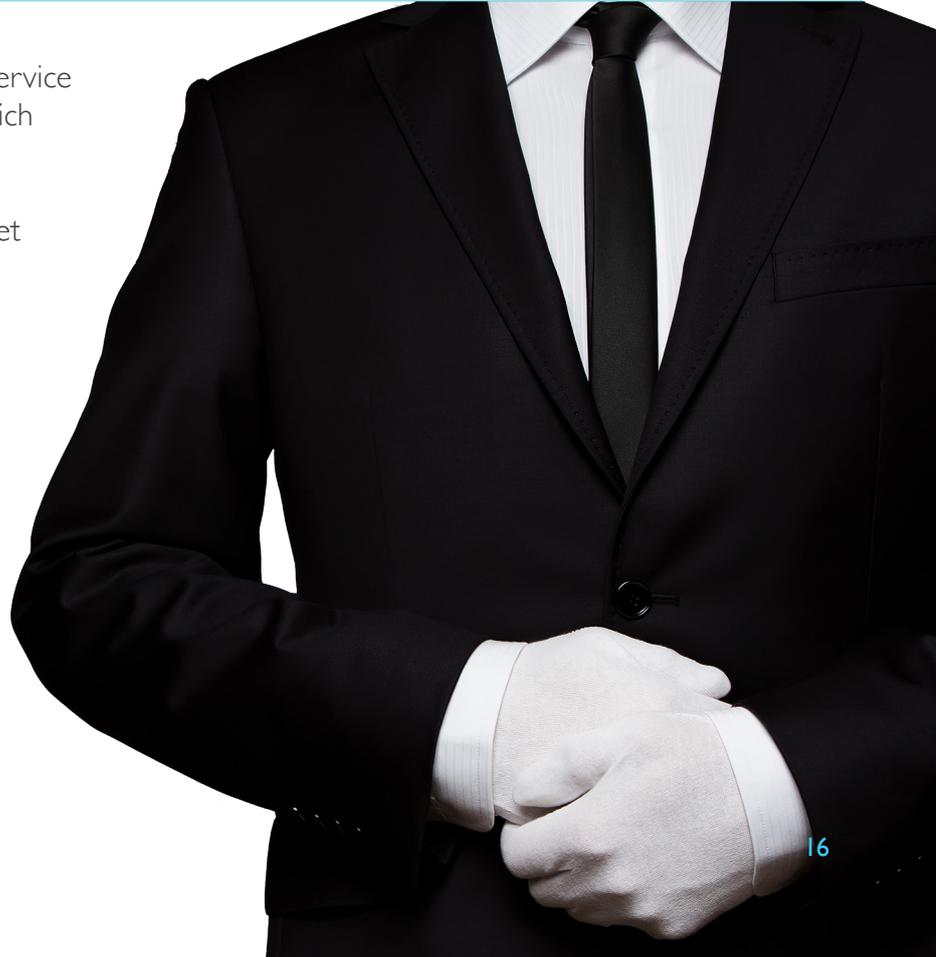


## Service

---

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.





# 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 Fellow 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).



**RICS**<sup>®</sup>



# Awards

Principia is a multi award-winning managing agent, with consistent successes at the National Property Management Awards including London Property Management Company of the Year 2013 and numerous Highly Commended accolades from 2011 to the present day.

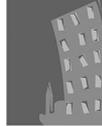
Judging criteria for the above awards included strategic vision, innovation in property management and staff development — as evaluated by representatives of The Royal Institution of Chartered Surveyors, The British Property Federation, and The Federation of Private Residents' Associations.



**PROPERTY  
MANAGEMENT  
AWARDS 2014-15**  
[www.newsontheblock.com](http://www.newsontheblock.com)  
**HIGHLY COMMENDED**



**PROPERTY  
MANAGEMENT  
AWARDS 2013-14**  
[www.newsontheblock.com](http://www.newsontheblock.com)  
**WINNER**



**PROPERTY  
MANAGEMENT  
AWARDS 2013-14**  
[www.newsontheblock.com](http://www.newsontheblock.com)  
**HIGHLY COMMENDED**

# 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.



## 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

