



FRANCIS LOUIS

Block Management



EFFORTLESS BLOCK MANAGEMENT – EXCEPTIONAL RESULTS

www.francislouis.co.uk

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MANAGING BLOCKS WITH A DIFFERENCE

Managing residential blocks is about more than just maintenance—it's about delivering outstanding service to owners and residents alike, ensuring properties are cared for, tenants are happy, and investments are maximized.

At Francis Louis, we take a proactive approach, handling the complexities so you don't have to.

- Clear communication – Keeping you informed at every stage.
- Tailored solutions – Custom services to meet your block's unique needs.
- Proactive maintenance – Protecting property value and minimizing costs.

*We treat every block we manage
as if it were our own, because we
know the difference that care and
attention make.*



YOUR PROPERTY, PROFESSIONALLY MANAGED

We offer full-service block management that ensures buildings are safe, compliant, and running efficiently.

Proactive Maintenance:

- Regular inspections and preventative upkeep to minimize costly repairs.
- In-house maintenance team for swift responses and efficient resolutions.
- Access to trusted local contractors for competitive quotes and high-quality work.

Financial Transparency:

- Service charge management, detailed budgets, and clear expense tracking.
- Regular financial reports keep owners informed and in control.

Compliance and Safety:

- Full oversight of legal and safety requirements, from fire safety checks to insurance.
- Dedicated team ensuring all regulatory standards are met.



*WHEN YOUR PROPERTY IS MANAGED WELL,
IT'S NOT JUST MAINTAINED –IT THRIVES.*

IN-HOUSE PROPERTY CARE

A well-maintained building isn't just about fixing issues—it's about preventing them. Our dedicated in-house maintenance team, led by experienced tradespeople, ensures fast, high-quality repairs and ongoing property care.

What we offer

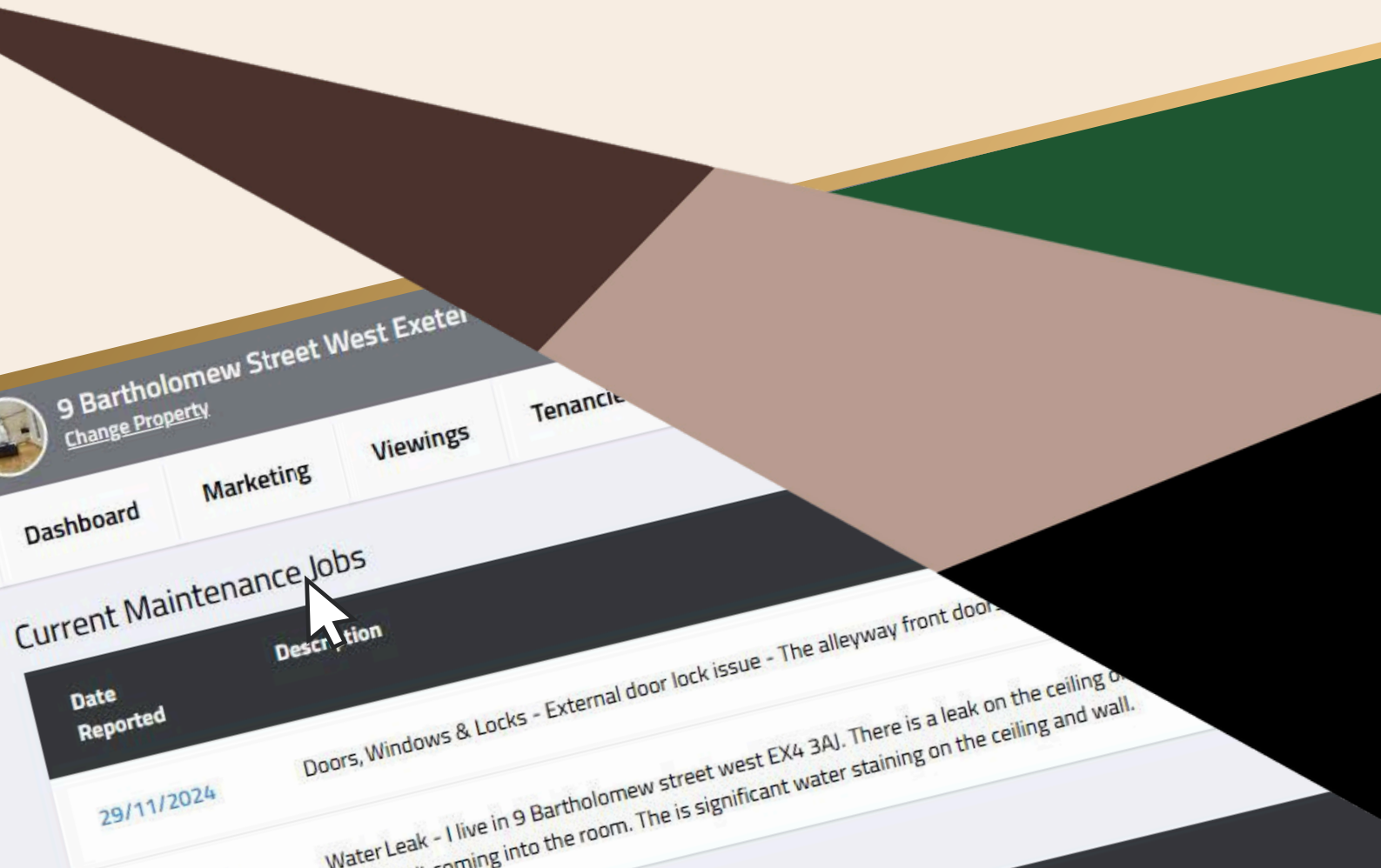
- Fast responses to tenant maintenance requests.
- Preventative inspections to reduce long-term costs.
- Clear and transparent reporting through our Property Portal.

Specialist Services

- Plumbing, electrical work, and general repairs.
- End-of-tenancy cleaning.
- Gas and electrical safety checks.
- Fire risk assessments and compliance.

24/7 Emergency Call-Out Service

- No hidden fees or inflated contractor charges.
- Quick resolutions to urgent maintenance issues.
- Improved tenant satisfaction, reducing void periods.



EXPERTLY LET, FULLY MANAGED, AND ALWAYS COMPLIANT

Our track record in filling and managing blocks is second to none. Whether pre-letting developments before completion or managing fully occupied buildings, we ensure record-breaking rents and minimal void periods.

Track Record in Letting & Management

- Securing tenants early, even before completion.
- Achieving market-leading rents with minimal voids.
- Trusted by developers to maximize investment returns.

We don't just let blocks—we make them perform at their best.

Dedicated Block Management Team

- 24-hour tenant support and quick dispute resolution.
- Dedicated property managers for every block.
- Fast response times and high service levels.



TRANSFORMING CHALLENGES INTO SUCCESS

A central Exeter block came to us with frustrated owners due to escalating costs and delayed repairs. Within six months, we:

- Implemented a proactive maintenance plan
- Reduced service charge costs by 20%
- Improved tenant satisfaction and reduced complaints

Francis Louis turned things around for our block. They brought clarity to our finances, handled repairs quickly, and made the process stress-free.



OUR COMMITMENT TO YOU

As the Director of Francis Louis, I am committed to delivering services that not only meet but exceed your expectations.

- **Always Available:** I'm here for you 24/7 to provide the support you need, when you need it.
- **First-Class Customer Service:** Our team is dedicated to making every interaction smooth, personal, and professional.
- **Innovative Technology:** From cutting-edge marketing to seamless aftercare, we use the best tools to enhance your experience.

At Francis Louis, your success is our priority. Thank you for trusting us with your property. We're here to support you every step of the way.

Adam Friend
Director, Francis Louis



Every client deserves trust, care, and excellence. At Francis Louis, we ensure landlords and vendors feel valued, supported, and in the best hands.

~Adam Friend, Director



EXETER & BEYOND: OUR COMMUNITY AND CHARITY WORK

CRICKET IN GHANA

Two years ago, Francis Louis began supporting cricket development at a Ghanaian school, donating 21 bags of equipment, clothing, and toys to schools and orphanages. Mass cricket lessons were held for hundreds of children, and local coaches were trained to continue the program.

Further support included funding a professional artificial wicket and batting net, as well as organising Ghana's first youth cricket festival. Over 200 children from 12 schools participated, and a £100,000 donation of hardball cricket kits ensured every school had the resources to grow the game. Plans are already underway to expand this successful initiative next year.



CULLOMPTON CRICKET CLUB

Francis Louis has transformed the local cricket scene by funding and growing Cullompton Cricket Club's youth section. In six years, the club has expanded from one team of 12 boys to over 150 children, with equal opportunities for boys and girls.

To ensure inclusivity, Francis Louis sponsors all kits, removes match fees, and funds annual tours to major cities like London and Manchester. Many families have experienced their

first-ever sports stadium visits through these tours, creating unforgettable memories for both parents and children.



CLEAR AND TRANSPARENT FEES

We offer a range of services tailored to meet your needs.

Service	Tenant Find	Tenant Find Plus	Full Management
Fee Payable	6% plus VAT of annual rent	7.5% plus VAT of annual rent	8.5% plus VAT of annual rent in addition to the tenant find fee

Additional Fees:

- Tenancy Extension / Renewal Service Fee: £250 plus VAT
- Change of Sharer Fee: £125 plus VAT
- Attending Legal Proceedings (Per Hour plus travel): £200 plus VAT
- Deposit Transfer / Mid-Term Transfer: £100 plus VAT
- HMO Licence Application: £250 plus VAT (excludes licence cost and documentation)
- Inventory Preparation: Subject to Quotation
- Inventory Check-In / Check-Out: Subject to Quotation
- Energy Performance Certificate: Subject to Quotation
- Gas Safety Record: Subject to Quotation
- Portable Appliance Test: Subject to Quotation
- Electrical Condition Inspection Report: Subject to Quotation
- Legionella Risk Assessment: Subject to Quotation
- Service of Notices: £75 plus VAT
- Deposit Negotiation Fee: £149 plus VAT



YOUR BLOCK, OUR EXPERTISE

We make block management effortless. Contact us today to find out how we can tailor our services to your building's unique needs.

CONTACT US TODAY



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