

Drivers
& Norris

EST.
1852

ESTATE AGENTS & SURVEYORS

Block & Estate Management

Everything You Need to Know



About Drivers & Norris

Established in 1852, Drivers & Norris is one of London's longest-standing property firms. With over 170 years of experience, we have built a trusted reputation for block and estate management across the capital.

We work with freeholders, resident management companies, developers and individual leaseholders, managing portfolios ranging from 10 to over 400 properties.

Every block is different. We adapt our approach and fees to suit each client's unique needs, always with the same commitment to quality, transparency and lasting client care.

Our qualified team brings years of hands-on experience to every instruction. Using the latest management software, directors and owners can access financial information and pay service charges securely online.

Drivers & Norris is regulated by The Property Ombudsman, giving clients confidence in our professional standards.

MEET THE TEAM



Scott Hailou
Managing Director



Kirill Toursin
Operations Manager



Enawgaw Saverio
Head of Block
Management Accounts



Jacey Talwar
Block Management



Juan Mendoza
Block Management

Our Management Services

From day-to-day maintenance to financial oversight, we manage every aspect of your block with professionalism and care.



REACTIVE MAINTENANCE

We respond promptly to day-to-day issues across your property, including leaks, electrical faults, door locks, gutters, lighting, fire alarms and car parking. Every issue is handled efficiently to minimise disruption to residents and protect the long-term condition of the building.



CONTRACT MANAGEMENT

We coordinate all block and estate service contracts with vetted, quality-approved contractors covering cleaning, gardening, maintenance, plant supervision and electrical testing. All contractors are thoroughly assessed and approved before being appointed to your property.

Our Management Services

Every commitment, delivered.



SITE VISITS

We conduct regular visits to your property or estate, with frequency agreed and written into the management contract. For most buildings we attend quarterly, ensuring issues are identified and addressed before they escalate.



SERVICE CHARGE BUDGETS AND DEMANDS

At the start of each financial year we prepare a detailed expenditure budget based on historical costs and planned provisions for the year ahead. Once approved by the client, service charge demands are issued to all owners in line with the terms of their lease or transfer.

Our Management Services

Protecting your property and your people.



ARREARS MANAGEMENT

Where service charges remain unpaid, we pursue arrears directly with owners and, where necessary, escalate to solicitors following client consultation. We always seek to reach an agreeable payment plan before initiating formal debt recovery proceedings, assessed carefully on a case by case basis to ensure the financial stability of the site is not put at risk.



HEALTH AND SAFETY COMPLIANCE

As regulations grow increasingly stringent, we ensure clients remain fully informed of their obligations. We advise on risk assessments, fire safety, water hygiene and electrical compliance, and where appropriate, act as the named duty holder on behalf of the management company or freeholder.

Additional Management Services

Expert support across every aspect of your block.

FREEHOLD PURCHASES

We work with professional buyers of freehold reversions and regularly assist clients in achieving competitive prices for their freeholds. Once the ground rent and lease terms are finalised, we liaise closely with all relevant parties to ensure a smooth and transparent transaction from start to finish.

GROUND RENT COLLECTION

We assist freeholders by collecting ground rent in strict accordance with the terms of the lease. Our software systems ensure accurate and efficient processing, with current income statements available at any time. A charge applies for the collection and arrears chasing process.



Additional Management Services

Comprehensive guidance whenever you need it.

COMPANY SECRETARIAL

We work with qualified professional accountants to provide company secretarial services for clients who prefer not to manage the administrative burden of their limited company. This includes calling and attending AGMs, maintaining and updating company records, maintaining statutory books, preparing and issuing share certificates, dealing with official correspondence and filing annual returns.

MAJOR WORKS

We manage significant planned works in full compliance with the Landlord and Tenant Act 1985. All contractors are thoroughly vetted before appointment. A formal notice of intent is issued to all leaseholders, followed by a 30 day consultation period, a minimum of three quotes and a fully itemised budget before any work begins.



Additional Management Services

Always available, always professional.

LEASES, LICENCES AND PLANNING

We assist with lease interpretation and the procedure for obtaining lease extensions, drawing up licences to assign and amend where the lease permits, and advising on the planning procedure where alterations to the landlord's property are required. Our experienced team ensures every step is handled with clarity and precision.

OUT OF HOURS EMERGENCY SERVICE

We provide a dedicated out of hours contact line managed by experienced property professionals with full knowledge of your property and approved contractors list. This ensures that any emergency is dealt with promptly and efficiently, regardless of when it arises.



Additional Management Services

Protecting your investment at every stage.

REINSTATEMENT COST ASSESSMENT

We recommend having your block professionally revalued at least every three years, particularly where property prices are moving significantly. An accurate reinstatement valuation ensures your insurance premium is neither excessive nor insufficient, protecting all owners from potential financial liability in the event of a claim.

LEASE EXTENSIONS AND ENFRANCHISEMENT

We guide leaseholders and freeholders through the process of lease extensions, rent reviews and enfranchisement, providing clear and practical advice at every stage. Our experienced team ensures all parties are properly informed and that the process is handled efficiently, professionally and with minimal disruption.



Health & Safety

Keeping your building safe, compliant and well maintained is at the heart of everything we do.

Effective block management goes beyond day-to-day repairs. We carry out comprehensive risk and health and safety assessments to ensure your building meets all statutory requirements, including the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Our assessments cover a full range of areas including emergency lighting, smoke detection, fire risk, water hygiene and general hazards. We keep clients fully informed of their obligations and advise on the appropriate course of action at every stage.

Every contractor we appoint is carefully vetted and assessed for quality of work, reliability and customer service. From gardening and cleaning through to lift maintenance and security installations, our tradesmen are a direct reflection of our own standards.

Lift maintenance is a legal requirement. We arrange both the maintenance contract and the associated insurance, with inspections carried out every six months as standard. Where the legal documentation permits, we can also assist with the installation of security measures including electric gates, CCTV and door entry systems.

Developers & Builders

Appointing the right block management partner from the outset makes every stage of a development smoother, more efficient and more profitable.

Planning and preparation are everything in property development. We work closely with developers and house builders from the initial planning stages through to occupation, helping to minimise void charges, establish the management company, support the sales office and ensure new residents are looked after from day one.

We recommend appointing a block manager at the inception of any development. Many architects do not fully consider the practical implications of managing what they design. With over 170 years of experience, we bring that knowledge early, covering key considerations such as:

- Utility meter placement for safe and easy reading
- Bin store positioning in line with local council requirements
- Long term parking solutions
- Reserve fund budgets for future works and capital replacement
- Legal advice and best practice for leases and transfers
- Bicycle access and security

Once sales begin, we liaise with solicitors on pro-rata insurance charges, service charges and ground rent. We prepare the initial budget, calculate service charges in accordance with the lease or transfer and bill purchasers accordingly. On an ongoing basis we establish all necessary maintenance contracts and remain actively involved throughout, making the transition for new leaseholders as straightforward as possible.

Costs & Fees

We believe in complete transparency. All fees are clearly set out in our management contract from the outset.

Following an initial meeting and site assessment, we provide a total management fee tailored to your block or estate. This fee is included in the annual service charge budget and apportioned to each owner in accordance with their lease or transfer.

Where additional services are required, such as company secretarial, major works or lease assistance, these are charged separately at either a fixed fee, a percentage or a sliding scale, all clearly detailed in our management contract.

Depending on the legal documentation, certain charges may be payable directly by the owner rather than through the service charge account. These include:

- Drawing up and approving a licence to alter
- Drawing up and approving a licence to assign
- Deed of covenants
- Solicitors enquiries when selling a property
- Replacement share certificates
- Creating a Statutory Leasehold Property Enquiry pack

For a full schedule of charges please contact us on 020 7607 5001 or email blockmanagement@drivers.co.uk.

Memberships & Affiliations

Proud members of leading professional bodies, committed to the highest standards of block and estate management.

Drivers & Norris is one of London's longest established property firms, with offices in Islington and Finchley. Alongside our block and estate management services, we offer a comprehensive range of property services including sales, lettings and residential management.

We are regulated by The Property Ombudsman and are proud members of The Guild of Property Professionals, Relocation Agent Network and Propertymark. Membership of these organisations reflects our commitment to professionalism, transparency and the highest standards of client care across everything we do.

The Property Ombudsman
www.tpos.co.uk

The Guild of Property Professionals
www.guildproperty.co.uk

Relocation Agent Network
www.relocationagentnetwork.co.uk

Propertymark
www.propertymark.co.uk

For further information about our block and estate management services please contact us on 020 7607 5001 or email blockmanagement@drivers.co.uk. You can also visit us at drivers.co.uk.



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Let Us Take Care of Your Block.



 [drivers.co.uk](https://www.drivers.co.uk)

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