

A vibrant photograph of a group of people at a social gathering. In the foreground, a woman in a white dress is laughing with her arms raised. Next to her, a woman in a gold dress is also laughing. Behind them, a man in a black tuxedo is smiling. The background is filled with other people, some with their hands raised, creating a festive and celebratory atmosphere.

# Newsletter

## Winter 2025 Edition

# Update from our Head of Client Relations

## Louise Hebden

The past 12 months have seen steady and positive growth across the company. It's been a pleasure meeting potential and existing clients and identifying how we can best support them, whether through the Right to Manage process, cost savings on everyday expenses, or providing expert legal guidance to help them stay or transition confidently with Prime.

**As a passionate advocate for leaseholder rights, I'm always striving to deliver the best solutions for both new and existing clients.**

From the new year, my team will be expanding, and I'm excited to welcome a new member with extensive property management experience. Together, we'll continue refining our processes and delivering exceptional solutions that exceed client expectations.



Leaning into our 'Try. Review. Evolve' value, we're now asking our clients to say it straight using our regular satisfaction surveys. While it's not always possible to respond individually, I'll be sharing key insights through upcoming newsletters and blogs. Writing our recent blog series, which can be found on our website, has been a highlight. It's been a great platform to keep leaseholders informed on regulatory updates and showcase the positive impact we're making at Prime.

# Survey Results

## You said it straight, We cared like a homeowner

- Issue: Communication & Email Traffic:** We've introduced regular online client briefings for all sites. Meetings are now recorded and transcribed, and we issue regular newsletters to all leaseholders.
- Result: We get stuff done:** Since introducing client briefings, we've seen a significant improvement in task completion and response times.
- Issue: MyBlockman Payments:** Result: Payments now appear on the system within 72 hours.
- Issue: Fire Door Project Delays:** Result: All qualifying projects now move to the Major Works Team under Section 20. We've also reviewed contractor performance and introduced a new policy to ensure work is delivered to a quality standard and at competitive rates.



## Stay Connected

We regularly share company news, award wins, team achievements, and qualification updates on our website. I'd encourage all leaseholders to take a look at our latest posts and updates here:

<https://primepm.co.uk/blog/>





## Update from our Head of Operations

### Molly Davis

My first six months in Operations have been fast-paced, rewarding, and focused on strengthening the backbone of how we work. One major project has been the complete review of our internal employee policies – ensuring they are clear, rooted in our purpose, play out our values and make a positive impact on our Primemates' experience at work.

We've successfully launched our **company intranet**, which now houses all our policies for easy access.

A key focus this year has also been the **Building Safety Act**. Moving us closer to achieving our vision: 'Fair, safe, quality living for all', we've worked closely with Property Managers and specialists to ensure we meet the highest safety standards for our clients, leaseholders, and residents.



## Update from our Administration Team Manager

### Georgia Fayn

This year has been all about delivering solutions that streamline and strengthen communication. We've implemented a new **phone system** that allows you to select the department you need, helping to reduce caller wait times and modernised several administrative processes, making it easier for clients and colleagues alike.

The team continues to grow, with returning and new members enhancing our capacity to deliver consistent, high-quality solutions.



## Update from our Head of Legal

Jade Richmond

This year has been one of tremendous progress and growth for our Legal Team.

### Building Strength and Expertise

Our team has expanded to 9 Primemates, with internal promotions and returning team members strengthening our expertise and enabling even faster, more responsive service for our clients

### Adapting to Legal Reform

We're implementing changes in line with **Leasehold and Freehold Reform Act 2024**, which will:

- Remove the two-year ownership rule (from January 2025).
- Expand the Right to Manage (from March 2025).
- Remove the obligation for leaseholders to pay freeholders' legal costs for RTMs.

### Achievements for 2025 so far

- **750+ conveyancing matters** completed.
- **12 successful RTM acquisitions** achieved.
- **25 RTM applications** currently in progress.



## Update from our Head of Property Management

### Emily Bettsworth

Our focus this year has been on improving communication, efficiency, and service quality across all sites.

It's an exciting year for the Property Management department, following the recent appointment of our new Head of Property Management, Emily Bettsworth. With a fresh perspective and clear plans for the year ahead, Emily is focusing on strengthening support for our clients and leaseholders, enhancing communication, and streamlining the way we work to deliver solutions which are even more proactive and responsive. The department is energised for the year to come, with plenty of positive change on the horizon to benefit our clients and leaseholders and continue raising the standard across Prime.



### Key Initiatives

- **Leaseholder Newsletters:** Streamlined updates that reduce email traffic.
- **Client Briefings:** Focused discussions that help get things done faster.
- **Pre-Booked Site Meetings:** Direct collaboration between Directors and Property Managers.
- **Monthly Feedback Requests:** Continuous improvement through regular input from the client, Directors of the RMC or RTM.
- **Company Intranet:** Supporting team development and site management excellence.



## Update from our Head of Accounts

### Jodie Madren

It's been a productive period within our Accounts Department, and we're pleased to share a few updates designed to improve your experience with Prime.



- **Faster Payment Allocation:** Payments are now uploaded to Blockman within 72 hours, giving directors and leaseholders more transparent and more up-to-date visibility of their accounts.
- **New Payment Options Available:** We've introduced additional ways to pay your service charges, including **Apple Pay** and **Pay by Bank** through our website. These options are faster and more secure.
- **Reporting & Automation:** Exciting developments are underway to enhance financial transparency and efficiency.
- **Ongoing Focus on Efficiency:** We continue to innovate, refining our internal processes to ensure payments, reconciliations, and service charge accounts are handled promptly and professionally, supporting our value of:



## Update from our Major Works Team Manager

### Aisha Hoskins

The Major Works Team continues to grow, with **Bonnie** joining as Coordinator to support increasing workloads. The team growth will create the additional capacity needed for us to get more stuff done, proactively manage more projects, work further ahead of demand and deliver a more strategic and forward-thinking service for our clients.

We're broadening our scope beyond Section 20 consultations to include warranty claims, large-scale insurance claims, and Building Safety Fund remediation, enabling us to offer a more comprehensive service. We will also assign a dedicated Coordinator to each portfolio, giving Clients and the Property Managers a single point of contact for major works reviews, future planning, and budgeting strategies. This approach will strengthen client relationships, ensure continuity of service, and allow Coordinators to build a deeper understanding of each portfolio, while giving Property Managers more time to focus on the day-to-day running of their buildings.





## Director's Update



### Looking Back

Since our last update we have had the incredible news that we were awarded Managing Agent Of the Year (5,001-15,000 units) at the ACE awards, run by The Property Institute. This recognition has encouraged the team that their hard work is really valued and all of our team are incredibly proud of this success.

We have invested heavily in team development over the past six months; including training, wellbeing and resilience coaching, as well as professional TPI exams for our growing team. We do so in aid of ensuring we are knowledgeable and continue to make a positive impact on homeowners we care for.



### Innovation & Continuous Improvement

We have been working hard to assess how we can utilise new technology to deliver solutions for our team to work more efficiently for our clients; this has meant investment in tools to automate slow, manual processes, allowing more time for meaningful, hands on work from our team. The result will be greater collaboration time with clients and getting more stuff done!

Our team have started running internal training sessions to share how they are thinking ahead using AI. Encouraging peer to peer knowledge sharing has had a significant positive impact and has sparked some brilliant innovative ideas from the team as they learn from one another. We have set up a team intranet to capture all of this useful information and our company policies, allowing the team to easily search, ask questions and propose ideas or additions to our growing resource hub. We hope that as this develops our clients will see the benefit of better communication and proactivity.



### Looking Ahead

We are looking forward to an upcoming office move for our Bromley team. The move means we will have more space for team expansion, plus the office has been designed with semi-private, noise cancelling booths which will allow our team to have the necessary space and privacy to carry out their regular client briefing calls. Additionally the new space has zones for quiet working, noisier collaborative working and 121 rooms, as well as a large training room. We hope to be in the new office by Spring 2026.

We will continue to try, review and evolve based on your feedback and industry changes. Thank you to those who have given invaluable feedback – we hope that seeing where we have made improvements based on this you will continue to do so. It is vital that you say it straight on where we can develop and what is going well, to ensure we are on the right track, so please continue to engage with our surveys and feedback collection.

We look forward to entering a new year working alongside you to care for your homes.



# Prime Celebrates 13 Years!

Our 13th anniversary was marked by inspiring presentations from our directors, **Stephen Wiles** and **Laura Jones**, followed by departmental updates that showcased growth, teamwork, and innovation.

Key themes from the event:

- Strong team retention
- Continuous process improvement
- Consistent business growth

It was a fantastic opportunity to celebrate internal promotions and welcome new colleagues to the team.

Alongside the presentations, the event featured a charity raffle, captured in the photos shown. Local businesses and contractors we work with generously donated a fantastic range of prizes, and team members came together to raise funds for a great cause. The images highlight us thriving together with our wider partners, adding a meaningful and uplifting element to the celebrations.





## Charity Initiatives

Moving us closer to our vision of 'fair, safe, quality living for all, we're proud to have raised **over £6,500** for our chosen charities – **Bromley**

**Homeless Charity and Resolve** – through bake sales, raffles, and a 10-mile Moonlight Walk in London.

[Read more about our charitable work here.](#)



## Awards

We're thrilled to announce that Prime Property Management was **nominated for and won the ACE Award for Managing Agent of the Year 2025 (5,001–15,000 units)**! [Read the full story here.](#)

We're also delighted to share that Sarah-Jane Stretton has been recognised for her outstanding work in **Property Management**, and Laura Jones was honoured with one of the **Legend Awards** at this year's **Property Management 50 Awards**. [Read the full story here.](#)



## News!

### Free Building Safety Training for RMC/RTM Directors

The Building Safety Regulator and LEASE have launched free online training for volunteer directors of high-rise buildings (18m+/7 storeys) to help you understand your responsibilities under the Building Safety Act 2022.

The short modules cover key topics including the new safety regime, resident engagement, mandatory reporting, and the Building Assessment Certificate process. If Prime manages your application, we're supporting compliance on your behalf.

Access the training here – [Building Safety Regulator](#).

For updates on your Safety Case Report or any questions, please contact your Property Manager.



## Closing Note

Each department's progress and innovation over the past year reflects our shared commitment to our values – **we care like a homeowner, we think ahead, we get stuff done, and we thrive together.**

These principles continue to guide everything we do, driving us to deliver excellence for our clients, support one another, and build a stronger, more forward-thinking Prime team. Here's to another year of growth, collaboration, and success across the company. Driving us towards our shared vision – **fair, safe, quality living for all.**





Thank you