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stuff done

Do what's right,
not what's easy

Newsletter

Spring 2026 Edition

prime
property management

primepm.co.uk

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Building on progress together

Following our December newsletter, where we shared positive changes made in response to your feedback, we wanted to take a moment to outline what we aim to achieve this year and how we plan to build on those improvements.

We greatly value your partnership and feedback. Our goal remains to deliver the best possible service, and we look forward to working closely with you throughout the year.



Update from Client Relations



Louise Hebden

Head of Client Relations

Introducing the RAG report survey

To better understand client satisfaction across all departments, we are introducing a short survey at the end of every client briefing. This will be completed with your Property Manager and will take just a few minutes.

The results will be recorded in a central report, allowing us to monitor performance on a monthly basis and identify trends across our portfolio.

The feedback gathered will help us to:

- Review overall satisfaction at a high level
- Identify any areas where we may be falling short and what is going well
- Develop clear action plans to ensure we meet and exceed expectations

If you would prefer not to complete the survey during the meeting, we would be

happy to send the questions to you by email instead.

In addition, we will continue to carry out our main client feedback survey, which is issued to all Directors. We aim to distribute this once a year to ensure we capture strategic, high-level feedback alongside the more regular meeting reviews.

Client steering group

We are exploring the idea of a Client Steering Group, meeting either quarterly or bi-annually, to engage a select group of directors who wish to volunteer. This group will not discuss individual blocks but will provide feedback on how we can improve, innovate, and grow our services. Please do contact me if this is of interest to you.

Our heads of department

We understand that as a client, you may sometimes need to raise important matters with a senior manager, especially when something needs resolving quickly.

We have specialist departments, each led by an experienced manager, and they will work to ensure that matters are resolved efficiently.

Our collective team has well over 50 years of experience working with Prime, and we are fully equipped to ensure all matters are addressed promptly and effectively.

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Update from **Property Management**



Emily Bettsworth

Head of Property Management

Structured briefing agenda

For each client briefing, we have rolled out a structured agenda aligned with our company values to ensure all key points regarding block management are covered in every briefing.

We believe this will help make discussions more efficient and focused. As a director, you can add to the agenda to ensure all points are captured. All calls are transcribed and recorded and saved to the external sharing folder.

Utilities

Over the past 18 months, we've seen an increase in issues across utility suppliers and brokers, including billing errors, incorrect meter readings, delays in account set-ups, supplier transfer problems, and slow resolution of queries.

While these matters sit outside of Prime's direct control, they often require significant time and resource to try and resolve on behalf of our clients.

To ensure utilities receive the dedicated expertise and attention they require, we are moving towards appointing a utility consultancy that will take control of the processes and charge transparently for the work they undertake, rather than earning commission on placing a contract. In most circumstances, clients will pay no more than they would under traditional, commission based arrangements, but will receive a far more proactive and accountable service.

Watch this space for further updates!

Transition between PMs

We pride ourselves on building a strong team and supporting our team with regular internal development opportunities. This includes internal promotions, career progression, and the ability for team members to transition into different roles and departments across the company.

As part of this, and due to the natural changes that occur within any growing business, there may be occasions where we need to assign a new Property Manager to a site. While these changes are sometimes unavoidable, we recognise how important continuity and clear communication are for our clients and residents.

To improve the experience for all parties, we have strengthened our internal processes to ensure that clients are informed at the earliest possible opportunity and that each transition is managed thoroughly and consistently.

Our updated process includes:

1. Earlier client notification when a change of personnel is confirmed
2. Clear continuity support, with a dedicated Team Manager overseeing the transition
3. Detailed handovers, overseen by Team Managers to ensure nothing is missed
4. Stricter internal checks are carried out by the Team Manager to review and confirm that all information pertaining to the block has been properly documented and shared.
5. Continued internal collaboration with outgoing Property Managers (where applicable), even if they have transitioned into another department
6. Where a Property Manager is new to the company, they will work side-by-side with their Team Manager, and the Team Manager will be introduced to clients to ensure consistency and continuity for the first six months
7. Introductions at the next available opportunity, such as during regular client briefings
8. Site visits with the outgoing Property Manager, where possible, to support a smooth transition
9. Ongoing communication to ensure leaseholders and residents are kept updated regarding any personnel changes



Financial reports change of location

As part of our plans for 2026, we're making a small but important change to how financial reports are shared with Clients.

From 1 March, financial reports will no longer need to be accessed through the MyBlockman portal. Instead, they'll be saved in the same shared location as the monthly meeting agenda and supporting documents. This means everything is kept together in one clear, easy-to-find place and can be reviewed and discussed as part of your regular meetings with your Property Manager.

We've made this change to keep things simpler and more collaborative. It ensures everyone has access to the same information at the same time, encourages meaningful discussion during meetings, and helps us capture any questions or actions straight away. It also removes some of the common issues people experience with portal access or locating documents.

Overall, it's a more streamlined, transparent way of working, and one that keeps financial reporting front and centre, exactly where it should be.



These improvements are designed to ensure seamless service, strengthen accountability, and provide reassurance that your site remains fully supported at all times.

Update from Accounts



Jodie Madren

Head of Accounts

Dedicated credit controller and service charge manager

We have introduced a dedicated Service Charge Accounts Manager for each development. In practical terms, this means you now have one named individual who oversees your service charge accounts from start to finish and has a detailed understanding of your site. Rather than matters being passed between different people, you will have a consistent point of contact who can provide clear answers, maintain continuity, and keep matters progressing.

Alongside this, each development will also have a dedicated Credit Controller. This individual is responsible for monitoring arrears, issuing reminders, and handling payment-related queries in a consistent and proactive manner.

Having one named Credit Controller avoids duplication, ensures issues are identified early, and allows for more constructive discussions around payment plans or account concerns.

Importantly, this structure also strengthens collaboration internally. Where required, both the Service Charge Accounts Manager and Credit Controller can attend client briefing, ensuring the right people are involved in discussions and decisions. This joined-up approach allows issues to be addressed more effectively, supports better communication, and ultimately helps maintain healthier service charge accounts with fewer delays and unnecessary escalations.

Update from Legal



Jade Richmond

Head of Legal

Supporting leaseholders with more complex developments

As Prime Property Management continues to grow, so does the scale and complexity of the developments we manage. To support this, our legal team continues to expand in line with the increasing workload, ensuring we are well placed to advise on schemes, including Higher-Risk Buildings (HRBs).

Our team actively supports clients with key compliance requirements, including assisting Property Managers with cladding remediation schemes, while helping leaseholders understand their responsibilities and feel supported through what can be complex processes.

This support is delivered by our in-house team, and for more complex developments, we work closely with our external professionals, including specialist surveyors and solicitors, to ensure the right expertise is in place.

We have also seen a significant increase in leaseholders choosing to exercise their Right to Manage (RTM), giving them greater control over how their developments are managed. Prime continues to support leaseholders throughout the RTM process, providing clear guidance and practical support to help them achieve greater involvement and control, while still benefiting from professional management through our appointment.

Not sure if RTM is the right option for you? Read our latest blog to explore the pros and cons: [Click here](#)

Update from **Major Works**



Aisha Hoskins

Major Works Team Manager

Administration Team Manager – Maternity Cover

Building a stronger Major Works team

The Major Works Team development plan focuses on strengthening accountability, capacity and technical capability across the portfolio.

Each site now benefits from a dedicated Major Works Coordinator, ensuring clear oversight, consistent communication, and seamless end-to-end project management. Thanks to our investment in enhanced software, we're seeing improved project tracking, stronger financial control, and greater transparency in reporting and compliance, helping projects run more smoothly than ever.

The team's remit will be extended to include full management of warranty claims and oversight of funding applications and administration for schemes such as the Building Safety Fund and Cladding Safety Scheme, ensuring comprehensive client support.

In addition, structured Major Works Reviews will be undertaken to assess asset condition, ensure robust PPM programmes are in place and provide strategic advice to prioritise preventative works, reducing reliance on reactive repairs and supporting longer term asset protection.

Continued recruitment will support sustainable team growth, ensuring sufficient expertise and resources to manage an expanding and increasingly complex major works programme.

Update from Operations



Molly Davis

Head of Operations

Residential PEEPS

From 6 April 2026, the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 come into force and place an onus on Responsible Persons to plan for the safe building evacuation of vulnerable residents in the event of a fire or serious incident, this is known as a Personal Emergency Evacuation Plan (PEEP).

The legislation applies to buildings 11 metres and over that require evacuation in an emergency, plus all over 18m buildings. Prime has responded to this by creating and investing in a new tool, launching shortly, for the purposes of assisting clients to fulfil these obligations. The tool will look to engage all residents and help us understand if any resident requires a PEEP.

Further communication on this will be released to applicable buildings shortly.

Higher Risk Buildings (HRBs)

We're actively working with elected professionals to progress and update Safety Case Reports, ensuring clients are prepared for when the Building Safety Regulator calls upon them to submit a Building Assessment Certificate application.

We'll shortly have an option available for clients, whereby Directors can shield themselves from criminal and civil liability in the event of building safety failings, through appointing a Building Safety Director.

Further communication on this will be released to applicable buildings shortly.

Business updates



TPI exams

At Prime, we are proud of the investment we make in our team members. Towards the end of last year, several team members sat professional examinations, and we are delighted to confirm that five colleagues successfully achieved their qualifications.

These are outstanding accomplishments and a true testament to their hard work, dedication to ongoing professional development, and commitment to delivering fair, safe, and high quality living for all.



Draft commonhold and leasehold reform bill

We are keeping a close eye on the proposed Commonhold and Leasehold Reform Bill and what it could mean for leaseholders. We know that many people may not be familiar with the details, so we want to reassure you that we are using our experience and platform to look closely at the proposed changes.

Our aim is to highlight anything that could have a negative impact and to make sure leaseholders' voices are heard. For example, we are submitting our views on the draft Bill's proposal to abolish forfeiture and replace the current enforcement route with a new court based process, helping to ensure that any potential implications for leaseholders are fully considered.

Charity updates

For 2026, we will continue to support our two chosen charities, Resolve and Bromley Homeless Charity. Our commitment will include a range of fundraising events throughout the year, as well as volunteering our time to work more closely with both organisations and support the invaluable services they provide.

We are also in the process of signing up for a challenge that will certainly test us, but we are excited about the opportunity to raise significant funds. In addition, Mollie Davis will be running a half marathon in March in support of Resolve.

Last year, we raised £6,777 for the two charities. In our very first year of fundraising, we are incredibly proud to have exceeded our £5,000 target.



£6,777

Raised

£5,000

Target

Update from Directors



Stephen & Laura

Directors

Bromley office is moving

We're thrilled to share the exciting news that we are moving to a brand new office space, approximately three times larger than our current home. Even better, our new office is located just a very short distance from our existing one, so while the space is transforming, we're not moving far at all.

This move represents far more than just additional square footage; it reflects a thoughtful investment in our people and our future. The new space has been carefully designed with intention, aligning closely with our company values and vision. It offers a variety of environments to support the way our teams work best, including quiet focus areas, spacious meeting rooms, private single person pods, collaborative

spaces for idea sharing, and a welcoming kitchen area where teams can connect and recharge.

A great deal of care, consideration, and heart has gone into creating an environment where everyone can thrive, collaborate, and do their best work. We're incredibly proud of what this space represents for our next chapter together.



Thank you