

REBBECK NEWS

BROTHERS

Winter 2021

Joining the team

It's a warm welcome to three new members of The Rebbeck Brothers team who have been appointed this month as we strive to continually improve our service.

Two new Property Managers have joined us – Carla Rodriguez and Gillian Coussens.

They have bolstered our existing long-serving core team, which includes Julia Ives – celebrating 20 years with us in 2021 – Glenda Sampson, Rachel Jones, Julie Dodd and Georgina Leonard, who has worked her way up from apprentice to Property Manager.

Lauren Maidment has also joined our busy accounts team. At the same time as working, Lauren is also preparing of her AAT Part 3 accountancy exams.



We have also welcomed back a familiar face in Mavis Clark – Mavis retired a couple of years ago, but is helping us out with our solicitor enquiries and admin on a flexible part time basis.

● In February we will

wave a temporary farewell to Senior Property Manager Rosie-May Flamson, who is going on maternity leave. All our best wishes to Rosie and we look forward to welcoming her back later in the year.



We're newly refurbished

Rebbeck Brothers is one of the oldest professional firms in Bournemouth and we have been managing residential and commercial property continuously since Robert Peel was Prime Minister and the young Queen Victoria was in just the eighth year of her reign.

However, although we may be 177 years old in 2022 that does not stop us from looking to the future to stay ahead of the curve when it comes to the latest property management and accounting software.

As well as investing heavily in computer equipment which our team can use at home or in the office, we have also

invested in the refurbishment of our offices in Bournemouth Square where we have been based since 1934. Visitors will notice a bright new look and extra facilities as we commit to providing staff with a modern and comfortable working environment.

We have also created a larger meeting room which will help us to accommodate bigger annual meetings. As the nature of these meetings is changing with the advance of technology – many clients now preferring to utilise video conferencing facilities – we have installed a large screen to cater for Zoom/Teams meetings.

A warm welcome

Welcome to your Christmas 2021 Newsletter from Rebbeck Brothers which features all the latest news from the firm.

This year has been challenging for everyone, not least Rebbeck Brothers, as Covid-19 has again disrupted our usual way of life and working.

However, we are still here, stronger than ever and our hard-working and dedicated team are looking forward to continuing to provide you with the best possible service throughout 2022.

Please see below for our festive period opening hours and emergency contact numbers, which we sincerely hope you will not need.

That just leaves me to offer our warmest wishes for a very wonderful Christmas and a safe and peaceful New Year.

*Matthew Strong, MD
Rebbeck Brothers
December 2021*



Please note our office hours for the festive season:

Thursday, December 23rd – 9am to 5pm

Friday, December 24th – CLOSED

Monday, December 27th – CLOSED

Tuesday, December 28th – CLOSED

Wednesday, December 29th – 10am to 3pm (phone cover only)

Thursday, December 30th – 10am to 3pm (phone cover only)

Friday, December 31st – 10am to 3pm (phone cover only)

Monday, January 3rd – CLOSED

Tuesday, January 4th – 9am to 5.30pm

We are fully regulated

Unlike many firms operating within our sector, at Rebbeck Brothers we are fully regulated and

accredited members of the Association of Residential Managing Agents (ARMA). We are also members of the Royal Institution of Chartered Surveyors (RICS).



We strictly adhere to all regulations, policies and standards laid down by this leading professional body for the industry.

In short, we strongly believe, that anyone working in our industry should be regulated and committed to upholding the highest professional standards at all times.

● Our work mainly concerns the overall management of residential blocks – routine maintenance and repairs, accounts, major works, tenders, safety regulations, annual meetings, inspections and insurance.

However, particularly over the last few years the property management industry has been drawn into 'managing people' as opposed to property – while we are always happy to help some of these issues do not necessarily come under our remit and are best dealt with locally by the community living in the block.

To that end, we commend the ARMA's very useful downloadable guide, Living In Leasehold Flats, which contains a host of information. Find it here: <https://arma.org.uk/leasehold-library/living-in-leasehold-flats>



Your energy and your safety

We work with reliable and professional energy brokers to secure the most advantageous energy prices for all our blocks and have energy contracts at all flats with these being put to the market every year.

Although energy prices are increasing inexorably, we continue to do our best to deliver the best deals available to our blocks.

The terrible Grenfell Tower tragedy of 2017 highlighted the absolute need for watertight fire safety, especially in higher rise blocks.



These checks have naturally become more stringent.

We work closely with a small number of highly experience fire risk assessors as well as Dorset Fire and Rescue Service on higher risk

properties All our blocks are fully inspected on a periodic basis.

The more stringent regulations have meant a lot more remedial works being done to ensure compliance – our team have tried to prioritise this work and thank you for your understanding while we are implementing this.

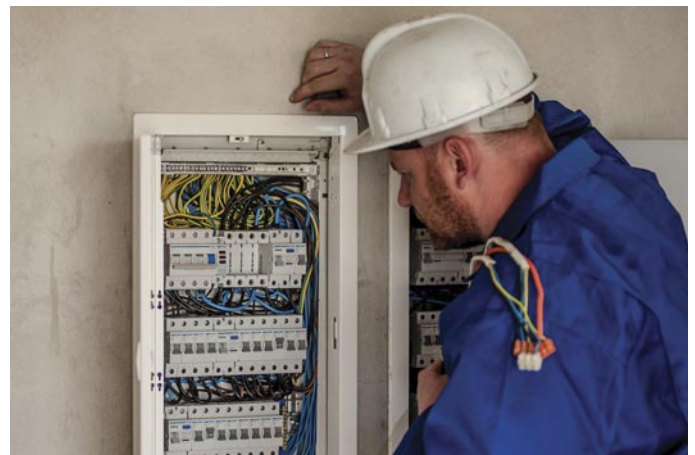
Our tradespeople

To say that it has been a difficult 18 months for anyone contemplating building, improvement or property repairs and refurbishment works would be an understatement.

The pandemic has led to the cost of raw materials going through the roof and tradespeople being rushed off their feet.

Jobs are costing more and even the securing of quotes for work is proving quite difficult at times.

Thankfully, we have an excellent and loyal core of



You can trust our tradespeople

tradespeople upon whom to call and whose services we will be utilising in 2022 as

major works are carried out as we continue to look after the fabric of our buildings.

Emergency numbers

In the event of an emergency over the holiday period please call one of the following numbers:

- **Ian Finch Plumbing & Heating (Plumbing & Heating) – 07580760495**
- **Active Drainage (Drainage) - 01202 877318**
- **BECS Electrical (Electrical, Intercom, Fire Alarm and Gates) - 01202 209260**

For lifts and other plant and machinery please refer to information that has been posted up on site or previously circulated to directors.

Please note that contractors called over the holiday period will invoice a reasonable call out charge.

Thank you

Many thanks for reading this far. It has been a pleasure bringing you the latest news from Rebbeck Brothers.

We look forward to continuing to offer you our best possible service throughout 2022 and wish you a happy and prosperous new year.