



TELEGRAPH PROPERTY
MANAGEMENT LTD

A unique property Management Company who delivers Bespoke Solutions



Every property development is different and requires tailored built services to meet the individual needs of the Leaseholders and the property.

WHO WE ARE

Welcome to TPML, (previously TML) we are boutique property management company that was founded in 1994 to manage both inhouse residential retirement and general needs developments. Following the death of the founder, Adrian Rolt, the company expanded its interest into building bespoke solutions and services that are not normally provided by the property management industry.

We developed our reputation by always placing the leaseholder first, with quick turn around on queries, paperwork and resolving outstanding issues. We believe in simplicity and conducting communications using clear and concise language, with honesty and integrity at the core of our business.

The company currently manages 190 plus properties including gated retirement units and other luxury open market developments.

We operate from our offices in West Sussex which are within easy reach of its sites in Kent, Sussex and Hampshire and welcome calls and emails from our Leaseholders. Illustration of some of the properties managed are featured on the front page.

The company believes in delivering to Residents, a personal and efficient management service at a sensible cost. Our skills in this regard mean that fees and overall budget tend to be below the market average for similar properties. Residents benefit from regular visits to the property by the management team, and resident meetings on site three to four times per year.

Copies of all bills are provided on site should the residents wish to peruse the files. Sinking funds are carefully managed to cover expenditure and only on the rare occasion has it been necessary to raise a special levy as a result.

PRINCIPALS

Jennifer Hughes, and fellow Director Verity Burnham are consummate professionals who have vast experience, in Property Management, Project Management, Construction of retirement homes, Sales and Administration, and hospitality and have a well respected and trusted team at their disposal in each region, where they have a development.

Telegraph Property Management Limited (previously Telegraph Management Ltd) is proud of its continued success which is founded on establishing rewarding, personal and lasting relationships, with our Leaseholders and their tenants.

We pride ourselves on a level of attention to detail that larger property companies struggle to maintain, with a flexible commercial approach. Good communications, consultancy and transparency in all our dealings. We liaise regularly with suppliers, ie: gardeners, electricians, window cleaners etc to ensure that any issues are resolved and value for money is achieved.



Below is a small selection of properties managed by Telegraph Property Management Ltd

-  Captains Court, Hythe, Kent – 50 retirement leisure apartments
-  Chantry Hall, Emsworth, West Sussex – Gated development set in landscaped surroundings
-  Cowdray Court, Midhurst – Gated development of 4 Grade 2 listed converted properties and 20 new build
-  Westridge Lawns, Southampton – Gated development comprising of 79 buy to let and owner occupier apartments
-  The Elms, New Romney – Converted school with 11 apartments

The above have all been managed by Telegraph Management Ltd and subsequently Telegraph Property Management Limited for in excess of 13 years.

NEW ACQUISITIONS

-  Regency Court, Southampton - Grade 2 Listed Building
-  The Mariners, West Wittering – Block of converted flats



THE SERVICES

DESCRIPTION	INCLUDED
Opening and handing bank accounts.	Yes
Preparing and sending out service charge estimates.	Yes
Collecting service charges and reserve fund contributions including sending demands and associated summaries and any required statements.	Yes
Processing payments relating to the property within expenditure limits and funds available or as reasonable expediency shall dictate.	Yes
Providing information to accountants prior to the preparation of annual service charge accounts.	Yes
Using best endeavours to collect current and on-going routine service charge arrears but not action requiring legal work or tribunals.	Yes
Providing reasonable management information to the lessees.	Yes
Liaising with the Client.	Yes
Liaising with any recognized resident(s) association(s).	Yes
Entering into and managing maintenance contracts on behalf of the Client.	Yes
Viewing, without the use of inspection equipment, the common parts of the Property to check condition and deal with any necessary repairs other than major repairs.	Yes
Preparing specifications and contracts for minor works and services such as cleanig, gardening, window cleaning and overseeing such works.	Yes
Organising periodic health and safety checks (but not specialist checks and tests) and ensuring appropriate risk assessments are in place.	Yes
Consultation with the Client on management matters.	Yes
Consultation with the Client on long-term agreements except for consultation on the appointment of a managing agent.	Yes



Visiting the Property (minimum of every 6 months).	Yes
Dealing with day-to-day lessee issues and reporting to and taking instruction from the Client on lessees dissatisfaction.	Yes
Advising the Client on all relevant legislative and regulatory issues and general interpretation of leases.	Yes
Maintaining adequate/suitable files and records on the management of the property.	Yes
Keeping records of residents and tenancy details where provided.	Yes
Advising and liaising with the Client on management policy.	Yes
Obtaining tenders for major work.	Yes
Arranging venues for AGMs and EGM`s.	Yes



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