

## **AWH helps prestige residential property drastically cut energy bills**



Ongoing staffing issues and missing service charge items – just two other areas our team were immediately able to resolve

## When a freeholder is faced with sky-rocketing energy costs, where do they turn? In the case of the directors of a prestigious art deco style residential property in Little Venice, these spiralling costs prompted them to seek help from a new managing agent.

As the board of directors undertook a comprehensive tendering process to identify a suitable managing agent, they found that our Property Management team, who work with other freeholders in the area, came highly recommended from various sources as being “*professional, well organised and courteous*”.

These recommendations, along with other factors, led to the conclusion that AWH would be able to offer the most suitable service for the property, which consists of 39 high-quality residential apartments.

### Bringing down energy costs through strong business relationships

With energy prices at an all-time high, the board was struggling to find an energy supplier who could offer them a suitable deal.

While motion-activated LED lighting had previously been installed in stairwells, illumination in the lift lobbies and garage was still provided by fluorescent lighting. With these lighting strips providing 24-hour-a-day illumination, the amount of electricity they used over the course of a year made up approximately 2/3's of the property's annual electricity consumption, around 48,000 kWh of electricity.

With quotes coming in around £60,000, an increase of five times the amount of their previous annual budget, the freeholder was concerned about the impact this would have on the leaseholders and tenants and approached our Property Management team for assistance.

The AWH team immediately sprang into action. Working closely with energy consultants we have previously built strong working relationships with, our team were able to source and negotiate a highly competitive quote. While unavoidably still much higher than the original budget, the energy rates agreed would save the freeholder approximately £12,000 p.a. compared to the best quote they had previously been offered.

**“The energy rates agreed would save the freeholder approx. £12,000 p.a.”**



**Clive Greenwood, AssocRICS MIRPM**, who heads up our Property Management team, commented:

*“We were able to draw on existing working relationships, which we have fostered over the past 20+ years to negotiate these extremely competitive rates. Working in conjunction with our energy consultants, we reached out to our contacts and got the very best deal for the property”.*

Employing a structured approach to communication, our Property Management team ensured that the Board was kept apprised throughout the discussion process, giving them peace of mind that their concerns were being addressed.

Having already taken the steps towards moving away from constant illumination in areas that are infrequently used, the board could save a further estimated £6,000+ p.a. at the forecast energy rates. Consequently, they were understandably keen to move towards similar solutions for the garage and lift lobbies. At AWH, we are

always looking for ways to help the properties we manage to take steps towards in reducing their carbon footprint with greater sustainability, saving both money and the environment at the same time.

### Ongoing staffing issues resolved to mutual satisfaction

A further challenge the board was facing was the management of staff, including porters and cleaning staff. Maintaining a continued high standard of service to the building is naturally a priority, whilst simultaneously wanting to ensure the welfare of the site staff.

Regrettably, there had been an ongoing dispute with a member of staff, which had been unresolved for the past 12 months without any headway being made in achieving a resolution. As the AWH took on the



management of the staff, Clive Greenwood took the time to speak to the member staff in question as well as their trade union representative.

Addressing both the boards concerns as well as those of the staff member, Clive was able to quickly mediate a resolution, resulting in win-win solution for both sides, without having to resort to intervention of legal counsel. The board were delighted that AWH's professional and personal approach to the situation was able to resolve the issue in less than a month from the commencement of the management. AWH has successfully completed the recruitment process, engaging the services of an experienced concierge who we believe will be a valuable asset to the property and residents alike.



### **Missing service charge items identified**

Additionally, the property shares a communal garden with neighbouring prestige properties. As our Property Managers examined the assets and compared these against the items listed on the service charge, they discovered that no service charge had been included for the use of these gardens for the past five years.

While this oversight by previous managing agents could not be fully rectified due to legal restrictions, the AWH team drew on their knowledge and understanding of these restrictions, and were ultimately able to claim for the missing fees for the past 18 months.

As a matter of course, the AWH Property Management team have been reviewing all existing contracts, identifying where savings can be made and making relevant recommendations to the Board, all-the-while taking into account both the level of service and value for money.



### **A personalised and professional service**

We pride ourselves on offering a truly dedicated and personal service to all our Property Management clients. To ensure a quality relationship going forward, the property has been assigned a dedicated contact who will carry out regular site visits. In addition, our out-of-hours service covers a wide range of building related emergencies, from fire and flooding, through electrical and lift failure to Health & Safety issues.

As our team of expert Property Managers settle into the role as managing agent, we look forward to assisting the board refining their medium to long-term goals for the property.

**awh**  
anderson wilde  
& harris




If you are looking for comprehensive Property Management for a residential property in an around London, please speak to **Clive Greenwood** or another member of the team on **0800 071 5517** or email **admin@awh.co.uk**.



**awh**  
anderson wilde  
& harris

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EXPERTS IN PROPERTY

 Phone: 0800 071 5517

 Email: [admin@awh.co.uk](mailto:admin@awh.co.uk)

 Head office: 12, Dorrington Street, London, EC1N 7TB

