

# What Does Your Managing Agent Do ?

## A Summary of the JCF Management Agreement for Property Owners

JCF Property Management Ltd has been appointed to act for one of the parties in your lease or freehold property transfer document (TP1) – they are our client. This may be the Lessor or Landlord, a named Manager, a 'Residents Management Company' (RMC) or a 'Right To Manage Company' (RTM Co).

As your Managing Agent we are appointed by our client to carry out the day-to-day management duties specified in the lease or TP1 for your building or estate. We take our instructions from the client and in the case of an RMC or RTM Co, this is a Board of Directors elected by you and your fellow property owners.

Our role as Managing Agent is defined in the terms of a contract – a Management Agreement which is renewed each year. A summary of the services we are contracted to provide are :-



JCF Property Management Ltd is a member of the Association of Residential Managing Agents (ARMA) and of the Royal Institution of Chartered Surveyors (RICS) who carry out audits on our business to check that we comply with their Codes of Conduct. A condition of our membership is that we hold Professional Indemnity Insurance and Client Money Protection to safeguard you. We operate a published Complaints Handling Procedure and belong to The Property Ombudsman Service.

We provide ongoing training for all our staff and are committed to providing best practice and an excellent customer experience for you.