



# Pinnacle Property Management Ltd



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# Agenda

- Overview of PPM
- Approval list
- Why we are different?
- Core Values
- Experience
- What we could offer you
- References
- Conclusion
- Questions



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# Overview of Company



- Formed 2002
- 40+ Employees
- Regional Company; satellite offices in Swindon, Birmingham, Tunbridge Wells & London
- 150+ sites under Management
- Excellent Reputation
- Full members of ARMA
- High Standards – First Class Service
- Preferred Agent for local Developers
- ISO9001:2000 & 14001:2004 certified



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# Approved by..



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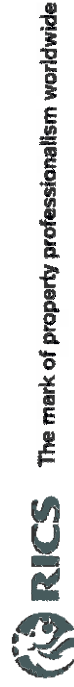
WESTFIELD HOMES



# Why we are different



- Only regional coverage (not national)
- We only take our fee (No hidden charges!)
- Best value for Leaseholders
- All our office staff get to see all of our sites
- Excellent Customer Service
- Quick Response
- **Proactive Service**



# Core Values



- **EFFICIENCY**

- *Whether the property is a main home or an investment property the maintenance charge is a big cost. We therefore put a lot of effort into ensuring the development is run in the most efficient manner while maintaining the highest service possible.*

- **OPTIMISATION**

- *We will keep the property in the optimum condition through the efficient and fast addressing of any issues. Our aim is to maintain the best living environment possible which will also maximise each properties value.*

- **COMMUNICATION**

- *We are contactable anytime (24 hours a day for emergencies) for the reporting of any issues or updates on current issues. We also regularly communicate with both residents and owners.*

- **ACCOUNTABILITY**

- *We are employed by the RMC/Freeholder and therefore are fully accountable to them. We have continual contact with the directors of the management company and/or Freeholder and will attend meets and send updates on a regular basis.*

- **ADMINISTRATION**

- *Along with our proactive role in maintaining the standard of your development we will take care of the administration too and ensure everything is clear and transparent.*



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ISO 9001  
REGISTERED FIRM



ISO 14001  
REGISTERED FIRM



**ARMA**

ASSOCIATION OF RESIDENTIAL  
MANAGING AGENTS

# Experience



- Director's have over 20 years combined Experience
- Further in house knowledge – Qualified Staff
  - DipSurvPract
  - AIRPM
  - ARMA Courses
- Excellent local experience
- Formed in 2002
- Independent & Financially strong
- Quick decisions & Quick Response



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# What we could offer you



- Complete Service from Budget preparation to implementation
  - *Reduced costs for you*
  - *Consistency of service*
  - *Smooth transition of handover*
- Professional Service
  - *ARMA members*
  - *RICS code of conduct followed*
- Enhanced image of your company
  - *No negative view from your customers*
- Best Value-for-money for your customers
  - *Efficient and effective service*



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# References



Please feel free to contact the four detailed references below, we have included two from developers and also one resident of a development we manage in Reading. ; -

Graham Odell,  
Financial Controller,  
Bewley Homes Plc,  
Inhurst House,  
Brimpton Road,  
Baughurst,  
Hampshire,  
RG26 5JJ  
Tel: 0118 970 8200

Jeff Oliffe,  
Construction Director,  
Rushmon Homes,  
Munro House,  
Portsmouth Road,  
Cobham,  
KT11 1PA  
Tel: 01932 586700



# References



Adrian Ball  
42 Horseshoe Road  
Pangbourne  
Reading  
RG8 7JH  
Tel: 07850 630281

(Adrian Ball is a Director of Hunters Wharf resident's management company and also owns property in other developments Managed by Pinnacle)

Wayne Griffiths,  
150 Alexandra Gardens,  
Knaphill,  
Woking,  
Surrey,  
GU21 2DL  
Tel: 07717 301986

(Wayne Griffiths owns a number of properties in Reading and has properties in three blocks managed by Pinnacle)

We are, of course, happy to provide many more references if required.



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# Conclusion



- Established Company with steady growth
- Excellent Locations = Local Service
- Excellent Experience
- Full members of ARMA & RICS code of conduct
- High number of References Available
- Large & Small site experience

