

# 26 questions to ask before appointing a managing agent

- Please provide all relevant company details including the names and qualifications of all Directors and a list of principals if not a Limited company.
- Will your fees carry VAT?
- How close are your offices to our property?
- How many years have you practiced in property management?
- How many staff in your company are involved with management?
- Please supply three references for estates you manage. Ideally these should be similar to our own estate and in our area.
- Please supply name and telephone number of chairman/secretary or Board of Directors of those estates.
- What is your fee structure?
- How can you convince us that you can offer a quality service at a fair cost?
- How comprehensive a panel of contractors do you have?
- What selection criteria do you use for contractors on your panels?
- How often does a representative from your company visit estates you manage and check on how your contractors fulfil their obligations?
- What IT facilities so you have and what information can you record and keep updated? Are you registered under the Data Protection Act?
- Where and how do you keep service charge monies, how are they administered and who receives any interest?
- Can you supply an example of the format of financial information you will use for our estate?
- How do you deal with unpaid service charges – what procedures are in place to deal with non-paying freeholders or leaseholders?
- How do you deal with breaches of lease or rent charge deeds?
- How do you deal with complaints?
- What length of notice period do you require?
- List all those of your staff we are likely to liaise with and their qualifications.
- List any professional or trade bodies to which your firm belongs.
- Provide full details of your professional indemnity insurance.
- Provide proof of your financial probity.
- Provide a copy of any standard contract you rely on.