A NOTE FOR THE BOARD · 18 SEPTEMBER 2026

What we charge, and exactly what it buys.

This note is written to be passed round a board. Everything in it is also published at estateandblock.co.uk, so nothing here is a special offer and nothing is left out. All fees are per year and plus VAT.

LABEL	FEE	WHAT IT IS
Managed blocks of flats	£240 a flat in Essex, minimum £2,400 £300 a flat in London, minimum £3,000	Full management, four site visits a year: budget and demands, collections and arrears, a client bank account in the building's name, buildings insurance arranged with the board shown the options, the compliance diary with every certificate on file, contractors found, checked and supervised, Section 20 consultation, AGM and company secretary, the year-end accounts pack, a named manager with a direct line, and Servanda, our software, for every director and resident.
Managed estates of houses	£100 a home for the first hundred homes, then £40 a home. Minimum £1,000	The same, for an estate: roads, grounds, lighting, play areas, the estate charge and the residents' company. Pumping stations and other plant are priced separately in writing before you sign.
Director Desk admin only	£895 fixed for two to six flats, then £110 a flat. On an estate, quoted in writing	For boards who run the building themselves and want the paperwork done properly: budget and demands, collections, the client account, the compliance diary, Section 20 administered, company secretary, solicitors' enquiries, the accounts pack, and Servanda for the directors. One site visit a year.

The only extras

Major works administration at 10% of the cost of works to £50,000 and 5% above; a solicitor's pack on a sale £300; an additional site visit £125; an arrears notice £75. Anything outside the label is quoted in writing before it is incurred. Twelve-month rolling term, three months' notice.

When you switch

What happens to our money?
Service charge money is held on trust by law. It goes into a client bank account in your building's name, not ours. Your old agent has to hand over the balance and reconciled accounts within three months of the handover under the profession's code, and we chase it for you.

And our records?
We send the outgoing agent a handover checklist with dates: leases, insurance, certificates, contracts, keys and fobs, arrears, sales in progress. The static information is due within four weeks. You see the list and what is still missing.

Can we keep our contractors?
Yes. We have no arrangement with any contractor, so there is no reason for us to swap a cleaner who turns up for one we happen to prefer. We check their insurance and their prices, and that is all.

We are mid-year.
A switch can happen at any point. Accounts are drawn to the handover date, and the year carries on. Where it is easy to line up with the end of a service charge period, we will say so.

What about our notice period?
Most agreements ask for one to three months. We help you read yours and serve notice properly, in writing, so it cannot be argued with. An agreement with no notice clause at all is one we can help you leave too.

The other directors need convincing.
Decisions are taken by a majority of the board. Our quotation is written to be forwarded, what you get is printed on the label above, and every question the board asks is answered in writing. There is nothing to take on trust.

Who actually turns up?
The founders. The firm was set up in Essex by two people who will be at your building themselves, so your block gets them, not a junior. Your money is held on trust in the building's own name, protected the same way whoever manages it, and three months' notice means you are never locked in.

We are an estate, not a block.
The same applies. The residents' company gives notice, the records and the money follow, the estate charge carries on, and the residents get a link to report the things that were never fixed under the old agent.

THE ESTATE & BLOCK CO.

THE QUESTIONS BOARDS ASK · OUR ANSWERS, AS PUBLISHED

How close are your offices to our building?
Chelmsford, and we cover Essex and London. If you are more than an hour from us we will tell you before we quote.

How many blocks do you manage, and how many units?
Fewer than most, and that is the point. Every building on our books has one of the founders on it, and we only take on what we can look after that way. Ask us at any time who else we manage, and we will put you in touch with them.

How are you paid, and is there VAT?
A fixed amount per flat or home per year, printed on the label above, plus VAT. Never a percentage of the service charge. Anything outside the label is quoted in writing before it is incurred.

Where is our money held, and who gets the interest?
In a client bank account in your building's name, held on trust, separate from our own money. Interest belongs to the building.

Who will we deal with, and what happens when they are away?
A named person, with a direct line, and a named second when they are away. You will not be routed through a call centre, because we do not have one.

How often do you visit?
Four times a year on Managed, once a year on Director Desk, and whenever a job needs an eye on it. An extra visit is agreed with you before we make it.

What is the notice period?
Three months, on a twelve-month rolling agreement. An agent who needs a long lock-in is telling you something.

How do you deal with unpaid service charges?
Reminders, then a formal notice, then the steps your lease allows, with the board told at each stage. Directors are never asked to chase their own neighbours.

Do you manage estates of houses as well as blocks?
Yes, on the same two labels. Roads, grounds, lighting, play areas and plant, the estate charge, and the residents' company. Estates are priced per home, on the label above, and the rate comes down as the estate grows.

How do you deal with complaints?
In writing, by a named person, under a two-stage procedure with an independent redress scheme at the end of it. The procedure is published on its own page.

If the board has a question that is not here, send it to info@estateandblock.co.uk and it is answered in writing. A written quotation for your building takes two minutes at estateandblock.co.uk, and we would like to see the building and meet you before you decide.