





Welcome to HML

As property and estate management specialists, we have over 50 years' experience managing a wide range of property types - from house conversions and private estates, through to modern high-rise buildings and large mixed-use developments.

With dedicated local teams operating across over 20 offices throughout the UK, as a business we are committed to building the kind of long-term relationship and understanding needed to offer a tailored personal service that you'll both value and welcome.



One of the key reasons for choosing HML was their dedicated 'transition team' that promises to effectively manage the handover, resolve many of the outstanding issues on the estate and stabilise the management of the community before handing over to a local property manager.





Who we are

Acquiring a property is a life-changing investment, which is why managing that property is all the more important to ensure your investment is protected for the future.

We are a leading property management company with many years of experience, and are committed to ensuring your home is handled with care and respect. With a varied portfolio of developments and with over 20 offices in the HML Group positioned conveniently around the UK, you are never far away from a local HML property manager.

Our business is based on integrity, professionalism and honesty, which we extend to every single one of our customers when managing their property. More than anything, we are real people managing real properties, so no matter how big or small your property is; we always endeavour to manage it with a personal touch.

Where we are

The HML Group operates in the north, south, east and west of the UK, but we are still considered a local property management company.

We are always able to offer your HML branch with a local property manager who has a broad knowledge of your area and can advise and assist you accordingly.





What we do

Our primary concern is looking after your property as if it were our own.

We have done this successfully for thousands of clients, so you can rest assured your property is in good hands. These clients include independent freeholders, property management companies, house builders and other residential landlords.

Property management is at the heart of what we do, but we also offer a broad range of additional services that are often just as important to consider.



Our Services



HML Concierge Services

In addition to our sterling Secretarial Services, we can also provide expert Concierge Services. We are equipped to deal with a whole multitude of tasks that will alleviate certain stresses involved in staff management to help you focus your efforts on the completion of your project.



HML Company Secretarial Services

We also provide specialist company Secretarial Services, available for clients who not only need property management but also require someone to act as the Company Secretary, dealing with day-to-day administration and legal tasks.



Building Surveying

Another vital service is chartered surveying, which is imperative for supervising building works and also alleviating complex structural issues that may arise along the way.

Conveniently, we have an in-house service to cover this area, called Shaw & Company. Their specialist team is available to provide all kinds of expert advice and guidance to our customers.

We are also particularly active in valuing estates for insurance purposes with all valuations carried out by our professional and experienced chartered surveyors.



HML Online Services

We set up a secure online portal for our customers to access at their convenience. We have ensured you 24/7 access to your own financial information that is linked to service charges and ground rent bills. This bespoke service allows you to have complete control over your payments, and gives you peace of mind over your property management.



House Builders and Developers

During the early planning stages of a build, it's important to also formulate how the future management of that property is going to be structured, and make the strategy as robust as the structure itself.

We are happy to share our knowledge and experience with clients who require it, and our services typically include:

- Preparation of service charge structure and indication of costs
- Preparation of a management plan or strategy
- Meeting with the developer and their solicitor to explain our proposals
- Legal setups
- Agreement of a handover plan to ensure management arrangements are in place for first occupation



Health & Safety Risk Assessments

Health and safety can always be a bit of a minefield to navigate, but with our advice, you will be compliant in no time. We are able to perform risk assessments that can be carried out regularly, ensuring the safety of residents and the general public.



Insurance

As well as planning for the management of a property, every effort must be made to protect it in case of any damage that may unfortunately occur. We are privileged to be able to provide insurance services from our in-house division set up especially for our customers.

Our sister company, Alexander Bonhill, provides clients with a complete insurance package and has a great deal of experience, securing over 2,000 policies with a combined value of over £2 billion.



Why we are different

First and foremost, we are a property management company, renowned for providing excellent customer service.



Team of HML Professionals



Communication is Key



Knowledgeable & Professional

Our structure is such that we can manage each of our properties on a personal basis, tailored to your individual needs.

We are always available to work closely with you to ensure your property is managed to your expectations, and are more than happy to chat about any issues or concerns you may have, at any time. We're always on the end of a phone call or an email. Your property is our passion and nothing is ever too much.

Every new management instruction begins with our experienced Business Development Team. Whether you are thinking of changing your current managing agent or appointing one for the first time, our dedicated team will guide you through the process from start to finish.

During the initial stages we promote face to face interaction with new clients. We'll take you through the different levels of service we offer and allow you to decide which offering best suits you and your requirements.

Each HML property is looked after by a small team of HML professionals. One dedicated Property Manager will oversee everything that goes on - with the support of a local and tailored team to suit you and your property.

Our aim is to take care of all management matters affecting the communal parts of the development, taking the stress away from our clients.

Communication is key to our management approach and we keep in touch with our clients on a very regular basis so that everyone is kept fully up to date with what we're doing.

Our day to day property management service will typically include:

- Preparing budgets
- Managing contracts
- Arranging repairs and maintenance
- Placing insurance
- Ensuring compliance with relevant legislation
- Arranging health and safety inspections
- Liaising with clients, property owners, contractors and suppliers

We have experienced property managers who know their own individual areas very well, so are best placed to advise you on how to handle your investment. They are knowledgeable, professional and best of all; on your doorstep.

It is this willingness to help our customers in the management of their properties and our personal approach to every single one of our projects that help us stand out from the crowd.



Don't just take our word for it.

We have gathered a number of happy HML customers who have been so pleased with the level of service provided, they have been kind enough to write in and let us know.

Visit our website to see what our customers are saying and to hear of their experiences of working with one of the country's leading property management companies.

www.hmlgroup.com





Rules and Regulations

We adhere to all necessary rules and regulations, ensuring that we meet all satisfactory requirements to operate in our sector. They include the following:



- All property management companies within the HML Group subscribe to at least one of the relevant Ombudsman services for their sector and are authorised and regulated by the Financial Conduct Authority where applicable.
- HML Holdings were proud to announce their involvement within London Stock Exchange's landmark 1000 Companies to Inspire Britain report.
- We are, along with our subsidiaries, members of the Association of Residential Managing Agents (ARMA) and the Leasehold Knowledge Partnership with HML Holdings (our parent company) being a member of the British Property Federation and having floated on the London Stock Exchange back in 2006.
- Shaw & Company, the group's provider of surveying services, is regulated by the Royal Institution of Chartered Surveyors (RICS).



HML Offices

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Tailored. Local. Personal.