



ACE
AWARDS

2026

The Ringmaster's Programme

Friday 19th June
Old Billingsgate, London



Midnight at the Fairground



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Celebrating the Best of the BEST



Tonight is a celebration of excellence, recognising the dedication, professionalism and commitment shown each day by the individuals and teams who shape our sector, and support communities across the country.

The awards presented this evening recognise those who consistently set the benchmark for excellence in property management. Their achievements reflect not only technical expertise and leadership, but also the care, commitment and responsibility that make a lasting difference to the lives of residents.

As The Property Institute (TPI) continues its mission to raise standards and champion professionalism across the sector, it is fitting that those recognised tonight are celebrated by their peers and serve as an inspiration.

This has been another demanding and fast-moving year for property management, which makes the accomplishments we honour tonight even more significant. We are deeply grateful to our sponsors for their continued support, helping us recognise and celebrate the very best of our profession.

I would also like to thank TPI's dedicated team, whose hard work and attention to detail have made this evening possible and created a fitting celebration of excellence.

Most importantly, tonight is about YOU. The professionals whose expertise, resilience and integrity continue to strengthen our industry and build confidence in the sector.

Enjoy the evening, celebrate with colleagues, and join us in applauding the winners as they take to the stage to receive their awards. Tonight is a celebration of excellence, professionalism and achievement across our sector.

My sincere congratulations to every finalist and winner. I hope you take great pride in your achievements and in the recognition you have earned this evening.

Baroness Dianne Hayter
Chair, The Property Institute





#ACEAwards26







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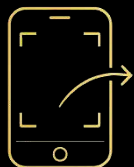
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THEIR ASSETS.



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This Evening's Attractions

- 18:00** THE GATES OPEN Ringmaster's Drinks Reception
- 19:00** STEP RIGHT UP Take Your Seats... the Magic is About to Begin!
- 19:10** WELCOME ADDRESS ACE Host | The Property Institute CEO
- 19:30** CHARITY PARTNER Introducing Fatima's UK Campaign
- 19:40** THE RINGMASTER'S WELCOME Starters Served
- 20:20** THE MAIN ATTRACTION Main Course Served
- 21:20** CENTRE STAGE AWARDS Celebrating the 'Best of the Best'
- 22.15** THE FORTUNE TELLER'S TREATS Dessert Buffet Opens
- 22:30** LET THE CELEBRATIONS COMMENCE The Fairground Comes Alive
- 00:30** ONE FINAL SPIN The Celebrations Draw to a Close
- 01:00** CARRIAGES The Carousel Slows to a Stop. Time to Sleep.

Charity: Fatima's UK Campaign



Co-founders of Fatima's UK Campaign, Fatima Whitbread and Gina Gardiner, established the charity to bring about positive and lasting change to the UK care system. Achieving charitable status in February 2024, the organisation works with stakeholders at both local and national levels to help improve outcomes for young people in care.

Their mission is to break down silos, encourage collaboration and share good practice, with the aim of improving the life chances of those who experience the care system so they can thrive and reach their potential.



How YOU Can Help

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The Property Institute

Our 'ACE' Host!



Chrissy Bray's energetic hosting style, quick wit and infectious stage presence have made her one of the most sought-after compères on the international circuit. Now celebrating her fifth year as host of the ACE Awards, Chrissy has become a much-loved part of the event and is ready to take centre stage once again as our Ringmaster for the evening.

Whether guiding audiences through moments of anticipation, celebration or surprise, Chrissy has a remarkable ability to bring people together and create an atmosphere that is both engaging and unforgettable. With experience performing in more than twenty countries for hundreds of organisations, she combines professionalism, humour and charisma in equal measure.

As the lights sparkle, the fairground comes alive and the celebrations begin, Chrissy will lead us through an evening of recognition, achievement and memorable moments. From the first welcome to the final applause, she'll ensure the magic of Midnight at the Fairground shines brightly throughout the night. So, step right up and enjoy the ride as Chrissy guides us through an extraordinary evening celebrating the very best of the best in our sector!

Chrissy Bray Singer, MC, Compere



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We educate and explain the need for all types of cover. We're a team of unique, multi-disciplined individuals who understand both property insurance and property management – and we'd like to ensure that you do, too.



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The 'ACE' Judges



Alan Wake FTPI AssocRICS
CEO, National Leasehold
Group (NLG)



Alan Walker



Bob Smytherman
Chairman, FPRA



Jeff Platt FRICS FTPI
Managing Director, Section 20



Joe Goss MTPI
Head of Sales, Fixflo



Julian Davies MRICS MFPWS MPTS
Managing Director, EK Group



Louise Bell
Director, Mix Use, Say Property
Consultants



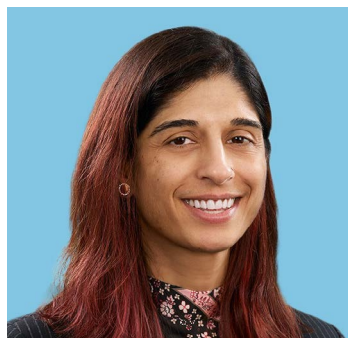
Mairéad Carroll
Associate Director
Residential Standards, RICS



Mark North
Partner, Brethertons Solicitors LLP



Nicolas Shulman
Founder, News on the Block



Shabnam Ali-Khan
Partner, Russell Cooke



Sinead Campbell
Branch Director, Flat Living

ACE Awards 2026 Categories

- ★ **Managing Agent of the Year** (under 1,000 units)
- ★ **Managing Agent of the Year** (1,001 – 3,000 units)
- ★ **Managing Agent of the Year** (3,001 – 6,000 units)
- ★ **Managing Agent of the Year** (6,001 – 10,000 units)
- ★ **Managing Agent of the Year** (10,001 – 20,000 units)
- ★ **Managing Agent of the Year** (20,000+ units)
- ★ **Employee Training & Development Award**
- ★ **Outstanding Customer Service Award** (Company)
- ★ **Business Environmental & Sustainability Impact Award**
- ★ **Wellbeing Employer of the Year**
- ★ **Partnership Award**
- ★ **Rising Star Award**
- ★ **On-site Staff Member of the Year**
- ★ **Unsung Hero Award**
- ★ **Legendary Leadership Award**
- ★ **Outstanding Customer Service Award** (Individual)
- ★ **Wellbeing Champion** (Individual)
- ★ **Service Charge Accountancy Firm of the Year**
- ★ **Insurance Broker of the Year**
- ★ **PropTech Provider of the Year**
- ★ **Health & Safety Partner of the Year**
- ★ **Service Provider of the Year**
- ★ **Honorary Industry Award**



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Managing Agent of the Year

(under 1,000 units)



Adur Property Management



Entering 2026 with real momentum after being named TPI Managing Agent of the Year in 2025, we were inspired to keep raising the bar and delivering a truly personal, responsive service. That recognition strengthened our confidence and reinforced our commitment to both our team and our clients.

This year has been especially rewarding, with two new local appointments: Sussex Wharf and Emerald Quay on Shoreham Beach. Their proximity, one just east of our office and the other just west, allows us to be genuinely hands-on. Daily site presence, visibility to residents and immediate responsiveness are not goals for us; they are simply how we love to work.

Blue Crystal Property Management



Founded in 2016 by former estate agent Pelin Martin, we are a multi-award-winning Chiswick-based specialist supporting homeowners, landlords and corporate clients. A dedicated property manager is assigned to every client, overseeing maintenance, compliance, tenant relations and financial reporting.

Our proactive and transparent approach ensures smooth operations and long-term asset value. Through strong communication and trusted contractor networks, we deliver a reliable, high-quality service, offering a seamless and stress-free experience built on trust and accountability.

Griffin Residential Block Management



A strong set of core values underpins our strategic vision and guides our continued growth. We strive for excellence in block management, adopting effective strategies to ensure operational excellence while maintaining the highest standards of service.

This commitment has been reflected in our continued growth in recent years, with an expanding portfolio and a skilled, growing team. Together, these demonstrate both the trust our clients place in us and our ability to consistently deliver a high-quality service.

Hegarty Property Management



Founded on the principle that growth should never come at the expense of service quality, our strategic vision remains centred on delivering responsive, accountable and sustainable management, scaling up only where operational standards can be maintained.

Our processes are designed to provide clarity for clients. Through clear cost allocation, consistent resident engagement and investment in professional development, disciplined procurement and enhanced reporting systems, we deliver resilient, sustainable management across a diverse portfolio.

Managing Agent of the Year

(under 1,000 units)



MVN Block Management



We are a leaseholder-first managing agent, built on education, transparency and genuine partnership with RTM and RMC directors. Managing 29 blocks and 747 units, we combine on-site visibility with real financial transparency through dedicated Xero accounts.

Our Curry Club training provides a warm, no-judgement space where directors from across the sector learn their duties and build confidence. As we grow, our commitment remains to deliver a service that is personal and responsive while building the business for long-term viability. With legal expertise in leadership, sector-leading compliance innovation, including PEEPs design, and real-time resident communication through the Ark App, we continue to raise standards across the industry.



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Managing Agent of the Year

(1,001–3,000 units)



Bespoke Property Management (BPM)

BPM

Based in Mayfair, we specialise in the management of complex residential and mixed-use developments. Founded on principles of clarity, control and accountability, we provide senior-led management focused on delivering consistent standards across finance, compliance and operations.

Known for stabilising underperforming assets, implementing structured processes and ensuring full visibility for clients and residents, we deliver a reliable and transparent management service. As a RICS-regulated firm, we remain ahead of increasing regulatory requirements, particularly in building safety, while supporting long-term asset performance and resident confidence.

Colin Cohen Property Management (CCPM)



Based in London, we are a family-run managing agent overseeing 1,910 units. Over the past year, we have been on a significant journey of change, modernising our systems, processes and structure while remaining true to our core values.

This has included moving away from a system used for over 30 years, investing in our team and strengthening our approach to compliance and governance. While the journey has not always been straightforward, our focus has remained on doing things properly. We continue to grow steadily, maintaining a high-touch, relationship-led service, and this is just the beginning.

Flaxfields



Defined by care, clarity and an unwavering commitment to the people who live in the homes we manage, we support communities through their most challenging moments, from long and complex remediation journeys to the everyday concerns that shape residents' sense of safety and belonging.

Our approach blends professionalism with empathy, ensuring every decision is transparent, every communication is honest and every resident feels heard. Managing over 1,800 homes, we champion trust, accountability and human centred service, delivering management that genuinely puts people first.

In Block Management



Based in Epsom, we provide transparent, compliant and resident-focused residential block management services. Working with freeholders, resident management companies and right-to-manage companies, we help protect asset value while enhancing the day-to-day living experience of residents.

Our services include financial and service charge management, statutory compliance, planned and reactive maintenance, and clear stakeholder communication. With a strong emphasis on regulatory knowledge, proactive management and value for money, we deliver tailored solutions supported by modern systems, experienced property managers, and a commitment to high service standards and long-term client relationships.

Managing Agent of the Year

(1,001–3,000 units)



Plymouth Block Management



Founded on the principles of transparency and leaseholder empowerment, we are a leading and progressive managing agent committed to delivering high-value residential block management services. Covering freehold, block, leasehold and residential property management, we work closely with our clients to meet their individual requirements and provide a comprehensive service.

As a provider of block management services across the UK, we bring national expertise to our work in Plymouth. From commercial and technical services to administrative management tasks, our all-round support is underpinned by expert knowledge, commitment and flexibility. For many years, we have delivered tailored management solutions designed to meet the needs of every client.

Rowan Block & Estate Management



Delivering a proactive, preventative and planned approach, we ensure value for money for residents over the short, medium and long term. With a team of 12 full-time professionals across Cumbria and Lancashire, we manage over 2,000 units spanning apartment buildings, mixed-use developments and housing estates.

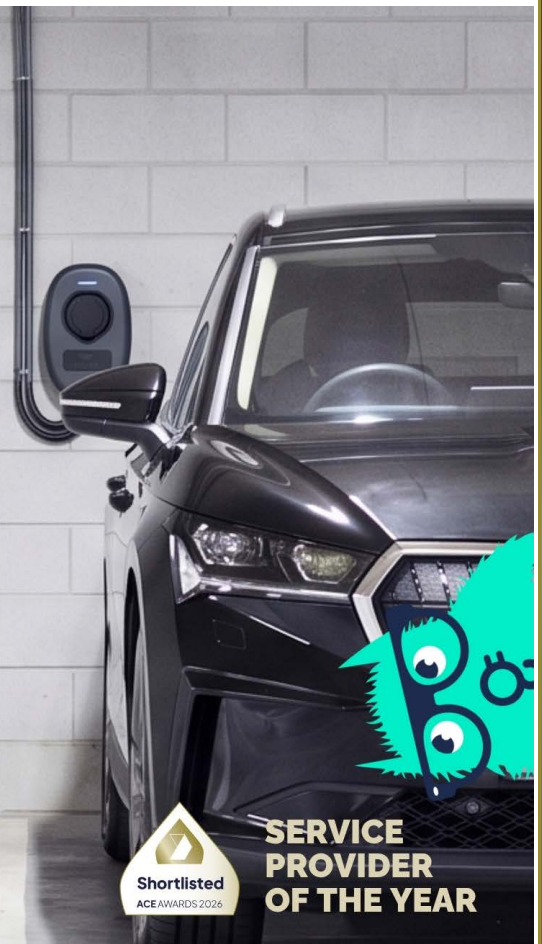
Recognised for our independent in-house expertise and fixed hourly rate pricing model, we provide a fair and straightforward alternative to traditional fee structures. This is reflected in consistently high client satisfaction, with a 99% retention rate, a 4.8 Trustpilot rating and sustained year-on-year growth.



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Managing Agent of the Year

(3,001–6,000 units)



Alpha Housing Services

Serving Somerset, Devon and Dorset for more than 38 years, we are a specialist block and estate management company dedicated exclusively to this sector. We deliver a personal, professional service built on strong relationships, clear communication and proactive management.

Our commitment to raising standards and staying true to our values has resulted in high client retention and consistent year-on-year growth. We are delighted to be shortlisted for Managing Agent of the Year and honoured to be recognised alongside leading organisations within our industry.



Horizon Management

Overseeing more than 4,000 homes across high-rise developments, RTMs, resident management companies and freeholder-led sites, we are a specialist residential managing agent known for our transparent approach, technical expertise and visible leadership.

We have built a strong reputation for tackling complex building safety, compliance and service charge challenges. By combining clear communication, practical innovation and cost-conscious management, we improve outcomes for leaseholders and clients alike. With a growing focus on technology, regulatory excellence and resident empowerment, we continue to set high standards in block management across the North, Midlands and London.



Premier Property Management & Maintenance

As a family-run managing agent, we pride ourselves on putting our clients first. We provide a caring, supportive and bespoke management service, growing organically each year through word of mouth and positive feedback.

Working with everyone from developers to RMC directors, we support a wide range of developments. Our portfolio includes listed buildings, play areas, high-rise residential blocks, commercial properties and woodlands, and we continue to evolve our knowledge and expertise to deliver the best possible service to every client.



Pure Block Management

Delivering proactive and responsive property management services across Yorkshire, we are a specialist residential block and estate management company. Part of the Garness Group, we manage more than 150 residential developments of all sizes, supporting freeholders, leaseholders and developers with expert financial, operational and compliance management.

Known for our personal service and strong local knowledge, we provide management solutions designed to protect property assets and enhance residents' experience. With offices in Hull and York and a growing portfolio, we combine professional expertise, industry-leading standards and a dedicated team committed to delivering reliable and transparent property management.

Managing Agent of the Year

(3,001–6,000 units)



Strangford Management



Delivering a proactive, transparent and systemised approach to premium residential block management, we ensure every client receives dedicated, personal attention through our unique pod structure. With some of the lowest client-to-employee ratios in the sector, we provide a consistent and highly responsive service.

Over the past year, we have continued to grow almost entirely through client referrals while investing in next-generation leaseholder technology, a dedicated compliance function and ongoing contributions to industry education. With a focus on clarity, accountability and long-term value, we continue to raise the bar for what an excellent managing agency looks like.

Watsons Property Group



With a long-standing reputation built over more than a century, we are a leading firm of property managers, chartered surveyors and registered valuers, offering a comprehensive range of property services across the nation. We provide expert advice and tailored services to freeholders, leaseholders, landlords, businesses and investors.

Our experienced team manages everything from historic buildings with unique character to cutting-edge modern developments, ensuring compliance and client satisfaction. By balancing client expectations, resident needs, legal requirements and financial considerations, we deliver property management with a clear, practical and results-driven approach.

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THE TEAM THAT
REALLY DOES EXIST.**



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Managing Agent of the Year

(6,001–10,000 units)



Parkgate Aspen

ParkgateAspen

For over half a century, we have managed some of London's most prestigious residential addresses with an old-fashioned, uncompromising approach to bespoke block management. Every client instruction has come through recommendation alone, and two-thirds of our clients have been with us for nearly 30 years.

While our peers diversify, we deepen. While others consolidate, we stay personal. We have secured tens of millions in building safety grants for leaseholders who needed us most and stand at the forefront of landmark Building Safety Act case law, helping to reshape how our sector understands remediation, accountability and leaseholder protection. Independent since 1974. Still sticking to the knitting.

Trust Premier Property Management



Celebrating our 20th anniversary, we are a leader in bespoke residential management, specialising in high-value blocks and RTM/RMC partnerships. Driven by a customer-first ethos and a commitment to radical transparency, we have entered an era of unprecedented growth, recently securing landmark instructions in the prestigious Hyde Park market.

By investing in senior leadership, cutting-edge AI technology and a dedicated in-house health and safety department, we continue to redefine industry standards. We remain committed to delivering financial clarity and operational excellence, ensuring every property we manage is a safe, thriving and enjoyable place to live.



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at the heart of
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Connect with any system



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Manage property risks in one system



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Managing Agent of the Year

(10,001–20,000 units)



JFM Block & Estate Management

Founded in 2015, we have grown from a two-person start-up into a multi-award-winning managing agent overseeing more than 10,500 homes across 124 developments. Our success is driven by our core values of Human First and Foremost, Continuous Learning, and Small Details, Big Outcomes, which underpin every interaction.

Combining expert teams, innovative technology and a commitment to continuous improvement, we enhance resident experience and client outcomes. We do not just manage properties; we build thriving communities through service excellence, accountability and care.



Kingston

Delivering a strategic, client-focused approach, we combine strong operational systems, digital innovation and a clear Customer Charter. A key focus on Building Safety and investment in technology ensures compliant, efficient and tailored service delivery.

Our flexibility in meeting client needs, alongside a highly qualified workforce and extensive network of industry experts, enhances both resident experience and operational performance. Proactive communication, transparent reporting and effective engagement strategies have strengthened trust and satisfaction, reflected in low complaint escalation rates. Through continuous improvement, innovation and a commitment to excellence, we consistently deliver high-quality, reliable and forward-thinking property management services.



POD Management

We are a forward-thinking property management company delivering well-run, safe buildings where expectations are consistently exceeded. Operating across London and the South East, including high-rise developments, we provide responsive, resident-focused management across a portfolio of over 18,000 homes.

Through innovation, attention to detail, and genuine support for residents and clients, we create welcoming, well-maintained environments. With rigorous governance and a commitment to safe, compliant operations, we ensure a consistent customer experience. Strong people leadership and a future-ready workforce underpin our approach, enabling us to set high standards across complex residential communities.



Prime Property Management

Delivering high-quality, resident-focused property management across a portfolio of more than 13,400 units nationwide, we are committed to raising standards through professionalism, innovation and service excellence. Approximately 75% of our team hold TPI qualifications, supported by significant investment in training and development.

We combine innovative technology, including AI-driven reporting and QR-based systems, with a proactive, client-focused approach to improve efficiency, transparency and response times. A structured communication model and data-led decision-making underpin a client retention rate of around 90%. Guided by our vision of 'fair, safe, quality living for all', we continue to raise standards across the sector.

Managing Agent of the Year

(10,001–20,000 units)



Urang Property Management



Delivering proactive, transparent and client-focused property management services, we support a diverse residential portfolio through a fully integrated approach. With in-house expertise spanning finance, compliance, major works and surveying, we ensure efficiency, accountability and high service standards.

We place strong emphasis on communication, technology and tailored solutions, enhancing both client outcomes and resident experience. Through structured processes, regular site engagement and a commitment to continuous improvement, we build long-term relationships and consistently deliver reliable, high-quality management aligned with evolving industry standards and client needs.



ABOUT US

We find, place and train the people who represent and maintain some of London's finest buildings.

Working closely with Managing Agents, Developers, RMCS and RMT's. Our team recruit Concierges, Building Managers, Cleaners, Caretakers, Security Officers, Fire Marshals, Support staff and more.

Abbatt is far more than just a recruitment provider.

Our passion, drive and commitment are focused on service delivery for the property sector.

OUR SERVICES



Permanent Recruitment



Dual Management



Temporary Staff



Fire Marshal Staffing



HR Advice & Support



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The Property Institute

Managing Agent of the Year

(20,001+ units)



Encore

ENCORE

Managing more than 90,000 units, we are a leading UK residential property management company with a clear vision: to be the most professional managing agent in the country. Driven by six core values and committed to making places better, we combine operational excellence with genuine care for our clients, residents and employees.

With 83% of our staff professionally qualified and BAFE SP205 accreditation, one of only two UK managing agents to achieve this, we continue to set industry standards in fire safety and service delivery. Our 98.2% client retention rate, investment in innovative technology and 90% employee retention demonstrate a culture where professionalism, continuous improvement and exceptional customer service are embedded in everything we do.

Premier Estates



Formed in 1998, we operate nationally and have established a large and diverse property portfolio supported by dedicated teams across the business.

We are committed to delivering professional, transparent and service-focused management for homeowners and leaseholders. Our services cover both day-to-day operations and long-term planning for property upkeep and value protection, helping residential communities run smoothly, safely and efficiently across managed developments.

Principle



Operating throughout the UK, we are an award-winning property management specialist. Through a year of unprecedented growth, we remain proudly independent, with hands-on directors continuing to lead the business.

Our value proposition is built around a simple truth: we are big enough to deliver and small enough to care. Our vision has driven our growth, with continued investment in technology, operational systems and staff support systems to deliver on our promise to positively impact the everyday lives of our communities.



Managing Agent of the Year

(20,000+ units)



Rendall & Rittner



For more than 35 years, we have been at the forefront of the residential property management industry, driving change and innovation to create a better experience for our clients and residents. Today, we manage more than 90,000 residential properties throughout the UK, combining operational excellence with a strong commitment to social and environmental responsibility.

We are regulated by the Royal Institution of Chartered Surveyors (RICS) and The Property Institute (TPI), and have achieved Investors in People Platinum accreditation, BSC 5 Star status and a RoSPA Sector Award. These achievements reflect our ongoing commitment to professionalism, innovation and service excellence.



Over 20 Years of Industry Experience



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Centrick



Managing more than 30,000 homes across residential, mixed-use and complex high-rise developments, we are one of the UK's most forward-thinking property management partners. Since 2005, we have combined deep sector expertise with a people-first culture, investing heavily in Learning & Development to ensure our teams stay ahead of evolving regulation and industry standards.

Our in-house specialists deliver clear and confident building management, compliance and safety, creating well-run and resilient communities. Working with developers, investors, freeholders and resident-led groups, we provide joined-up property expertise that raises standards and protects long-term value.

Encore



Managing more than 90,000 units, we are a leading UK residential property management company with a clear vision: to be the most professional managing agent in the country. Driven by six core values and committed to making places better, we combine operational excellence with genuine care for our clients, residents and employees.

With 83% of our staff professionally qualified and BAFE SP205 accreditation, one of only two UK managing agents to achieve this, we continue to set industry standards in fire safety and service delivery. Our 98.2% client retention rate, investment in innovative technology and 90% employee retention demonstrate a culture where professionalism, continuous improvement and exceptional customer service are embedded in everything we do.

POD Management



We are a forward-thinking property management company delivering well-run, safe buildings where expectations are consistently exceeded. Operating across London and the South East, including high-rise developments, we provide responsive, resident-focused management across a portfolio of over 18,000 homes.

Through innovation, attention to detail, and genuine support for residents and clients, we create welcoming, well-maintained environments. With rigorous governance and a commitment to safe, compliant operations, we ensure a consistent customer experience. Strong people leadership and a future-ready workforce underpin our approach, enabling us to set high standards across complex residential communities.



Employee Training & Development



Rendall & Rittner



For more than 35 years, we have been at the forefront of the residential property management industry, driving change and innovation to create a better experience for our clients and residents. Today, we manage more than 90,000 residential properties throughout the UK, combining operational excellence with a strong commitment to social and environmental responsibility.

We are regulated by the Royal Institution of Chartered Surveyors (RICS) and The Property Institute (TPI), and have achieved Investors in People Platinum accreditation, BSC 5 Star status and a RoSPA Sector Award. These achievements reflect our ongoing commitment to professionalism, innovation and service excellence.

Strangford Management



We have developed a deeply embedded training culture that underpins the way we operate, support our people, and deliver service. This is enabled through structured onboarding, senior-led learning, regular company-wide training sessions, fully funded professional qualifications, and the use of AI-enabled learning tools, creating a scalable and effective development framework.

Over the past year, this approach has driven strong internal progression, high levels of staff engagement, and improved client retention. With learning fully integrated into day-to-day operations and a new learning and development platform launching in 2026, we continue to maintain a consistently high standard for employee development.



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Outstanding Customer Service Award

(Company)



Alpha Housing Services



Serving Somerset, Devon and Dorset for more than 38 years, we are a specialist block and estate management company dedicated exclusively to this sector. We deliver a personal, professional service built on strong relationships, clear communication and proactive management.

Our commitment to raising standards and staying true to our values has resulted in high client retention and consistent year-on-year growth. We are delighted to be shortlisted for the Customer Service Award and honoured to be recognised alongside others who share our commitment to excellence.

Blue Crystal Property Management



Founded in 2016 by former estate agent Pelin Martin, we are a multi-award-winning Chiswick-based specialist supporting homeowners, landlords and corporate clients. A dedicated property manager is assigned to every client, overseeing maintenance, compliance, tenant relations and financial reporting.

Our proactive and transparent approach ensures smooth operations and long-term asset value. Through strong communication and trusted contractor networks, we deliver a reliable, high-quality service, offering a seamless and stress-free experience built on trust and accountability.

Encore

ENCORE

Managing more than 90,000 units, we are a leading UK residential property management company with a clear vision: to be the most professional managing agent in the country. Driven by six core values and committed to making places better, we combine operational excellence with genuine care for our clients, residents and employees.

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Hegarty Property Management



Founded on the principle that growth should never come at the expense of service quality, our strategic vision remains centred on delivering responsive, accountable and sustainable management, scaling only where operational standards can be maintained.

Our processes are designed to provide clarity for clients. Through clear cost allocation, consistent resident engagement and investment in professional development, disciplined procurement and enhanced reporting systems, we deliver resilient, sustainable management across a diverse portfolio.

Outstanding Customer Service Award

(Company)



JFM Block & Estate Management



Founded in 2015, we have grown from a two-person start-up into a multi-award-winning managing agent overseeing more than 10,500 homes across 124 developments. Our success is driven by our core values of Human First and Foremost, Continuous Learning, and Small Details, Big Outcomes, which underpin every interaction.

Combining expert teams, innovative technology and a commitment to continuous improvement, we enhance resident experience and client outcomes. We do not just manage properties, we build thriving communities through service excellence, accountability and care.

POD Management

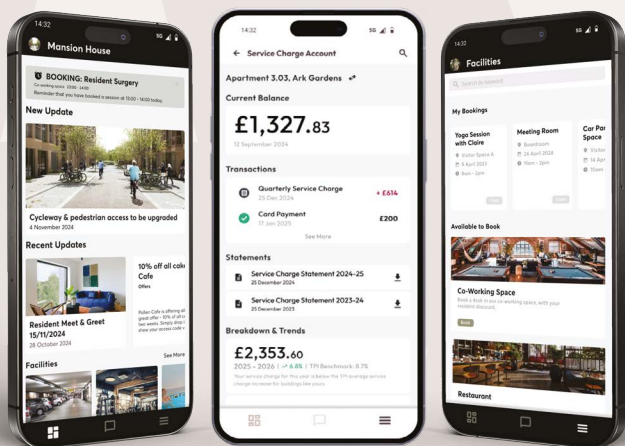


We are a forward-thinking property management company delivering well-run, safe buildings where expectations are consistently exceeded. Operating across London and the South East, including high-rise developments, we provide responsive, resident-focused management across a portfolio of over 18,000 homes.

Through innovation, attention to detail, and genuine support for residents and clients, we create welcoming, well-maintained environments. With rigorous governance and a commitment to safe, compliant operations, we ensure a consistent customer experience. Strong people leadership and a future-ready workforce underpin our approach, enabling us to set high standards across complex residential communities.

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Business Environmental & Sustainability Impact Award



Future Group



As a multi-award-winning specialist contractor, we support block and estate managers with comprehensive, end-to-end property services. From active fire safety, lighting and electrical work, and security systems to EV charging, sustainable upgrades and major refurbishment projects, we deliver high-quality installations, maintenance and compliance solutions.

Focused on sustainability and innovation, we partner closely with clients to reduce costs, improve performance and add long-term value to buildings and communities. Trusted across the residential leasehold sector, our integrated approach ensures reliability, excellence and a superior customer experience.

Rendall & Rittner



Managing more than 90,000 residential properties throughout the UK, we combine operational excellence with a strong commitment to social and environmental responsibility. For more than 35 years, we have been at the forefront of the residential property management industry, driving change and innovation to create a better experience for our clients and residents.

We are regulated by the Royal Institution of Chartered Surveyors (RICS) and The Property Institute (TPI), and have achieved Investors in People Platinum accreditation, BSC 5 Star status and a RoSPA Sector Award. These achievements reflect our ongoing commitment to professionalism, innovation and service excellence.



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With 83% of our staff professionally qualified and BAFE SP205 accreditation, one of only two UK managing agents to achieve this, we continue to set industry standards in fire safety and service delivery. Our 98.2% client retention rate, investment in innovative technology and 90% employee retention demonstrate a culture where professionalism, continuous improvement and exceptional customer service are embedded in everything we do.

Prime Property Management



Delivering high-quality, resident-focused property management across a portfolio of more than 13,400 units nationwide, we are committed to raising standards through professionalism, innovation and service excellence. Approximately 75% of our team hold TPI qualifications, supported by significant investment in training and development.

We combine innovative technology, including AI-driven reporting and QR-based systems, with a proactive, client-focused approach to improve efficiency, transparency and response times. A structured communication model and data-led decision-making underpin a client retention rate of around 90%. Guided by our vision of 'fair, safe, quality living for all', we continue to raise standards across the sector.

Rendall & Rittner



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Strangford Management



Delivering a proactive, transparent and systemised approach to premium residential block management, we ensure every client receives dedicated, personal attention through our unique pod structure. With some of the lowest client-to-employee ratios in the sector, we provide a consistent and highly responsive service.

Over the past year, we have continued to grow almost entirely through client referrals while investing in next-generation leaseholder technology, a dedicated compliance function and ongoing contributions to industry education. With a focus on clarity, accountability and long-term value, we continue to raise the bar for what an excellent managing agency looks like.

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Abbatt Dual Management | Pinnacle Group



Abbatt Dual Management's tailored approach to service delivery for individual clients and buildings is both refreshing and progressive. With an NPS (Net Promoter Score) service score in the 'world class' category and 100% client satisfaction in HR and candidate management, the business is clearly helping to meet the growing demand for enhanced service delivery across the sector.

Working closely with Pinnacle has been a great example of how sharing skills and knowledge can improve the culture and living environments of residents and their homes. Pinnacle's openness and collaborative approach has been refreshing, pioneering and a major factor in the success of this partnership.

Centrick | Bailey Partnership



Centrick is one of the UK's most forward-thinking property management partners, trusted to manage over 30,000 homes across residential, mixed-use and complex high-rise developments. Since 2005, the company has combined deep sector expertise with a people-first culture, investing in specialist teams who deliver clear, confident building management, compliance and safety. Working with developers, investors, freeholders and resident-led groups, Centrick provides joined-up property expertise that raises standards and protects long-term value for the communities it serves.

Bailey Partnership is a multidisciplinary construction consultancy established in 1971, operating from thirteen offices across the UK and Europe. A Building Top 150 consultancy, Bailey Partnership delivers integrated professional services across a wide range of construction disciplines. The firm's ethos is built on efficiency, flexibility and accessibility, with a commitment to building meaningful, enduring relationships with clients and industry partners.

Encore | Dwellant



Encore is a leading UK residential property management company managing more than 90,000 units and committed to being the most professional managing agent through operational excellence and technological innovation. With 83% professionally qualified staff and BAFE SP205 accreditation, Encore combines expertise with genuine care for clients and residents.

Dwellant is a property technology provider specialising in compliance management, resident engagement and operational platforms. Together since 2023, this partnership has transformed property management through co-created technology, delivering the Places resident app, C-Site digital inspections and Building Safety compliance systems that improve resident safety, transparency and experience across more than 1,000 estates.

Earl Kendrick Property & Construction Consultants | Waterloo Warehouse RTM Company



Earl Kendrick is a multi-disciplinary building consultancy specialising in residential block management, working in partnership with clients to deliver technically robust, financially viable and resident-focused outcomes. Our collaboration with Waterloo Warehouse RTM Company demonstrates how professional expertise and resident leadership can combine to safeguard a nationally significant heritage asset.

Through innovative funding strategies, transparent communication and a shared commitment to long-term stewardship, a complex seven-year programme of major works is nearing completion. This partnership has transformed a challenging project into a lasting legacy for a community of more than 200 homes on Liverpool's historic waterfront.

Partnership Award



Signature Energy | MRI Qube



Signature Energy is redefining how the property sector manages the complex world of energy. In partnership with MRI, we free managing agents from the burden of energy administration, enabling them to focus on what truly matters: delivering exceptional property management. Built specifically for RMCs, landlords and managing agents, our specialist consultancy combines more than 40 years of real-world experience across property, energy supply and procurement.

Now managing more than 15,000 meters nationwide, we do not just support portfolios, we transform them. By simplifying processes, eliminating inefficiencies and driving smarter, more cost-effective outcomes, this partnership is setting a new benchmark for energy management across the sector.

Vital Energi / Firstport



FirstPort is the UK's leading residential property management company, managing more than 6,000 developments and over one million residents across England, Wales and Scotland. The business provides comprehensive services across apartment blocks, housing estates and retirement developments, including maintenance, safety compliance and financial management.

With more than 30 years' experience, Vital Energi provides a comprehensive range of energy services, systems and solutions. Together, the partnership combines property management expertise with specialist energy management, helping to design, operate and optimise energy infrastructure while supporting the efficient management and reduction of energy consumption.



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Eloise Stratford, POD Management

Entering leasehold management in April 2025, Eloise has already become someone POD relies on when outcomes are time sensitive and complex. She consistently outperforms core service expectations, including answering 97 per cent of calls and delivering response times well ahead of departmental targets. She also drives sales progression through disciplined delivery, supporting £311k in 2025 revenue against a £257k budget.

Eloise approaches complexity with calm ownership, continuously improving processes rather than working around them, while helping to build capability in others. This nomination tells the story of someone operating well beyond her tenure, with confidence that feels earned rather than asserted.



Hannah Buigues-Gardner, Homestead CSL

A highly professional and dependable individual, Hannah consistently delivers strong results in challenging situations. Known for her efficiency, clear communication and proactive approach, she builds positive relationships with both clients and contractors.

Hannah has successfully managed complex projects, ensuring issues are resolved thoroughly while maintaining a high level of service.



Joseph Finney, Kingston

A proactive and solutions-focused individual, Joe has made an immediate impact since joining Kingston, consistently exceeding expectations through his problem-solving mindset. His work has enhanced efficiency and reduced operational pressures, from improving processes to supporting colleagues with IT queries.

Joe's innovative approach has helped transform system usability and on-site reporting. He has quickly built strong relationships across the business, becoming a trusted and approachable source of support. His enthusiasm, adaptability and commitment to continuous learning demonstrate clear leadership potential, making him a highly deserving Rising Star with a strong future in the organisation.



Lucy Clarkson, Michael Laurie Magar

A natural relationship builder, Lucy stands out for her ability to connect with residents, contractors and colleagues alike. She approaches every task with enthusiasm, professionalism and a determination to get things right, while her problem-solving skills and willingness to take ownership have transformed several challenging sites.

Lucy's growth over the past year has been remarkable. She consistently seeks to learn, improve and support those around her, earning trust and praise from clients. Her blend of empathy, reliability and ambition makes her an ideal candidate for the Rising Star Award and a future leader in block management.



Rising Star Award



Nicole Kudita, Hegarty Property Management

A driven and highly capable professional, Nicole joined Hegarty in June 2024 as a Property Assistant and has rapidly progressed to managing complex developments as a Property Manager. She has delivered measurable improvements in service quality, compliance oversight and client confidence through the creation of practical operational tools and software training.

Nicole has demonstrated calm leadership under pressure, most notably during a serious water supply failure, coordinating emergency responses, managing external scrutiny and delivering a permanent solution. A trusted colleague, mentor and trainer, she shows strong professional judgement and a commitment to continuous development, marking her out as a Rising Star with clear leadership potential.



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On-site Staff Member of the Year



Karim Hamdoun, JFM Block & Estate Management

A trusted, professional and highly dedicated member of the on-site team, Karim has served as Concierge at Battersea Reach for 14 years. He consistently goes above and beyond to support residents, resolve day-to-day site issues and maintain a welcoming environment.

Karim has been instrumental in encouraging positive resident feedback, including generating online reviews that strengthen JFM's reputation. He also actively supports community initiatives such as the Wandsworth Christmas Toy Drive, which is greatly appreciated by residents and recipients alike. Karim is a worthy nominee for On-Site Staff Member of the Year.



Melvyn Moyle, Ashdown Management Company

Melvyn has dedicated more than 31 years to his role as live-in Building Manager at Ashdown and remains a vital part of the building's daily operation at the age of 78.. His knowledge of the building, particularly its ageing plant and infrastructure, is unmatched and has been instrumental in maintaining essential services.

Following Verita's appointment in October 2025, Melvyn's support was critical in ensuring a smooth transition. He is trusted by residents, respected by contractors, and consistently goes above and beyond to maintain a safe, well-run and welcoming environment for all.



Negin Mortazavi, POD Management

An outstanding on-site leader at DAMAC Tower, Nine Elms, Negin delivers exceptional service, calm incident leadership and measurable operational improvement in a high-expectation luxury environment. She combines clear, empathetic communication with rigorous standards across compliance, contractor management and resident support.

Over the past year, Negin has led responses to major incidents, including a wet riser failure that triggered 34 fire alarm faults, and coordinated resident welfare during police lockdowns. She has also delivered measurable improvements, including reducing complaints from 31 to zero through proactive resident engagement and avoiding approximately £125k in remedial costs through decisive incident management.



Ozgun (Ozzie) Izzet, GEM | Abbatt Dual Management

A dedicated and highly respected leader, Ozzie has progressed from a Security role to Building Manager and now oversees three high-end developments comprising a total of 1,000 units. He demonstrates exceptional leadership capability, operational excellence and an unwavering commitment to delivering the highest standards of service.

Ozzie has maintained a consistently high standard of performance while navigating his own health challenges and significant personal family tragedies. He provided phenomenal leadership to both residents and his team during two highly sensitive resident tragedies, remaining calm throughout and acting as the central point of contact. On a daily basis, he demonstrates remarkable resilience and professionalism, whatever challenge he faces.

On-site Staff Member of the Year



Sara De Sousa, POD Management

An outstanding on-site leader at South Quay Plaza, Hampton Tower, Sara exemplifies professionalism, reliability and an approachable leadership style. She consistently delivers exceptional service to residents and clients alike, taking a proactive approach to problem-solving while maintaining high standards, even during challenging periods.

Sara leads her team with clarity, care and accountability, while her transparent communication and genuine commitment foster a strong sense of community and trust. Praised for her resourcefulness and dedication, she inspires confidence, supports staff development and prioritises resident wellbeing, making her a truly deserving nominee.



Vivienne Rogerson, Kingston

An exceptional House Manager at Windsor Court, Vivienne consistently delivers high standards of service, professionalism and resident care. Her strong communication, including quarterly meetings, has improved transparency and trust, creating a more positive and engaged community.

Vivienne handles challenges with calm authority, ensuring resident safety and confidence even in difficult situations. Her proactive approach to problem-solving, combined with her dedication to resolving queries efficiently, enhances both resident experience and operational effectiveness. Through community initiatives, strong relationships and a willingness to go above and beyond, she has created a safe and welcoming environment where residents feel informed, supported and valued.

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Domique Nolan-Wilson, Homestead CSL

An outstanding unsung hero, Domique's commitment, professionalism and behind-the-scenes impact make a real difference every day. She oversees health and safety across multiple sites, supports property managers and responds to emergencies outside working hours to protect residents and leaseholder funds.

Her technical expertise, problem-solving skills and calm leadership build trust and foster collaboration, ensuring safety, compliance and smooth operations. Domique's reliability, compassion and selflessness deliver meaningful outcomes for residents and colleagues alike, making her a truly deserving candidate for recognition as an Unsung Hero.



Gemma Dicker, POD Management

An unsung hero at POD Management, Gemma's reliability, integrity and initiative strengthen the entire organisation. Trusted at all levels, she provides calm, fair and empathetic guidance, ensuring colleagues feel heard and supported.

Gemma has delivered lasting operational improvements, including launching POD's LMS and safeguarding payroll accuracy for a workforce of more than 250 people. Leaders note that she influences through credibility and thoughtful challenge rather than authority, and consistently prioritises doing what is right over receiving credit. Her everyday actions improve culture, capability and consistency, quietly enabling POD's teams to deliver excellent service.



James Wrangham, Alpha Housing Services

A dedicated and highly valued member of the team, James began his career with Alpha Housing Services as a 16-year-old apprentice, spending five years with the company before pursuing additional experience elsewhere. Returning earlier this year as a Property Coordinator, he has quickly become a driving force within his patch.

Passionate about delivering exceptional service, James is committed to building strong relationships, solving problems and making a positive difference for residents and clients. His professionalism, determination and commitment to doing the right thing have earned him a reputation as someone colleagues can always rely on, making him a worthy finalist for the Unsung Hero Award.



Mark Lishman, Kingston

A highly dedicated Application Support and Development Officer, Mark's behind-the-scenes work is critical to Kingston's operations. With more than 19 years' experience, he consistently demonstrates reliability, professionalism and a strong commitment to supporting colleagues.

Mark has successfully led major system implementations, including MRI Evolution, while ensuring minimal disruption to services. His willingness to go above and beyond, from mentoring colleagues to providing IT support outside his role, highlights his selfless approach. His adaptability, technical expertise and collaborative mindset have significantly improved efficiency, strengthened processes and enhanced service delivery, making him a truly deserving Unsung Hero.



Philippa De Freitas, Premier Estates

A valued member of Premier Estates for more than 17 years, Philippa has built an exceptional breadth of knowledge through a variety of roles across the business. For more than a decade, she has been a driving force within the Mobilisation Team and now, as Head of Mobilisation, oversees the onboarding of every property that joins the portfolio.

Her experience, insight and understanding of the business are invaluable. Philippa's knowledge is not only extensive but freely shared; she is always willing to support colleagues, offer guidance and use her expertise to help others succeed.



Shahnaz Adam, JFM Block & Estate Management

A true pioneer of JFM's South Africa team, Shahnaz joined the business in 2021 as its sole Purchase Ledger Clerk and built the function from the ground up, establishing processes that are still used today. Working remotely in support of a UK-based operation, she has consistently delivered accuracy, reliability and trust across teams and contractors.

Shahnaz's progression through multiple roles reflects both technical excellence and unwavering dedication. From strengthening supplier relationships to securing Ethical Payers List recognition, her impact is lasting, meaningful and felt across the entire business.



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Carly Melling, Savills

Having recently moved into the role of Director of Residential Operations, Carly previously oversaw Battersea Power Station's 1,864 apartments, a £22 million budget and a team responsible for approximately 3,500 residents.

During her tenure, she transformed the estate's operational infrastructure, implementing new technology, overhauling supplier arrangements and driving measurable improvements in satisfaction.



Craig Forrest, Michael Laurie Magar

A strategic and people-focused leader, Craig is committed to raising standards within leasehold block management. He takes pride in anticipating challenges, improving systems and creating smoother, more compliant operations that strengthen client trust.

Supporting and developing his team is central to Craig's approach. He invests time in mentoring, empowering individuals and building a culture of accountability, collaboration and high performance. Known for his calm, solutions-driven mindset and inclusive leadership style, he has helped shape a positive, resilient and high-performing team while driving continuous improvement across the organisation.



Emma Bush, Brethertons LLP

A leading specialist in contentious residential leasehold matters, Emma is a partner in the Property Litigation Department at Brethertons LLP. Her practise includes contested right to manage claims, property disrepair until dilapidation cases, service charge disputes and claims arising from the Building Safety Act 2002, with cases in the County Court, First-Tier Tribunal (Property Chamber), Upper Tribunal, Court of Appeal and Supreme Court.

Emma's approach is proactive utilising alternative dispute resolution and pre-emptive, pre-action steps to minimise litigation costs.



Jodie Fraser, JMJ Asset Management

A respected leader in property management, Jodie is recognised for her honest, people-first approach. As Managing Director of JMJ Asset Management, she is focused on delivering clear, accessible support to RMC and RTM directors while building a business rooted in trust and transparency.

Through her podcast, Beyond Four Walls, Jodie has created a global platform for open conversations around leadership, wellbeing and the realities of the industry. As Chair of Trustees for the Hollie Gazzard Trust, she actively promotes personal safety and wellbeing across the sector. Her leadership reflects resilience, integrity and a genuine commitment to positive change.



Legendary Leadership Award



Nicolas Esclapez, POD Management

A values-led leader, Nicolas delivers safer buildings, clear governance and stronger reporting across several thousand London homes. He combines calm, high-standards leadership with rigorous stewardship of safety and service charge funds, turning his vision into repeatable operating standards across complex portfolios.

Nicolas leads and develops a senior team of operational leaders, setting clear expectations and coaching through complex stakeholder environments. His leadership has delivered 100% client retention and consistently strong resident feedback, while maintaining 98-100% risk management and PPM compliance. Across South Quay Plaza, King's Road Park and DAMAC Tower, he has stabilised risk, improved transparency and strengthened accountability.



Sanj Solanki, Trust Property Management

A powerhouse Director and influential leader within the property sector, Sanj has enjoyed a remarkable rise at Trust Property Management, earning promotion to Director within just six months. Managing a portfolio with a combined capital value exceeding £1 billion, he combines strategic oversight with a lead-from-the-front approach, generating more than £350,000 in annual management fees for the business.

Whether delivering £1 million infrastructure projects or driving Trust's growing digital presence, Sanj brings energy and innovation to everything he does. A multi-award winner and industry influencer, he is passionate about mentoring the next generation and demonstrating that lasting impact is built on integrity, innovation and drive.



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Outstanding Customer Service Award



(Individual)



Amy Goodall, Rowan Block & Estate Management

A valued member of Rowan for almost three years, Amy is based at the company's Lytham office and is known as its 'Queen of Customer Service'. She combines professionalism, warmth and responsiveness to deliver consistently outstanding support to clients, building strong relationships through her genuine and approachable nature.

Amy holds a first-class degree, is TPI Level 2 qualified and is working towards Level 3. Her enthusiasm and positive outlook are reflected in everything she does, bringing energy, commitment and a customer-first approach to her role every day.



Angela Spencer, Rendall & Rittner

An accomplished Customer Experience Manager, Angela excels in customer service and has played a key role in enhancing Rendall & Rittner's Customer Experience Team. She demonstrates outstanding responsiveness and problem-solving capability, underpinned by data, insight and a strong customer-first mindset.

Angela successfully balances strategic transformation with daily operational excellence, maintaining high standards while continuously improving customer-focused services. Her dedication to delivering positive outcomes has helped strengthen the customer experience across the business.



Dorotea Pajic, POD Management

A customer service leader who combines professionalism, empathy and unwavering commitment, Dorotea consistently delivers high-quality support across complex portfolios and challenging situations. Renowned for her responsiveness and problem-solving skills, she takes a proactive approach that prevents issues from escalating and ensures positive outcomes for clients and residents.

Dorotea's leadership has transformed arrears management, delivered top league rankings and enabled better service delivery. Her warmth and integrity inspire her team and foster a culture of excellence, while her dedication to continuous improvement and customer-first values make her a truly outstanding candidate for this award.



Emma Griffiths, Alpha Housing Services

A highly experienced property professional, Emma brings more than 18 years of industry knowledge and hands-on expertise to her role. Now in her tenth year with Alpha Housing Services and as an accredited MTPI, she has demonstrated consistent dedication to leaseholders and directors.

Emma's experience, commitment and professional approach have earned the trust of those she supports. Her focus on delivering high standards of service and building strong relationships continues to make a positive difference to clients and colleagues alike.

Outstanding Customer Service Award



(Individual)



Mihai Lamba, BPM

A respected senior leader at Bespoke Property Management (BPM), Mihai is known for bringing clarity, calm and control to complex buildings. He leads the management of high-risk and mixed-use developments, earning the trust of residents, clients and industry professionals through his consistent, hands-on approach.

Mihai takes personal responsibility for the buildings he manages, ensuring issues are understood and properly resolved. Currently progressing towards MRICS, he is committed to continuous improvement and high standards. What sets Mihai apart is simple: he shows up, takes ownership and delivers, earning confidence from everyone he works with.



Stephen Stoker, Kingston

A dedicated Higher-Risk Building Property Manager, Stephen consistently delivers exceptional customer service while supporting residents through complex building safety challenges with professionalism and care. Managing a demanding portfolio, he remains a calm and reliable presence, proactively resolving issues and maintaining strong communication with residents and stakeholders.

Stephen's hands-on approach to progressing fire safety works, including efforts to remove costly waking watch measures, demonstrates his commitment to achieving meaningful outcomes. He builds trust through clear, face-to-face engagement and transparent explanations, while his collaborative mindset, problem-solving ability and dedication to continuous improvement make him a highly valued colleague and a trusted point of contact for residents.





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Wellbeing Champion

(Individual)



Elena Marian, POD Management

A standout Wellbeing Champion, Elena leads by example while building lasting structures that embed wellbeing into everyday work. She founded POD's first Wellbeing Committee, drove inclusive initiatives such as 'Dash to Tashkent', and championed practical themes including sleep and financial wellbeing, including pension salary sacrifice.

Elena is also evidence-led, helping to introduce a monthly wellbeing KPI and increasing engagement survey participation to 82%. She has presented insights and actions to senior leaders, including advocating for the right to disconnect. Colleagues describe her as calm, supportive and proactive, creating psychological safety and improving morale, stability and culture across POD.



Jodie Fraser, JMJ Asset Management

A respected leader in property management, Jodie is recognised for her honest, people-first approach. As Managing Director of JMJ Asset Management, she is focused on delivering clear, accessible support to RMC and RTM directors while building a business rooted in trust and transparency.

Through her podcast, Beyond Four Walls, Jodie has created a global platform for open conversations around leadership, wellbeing and the realities of the industry. As Chair of Trustees for the Hollie Gazzard Trust, she actively promotes personal safety and wellbeing across the sector. Her leadership reflects resilience, integrity and a genuine commitment to positive change.



Roxanne Steenkamp, POD Management

A dedicated Wellbeing Champion, Roxy sets the standard for wellbeing at POD Management. Her creative initiatives, including the Wheel of Property, make wellbeing practical, engaging and measurable, while her coaching empowers colleagues to grow in confidence and resilience.

As an ESG Committee member and qualified Life Coach, Roxy champions long-term change, embedding wellbeing into everyday culture. Her work has driven record engagement, retention and external recognition, including 'Team of the Year'. Roxy's legacy is a workplace where people feel supported, valued and inspired to champion wellbeing themselves.



Service Charge Accountancy Firm of the Year



Cox Hinkins and Co.



A specialist service charge accountancy practice with more than 50 years of sector experience, we work exclusively with managing agents and property management companies across residential blocks and mixed-use developments. Our team of 14 professionals brings a depth of focus and expertise that generalist accountancy firms cannot match.

Through technology integration and rigorous process discipline, we have reduced overall filing turnaround times by 62% from year-end date and account preparation turnaround times by 73%, giving clients greater certainty and confidence. Accurate, transparent and trusted, we hold ourselves to the highest standards in service charge accounting.

Glazers Chartered Accountants



A leading accountancy practice based in the heart of North London, we manage more than 800 properties across the UK for some of the nation's leading property management agencies. Our client-focused approach ensures every organisation receives tailored guidance and support designed to help them achieve their goals.

With a finger on the pulse of the property management sector, we deliver insights and advice that add tangible value to the businesses we support. Our commitment to personal service, expertise and responsiveness enables us to build strong, long-lasting client relationships.

PASS Service Charge Accountants



A specialist service charge accountancy firm based in Dorset, we are trusted partners for managing agents, landlords, freeholders and RTMs across the UK. Through innovative solutions and cutting-edge technology, we help clients navigate the complexities of service charge accounting, ensure compliance and improve relationships with leaseholders.

Offering speedy turnarounds, ease of data sharing through our bespoke portal and support for complex matters including statutory company accounts, trusts and tax returns, we go above and beyond to deliver the highest standards of service to our clients.

Ruddocks & Co Chartered Certified Accountants



Leading service charge accounting specialists, we set the standard for accuracy, compliance and financial control across the sector. With more than 18 years' experience, we partner with property developers, managing agents and RTM/RMC directors to design robust accounting systems and deliver clear, insight-driven reporting.

We do not just prepare accounts; we help prevent risk, resolve complex issues and strengthen financial governance. Trusted on developments from inception through to long-term management, our proactive, solutions-led approach has built enduring client relationships and positioned us at the forefront of service charge accountancy.



Service Charge Accountancy Firm of the Year



TC Group



A national firm with a local heart, we combine the strength, scale and resources of an Accountancy Age Top 20 firm with the insight, relationships and understanding that come from being deeply embedded in the communities we serve. We provide expert financial advice and strategic guidance to help clients grow their businesses, protect their wealth and optimise tax efficiency.

Through our extensive UK-wide network of specialist business services, we support clients across a wide range of financial and commercial matters. Whatever the complexity of the challenge, we have the expertise and experience to help clients navigate it successfully.



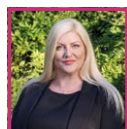
Property Management Legal Services

We're a boutique law firm, specialising in the delivery of legal services to the property management sector.

With an exceptional understanding of our sector, combined with our expertise and legal know-how, we're on hand to help.

Our services include:

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- Tribunal proceedings
- Leasehold disputes
- Building safety advice
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- In house training
- Lease variations
- Lease extensions
- Right to manage
- Collective enfranchisement



Get in touch:

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FlatGuard Insurance | Bridge Insurance Brokers



Insurance that understands block life. Managing a residential block is complex and insurance should not add to it. Specialising exclusively in blocks of flats, we help RMCs, RTMs and managing agents make confident, well-informed decisions.

Our proposition combines a market-leading policy, specialist underwriting insight and practical enhancements designed around real block risks. Backed by expert advice and responsive claims support, we protect both the building and the community it serves. When leaseholders invest in quality homes, their insurance should deliver the same standard of protection, clarity and confidence.

Insurety



A specialist leasehold insurance broker, we focus on delivering expert advice and tailored solutions for property managers, freeholders, RTM/RMC companies and leaseholders. With deep sector knowledge and hands-on experience, we are equipped to handle complex property risks, including listed buildings, mixed-use developments, subsidence-affected properties and non-standard construction.

Combining technical expertise with a highly proactive, client-focused approach, we provide clear guidance across insurance placement, risk management and claims support. Through strong insurer relationships and a commitment to compliance, transparency and continuous improvement, we help clients navigate an increasingly complex regulatory and insurance landscape with confidence.

Midway Insurance Services



Setting the benchmark for excellence in block insurance, we recognise both the leasehold obligations of our customers and their professional and moral responsibilities to leaseholders. By reviewing leases, comparing and advising on cover, and providing expert advice supported by strong buying power and efficient technology, we deliver exceptional value for money.

Our approach to claims handling, knowledge sharing and training helps set us apart. Through internal staff development, external managing agent training, public speaking and online CPD provision, we continue to raise standards and support the wider sector.



Insurance Broker of the Year



Residentsline



Committed to delivering transparent, high-quality and bespoke solutions for blocks of flats and apartments for almost 30 years, we have become a stand-out brand within the sector. We believe our offering extends beyond insurance solutions through our ability to engage with insurers, regulators and industry leaders, while listening to the needs of our customers.

We have built our Residentsline offering to include brands such as Block in a Box and Flat Living, which together provide a comprehensive support package. Combined with value for money, tailored products and expert guidance, we continue to help clients make informed insurance decisions with confidence.



Experts in Flats RCAs

For 20 years BCH has provided accurate Declared Values to support appropriate buildings insurance cover. Buildings insurance is often the largest part of a service charge, so ensuring the Declared Value is accurate is essential.

To discuss a Reinstatement Cost Assessment (RCAs) call **01455 293510** or email **flats@bchuk.com**



Chartered Building Consultancy



**BCH: BUILDING ON
FIRM FOUNDATIONS**

Ark Residential



The cornerstone of effective resident engagement is communicating with transparency and building trust in the relationship between property managers and residents. We provide an integrated technology ecosystem to help property managers build these patterns of trust.

Our platform makes service charge transparency effortless, supports new regulations and boosts resident satisfaction.

Ark Workplace Risk



QUOODA® turns complex property compliance into proactive governance, replacing spreadsheets and siloed systems with a single audit-ready source of truth. It centralises risk management, safety case development, mandatory occurrence reporting and evidence within one platform.

Backed by 30 years of property sector expertise and delivered with award-winning customer success support, QUOODA® serves more than 22,000 users across 8,000 properties. The platform supports some of the UK's most prominent property owners and managers across both residential and commercial portfolios.

Blocks Online



Founded in 2013 by property managers, we deliver an award-winning, fully integrated cloud-based software suite designed for residential managing agents and property management companies. Built with best practice at its core, the platform supports the day-to-day operational needs of the sector.

Our software streamlines financial, administrative and task management processes, strengthens cashflow through accurate service charge and budgeting tools, and enhances efficiency and communication through an easy-to-use system accessible anytime, anywhere. We continue to evolve in line with industry standards and compliance requirements, helping managing agents operate efficiently today while supporting future growth.

CPL Software



Proptimo, powered by CPL Software, is a connected technology platform helping managing agents bring greater clarity, control and efficiency to property management. Supporting over 450,000 units across the UK, it brings together finance, operations, communication and reporting in one structured system.

Designed to reduce duplication, improve transparency and support better service delivery, Proptimo helps managing agents work more efficiently while improving experiences for both residents and clients. With integrated payments, connected portals, AI-assisted processes and a clear focus on practical innovation, Proptimo is helping shape a more responsive, scalable and data-driven future for modern property management.



Dwellant



We deliver a comprehensive solution for property professionals, streamlining operations across communication, maintenance, compliance and resident engagement. Our advanced Compliance Hub centralises essential building data, automating alerts, audits, risk tracking and invoicing, while providing full visibility through real-time dashboards and integrated health and safety platform connections.

Managing the Golden Thread is made simple through secure, accessible and shareable records. Fire door checks are streamlined through QR tagging and resident scheduling, while automated contractor vetting and invoicing processes support regulatory alignment and operational efficiency. With Dwellant, property managers enjoy seamless oversight, residents stay informed and buildings remain compliant at all times.



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4site Consulting



Providing health, safety and risk management services to the residential and commercial property sectors across the UK, we combine technical expertise with practical support. Established in 2006, our services include fire risk assessments, asbestos surveys, water hygiene services and building safety case support.

Alongside our consultancy work, we have developed in-house software to support report writing and data management. Working with property managers, landlords and developers, we help clients understand their responsibilities and maintain compliance with current regulations, delivering consistent support across a wide range of property portfolios.

Ark Workplace Risk



Setting the benchmark for health and safety in UK property, we combine specialist expertise with exceptional client care. Our qualified Success Champions, 24/7 support and proprietary QUOODA® platform deliver audit-ready compliance and measurable results, reflected in an NPS of 61, 98% client renewal and five first-time BAC approvals in 2025.

As a founding member of the Building Safety Alliance, we continue to drive sector standards through industry-first tools and thought leadership. QUOODA® provides a single source of truth for compliance, helping property professionals manage risk with confidence.

SRVO Property



A multi-disciplinary property services specialist for UK residential property managers, we offer a seamless solution for managing risk, ensuring compliance and protecting long-term asset value in a rapidly changing regulatory environment. Our fast-growing Risk & Compliance team provides crucial guidance and tailored support to help property managers meet complex regulatory requirements across all aspects of Building Safety.

With significant investment in team growth and technical training, backed by leading software and operating platforms, we are a true partner to our clients. We go above and beyond to solve unique health and safety challenges effectively, efficiently and to a high standard.



Tetra Consulting



We make buildings safer for people by providing property risk and compliance services, alongside property risk management software and training. By directly employing all our staff, we ensure consistent expertise, quality and service, delivering clear, actionable guidance to help clients manage risk and stay compliant.

Our specialist teams cover Health and Safety, Fire Safety, Fire Engineering, Asbestos Compliance, Water Hygiene and Working at Height. We also have a strong focus on guiding clients through the complexities of the Building Safety Act and evolving legislation, including Residential PEEPs.



Specialists in Residential Leasehold Law



Expert advice and support from our Residential Leasehold, Property Management and Property Litigation teams include:

- The Building Safety Act 2022
- Service charge recovery & disputes
- Breaches of lease covenants
- Enfranchisement & RTM claims
- Lease extensions
- Right of first refusal
- Applications to appoint a manager
- Licenses
- Lease reviews
- Advice on case law and legislative changes



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Adiuvo

Over our lifetime, we have overseen more than 1.2 million emergencies, providing responsive support when it matters most.

Our experience and sector expertise enable us to support property managers, residents and contractors through a wide range of emergency situations. Delivering reliable, professional service around the clock, we help ensure issues are managed quickly and effectively.

Advantage Utilities

ADVANTAGE UTILITIES
YOUR COMPETITIVE ADVANTAGE

A London-based energy consultancy with more than 20 years' experience, we design bespoke utility solutions for thousands of clients across the UK. Our full-service, strategic approach ensures solutions are tailored to each client's usage, budget and values.

Our energy experts possess in-depth knowledge of both wholesale markets and utility industries. From planning and procurement to analysis and management, right through to reporting and bill validation, we work to keep our clients informed about everything to do with their utilities.

Ark Workplace Risk



Setting the benchmark for health and safety in UK property, we combine specialist expertise with exceptional client care. Our qualified Success Champions, 24/7 support and proprietary QUOODA® platform deliver audit-ready compliance and measurable results, reflected in an NPS of 61, 98% client renewal and five first-time BAC approvals in 2025.

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ChargeGuru



Europe's electric vehicle charging expert, we are transforming the way EV drivers power their vehicles at home and at work. Specialising in fully funded EV charging solutions for apartment blocks and office buildings, we eliminate upfront costs and ongoing management burdens for property managers and freeholders while helping them integrate essential EV infrastructure into their properties.

With a proven track record across France, Spain, Portugal, Germany, Italy and the United Kingdom, we have already made more than two million parking spaces EV-ready. Dedicated to innovation and future-proof solutions, we are accelerating the transition to sustainable mobility and leading the charge towards a greener, more accessible e-mobility future.



Service Provider of the Year



Full Power Utilities



A specialist commercial energy consultancy, we help managing agents, developers and complex portfolios manage energy more effectively. Our business combines hands-on support with a connectivity-led approach, integrating with API-enabled platforms such as Dwellant and Qube and providing bespoke EDI reporting where direct integration is not possible.

This gives clients better visibility, less administration and stronger control over budgeting, billing and reporting. Known for practical innovation and dependable service, we have also developed a Developer-to-Agent transitional contract product that removes friction at handover, delivering measurable value, improved control and better outcomes across the energy lifecycle.

Signature Energy



Redefining how the property sector manages the complex world of energy, we free managing agents from the burden of energy administration, enabling them to focus on what truly matters: delivering exceptional property management. Built specifically for RMCs, landlords and managing agents, our specialist consultancy combines more than 40 years of real-world experience across property, energy supply and procurement.

Now managing more than 15,000 meters nationwide, we do not just support portfolios, we transform them. By simplifying processes, eliminating inefficiencies and driving smarter, more cost-effective outcomes, we are setting a new benchmark for energy management across the sector.

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Catia Franco, CP Franco Account & Finance

A respected leader within the leasehold property management sector, Catia combines technical expertise with a people-focused approach. As Founder and Director of CP Franco Accounts & Finance, she has transformed financial operations, improved compliance standards and restored confidence across complex portfolios.

Catia is also a passionate advocate for wellbeing, inclusion and professional development, mentoring emerging talent and championing women in finance. Her innovative mindset and commitment to excellence have driven lasting change, elevating both organisational performance and industry standards while helping to shape a more resilient, transparent and forward-thinking sector.



David Bentham, Homestead CSL

A respected leader with a 50-year commitment to the property management industry, David has distinguished himself through integrity, expertise and unwavering dedication to the profession. As Managing Director of Homestead, he has fostered a culture of excellence, guiding his team while mentoring the next generation of property professionals.

Known for his fairness, compassion and commitment to doing what is right, David has built exceptional client relationships and supported communities through some of their most challenging moments. His lifelong dedication to raising standards and delivering outstanding service makes him a truly deserving nominee for this award.



Jamie Willsdon, Future Group

A highly respected industry leader, Jamie plays a pivotal role in driving Future Group's vision, operational excellence and innovation. As Group Director, he has helped shape a multi-award-winning property services business supporting block and estate managers with strategic and sustainable solutions across fire safety, security, EV charging, lighting and major works delivery.

Jamie's commitment to high performance and client-centric service has earned industry recognition, including nomination for the Honorary Industry Award at the 2025 ACE Awards. Reflecting his influence in shaping best-in-class practices across the residential leasehold sector, his leadership continues to inspire growth, impact and positive change.



Louie-Mae Gibson, Knight Frank

A highly accomplished Estate Director, Louie-Mae is recognised for her leadership, innovation and commitment to excellence within leasehold property management. With a career spanning both operations and human resources, she brings a unique, people-focused approach to estate management, driving high standards in service delivery, team development and resident engagement.

A recognised industry Future Leader and award-winning professional, Louie-Mae is passionate about advancing standards, championing diversity and inspiring the next generation of property professionals. Her work continues to shape a more modern, transparent and customer-focused future for the leasehold sector.

Honorary Industry Award



Michael Toogood, Encore Estate Management

MA long-standing advocate for professional standards and industry development, Michael has been actively involved in the work of The Property Institute and its predecessor organisation, ARMA, since 2015.

As a Board Member of The Property Institute (TPI), he continues to support the profession and the organisations that represent it. His commitment to the sector has helped support the ongoing evolution of residential property management.



Shelley Jacobs, Michael Laurie Magar

A respected advocate for wellbeing, leadership and cultural change, Shelley has made a significant impact on the leasehold property management sector. She played a key role in developing The Property Institute's 2025 wellbeing standards, helping to embed practical, people-focused approaches across the industry.

Alongside this, Shelley has influenced professional development through mentoring, training and widely delivered industry talks. As Operations Director at Michael Laurie Magar, she has successfully implemented strategies that support engagement and retention, becoming a well-respected and trusted voice championing wellbeing across the sector.



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