

CLAMPING DOWN on THE CLAMPERS

Few issues cause as much tension as the "right to park".

People parking illegally or inconsiderately around blocks of flats, where space is often at a premium, can be a constant source of irritation and there can be a real temptation to "do something about it".

However, before you resort to the use of clampers, just make sure that you are dealing with a reputable company. Recent legislation means that every clamping company has to be licensed and staff must abide by a code of conduct - failure to have a licence, which requires going on a training course, could attract a £5,000 fine or six month prison sentence for the clammer - and a good deal of ill will and bad publicity for the management company.



PETS CORNER!

Probably the ideal pet for flats and apartments, budgerigars are easy to keep, relatively quiet, make cheerful companions and they live for up to 18 years.

However, they often do not like being handled and are therefore not suitable pets for young children. Budgies are sociable animals so try to let two birds of the same sex (unless kept for breeding) share a cage. While the initial cost of budgies and their cage can be quite high, everyday costs are low. Holiday care is particularly important to think about. This has to be done by a very reliable person, as budgies cannot survive for more than a day without food, and daily fresh water is essential.



Vikki sees it as a great way of supporting sons Matthew, 7, and Alex, 4 - but admits that it is also a great excuse to go rock climbing, skiing and following the kind of activities that she should have outgrown long ago.

On a professional level, Vikki's background is in retail management and she was approached by Residentsline with the brief to apply her retail training skills to develop a proactive approach to customer relations: "Insurance is technically very demanding, so listening to customers and responding to questions in a clear, positive and precise way is vitally important. At Residentsline we appreciate that it is a skill which has to be taught and nurtured - but it is good to know that it is also a skill which is appreciated by our customers".

BE PREPARED!

"Be prepared" is not a bad motto for anyone who works in insurance - but Vikki, Residentsline's "New Business Team Leader" doesn't just apply the principle in the office - she is also training to become a cub leader.

WHY NOT HAVE YOUR ACCOUNTS PREPARED BY A PROFESSIONAL FOR JUST £120 +VAT

**CONTACT: PETER SMITH FCA
Flat Management Company Accounts Ltd
TEL: 0117 910 9192**

Useful Telephone Numbers

ABI (Association of British Insurers)	020 7600 3333	HSE (Health and Safety Executive)	0845 345 0055
Arboricultural Association	01794 368717	IEE (Institution of Electrical Engineers)	020 7240 1871
ARMA (Association of Residential Managing Agents)	020 7978 2607	Institute of Plumbing and Heating Engineering	01708 472791
BCIS (The Buildings Cost Information Service)	020 7695 1500	The Institution of Structural Engineers	020 7235 4535
The British Wood-Preserving and Damp Proofing Association	01332 225100	LEASE (Leasehold Advisory Service)	0845 345 1193
CORGI (Council for Registered Gas Installers)	0870 4012200	London Tree Officers Association	020 7974 4124
Federation of Master Builders	020 7242 7583	National Association of Estate Agents	01926 496800
FENSA (Glass & Glazing monitoring organisation)	0870 780 2028	National Federation of Builders	0870 898 9091
Financial Ombudsman Service	0845 080 1800	RICS (Royal Institution of Chartered Surveyors)	0870 333 1600
FSA (Financial Services Authority)	020 7066 1000	Trees for Cities	020 7587 1320

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Residentsline

SPRING 2006

ISSUE 9

Home Information Packs

- Another Responsibility for Residential Management Companies!

New legislation means that from 1st June next year house sellers will have to produce information packs for buyers - but little has yet been made of the additional, unpaid and legally onerous responsibilities which this will place on Directors of Residential Management Companies (RMC's).

costs and red tape and might even slow down the market as potential vendors will have to find about £600 to compile a pack before they put a property on the market.

What few seem to have focused on is the additional responsibilities which will fall on management companies. RMC's will need to provide information for Home Information Packs for leasehold properties which will have to include:

- A copy of the lease
- Building insurance policy details
- Service charge accounts and receipts
- A schedule of regulations made by the management company
- Contact and legal details of the management company

The announcement in The Queen's Speech that property sellers will shortly have to produce a Home Information Pack (HIP) for potential buyers to see before they make an offer has had a mixed reception.

The intention is to reduce the time it takes to get from the offer stage to completion of sale, thereby reducing the number of property sales which fall through: Amazingly about 30% of property sales currently fail at a cost to consumers of £350 million!

All of this is costly and time consuming and requires due diligence - and provides another strong argument for ensuring that your company invests in Directors and Officers liability insurance.

Supporters say that HIP's will make the purchasing decision easier and reduce gazumping. Opponents say the scheme will impose additional

For details on Residentsline's Directors and Officers Liability Insurance see page 5.



Just one of many properties managed by HLM (Midlands) Ltd, based in Shrewsbury and insured by Residentsline.

...another prestige property insured by Residentsline

Residentsline launches

Just to show that Residentsline doesn't stand still, relying on a product that is still recognised as being about the best in its "market", on 1st June 2006 we are re-launching our Norwich Union Residential Buildings policy.

Uniquely, up to £50,000 Legal Expenses Cover is provided within all Residentsline Norwich Union individual Buildings policies. Similar cover can cost £150 if purchased separately.

Our new policy is worded to conform with the Financial Services Authority requirements and we have taken the opportunity to widen the cover still further by including:

Elsewhere in this issue you will find an article on Legal Expenses and a Summary of the Buildings cover now provided. So, with our unrivalled personal service - why not contact us for a quotation on 0800 281 235.

Contract Works cover, Removal of "fly tipping", Removal of bees/wasps nests from buildings, whilst increasing Extension limits and widening cover under our Legal Expenses section.

new policy

Call free
0800 281 235

Residentsline Limited
22 Darlington Street Wolverhampton WV1 4HW
Registered in England & Wales No. 3874789

Authorised & regulated by The Financial Services Authority.
No. 305998

 **NORWICH UNION**
an AVIVA company

Residentsline has arranged a scheme specifically designed for the needs of Residents Associations and Property Management Companies. The scheme is underwritten by CGU Insurance plc (trading as Norwich Union). Registered in Scotland no 2116. Registered Office: Pitheavlis Perth Scotland PH2 0NH. Authorised and regulated by the Financial Services Authority.

2 Research indicates that the much heralded power for residential long leaseholders to exercise the Right to Manage their blocks of flats has been very slow to take off.

The Right to Manage (RTM) was introduced by the Commonhold and Leasehold Reform Act 2002 to enable qualifying groups of lessees to take control of the management of their building; this was seen by government as a vital power for lessees to combat poor management by the freeholder. Under residential long leases the freeholder has control of a building's management and maintenance, often using the services of a managing agent, but it is the leaseholders who have to pay for the costs of these in the form of service charges.

Right to Manage Take Up Goes Slowly

Research undertaken in 2005 by the Association of Residential Managing Agents (ARMA), shows that in the first year of operation only 334 RTM companies were formed, which, it is estimated, only represents 0.5% of all blocks of flats in England and Wales.

Not surprisingly the main reason given by respondents to the survey for wishing to exercise RTM was their dissatisfaction with the standard of the freeholder's management arrangements. A quarter of respondents were looking to self-manage but the majority just wanted to be able to appoint their own managing agent who would take instructions from them, not the freeholder.

Virtually all respondents found it easy to form the prescribed RTM company and gain the support of sufficient qualifying lessees, but nearly a half reported that their freeholders proved obstructive during the process. Concerningly, though, a large minority of respondents admitted that in exercising their right to take control

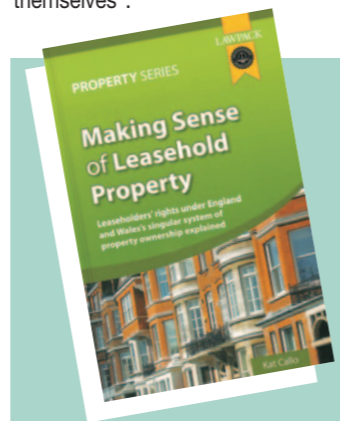
they did not prepare a business plan or budget.

Despite the low number of RTMs that have been formed, 84% of respondents said that the exercise of this new power had been successful. However, there was a consensus amongst many of those responding that it had been hard work, particularly as there was often little active support from lessees.

"This lack of active support is a concern", says David Hewitt of ARMA, "as it can lead to serious problems if the 'drivers' of this process subsequently stand down as directors. It is for this reason ARMA and LEASE, the Leasehold Advisory Service; believe that, unless the building is small, the day to-day management may be best left to a professional managing agent who can provide the continuity."

David Hewitt also points out that "the appointment of a managing agent frees up the lessees to enjoy their homes, avoids lessees

becoming involved directly with disputes with neighbours and reduces the personal time that lessees would otherwise have to give in managing the property themselves".



Making Sense of Leasehold Property by Kat Callo

This book provides an excellent step by step guide through the jungle of leasehold law, including Right to Manage and Enfranchisement. It costs £11.99 and is available from bookstores and through Amazon.

Residentsline Insurance

Residentsline is a unique insurance policy designed specifically for the needs of Residents Associations and Property Management Companies.

If you don't already insure with Residentsline, compare these features with your current policy and call us free on

0800 281 235 for a quotation or complete the details below and post your application form using the freepost address - or complete it on-line.

- "All Risks" basis (incl. Subsidence)
- Loss of or Damage to Contents of Communal Areas - limit £25,000
- Alternative Accommodation or Loss of Rent - limit 33.3% of Sum Insured
- Architects, Surveyors and other Professionals' Fees
- Debris Removal Costs and Reinstatement of Sum Insured following Damage
- Automatic Cover for Extensions and Additions - limits apply
- Contract Works Extension - Automatic limit £100,000
- Damage to Fixed Glass, Sanitary Fittings and Shower Trays
- Damage to Underground Pipes, Cables and Drains, and Clearance
- Storm Damage to Fences and Gates
- Removal of "Fly Tipping" - limit £2,500
- Removal of Bees/Wasps Nests from Buildings - limit £5,000
- Unrestricted Cover on Individual Vacant or Rented Flats
- Replacement of Risk Protection Equipment following a claim - limit £50,000
- Leakage of Metered Water, Gas, Oil or Electricity following damage - limit £25,000
- Cost of tracing leaking Water or Oil causing damage, and repair - limit £50,000
- Damage to Grounds by Emergency Services - limit £25,000
- Loss or Damage to Gardening Equipment and Garden Furniture and Ornaments - limit £10,000
- Loss or Damage to Trees and Shrubs - limit £500
- Cost of Reasonable but Exceptional Measures to avoid or mitigate a loss - limit £25,000
- Replacement of Communal Door Locks following theft of keys - limit £2,500
- Free Index Linking of Sums Insured
- Loss of Residents' Management Company Cash - limit £2,000
- Legal Liability for Injury to Employees - limit £10,000,000 (restricted to £5,000,000 in respect of terrorism)
- Legal Liability for injury to the Public or Residents, or Damage to their Property - limit £5,000,000 (£2,000,000 following terrorism)
- Non invalidation clause - in event of act or omission by a resident affecting the risk unless known to the management
- Legal Expenses of up to £50,000 for matters of Contract Disputes (Products and Services), Employment, Legal Defence, Property Protection (including Nuisance and Trespass), Bodily Injury, Revenue Enquiries and VAT Disputes
- 24 hour Emergency Service and Legal Advice Helpline
- 24 hour Emergency Access to skilled tradesmen

Underwritten by CGU Insurance plc (trading as Norwich Union).
Authorised and regulated by the Financial Services Authority.



Either cut out this form or photocopy it and send it to: Residentsline, FREEPOST (MID 14042), Wolverhampton WV1 1BR - There's no stamp required! Or fax to 01902 710327. Alternatively, complete the form on our website: www.residentsline.co.uk

Residentsline

Please complete the details below and post back to us, or call Freephone 0800 281 235 for a quotation or information.

Company name: _____

Contact: _____ Position: _____ Tel No: _____

Postal address _____

Post code: _____

Renewal Date: _____ Current Insurer: _____

Sum Insured £ _____ Declared value, if known (£ _____)

Address of Building(s) _____

Listed? _____ No. of Garages _____

Age of Building: _____ If converted, when? _____ No. of Buildings _____ No. of Storeys _____ No. of Flats _____

Construction: Walls _____ Roof _____ Floors & Stairs _____

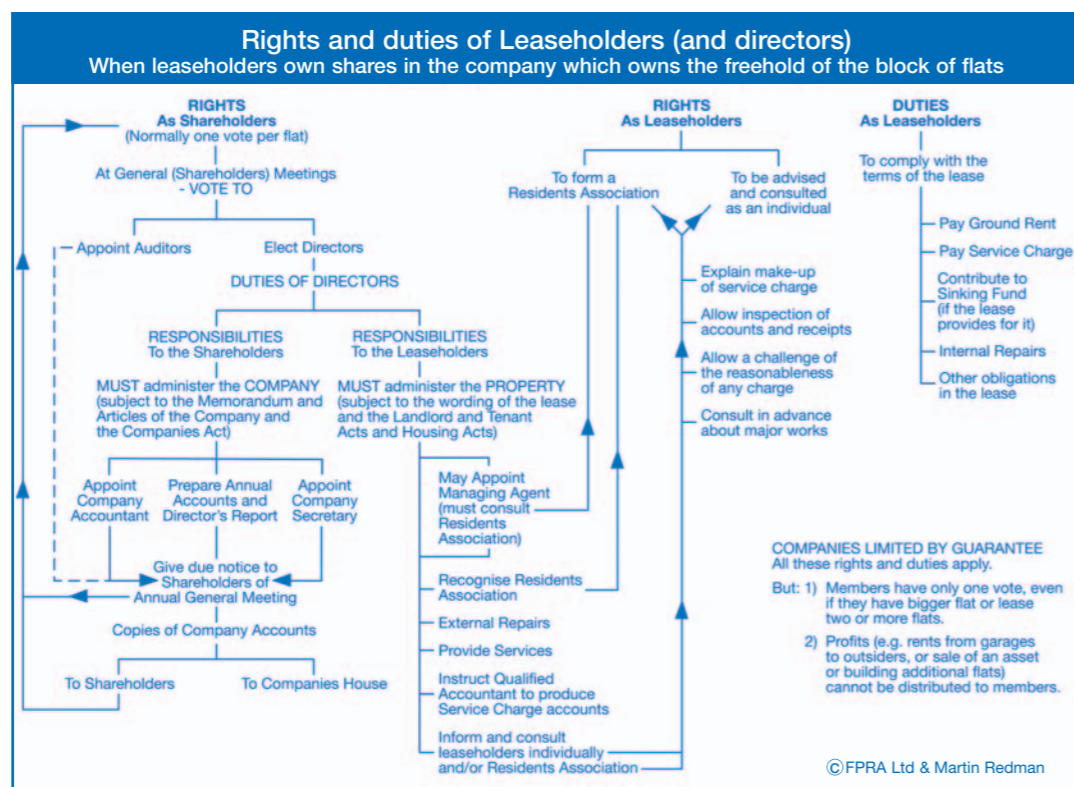
- Are the buildings
 - occupied as i) Holiday homes? ii) Bedsits/student accommodation? iii) Hostel? Yes No
 - affected by subsidence, ground heave or landslip, now or at anytime in the past? Yes No
 - abnormally exposed to storm or flood? Yes No
- Are there any Communal Facilities? (lift, boiler, tennis courts, swimming pool etc) or any commercial use? (shops, offices, restaurants etc) Yes No
- Have you been refused insurance or had special terms/conditions imposed? Yes No
- Have losses or claims been suffered in the last 3 years? Yes No

If you have answered YES to any questions please provide details in the box below.

The Federation of Private Residents' Associations is a not-for-profit lease advice and support organisation for residential leaseholders, private sector residents' or tenants' associations, and residential management companies.

They have produced this excellent guide for the rights and duties of leaseholders and directors.

To find out more contact them on 0871 2003324 or find them at www.fpra.org.uk



New laws in 1993 and 2002 have prompted a growing number of flat owners in England and Wales to force their landlord to sell to them the freehold of their building through a process called Collective Enfranchisement. Most residents enjoy significant benefits from Enfranchising, including an increase in the value of their flats.

But there is also worrying proof that many, after setting up the required Resident Management Company ("RMC") to buy the freehold, later fail to comply with rules governing company activities and end up getting shut down as a business. Being "struck off" by Companies

related assets, including bank accounts, automatically become property of the Crown and are dealt with by the Crown's nominee government body, the Treasury Solicitor. The Treasury Solicitor does not assume management responsibilities of these properties, but it has the right to sell the assets. Any liabilities of the struck-off company are also not assumed by the Treasury Solicitor.

If the directors of a struck-off RMC want to get the company restored, they must take several urgent steps. They must contact the Companies Court in London and ask for the company to be

Resident Management Companies Learn Pain of Being Struck Off

By Kat Callo and Simon Groves

Thousands of leaseholders of flats are gaining control of their residential buildings in an exciting nationwide consumer movement, but many are subsequently paying a high price for forgetting that ownership brings responsibility.

House, the government body that registers all companies and maintains their public file, is a serious matter, since it means the company no longer exists and is not allowed to trade. It also means that all assets of the company immediately revert to the Crown.

Anthony Essien, a leasehold law expert, says RMC's are the one category of company most often struck off by Companies House. Essien, who is Principal Advisor at the Leasehold Advisory Service, an organisation funded by the Office of the Deputy Prime Minister, says the main issue in being struck off is non-compliance. This usually involves failure to file annual returns and accounts with Companies House. On average over 100 RMC's are struck off each year.

If a company was considered a person, being struck off is the equivalent of dying. In order to bring the patient back to life, the company must be "restored". In the best of circumstances, a company restoration usually costs more than £1,000 and takes several months of liaising with a number of government bodies to complete. In the case of RMC's, it can be particularly galling since many residents often join forces to buy their freehold after experiencing years of building mismanagement in the hands of the previous landlord. As a result, many residents' groups suffer from organisational exhaustion and burn-out by the time they complete what can be a years-long process of purchasing the freehold.

When a company is struck off, all assets of the company officially become "bona vacantia", which is Latin for "ownerless goods". If an RMC is struck off, the freehold of the building and

restored. The Companies Court will then schedule a hearing three months hence. In order to avoid the costs of hiring lawyers to represent the RMC at such a hearing, the directors then need quickly to provide certain documentation to Companies House and the Treasury Solicitor. If a hearing takes place at Companies Court, costs can reach thousands of pounds.

The most effective way to avoid being struck off is good corporate governance and a clear strategy for running the RMC efficiently. RMC's that most often experience problems with governance are those that seek to do everything themselves while lacking the appropriate commercial or legal background. Conversely, the RMC's that suffer the least amount of teething pain are those that outsource non-strategic functions to qualified experts. This includes hiring a company formation expert to set up the RMC in the beginning and hiring a specialist outside company to act as the RMC's company secretary. Company secretary specialists are hired to ensure, among other things, that annual accounts and other required documents get filed with Companies House in the proper format and within the necessary timeframe.

An alarming number of flat dwellers describe instances of poor corporate governance within RMC's, including a failure by the board to hold Annual General Meetings or proper elections for directors or even a refusal to acknowledge that it is the shareholders, not the directors, that own the company.

Some of these settling-in pains are to be expected, given the rush by many leaseholders

to enfranchise since the enactment of the Commonhold and Leasehold Reform Act 2002.

This legislation significantly broadened the legal right that was created with the Leasehold Reform, Housing and Urban Development Act 1993 for flat owners to Enfranchise their building. Because of a dearth of high-quality easily accessible information for leaseholders on how best to avoid pitfalls when buying their freehold, many more RMC's are likely to experience problems as they each seek to re-invent the wheel.

Directors of an RMC that is struck off are advised to act quickly in taking the necessary steps to get the company restored. Once the company has been revived, the board needs to put in place best-practice processes for ensuring that the RMC is a patient that will survive.

Kat Callo is strategy consultant at Rosetta Consulting Ltd, which advises leaseholders on buying their freehold. Tel 020 7853 2282 or kat.callo@rosettaconsulting.com.

Simon Groves is Manager of Corporate and Legal Services at Jordans Ltd, the country's leading corporate service provider. Tel 01179181339 or simongroves@jordans.co.uk.

Contact Kat about Rosetta's seminar on June 21, 2006 in London on "Buying Your Freehold: Enfranchisement Made Easy".




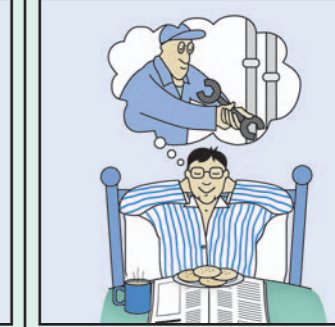
STOP PRESS:
THE FIRST FIVE READERS OF RESIDENTSLINE TO PHONE KAT WILL RECEIVE A FREE TICKET TO THE SEMINAR - WORTH £88.13



For a competitive quotation for residential buildings insurance

Call free 0800 281 235

How much would you pay for peace of mind?

 <p style="font-size: 0.8em; color: #666;">Bliss. It's bank holiday weekend, that nice couple in the flat above have gone away and you've decided on an early night with the Saturday supplement.</p>	 <p style="font-size: 0.8em; color: #666;">Then you hear it! Drip, drip, drip. You know there's a burst pipe in the flat above. Bank holiday Saturday night and you have an emergency key to their flat - but as the damp patch spreads across your ceiling what can you do?</p>	 <p style="font-size: 0.8em; color: #666;">Your mind races. By Tuesday morning you still won't have found a plumber and you will be six feet under water.</p>	 <p style="font-size: 0.8em; color: #666;">Then you remember that meeting when you PERSUADED OTHER RESIDENTS TO AGREE TO TAKE OUT HOME ASSISTANCE PLUS COVER. Around 4p per flat per day and one call will provide you with approved tradesman to overcome any emergency - 24 hours a day, 7 days a week.</p>
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Around 4p per flat per day, the superb cover offered by Residentsline's HOME ASSISTANCE PLUS Policy almost seems too good to be true, but take a good look at the details and you will realise that it's not wishful thinking - HOME ASSISTANCE PLUS really does offer great peace of mind and the best value for money you will find anywhere.

be like the BIG BOYS

Providing help when you need it most! HOME ASSISTANCE PLUS means that, for around 4p per flat per day, in an emergency one call is all you need to organise authorised contractors to attend day or night, seven days a week, to make your home secure and prevent further damage.

Small is often beautiful - but just occasionally you may wish that you had the kind of resources available to the "big boys". If you are a Residential Management Company (RMC) that occasion is most probably when you have an emergency and need a reputable contractor - and fast! Wouldn't it be wonderful to have a team of specialists always on call?

Now Residentsline has introduced a product which gives you access to a nationwide team of specialist authorised contractors, day or night, seven days a week - at a cost which means that even the smallest RMC can afford it. HOME ASSISTANCE PLUS gives you help when you need it most - immediately after an emergency, so

if you need repairs in a hurry there is only one call you have to make.

If you suffer unexpected damage to doors or windows, blocked drains, toilet, burst pipes or problems to your main heating system, which constitutes an emergency, HOME ASSISTANCE PLUS, underwritten by DAS, will arrange the emergency call out and pay the following costs up to a maximum of £500 (including VAT) per incident:

- The cost of the contractor's call out
- Up to 2 hours labour charges
- Up to £100 for parts and materials.

To keep costs competitive and enable even the smallest RMC's to take advantage, annual rates are calculated at £15 PER FLAT (so, for example, a block of ten apartments would cost only £150 per year to insure - that is around 4p per flat per day!)

HOME ASSISTANCE PLUS applies to BOTH communal areas AND the individual properties so it represents remarkable value for money - especially when residents

compare it with costly and so called specialist schemes offered by gas, water and electricity suppliers.

Examples of Claims already covered by Residentsline HOME ASSISTANCE PLUS

- Main Heating System**
 - Gas boiler failure resulting in total loss of hot water
 - Seizure of circulation pump causing loss of room heating
- Plumbing & Drainage problems causing damage to surrounding property**
 - Burst pipe
 - Nail through heating pipe
 - Leaking hot water cistern
 - Blocked toilet
- Domestic Power Supply**
 - Complete failure of cooker to operate
 - Water damage to electrical wiring causing risk of injury
 - Faulty main fuse board causing risk of injury

For more information, or to arrange cover, phone Residentsline on 0800 281235

- Home Security**
 - Vandal damage leaving window without glass
 - Attempted break-in causing door lock to be ineffective leaving flat vulnerable to burglary
- Toilet Unit**
 - Failure of connection to toilet pan causing water leak
 - Electrical failure of saniflo, being the only toilet available
- Roof**
 - Removal of roof tiles by storm causing water to pour through ceiling
 - Felt ripped off in high winds risking water ingress and property damage
 - Skylight damaged, exposing room below to rainwater damage



switch to SureStop

Water damage accounts for over 70% of residential insurance claims in the United Kingdom. Easy to install and inexpensive, the SureStop water switch could be your secret weapon to help you avoid adding to those statistics.

There are probably three occasions when you think about using your mains stopcock: When you are having plumbing work carried out, when you are about to go on holiday ... or when there is a leak.

In the case of the first example it can be frustrating to find that the stopcock has jammed; in the second case, if you are about to go on holiday do you really want to scrabble under the sink - only to find that you can't turn it off anyway? And in the third example, if there is a leak you know that saving vital seconds in turning off the water supply can prevent a major catastrophe.

So there are three very good reasons to install a SureStop water switch. As its name suggests, it makes turning your mains water supply on and off as simple as flicking a switch - and it works entirely off water pressure, so no electricity is involved.

The SureStop is easy to install - well within the capabilities of an average DIYer (if that's the correct terminology), and an inexpensive job for a reputable plumber, and can be located up to 8 metres away from the stopcock, meaning that you can put it where it is easy to reach.

The design is simple, reliable and attractive: You can't use it too often (it has been tested for 200,000 operations), the design means that lime scale build up inside is avoided and its smart plastic case does not look out of place in a kitchen or bathroom.

In fact, the SureStop is so convenient and easy to use it may encourage you to turn your water supply off even when you are only away for a short time - not a bad idea when you consider that a domestic burst pipe can leak up to 1,200 litres in a single hour.

NOW MEMBERS OF RESIDENTIAL MANAGEMENT COMPANIES CAN BUY THEIR SURESTOP VALVE ON THE RESIDENTSLINE WEBSITE. SURESTOP WILL PROVIDE A NO OBLIGATION SURVEY AND SUPPLY AND FIT THE DEVICE FOR JUST £110 WITH DISCOUNTS FOR MULTIPLE ORDERS. - visit www.residentsline.co.uk/offers or ring 0800 281235 for details.



DID YOU KNOW?
A typical pipe in your home can leak 30 tonnes of water in a DAY!

fire safety REFORM

From October 2006 RMC's will be in need of yet another willing and reliable volunteer!

Later this year the snappily titled Regulatory Reform (Fire Safety) Order may not specifically apply to individual flats - but it does cover the common areas such as stairwells, lifts and corridors.

The legislation will require a designated "responsible person" from a Residential Management Company to carry out a risk assessment and take steps to reduce or remove the risk of fire, taking into account the effect a fire might have on anyone in or around their premises.

The assessment will have to be reviewed at regular intervals. No paperwork need be completed unless five or more people are being employed on the premises, but whatever size, it is good practice to have evidence of completed assessments.

The legislation is not onerous - it imposes a duty to keep a "watching brief" in very much the same way that any responsible management company will do as a matter of course, for example ensuring that fire exits are properly maintained and that inappropriate materials are not stored in common areas.

Guidance is available on www.odpm.gov.uk. Follow the link to 'Fire and Resilience' and then the further link to 'Fire Safety Law'.

LETTERS TO the editor

Dear Sir,
I appreciate that Residentsline is a commercial organisation and has a vested interest in promoting the benefits of insurance products - but you have convinced me of the need for Directors and Officers Liability insurance. However my fellow Directors say that, since ours is only a small development and we trust each other, we shouldn't worry about taking out a policy. I think they are missing the point! Can you help me to convince them, please?
Mr Gordon, Torquay.

THE EDITOR SAYS:

Firstly, Residentsline relies on recommendation and repeat business so we take a pride in putting the interests of our customers first, but to answer your main point D&O Liability insurance is not about trusting or not trusting other directors. Unfortunately we live in an increasingly litigious age and tenants or leaseholders in your building can easily make allegations that they have suffered financial loss because you have failed to fulfil your obligations: Such claims may well be unfounded, but they still have to be defended - and we all know how quickly legal costs can escalate. Add to this the mass of legislation that, as Directors of a RMC, you have to comply with (much of it strict liability) and there is a definite possibility that at some point in your Directorship you will need to seek legal advice. Given this scenario, for very little cost, D&O liability insurance can give all your directors real peace of mind.

HAPPY CUSTOMER

I know it is rare to praise rather than criticise - but I just wanted to shout the praises of Home Assistance Plus! Our RMC "moved over" to it because it was cheaper and more comprehensive than our existing policy (from our Water Board) and when the chips were down, you came up trumps!
When I had a problem with my plumbing I called DAS, the plumber arrived within an hour, unblocked the water pipe, tidied up and was finished in no time at all and I didn't need to hand over a penny. I am happy to say I received excellent service.
In fact I am so pleased with Home Assistance Plus I am happy for you to use this letter to endorse your product!
Mr Williams, Southampton.

free

Commercial Legal Expenses Insurance

Residentsline knows that you never get anything for free, but did you know that if you insure your property, through Residentsline, with Norwich Union you automatically receive Commercial Legal Expenses insurance?

Most other insurers charge separately (up to £150.00) for similar cover!

It is a hidden benefit that few policy holders seem to focus on and, as a result, only a small minority ever take full advantage of the cover on offer.

Residentsline is certainly not encouraging policyholders to resort to legal redress at every opportunity. However, talking to Residential Management

Companies (RMC's), we believe that there are many instances where there is a valid case for seeking a legal resolution to important issues, but RMC's decide not to do so because they are unaware of the cover offered by their policy and do not have the funds available to pursue (or defend) the matter independently.

Commercial Legal Expenses Insurance has already helped in a wide variety of cases, including:

- Providing assistance to get rid of squatters.
- "Controlling" a noisy resident.
- Correctly handling dismissal of a gardener who frequently did not turn up for work.
- Resolving a boundary dispute following a neighbour putting up a fence.
- Commercial Debt recovery.

As a very brief introduction, the range of contingencies covered by the policy, which is administered by DAS Legal Expenses Insurance Company on behalf of Norwich Union include:

- Employment disputes
- Compensation Awards
- Service Occupancy
- Legal Defence
- Property Protection
- Bodily Injury
- Contract Disputes
- Revenue Enquiries
- VAT Disputes

As with all insurance policies there are precise parameters to define the cover - but for more information visit our website to download the policy details, or phone Residentline on 0800 281235

with Residentsline

Residentsline
www.residentsline.co.uk

We have recently added to and relaunched our website. Log on to www.residentsline.co.uk and you will find a summary of the range of policies we offer - each of which has been specifically designed for managers of Residential Properties - whether you are a professional managing agent, freeholder or a residents' formed company or association.

- You will also find quotation forms which you can either download or complete on line.
- There are even previous issues of Residentsline magazines and a "knowledge base" packed with useful articles as well as access to the Norwich Union library of fact sheets.
- Why not add it to your "favourite" web sites and take full advantage as we continue to add more items of interest?

...online

Directors and Officers' Liability Insurance for Residents' Associations and Residential Property Management Companies

Limit of Indemnity	£100,000	£250,000	£500,000	£1,000,000
1-25 flats	£162.75	£220.50	£341.25	£446.25
25-75 flats	£199.50	£299.25	£399.00	£551.25 to £630.00
75-100 flats	£315.00	£399.00	£525.00	£735.00

Premiums include 5% Insurance Premium Tax.
Underwritten by Norwich Union or Royal & Sun Alliance.
Rates apply to Limited Companies. Separate rates apply to Committees.