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**From Beeline Media on behalf of**

# **PROPERTY MANAGERS** **ASSOCIATION SCOTLAND LTD**

The recent article, The Think Tank item on property management contained a number of flawed assumptions upon which opinion was founded. By way of response, The Property Managers Association Scotland Ltd., will now put the record straight on the actual role of our members and their approach to their responsibilities.

Property managers are engaged by property owners to provide a factoring service commensurate with both their client's expectations and importantly within their client's budget. This presents

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the Property Manager with the difficulty of matching client's funds with necessary expenditure. In all areas of life the necessary availability of sufficient funds places constraints on our expectations. In this, property management and factoring is no exception.

Regular property checks are carried out and recommendations made by property managers but owners cannot be forced to make the necessary funds available. Property managers are exactly that, managers. They are not owners, neither are property managers bankers for property owners and they are not city bursars able to fund repairs or projects at will. It is rare for a property manager to deliberately hold back from carrying out work without reason. Repair requirements will likely escalate by delay and budgets would have to be reviewed. The usual reason is simply that the funding has not been provided by property owners to enable the work to be done.

There are occasions when property managers are sympathetic to temporary hardship and in the interests of health and safety may negotiate amenable terms for property owners but in general the role of the property manager is to maintain property within the agreed budget of the owner. It is very easy to select an isolated case study of where something may have gone wrong. That can be repeated throughout all spheres of service and business.

It is worth noting though that Glasgow, as an example, and its many fine buildings have won scores of awards with professional property factoring playing a major part in those successes. There is no subterfuge in the way inspections are carried out. Check-ups are indeed regular and residents are always welcome to attend and make their own contribution to the conclusions drawn by each inspection.

Again the role of the property manager is to report to the owner the requirements of each individual property unit both in terms of needed work identified by the inspection and the general maintenance programme for the period until the next inspection.

The property manager also has a further responsibility to its contractors. Contractors are engaged on the express understanding that they are leading professionals who have demonstrated their abilities. By the same token, contractors carry out their work on the further express understanding that they will be paid in full and within an agreed time. Contractors will work with property

managers in preference to individual property owners because they have the confidence that they will be respected as professionals and paid promptly. Especially this is the case in the event of emergency repair response. It is this kind of tried and trusted business relationship that works for the benefit of property owners and residents.

The Think Tank item included an interesting comparison with Denplan and the theory that property management could work on the same lines. To a degree it does but while Denplan is a form of insurance, subscribing to property maintenance insurance along the same lines would only add to the financial expectations from property residents.

Just as dentists are often consulted when things have already gone wrong, property managers are often called in when a problem has arisen. Property managers cannot surely be held responsible for the decay of buildings constructed during the reign of Queen Victoria when recommended remedial action has been ignored by owners, any more than a dentist can be held responsible for the decay in teeth resulting from poor dental hygiene practice by the patient.

Using the dentist analogy further, it is without question quite essential to be registered with a dentist for regular servicing, for such repairs as may be necessary and to be able to get help in an emergency. Property managers provide the same support, an essential service for those seeking peace of mind with regard to the upkeep of their property.

The Property Managers Association for Scotland recommends that owners only appoint property managers who are accredited to the Association. The Association's Code of Practice ensures that its members treat their customers fairly, non-complying members risk expulsion from the association.

The Property Managers Association Scotland Ltd represents the industry to government and were consulted over the formation of recent housing, land reform and title condition legislation. .

In conclusion, property managers are providing a valuable service within the confines of the responsibilities and financial capabilities of owners, residents and contractors.

**\*\*\* Further information, interviews and photo opportunities please contact Bernard Bale at Beeline Media on 01467 641417 or [bernardbale@yahoo.co.uk](mailto:bernardbale@yahoo.co.uk). Jamie Millar for Property Managers Association Scotland Ltd is available on 0141-245-6779.**