

Block management

bns



How BNS works for you

Bespoke & independent

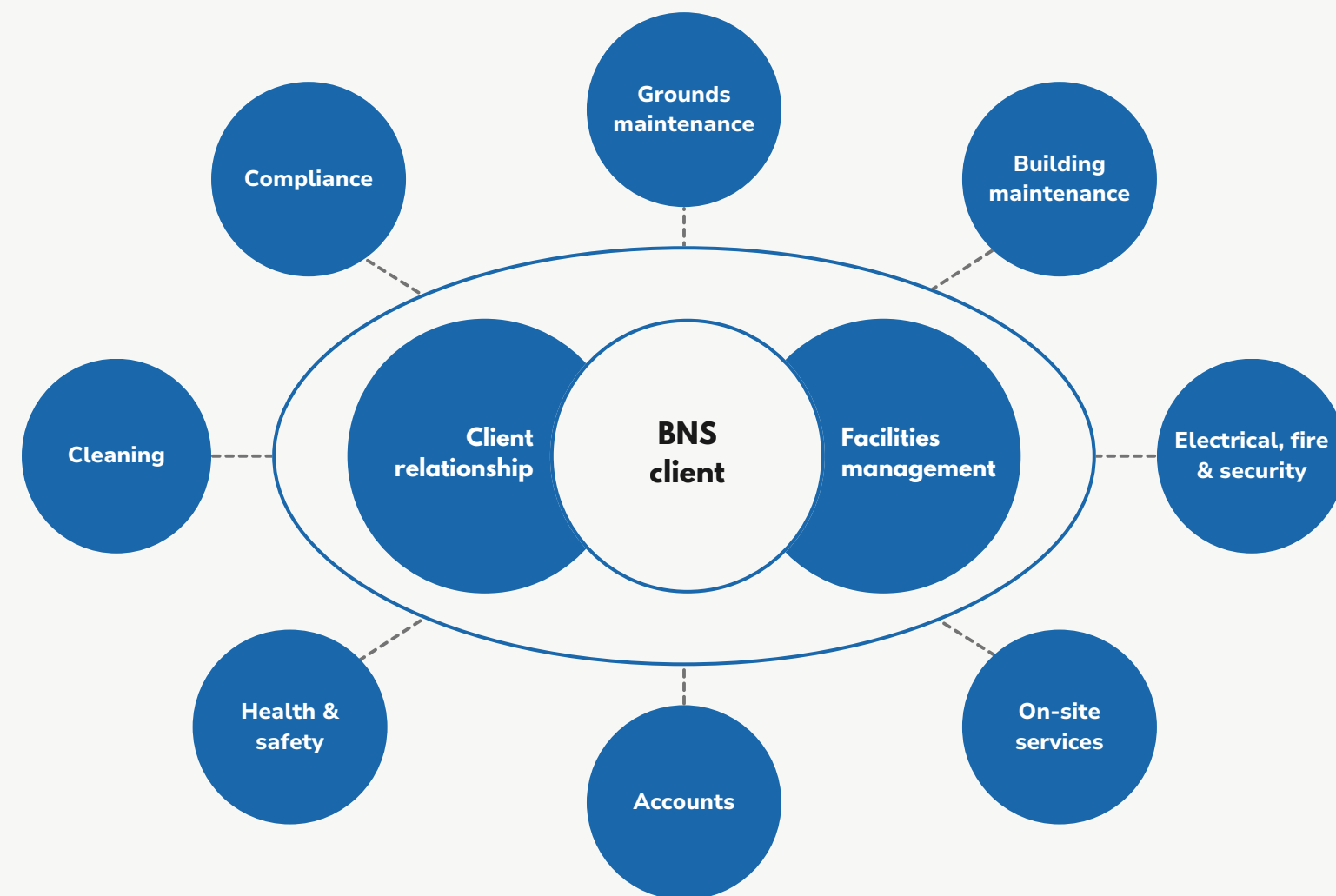
We're BNS, a family-run property management company based in Bristol. Our team looks after more than 260 developments of all shapes and sizes across the South of England and South Wales.

Whether it's a converted period building or a brand-new estate, we bring the same care and attention to every home we manage. From smaller properties with just a few flats to larger blocks and apartment schemes, we make sure our service is always fair, professional, and focused on doing the right thing for the people who live there.



How BNS supports you

Our teams of specialists



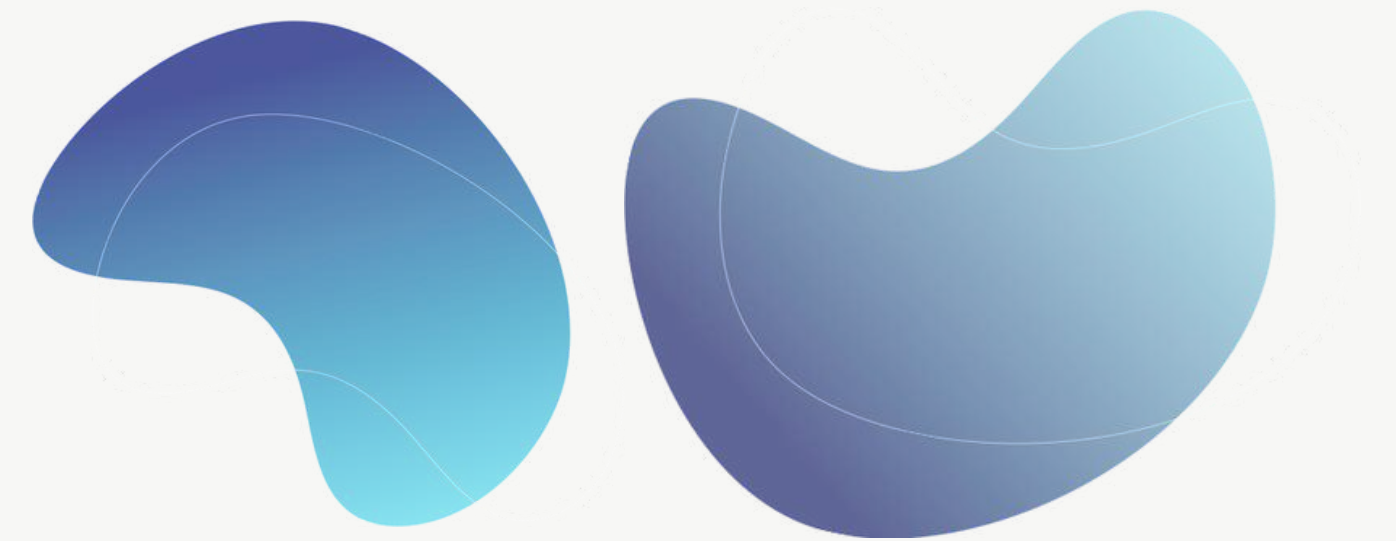
As a BNS homeowner, you'll have a dedicated team who know your development and are here to help whenever you need us.

We look after everything in the background, from regular site visits and checks to clear reporting and proactive support, so things run smoothly without you needing to worry.

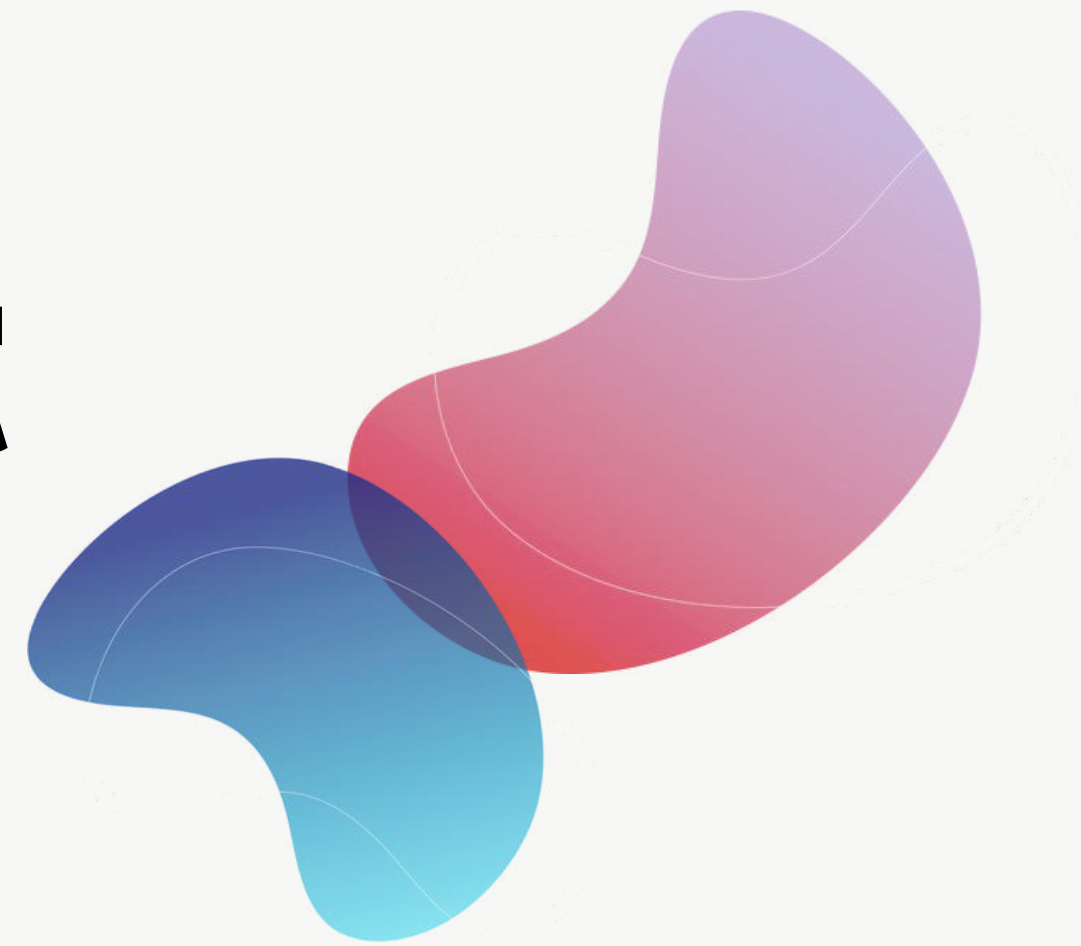
Your main points of contact will be our Client Relationship and Facilities Management teams. They're supported by our Compliance, Health & Safety, Accounts and On-Site Services teams. On-Site Services is made up of Grounds Maintenance, Building Maintenance, Cleaning and Electrical, Fire & Security teams, so whatever the need, you'll always have the right expertise looking after your development.

To make things easier, you can access support, make service charge payments and find property information at any time through our online portal, MyBNS. If something urgent comes up outside of office hours, our 24-hour emergency maintenance service is always available.

Our aim is simple: to take the stress out of property management and keep your home and community in good hands.



BNS offers the best solutions for



**Residential
property
management**



**Facilities
management**



**Building
maintenance**



**Health
& safety**

24/7 support

BNS provides 24-hour building maintenance support and an emergency service as standard, with no extra cost to you.

Whether it's late in the evening or over the weekend, you'll have peace of mind knowing help is always available. Thanks to our trusted network of contractors, we can deal with urgent on-site issues quickly and efficiently, any time of the day or night.





Our online portal, MyBNS, gives you 24/7 access to everything you need to help manage your home.

It's your personal space to find useful information about your development and make things easier day to day. With MyBNS you can:



Make your service charge payments quickly and securely



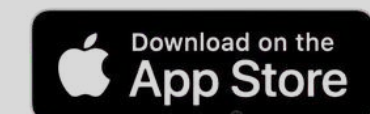
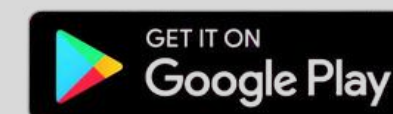
Report maintenance issues as soon as they arise



Get in touch with our team anytime, from anywhere

The mybns app

With the MyBNS app, managing your account on the go has never been easier.



Service level agreements (SLAs)

Here at BNS we pride ourselves on excellent service, and aim to meet the following SLAs:



Emails

To be responded to
within three
working days



Call backs

To be made within 24
hours (excluding weekends
and bank holidays)



MyBNS tickets

To be responded
to within two
working days.

Summary of services

As part of your management fee, BNS will take care of a range of services designed to keep your property running smoothly. Our property management services include:

Management

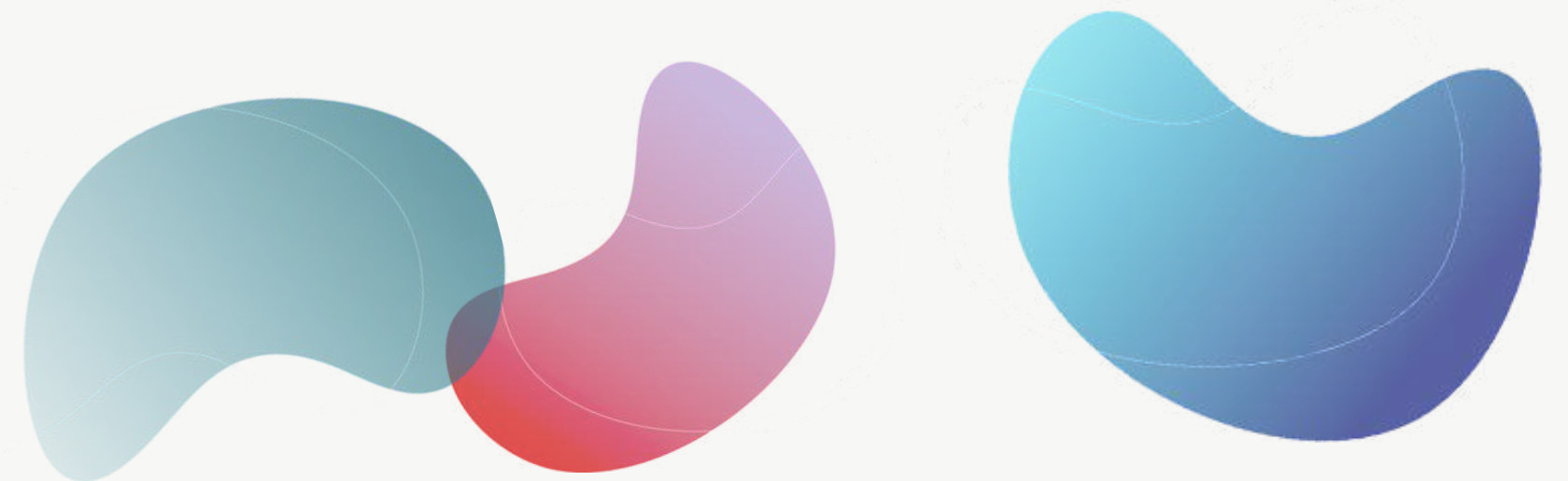
- Working with you on management matters
- Discussing long-term agreements (other than the appointment of a managing agent)
- Carrying out visits to your development
- Handling day-to-day homeowner issues and updating the client on any concerns raised
- Keeping records of residents and tenancy details (where these are provided)
- Advising and liaising with the client on management policy
- Arranging insurance for the development and making sure the right cover is always in place
- Liaising with the insurance broker and claimant to progress any claims

Maintenance

- Arranging and managing maintenance contracts on behalf of the client
- Inspecting the shared areas of the development (without specialist equipment) to check their condition and organise any necessary repairs, excluding major works
- Overseeing contracts for smaller works and services such as cleaning, gardening and window cleaning, and making sure these are carried out properly

Compliance

- Organising regular health and safety checks (excluding specialist tests) and making sure any necessary risk assessments are arranged
- Advising the client on relevant laws and regulations, including general guidance on lease terms
- Keeping an eye out for any breaches of lease or transfer deeds



Summary of services

Accountancy

- Opening and managing bank accounts for the development
- Preparing and sending service charge estimates
- Collecting service charges and reserve fund contributions, including issuing statements and summaries as needed
- Processing payments for the development within agreed limits and available funds
- Making every effort to collect any routine service charge arrears

Communication

- Access to MyBNS - our bespoke, fully interactive online portal that keeps you updated on works and general site matters
- Providing relevant management information to homeowners
- Keeping in touch with the client
- Communicating with any recognised residents' association

Company administration

- Acting as the Registered Office for the company
- Carrying out the duties of Company Secretary
- Filing company accounts with Companies House
- Managing the registration and resignation of company directors
- Filing the annual confirmation statement with Companies House
- Chairing company meetings, both statutory and non-statutory, and preparing notices and minutes when needed



Diverse property management experience

With decades of experience in property services, BNS is a name you can rely on. Alongside residential management, we also support the following sectors:

- Property developers
- Workplaces
- Education
- Retail
- Industrial
- Insurance remedials
- Healthcare
- Charitable organisations



Case studies

Cowbridge Mill

Cowbridge Mill is a residential development in Malmesbury, a historic market town. It's home to 134 properties, a mix of leasehold, freehold, and social housing. One of its unique features is the leat running off the River Avon, reflecting the site's historical significance as a former working mill.

Why BNS was chosen

Residents and stakeholders expressed dissatisfaction with their previous managing agent, citing inadequate communication and concerns over financial management. Recognising the need for improved service, they engaged BNS to address these challenges and restore confidence in the management of their development. Known for our clear communication, transparency, and efficient management, BNS was asked to take over and provide the level of service they'd been missing. By utilising more local suppliers and gaining control over contractor performance through our facilities teams, we gained enhanced oversight and control over the development's management.

Services delivered

BNS has assumed full responsibility for managing Cowbridge Mill, encompassing all aspects of property and estate management. From handling routine maintenance and maintaining the development's facilities to a high standard, to ensuring compliance and looking after accounts. What makes Cowbridge Mill a little more complex is its mix of leasehold, freehold, and social housing. Managing the needs of all these different stakeholders takes care and attention. Our focus has been on open, straightforward communication, ensuring stakeholders remain well-informed and confident in the management process.

Outcomes achieved

Since BNS was appointed, significant improvements have been realised. Communication has improved, and stakeholders now experience greater engagement and involvement in decision-making processes. Financial management practices have become significantly more transparent and streamlined. Operations at Cowbridge Mill are now more streamlined and effective, and the proactive approach we've taken has made a real difference. We're proud to support this development and to enhance the development and foster a community that residents can take pride in.





Case studies

Albert Mill

Albert Mill is a striking development in Keynsham, blending history with modern living. The main feature is the converted mill, a listed building with original features like the mill wheel and a leat running off the River Chew. Alongside the mill, there are purpose-built blocks, creating a total of 43 units across seven blocks.

Why BNS was chosen

The directors at Albert Mill sought a managing agent capable of addressing the challenges of a historic, multi-unit property. Their dissatisfaction stemmed from a lack of proactive management and insufficient support from the previous agent. They felt like they were doing the job themselves instead of having reliable support. With our proactive approach and reputation for providing dependable, comprehensive management support, we were brought on board to take care of the day-to-day running and bring back some balance for the directors. Keeping the Directors and wider residents in the loop through pro-active updates through our bespoke portal provided a vast increase in customer service to the client.

Services delivered

At Albert Mill, BNS delivers a comprehensive suite of property management services, including routine maintenance, compliance oversight, and facilities management. At BNS we balance the heritage of the mill with the practical needs of residents. Our responsibilities include preserving the listed building's historic features while ensuring the development complies with modern safety and regulatory standards.

Outcomes achieved

Since BNS took over, the development has seen measurable improvements in operational efficiency and resident satisfaction. Operations are more streamlined, residents and directors are happier, and costs are more efficiently managed. Our involvement has streamlined responsibilities for the directors, enabling them to focus on strategic oversight. BNS has also brought in cost savings without compromising on quality. Albert Mill now operates efficiently, with a balance of heritage preservation and modern standards of living. At BNS, we're proud to support the development and ensure it's a place residents can enjoy while protecting its rich history.

Testimonials

We pride ourselves on excellent customer service that is reliable, responsive and proactive.
But don't just take our word for it...



“We have been using BNS management services for our building for over 4 years now and having experienced working with 5 other management companies (we own 5 more flats) I can confidently say that I truly appreciate their professionalism, quick response, everything is always up to date so we’re compliant. Peace of mind is all a landlord wants!”



“We divide our time between a home in Western Australia and a unit in the UK. This year saw BNS take over the management of the UK unit after many years of management by another company - and oh, what a difference the change made. For the first time we experienced what good property management looks and feels like - responsive, efficient and customer-focused service.”



“I am particularly impressed with the in house maintenance team who have conducted 3 separate jobs for us of different magnitudes and all have been completed to a high standard, to budget and on time, and most importantly have involved good communication on issues and progress.”



FAQs

How does BNS offer value for money to its clients?

BNS offers value for money by working with trusted local contractors, bulk-tendering services like insurance and electricity, and carrying out many maintenance and cleaning tasks in-house. This keeps costs competitive while maintaining quality, with all work recorded in MyBNS for transparency. We're also happy to work with client-recommended suppliers who meet the right standards.

What control is there for clients regarding expenditure for maintenance items?

Clients retain control over maintenance spending through agreed authorisation limits. Any costs above the threshold are discussed first, and all expenditure is visible in MyBNS. Clear procedures make sure decisions are easy to manage while keeping you informed.

How does BNS ensure we are compliant with the health and safety requirements of our development?

BNS provides clear guidance and support on health and safety, with audit summaries highlighting essential actions. All documents and advice are available in MyBNS, making it easy to stay informed and manage risk effectively.

What experience and competency does BNS have in dealing with the management of our development?

BNS has roots back to 1976 and is committed to competent, safe, and ethical property management. We follow a strict code of conduct, are regularly audited, and our team receives ongoing training and professional development. We are members of The Property Institute, The Property Ombudsman, and NAPIT, ensuring high standards across all our services.

How can I be assured that BNS is performing as my agent and is undertaking its contractual obligations?

BNS clearly outlines its responsibilities and service standards, with management activity visible in MyBNS. Directors can access financial reports, and our team regularly monitors performance, audits work, and gathers client feedback to ensure obligations are met.



Contact us



0117 957 0809



18 Badminton Road, Downend, Bristol, BS16 6BQ



info@bns.co.uk



bns.co.uk

