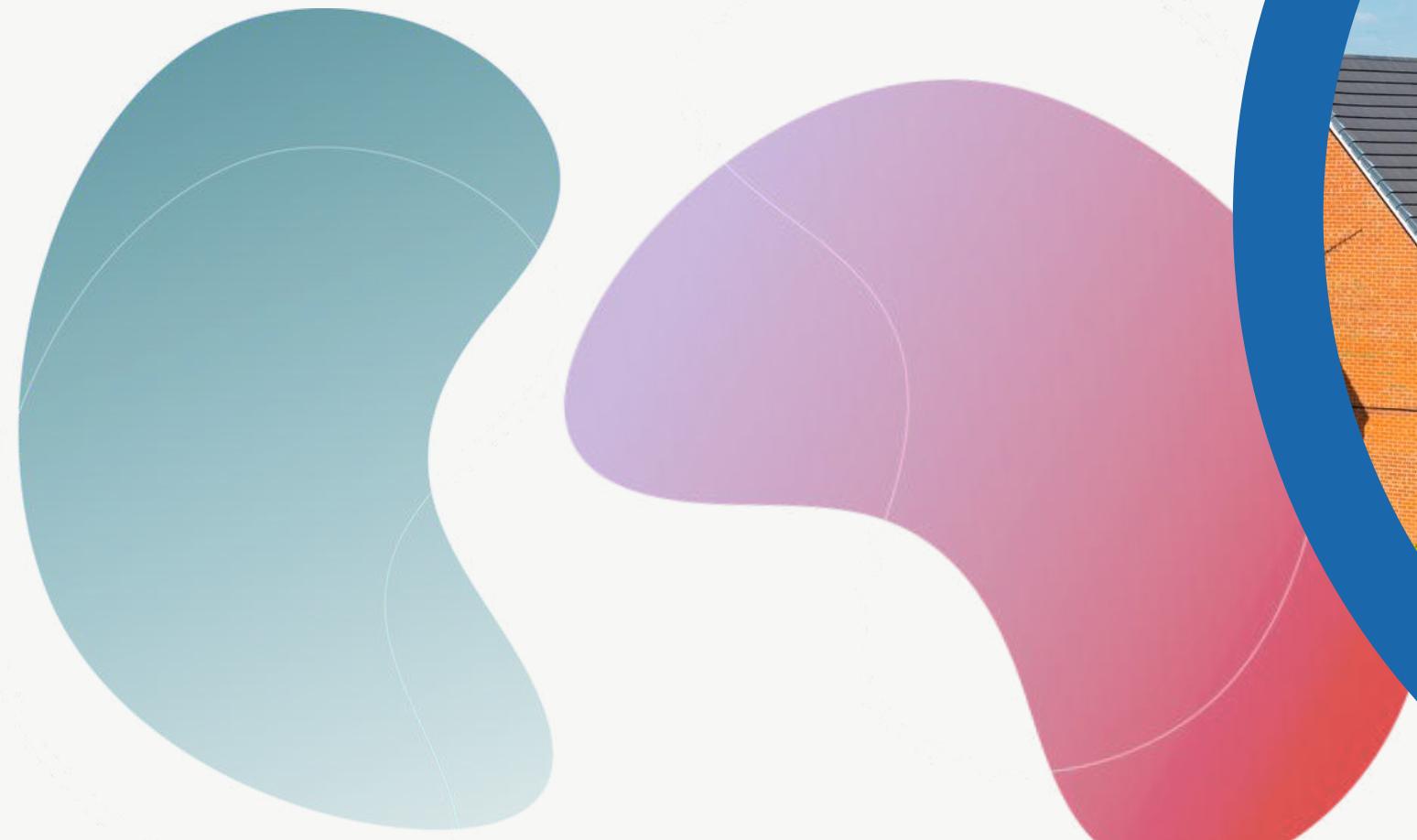


# Estate management

bns



# How BNS works for you

## Bespoke & independent

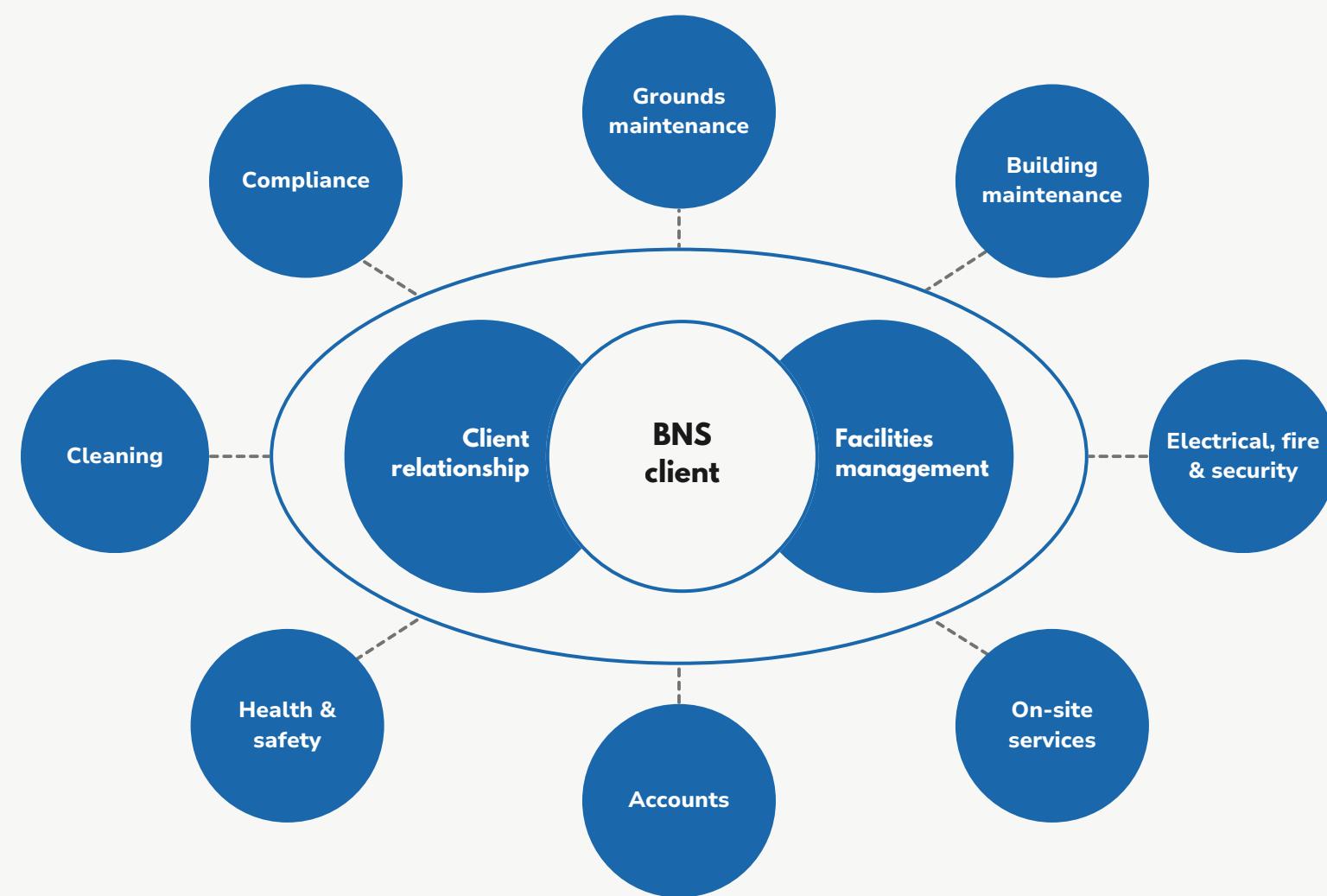
We are BNS: a family-run, values-driven property management company based in Bristol. We manage over 260 developments of all sizes across the South of England and South Wales.

With expertise in managing historic conversions through to new-build estates, we work across a wide range of developments. From compact private estates to large-scale new build developments, we pride ourselves on providing an ethical, honest, and professional service – no matter the size, layout, or complexity of your estate.



# How BNS supports you

## Our teams of specialists



As a BNS client, you'll have a dedicated team of specialists who know your estate and are ready to help whenever you need them.

From regular site visits and landscape checks to open reporting and proactive support, we make sure everything runs smoothly behind the scenes.

All of this is managed by our in-house teams, from our client relationship and facilities management teams through to our compliance, health and safety, accounts and maintenance departments.

As a BNS Homeowner, your first points of contact at BNS will be our Client Relationship and Facilities Management teams. These departments are supported by our Compliance, Health & Safety, Accounts and On-Site Services teams, with On-Site Services being made up of Grounds Maintenance, Building Maintenance and Electrical, Fire & Security teams.

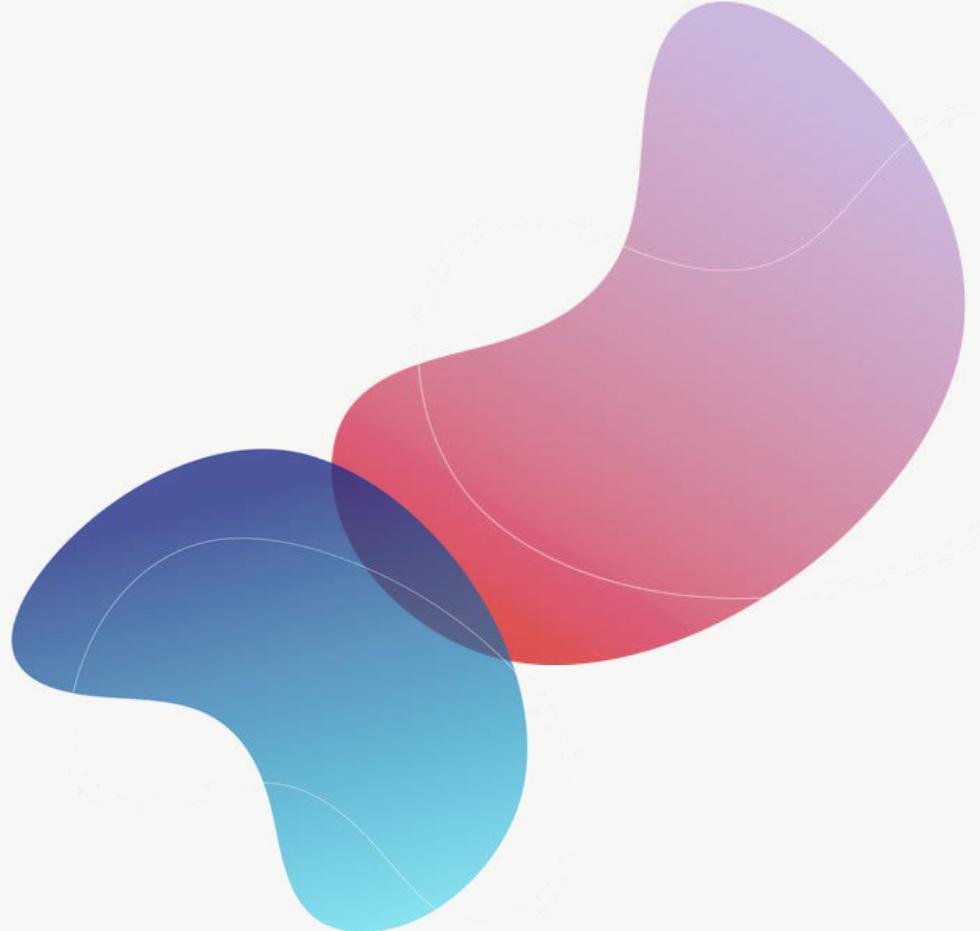
This structure means that you have access to a large team of experts, all with specific expertise in their fields. With your focussed points of contact, communication is streamlined while ensuring you have the support of all our experts.

You'll be able to access support, make service charge payments and obtain property information at any time through our online portal, MyBNS. Communication is clear, transparent and proactive so you'll always be in the know.

If you do require us outside office hours, we also have a 24-hour emergency maintenance service, so assistance is never out of reach.

We're here to take the stress out of estate management and keep your development and community running as they should.

# BNS offers the best solutions for



**Estate  
management**



**Residential  
property  
management**



**Facilities  
management**



**Building  
maintenance**



**Health  
& safety**

# 24/7 support

BNS offers 24-hour building maintenance support and emergency service as standard, at no additional cost. Our round-the-clock 24/7 support gives peace of mind that there is emergency support outside of working hours and at the weekend. With our network of contractors, we can handle on-site issues that may require urgent and immediate action, 24 hours a day.





[Find out more](#)



Our online property management portal, MyBNS, delivers 24/7 online access to the homeowner, allowing the property to be managed in real time.

MyBNS is your personal online portal, giving you easy access to a range of useful tools and information about your development. Key features include the ability to:



**Make service charge payments**



**Report general maintenance issues**



**Correspond with our team at any time 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



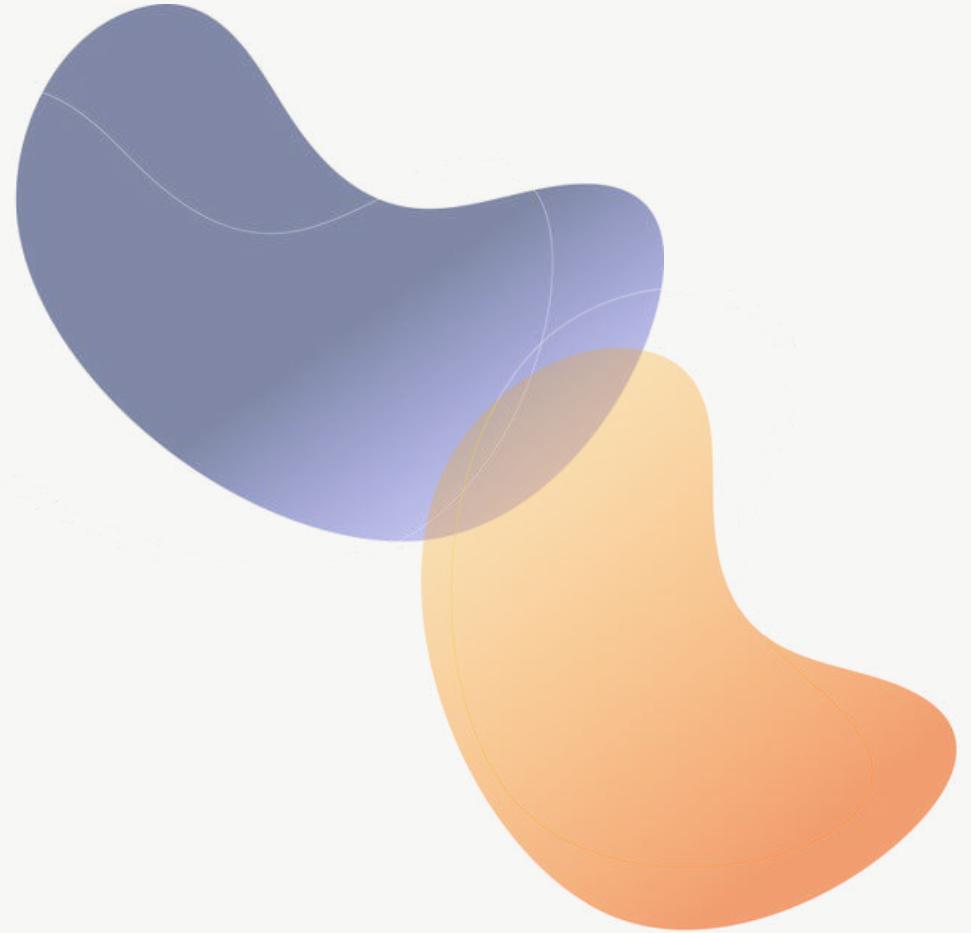
## Call backs

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



## MyBNS tickets

To be responded to within two working days.



# Summary of services

Within the framework of the agreement between BNS and the client, BNS will carry out the following duties as part of the management fee. Our property management services include:

## Management

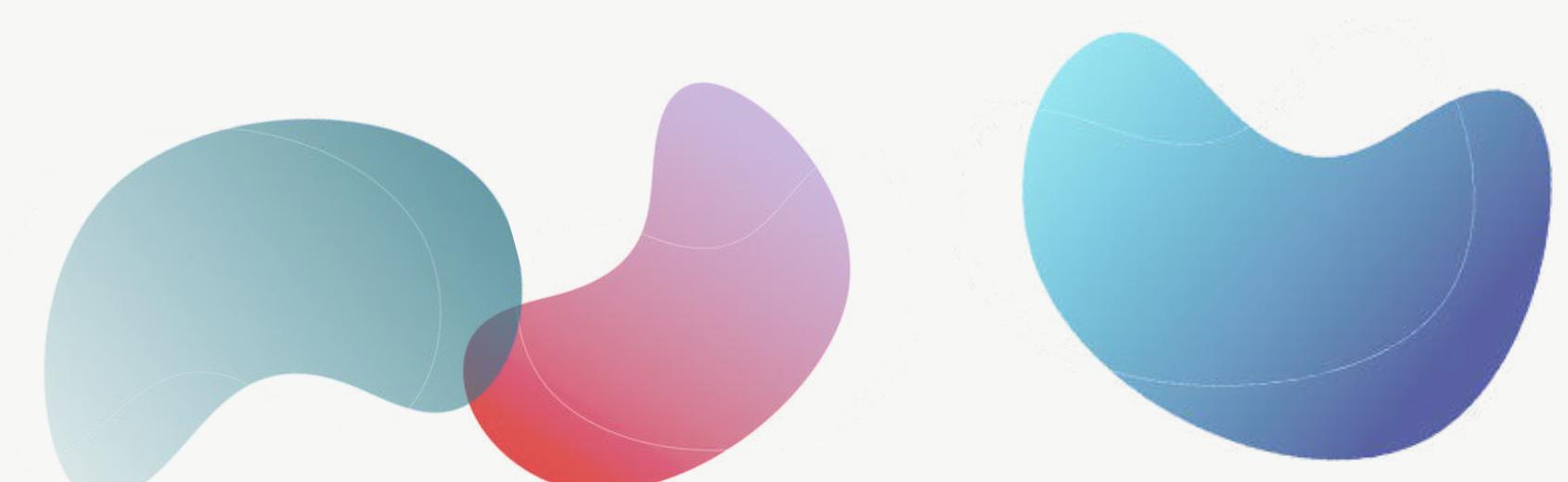
- Consulting with the client on management matters
- Consulting with the client on long-term agreements (excluding the appointment of a managing agent)
- Visiting the development
- Handling day-to-day lessee issues and reporting to, and taking instruction from, the client on matters relating to homeowner dissatisfaction
- Keeping records of residents and tenancy details (where provided)
- Advising and liaising with the client on management policy
- Arranging insurance for the development and ensuring adequate cover remains in place
- Liaising with the insurance broker and claimant to progress any claims

## Maintenance

- Facilitating and managing maintenance contracts on behalf of the client
- Inspecting the common parts of the development (without the use of specialist equipment) to assess condition and arrange any necessary repairs, excluding major works
- Monitoring contracts for minor works and services such as cleaning, gardening, and window cleaning, and overseeing these works

## Compliance

- Organising periodic health and safety checks (excluding specialist checks and tests) and ensuring appropriate risk assessments are arranged separately
- Advising the client on relevant legislative and regulatory matters, including general interpretation of leases
- Monitoring for any breach of lease or transfer deed



# Summary of services

## Accountancy

- Opening and managing bank accounts
- Preparing and issuing service charge estimates
- Collecting service charges and reserve fund contributions, including issuing demands, summaries, and any required statements
- Processing payments relating to the development within expenditure limits and funds available or as reasonable expediency dictates
- Using best endeavours to collect ongoing routine service charge arrears

## Communication

- Discretionary use of MyBNS – a bespoke, fully interactive online portal providing updates on works and general site matters
- Providing reasonable management information to homeowners
- Liaising with the client
- Liaising with any recognised residents' association

## Company administration

- Acting as the Registered Office for the Company
- Acting as Company Secretary
- Filing company accounts with Companies House
- Registering and resigning company directors
- Filing the annual confirmation statement with Companies House
- Chairing statutory and non-statutory company meetings, and preparing notices and minutes where necessary



# Diverse property expertise

With decades of experience in the property services industry, BNS is a name you can trust. In addition to estate management, we also work with the following sectors:

- Property developers
- Commercial property management
- Education
- Retail
- Industrial
- Insurance remedials
- Healthcare
- Charitable organisations





# Case study

## Tallsticks

Tallsticks is a sprawling residential development in Cheswick Village, home to 749 properties spread across 17 blocks of flats and five estates. Managing a site of this scale requires strategic planning, rigorous attention to detail, and a structured approach to balancing short-term needs with long-term objectives.

### Services delivered

At Tallsticks, we're responsible for full block and estate management, and that covers quite a bit. We oversee all aspects of property management, including routine maintenance and health and safety compliance, ensuring a seamless operation.

Tackling remedial work is a big part of our role too, especially with so many properties to manage.

With such a large and varied site, planned health and safety work is a key focus. We make sure to catch issues early so they don't turn into larger, more expensive problems down the line. Our approach focuses on maintaining efficient operations today while strategically planning for future requirements.

### Outcomes achieved

Since BNS assumed management responsibilities at Tallsticks, the improvements have been evident. Budgets are more realistic, and we've found cost-effective solutions that save money and allow the reserve funds to grow. That gives the development a more secure financial base for whatever comes next. Communication has also improved a lot, and the directors are much happier with the service they're getting. Residents now enjoy a safer, well-maintained environment, supported by consistent and proactive remedial work.

Tallsticks is proof of how BNS approaches even the most complex developments. Our role extends beyond routine management to delivering meaningful, long-term outcomes for the development.

### Why BNS was chosen

When the directors at Tallsticks were looking for a managing agent, they needed someone who could handle the scale and complexity of the development while staying on top of communication and keeping costs manageable. They sought a partner capable of managing daily operations while addressing overarching priorities such as health and safety compliance.

# Testimonials

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



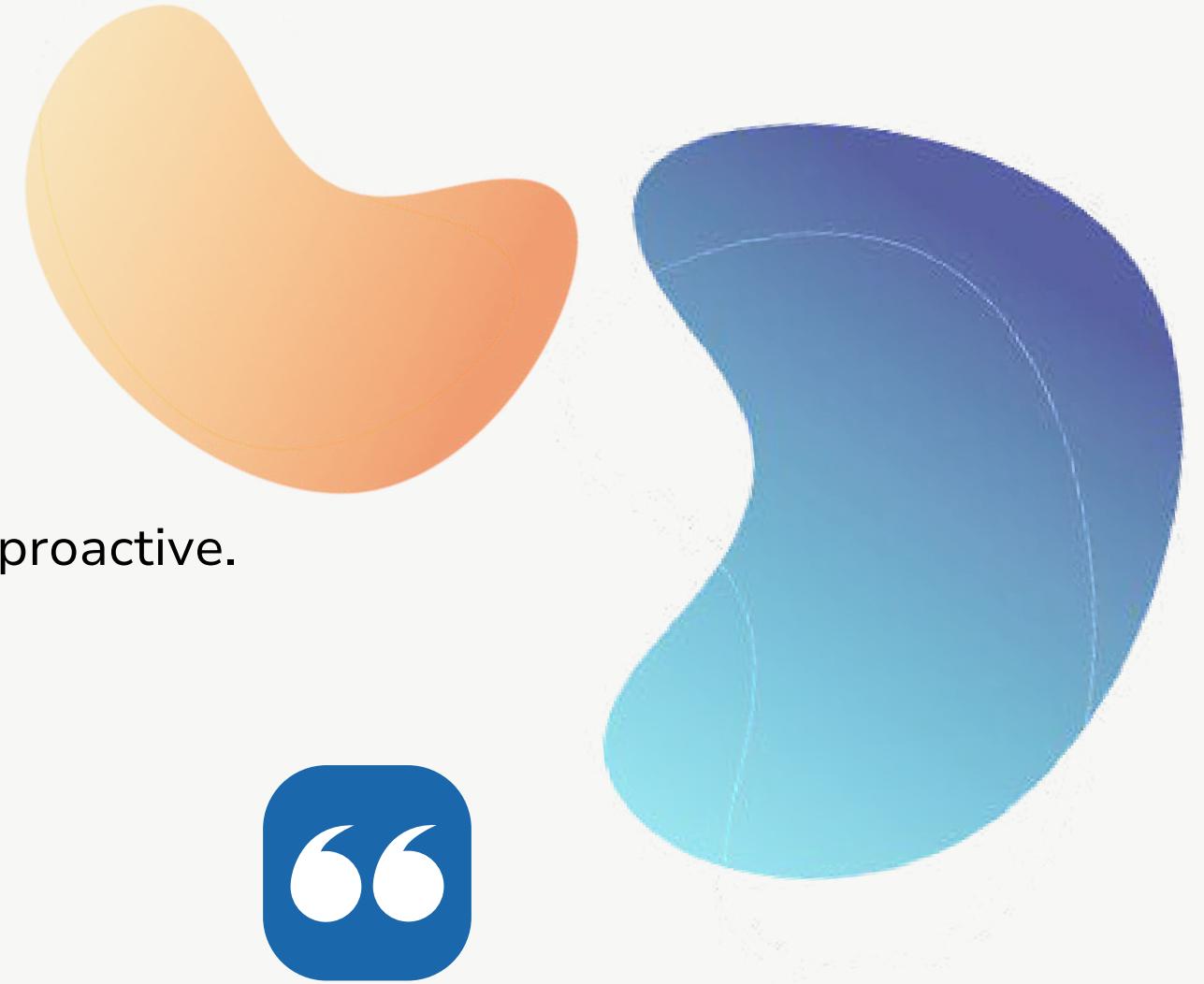
"We have been using BNS management services for our building for over 4 years now and having experienced working with 5 other management companies (we own 5 more flats) I can confidently say that I truly appreciate their professionalism, quick response, everything is always up to date so we're compliant. 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**

**bns**

