



Block Manager Case Study

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Management Limited

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Qube Leasehold Property Management Limited

Qube Leasehold Property Management Limited is a specialist agent providing both estate and block management to freehold investors and Residents' Management Companies, and consultancy advice to developers.

Qube was founded by Andrew Harding in 2007. A member of the Institute of Residential Property Management, and Chartered Management Institute, Andrew has over 20 years' experience within the block management sector. Andrew set up Qube because of disillusionment within the industry. In particular, over the last 10 years, a few agents of enormous size have come to dominate the market through constant merger and acquisition, thus leaving the market devoid of smaller, reactive and bespoke agents.

Qube's main office is located on the edge of the City of London, in Farringdon, and recently they have opened a smaller satellite office in Letchworth, North Hertfordshire. Managing over 30 sites in central London, the Home Counties and Bristol and Cardiff, from a standing start of no sites when the company was formed, the type and quality of the schemes vary from smaller boutique style properties in Mayfair, to large estates with numerous staff providing a full range of concierge, leisure and security services to the residents. However big or small the site, Qube's strong customer focus provided to all its customers is supported by Propman.

INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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Prior to the implementation of Propman, Qube were not using any property management software. Qube immediately liked the intuitiveness of Propman and the fact that it is both an integrated property management and accounting system. The key functionalities that Propman provides include the Purchase Invoice Register in tracking invoices and the Supplier Enquiry Page which is an efficient way of checking outstanding invoices. The Jobs tool provides a professional template to raise formal purchase and works orders, as well as the Keynotes that are helpful when searching for property-related information.

From a property manager's perspective it is important to have up-to-date information such as service charge and ground rent positions for lessees, client reporting and issuing works orders to contractors. Propman provides comprehensive information and the facilities that allow us to review, monitor and report on all aspects of property management.

The support received from Propman is excellent and Qube have a good working relationship with the Grosvenor Systems team. One of the attractions of Propman is that while Qube is a smaller client, Grosvenor Systems do not make them feel as such. The support team are always very helpful and the training has been very beneficial. The telephone support is invaluable and queries are responded to in a timely and efficient manner.