GROSVENOR SYSTEMS

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BLOCK MANAGEMENT

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Kinleigh Folkard & Hayward

About KFH

Kinleigh Folkard and Hayward (KFH) are firmly at the heart of London property. Co-founded in 1977 as a specialist property management company by Philip King and Lee Watts, they've grown into one of the Capital's most successful property services groups.

With a team of over 700 staff and a network of more than 55 branches across the Capital, they are now one of the largest independent property services groups operating in London and offer a range of services for buyers, sellers, landlords, tenants, investors and developers.

In more recent years, the business has diversified to provide tailored property services including; residential sales and lettings, block and estate management, sales, financial services and more.

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The Challenge

As a growing business, KFH felt their previous property management and accounting software lacked the reliable and robust accounting functionality they required to manage the block management side of the business. With this in mind, KFH knew there was a commercial need to find an integrated system that was proficient in managing both the accounting and property management processes.

The Solution

After reviewing various software options, KFH chose Propman as their property management and accounting software and installed the new system in 2012.

Propman currently manages their full block management portfolio which, as of 2016, is approx. 13,000 units located across London.

Dom Taylor, Project Manager at KFH commented "Propman's robust accounting functionality was a significant reason behind our decision to switch systems."

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By bringing all of their block management processes in under one system, KFH now have a full view of their business. Propman allows them to utilise all of their block management data to make informed decisions and, most importantly, provide an exceptional level of service to their Tenants.

Dom commented "Providing an excellent service to our Tenants is extremely important to us. Propman's communication functionality means we can quickly and

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easily send out bulk communications to all Tenants, keeping them fully informed of important changes or updates. Prior to using Propman, this was a manual and time consuming process."

As the property market continues to be shaken up by advances in technology, KFH are using Propman to ensure they continually meet their changing Tenant needs.

Dom commented "Propman helps us utilise changes in technology and provide a better service to our tenants. We've recently started using the Propman Online Tenant Web Portal which means leaseholders are able to view their statement of account in real time and make necessary payments at their own convenience."

"The portal is also a useful platform for issuing newsletters, and any other relevant documentation to residents, instead of the old way which was either hand delivered or sent in the post."

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Dom Taylor
Project Manager
Kinleigh Folkard and Hayward
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For more information on how Propman can benefit your organisation or for a demo please contact our sales team on 020 7378 8358.