

TITLE

John McKone MRICS MSCSI MIPFMA
WYSE PROPERTY MANAGEMENT

Prime Role of the Managing Agent

To act as **Agent** to the Owners Management Company (OMC)



Role of the Management Company

The Management Company owns the Common Areas

Each Apartment Owner is a member of the OMC

The Board of the OMC are obliged to maintain the common areas on behalf of its Members

The Lease dictates the responsibilities of both the Members and OMC

Buildings

- Organise routine repairs and maintenance
- Interpret reports and articulate contents to OMCs including Risk Surveys
- PPMPs & management of major projects
- Inadequate Building Control & Fire Safety regime, Bankrupt Developers, OMCs with little funds. The failure of self certification.

Pier View Structural Problems



Light Fitting

- Light fitting stuck by mastic/chewing gum?



Pier View Structural Problems

Dummy roof drainage outlets



Platform Lift Exit

Inadequate exit area



General Property Management

- Plant and Machinery (Lifts/Gates/Fire Safety)
- Car park management & enforcement
- Landscaping
- Waste & recycling
- Security
- Health & Safety
- Debt Collection process
- Corporate & Legal

Financial Reporting

- Prepare & present financial reports
- Interpret a set of Accounts
- Budgets & Sinking Funds
- Service charge arrears

Unrealistic Demands



The Perfect PM



The Perfect PM



The Perfect PM



Public Perception



Insurance

- Processing insurance claims
- Organising repairs of insured perils
- Major incidents
- Liaising with Brokers on renewal terms
- Risk Assessment follow ups

Major Incidents

CASE STUDIES

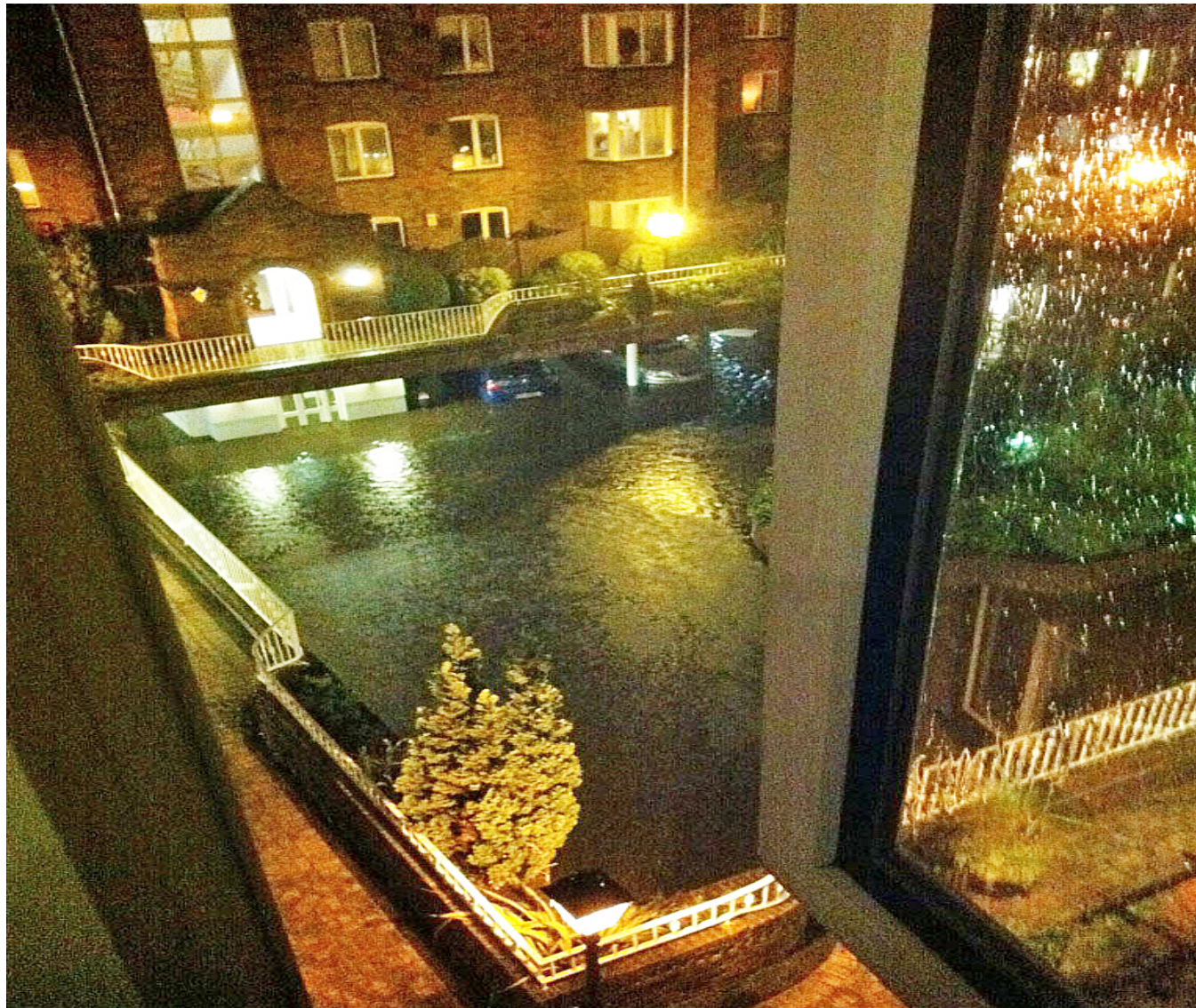
Bridge over troubled water



October 2011







Apt. 28 Oak Court
Fire to the Living Room

Bank Holiday Monday 28 December
at 5am

Living Room/Balcony



5am – 6am

- The balcony area to Apt 28 is set alight
- Fire Alarm activated
- AOVs operate
- All Residents alerted
- Fire Brigade and Gardai attend promptly
- Wyse Emergency Service contact

6am-9am

Electrician, Property Manager and Maintenance Person from Wyse attend site. Several senior staff of Wyse are alerted on put on standby.

- All residents safely evacuated, **no fatalities or injuries**. 22 Families on the pavement. Freezing cold.
- Fire Brigade report that the Fire Alarm and AOVs operated correctly. All front doors smashed in.
- Apartment 28 gutted by 'suspicious fire'. The Tenant is nowhere to be found.

Apt. 28 Living Room



Corridor Apts 27-30



Balcony No.36 (above No.28)



Graffiti/Boarding up side of 48



ON THE SPOT QUESTIONS

Where are we going to stay?

Hotel accommodation organised. Agreed by Loss Adjuster on the phone. Only one Landlord had contents policy out of 30 apartments. None of the tenants had contents insurance.

What about our goods, the front door has been kicked in?

Security guard. Hatch & Latch. Both approved by Loss Adjuster.

Is it safe to live there?

Fire Safety equipment must be evaluated by competent contractor after fire. It must also be approved by Fire Brigade before apartments can be reoccupied.

9AM – 11AM

- Fire Alarm technician attends the site and recommissions the fire alarm for all apartments with the except Ground Floor.
- Fire Brigade allow Residents back into all apartments except 27-30.
- Several Residents unhappy to move back in owing to smell of smoke and concerns about arsonist. Await Loss Adjusters determination.
- The Landlord of no.28 attends. The tenant returns later is interviewed by the Gardai.
- ALL BUSINESSES ARE CLOSED INCLUDING BROKERS, BUILDERS ETC. IT IS A BANK HOLIDAY. FREEZING TEMPATURES.
- We engage a Security Company who be on site by midday. Service provider attends to provide temporary latch and hatch to doors.

Temporary hatch and latch



Apts 47-50 Cordoned Off



Summary of damage

- Apartment 28 gutted by 'suspicious fire'.
- Apartments 27,29 & 30 suffer extensive smoke damage and water damage.
- Corridor gutted by fire. Unhabitable
- Apartment 36 (the apartment above 28 – smoke damage and balcony destroyed). Unhabitable.
- All other apartments generally fine. Residual smoke

Balcony no.36



Smoke damage no.36



Balcony of No.26 made secure



Action Taken

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24 hour Security at door



11am onwards

PM had the mobile number of the Broker who organised for Loss Adjuster to attend site.

- A Sole Contractor to take charge of all reinstatement works.
- *Fire & Flood* to commence clean up. They carried out smoke decontamination.
- Forensic Examiner attends. His role is to advise the Insurers and protect the OMC against any potential claims.
- Various engineers attend to examine structure/fire safety/lift issues.
- 24 hours security in place until further notice.
- Alternative accommodation organised for Residents in local hotels to be paid by Insurers.

Being Prepared

- An on call Emergency Team to include an Electrician
- All fire safety equipment properly maintained
- 24 hour/365 day service agreements Adequate insurance policy
- Brokers mobile number
- Helpful Loss Adjuster
- Contact details of Owners/Tenants.
- Facility to update website.

Terms of Insurance

BE

Be wary of terms & conditions on low premiums.

Be wary of absentee Insurers

Be Prepared

Alternative Accomodation

Suppose there is a serious fire, apartment building burns down. Recommend 36 months cover

1. Demolish remnants of structure
2. Clear site
3. Design new apartment building. Allow for new building regs and lengthy consultations.
4. Apply for planning permission
5. Likely appeal to An Bord Pleanala.
6. Go out to tender
7. Construct new apartment block

ALTERNATIVE ACCOMMODATION

Owner Occupiers

Block Policy covers this

Tenants

Block Policy will allow about two weeks

Landlord obliged to find Tenant new apartment?

Alternative accommodation until repairs done

LOSS OF RENT

LOSS OF RENT

Suggest ballpark would be 25% of sums insured which would be about €40k per one bed, €60k per two bed, €70k per three bed of your average block. Recommend minimum indemnity period of three years, if available.

CONTENTS INSURANCE

Owner Occupiers, Landlords and Tenants to be advised to obtain contents insurance in your annual circular. Most residential leases require both Landlords and Tenants to get contents insurance.

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TIMBER FLOORS

The policy should be clear if timber flooring is included or excluded in the policy. If excluded, it is imperative that all owners be informed of this.

Do Insurers pay out if the timber floor is prohibited by the Lease?

Risk Surveys

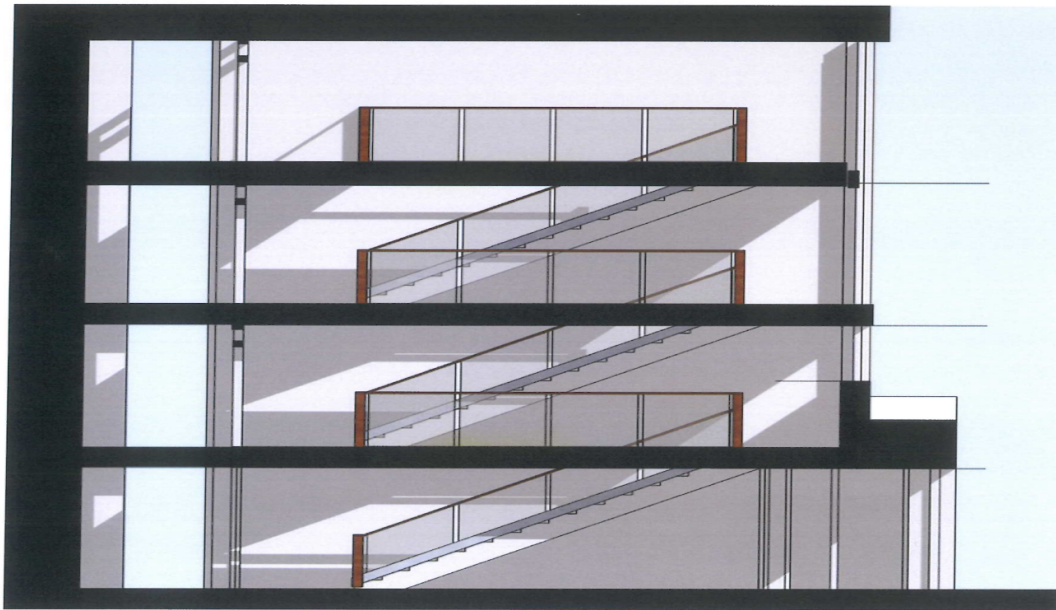
Dangerous Hand Rails



Solution 1 - Expensive

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3



Section View
Project 490

Proposal for Stair Replacement
Salthill

Solution 2 - Ugly



Solution 3- Inexpensive



Thank You