



# Web Access Case Study

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Block Management UK Ltd  
Specialist Residential and Commercial Management Agency

## Block Management UK

Block Management UK is an independent privately owned company offering the very latest modern technology to assist in the smooth running of block, portfolio or residential units. We currently have offices in Suffolk and central London and we are expanding into Leeds and the South Coast of the UK. The team at Block Management UK have over 46 years' combined experience in residential and commercial property management and are dedicated to providing professional care to institutional and corporate landlords, tenants and their property.

Block Management UK purchased Propman Web Access in July 2009. Since implementing the Web Access products we have been able to enhance our transparency as agents by giving leaseholders and clients real time access to their account information.

We are able to provide secure, round the clock access to property and accounting information from our existing Propman property database, without the need to manage content through an external system.

The Web Access products allow us to run our business more efficiently by directing queries to the relevant department or individual, who can then deal with the problem quickly and keep the lessee or client informed of their progress.



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*“The improved communication we now enjoy with our lessees and clients ensures immediate and effective results for both parties, giving us a competitive edge in seeking out new business enabling our business to grow.”*

We are currently using two of the Propman Web Access products. The Tenant Web Access enables our tenants to log on and access information and documents relating to their properties and their individual lease, as well as providing details for relevant contacts on site and updates on current maintenance work.

The ability to view and download a statement of account is a great benefit for our tenants as they can see when their payments have cleared with us and what demands remain outstanding. By making this information available to our tenants online, we increase our ongoing communication with them – as well as deny them any excuses for late payment!

By creating tailored ‘Contact Us’ forms for our tenants, we can make our responses to queries quicker and more effective, and we are able to immediately notify our tenants of the resolution.

The Client Web Access offers our management clients the same advantages of immediate information, clearer communication and increased transparency that our leaseholders enjoy. They are also able to view a statement, keep track of maintenance works and contact people in our organisation with their queries.

In addition to this, clients can view the breakdown of how their bank balances are made up, see details of all active leases and head leases on their portfolio, and browse through any linked documents and files which are made available for them to view.

Overall, the improved communication we now enjoy with our lessees and clients ensures immediate and effective results for both parties, giving us a competitive edge in seeking out new business enabling our business to grow.