

# IPI Asset Management

## FAQs

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At IPI Asset Management, we get asked all sorts of things about property management and block management. So, here's our handy library of answers to the questions we get asked the most.

### Cleaning

**Q: I don't think the cleaner is doing a very good job. Who can I tell?**

**A:** If you don't feel the service provided by any maintenance supplier is up to standard, please let your Managing Agent know so this can be investigated. There may be a performance issue with the supplier, or it could be that the duration, frequency, or specification of the cleaning schedule isn't right for the needs of your block. Please let us know about your concerns and we'll investigate this straight away.

**Q: There is a funny smell in a communal part of my apartment block. Who can investigate this?**

**A:** If any shared spaces in your block smell unusual (such as gas, drains, or damp), please let your Property Manager know immediately. If you smell gas, you should also contact the National Gas Emergency Service on **0800 111 999**. This service operates 24 hours a day.

### Contacting Us

**Q: How can I contact my Property Manager?**

**A:** You can call our office between 9am and 5.30pm, Monday to Friday. Alternatively, you can email your Property Manager directly. We also have site-specific email addresses, which are usually displayed on the notice board within your block.

**Q: Who can I contact with an out-of-hours emergency problem?**

**A:** During normal office hours (9am–5.30pm, Monday to Friday), please contact your Property Manager by phone or email.

If your development has a concierge team or on-site management staff, please contact them in the first instance.

### Complaints, Disputes and Queries

**Q: My neighbours are causing a nuisance. What can I do?**

**A:** It's worth first checking the terms of your lease, particularly if the issue relates to noise, pets, parking, decoration, communal areas, or other day-to-day matters. There may be a specific clause that applies.

Good communication can often help resolve issues, and if it's safe to do so, you may wish to speak directly with the resident. However, if this isn't appropriate, or if there are signs of aggressive, dangerous, or illegal behaviour, please seek professional help.

You can also contact the police or local authorities if the issue is serious, ongoing, or poses a risk to health and safety.

**Q: I am not happy with how my block is being managed or maintained. Who can I speak to?**

**A:** If we manage your block, please don't hesitate to contact us if you have any concerns. Our role is to create well-maintained spaces, support happy homes, and deliver better value for our clients. If you feel we are falling short, please let us know so we can put things right.

**Q: I'm not happy with how Complete Prime Residential handled my email / call / query. Who can I complain to?**

**A:** If we've fallen short of expectations, please accept our apologies. We welcome the opportunity to understand what went wrong and to resolve the issue. We see complaints as valuable feedback that helps us improve. If you wish to make a formal complaint, please refer to our complaints handling procedure.

### Feedback

**Q: I'd like to give you some feedback. How can I do that?**

**A:** We welcome all feedback. You're very welcome to contact us by phone or email, especially if you'd like to discuss something in more detail or raise a concern.

If you wish to make a formal complaint, please refer to our complaints handling procedure.

### Fees and Charges

**Q: Where do you hold client money for things like service charges or reserve funds?**

**A:** All Service Charge and Reserve Fund monies are held in dedicated Client Trust Accounts, in line with Section 42 of the Landlord & Tenant Act 1987. Reserve Funds are ring-fenced separately, and any interest earned is credited directly to leaseholders.

### Insurance

**Q: Where can I get a copy of the building's insurance for my flat?**

**A:** Please contact us by phone or email to request a copy of the building insurance policy.

**Q: Can I claim for damages or repairs on the building's insurance for my flat?**

**A:** Possibly, depending on the terms of the policy and the cost of the claim relative to the excess. We can put you in touch with the insurer or broker to discuss your potential claim and confirm policy details.

### Leases and Legal Documents

**Q: Where can I get a copy of the lease for my flat?**

**A:** If you own the flat, you would have received a copy of the lease when you purchased the property. If it has been misplaced, you can obtain a copy from the Land Registry or request one from us.

### Lifts

**Q: There is a problem with the lift in my block. Who can I tell?**

**A:** Please inform your Property Manager straight away. If we manage your block, we will arrange for the issue to be assessed and resolved.

*Note:* If someone is trapped in the lift, please use the emergency button inside the lift to contact assistance immediately.

**Q: How often do the lifts in my block get maintained and who pays for this?**

**A:** Maintenance schedules vary, but all lifts receive an annual inspection covered by the engineering insurance policy. Servicing is typically carried out quarterly and paid for via Service Charge funds.

## Major Works

**Q: What are major works?**

**A:** Major works are significant projects required to maintain, repair, or improve the building. These typically involve larger costs and may include:

- Roof replacement
- Internal or external redecoration
- Lift replacement or refurbishment
- Re-carpeting
- Installation of new security systems

## Parking

**Q: Someone else keeps parking in my allocated parking space. What can I do?**

**A:** Parking disputes are common. Check your lease to confirm your parking rights. If your space is allocated to you, you may politely ask the resident to stop using it if you feel comfortable doing so. If the issue continues, please inform your Property Manager so we can help resolve it.

**Q: Someone has left their car in an awkward place, causing an obstruction. What can I do?**

**A:** Parking restrictions vary, but if you provide the vehicle details, we will try to assist in resolving the issue.

**Q: People who don't live in our block keep parking in our spaces. What can we do?**

**A:** Please contact us so we can review lease rights, signage, and access controls. Where appropriate, we may involve local authorities or arrange repairs to secure parking systems.

**Q: There are potholes in our car park or problems with the bay markings. Who can I tell?**

**A:** Please inform your Property Manager as soon as possible, particularly if there is a safety concern.

## Payments

**Q: Which payment methods do you accept for Service Charges?**

**A:** Service Charges can be paid by bank transfer.

## Pest Control

**Q: I think the communal area has a mouse or rat problem. Who can I call?**

**A:** Please contact us first and we'll arrange appropriate pest control. Costs are usually covered by Service Charge funds. Please don't attempt to deal with pests yourself.

## Refuse and Recycling

**Q: The bins in my block are always full and overflowing. Who can I speak to?**

**A:** Please contact us and, if possible, include photos. We'll investigate the cause and liaise with residents, contractors, or the local council as required.

**Q: Which bins should I use for recycling and what is accepted?**

**A:** Recycling rules vary by area. Please contact us for confirmation or check your local council website.

### Security

**Q: I have lost the security key for the front entrance. Can I get a replacement?**

**A:** Yes. Please contact us to arrange a replacement. Charges vary depending on the system and payment is required before release.

### Service Charges

**Q: How often do you collect Service Charges?**

**A:** Service Charges are collected in line with your lease and follow a structured payment process.

**Q: When do you issue Service Charge Accounts?**

**A:** Accounts are typically issued 3–6 months after year-end. If delayed, an S20B notice will be issued.

**Q: I want to ask a question about my Service Charges. Who should I contact?**

**A:** Please contact us with any queries—we're happy to explain calculations, variances, or expenditure.

### Site Visits

**Q: How often do you make site visits?**

**A:** We usually visit each block at least once per quarter.

**Q: Do you inform residents when you are due to make a site visit?**

**A:** Dates are listed on communal notice boards. Meetings can be arranged in advance.

**Q: Do you tell residents the outcome of a site visit?**

**A:** Yes—if there are outcomes residents need to be aware of, we will communicate these.

**Q: Can we request a site visit?**

**A:** Yes. We'll aim to align this with a scheduled visit, though additional fees may apply for extra visits.

### Suppliers

**Q: Who chooses the suppliers and contractors for my block?**

**A:** We are independent and use an approved panel of vetted suppliers selected for value, quality, and compliance.

**Q: How often do you review suppliers and tender contracts?**

**A:** Contracts are regularly tendered and performance is monitored throughout the year to ensure competitive pricing and service standards.