

LT PROPERTY SERVICES · FREE GUIDE

10 questions to ask your managing agent

Whether you are reviewing your current arrangement or considering a change, these are the questions that reveal whether your agent is truly working in your interest.

Most leaseholders and RMC directors do not know what to ask. This guide gives you ten questions and explains why each one matters, so that you can hold any managing agent to account.

Ask these questions of any managing agent you are considering appointing, or of your existing agent at your next review. A well-run firm will answer every one of them clearly and without hesitation.

1 Do you earn commission from contractors, insurers or any other third parties connected to the management of my building?

Why it matters: An agent earning undisclosed commission from the firms they recommend has a financial incentive to choose those firms regardless of value or quality. The answer should be an unqualified no.

2 Who will be my named contact, and what happens if they leave?

Why it matters: Many agents sell on the strength of a senior individual, then hand the building to a junior team member. You want a clear, contractual answer about who is responsible for your building and what continuity looks like.

3 How many properties does my named contact manage, and how is their workload structured?

Why it matters: A property manager carrying 80 to 100 buildings cannot give any of them proper attention. An honest answer to this question tells you immediately whether personal service is genuinely on offer.

4 Are you a member of a recognised professional body, and do you hold client money protection insurance?

Why it matters: Membership of The Property Institute (TPI) or ARMA demonstrates professional commitment. Client money protection insurance protects your service charge funds if the agent becomes insolvent or misappropriates funds.

5 How are service charge funds held, and can you show me proof of a separate client account?

Why it matters: Service charge money belongs to leaseholders, not the agent. It must be held in a separate, designated client account and not mixed with the agent's own funds. Agents who cannot confirm this arrangement clearly should be treated with caution.

6 How do you handle Section 20 consultation, and can you walk me through the process?

Why it matters: Section 20 of the Landlord and Tenant Act 1985 requires formal consultation before qualifying works above £250 per leaseholder. An agent who cannot explain the process confidently, or who treats it as a formality, is a risk to your building.

7 What is your process for obtaining contractor quotes, and how do you ensure value for money?

Why it matters: Without a clear competitive tendering policy, there is no mechanism to ensure that works are placed at fair market rates. Ask how many quotes are obtained, what the thresholds are, and who approves the selection.

8 How quickly do you respond to maintenance requests, and how do you keep leaseholders informed?

Why it matters: Response times and communication are the most common sources of leaseholder dissatisfaction. Ask for specific commitments, not marketing language. For example, a target acknowledgement time and an update frequency for ongoing works.

9

How do you prepare service charge accounts, and who certifies them?

Why it matters: For buildings with more than four units, service charge accounts must be certified by a qualified accountant. That accountant should be independent of the managing agent. If accounts are self-certified or prepared by a connected party, that is a red flag.

10

Can you provide references from buildings of a similar type and size, and may I speak to those clients directly?

Why it matters: Any agent can produce a written reference. The willingness to connect you directly with an existing client, without scripting the conversation, is a reliable indicator of genuine confidence in the service they deliver.

About LT Property Services

We are a family-run property management firm based at 16 Wigmore Street in London's West End. We manage a focused portfolio of residential and commercial properties, with particular expertise in Central London leasehold and mixed-use buildings.

ZERO COMMISSION

We do not earn commission from contractors or insurers. Our only income is our management fee.

CLIENT MONEY PROTECTED

All service charge and reserve funds are held in designated client accounts with full CMP cover.

ASSOCIATE MEMBER, TPI

We are Associate Members of The Property Institute, committed to professional standards.

REGISTERED, TPO

We are registered with The Property Ombudsman, giving clients access to independent redress.

GET IN TOUCH

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We are happy to discuss your building in confidence,
with no obligation.