



# Private Client Property Management

YOUR PROPERTY.  
IMPECCABLY MANAGED.



**Black Brick**

Finding perfect properties



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*It is not a stretch to say that Black Brick's Private Client Property Management service allows us to sleep at night. The team's weekly visits to our London pied-à-terre, along with their detailed checklist covering all systems in the flat, gives us complete reassurance while we are many thousands of miles away at our primary residence.”*

Since 2007, we've helped clients acquire more than £2 billion worth of property across London and the Home Counties. But buying is only the start. Many clients also want help managing their homes – whether it's a primary residence or a second home – and we provide that too.

Our dedicated Private Client Property Management service is deliberately low volume and highly bespoke, designed to take care of your most valuable asset while giving you back your most valuable commodity – time.

## Our Approach

**NO TWO HOMES –  
AND NO TWO FAMILIES  
– ARE THE SAME.**

That's why our service is fully personalised and built around you.

Every client has a dedicated property manager – a single point of contact who gets to know your home as if it were their own. We keep our portfolio intentionally small, so we can deliver the highest levels of care and advice.

Clients also benefit from our Black Book of trusted contractors and suppliers – all carefully vetted for quality. Whether it's an emergency plumber, an electrician, or a builder for a larger project, we only work with the best. And because we never take fees or commissions from suppliers, our recommendations are always independent and in your best interests.





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*It would not be possible for us to own a second home in London without the experience, competence and professionalism of Black Brick's Private Client Property Management service. The icing on the cake is that the individuals who help look after our home are genuinely kind and lovely people who will stop at nothing to make sure we are happy and comfortable – an extraordinary team providing extraordinary service.”*

## Looking After Your Home

**OWNING A PRIME PROPERTY SHOULD BE A JOY, NOT A HEADACHE.**

But keeping a home running smoothly can take up a lot of time and energy.

Our Private Client Property Management service takes the stress off your shoulders. We handle everything so you don't have to – from day-to-day tasks like cleaning, housekeeping and coordinating staff, to ongoing maintenance and longer-term projects. We can also offer advice on boosting your home's value or preparing it for sale.

With our network of trusted, top-quality specialists, every job is done to the highest standard – with the utmost discretion and care. Whether it's your main home or a second property, we make sure it's always secure, well maintained, and ready for you to enjoy.

At Black Brick, we go beyond property management, protecting what matters most – your time, your peace of mind, and your enjoyment of your home.



## KEY BENEFITS OF OUR PRIVATE CLIENT PROPERTY MANAGEMENT SERVICE:



### Survey Review

If you've recently purchased your home, we'll review your pre-purchase survey and any recommended upgrades. We provide advice, gather detailed quotes, and manage all work from start to finish.



### Security & Alarm Coordination

We advise on the best security solutions for your home and work with trusted partners to keep your property safe, secure and well looked after.



### Preventative Care & Maintenance

We implement a structured maintenance plan to keep your home's systems running at their best, preventing problems before they arise and protecting your investment.



### Access our Black Book

Our carefully-vetted suppliers deliver trusted, reliable and cost-effective services for both routine and emergency maintenance.



### Reporting & Household Administration

We manage invoices, service charge payments and mail forwarding during absences – providing clear monthly accounts and oversight of all property expenses.



### Relocation & Move Support

We manage house moves, liaising with removal companies and ensuring your new home is ready, minimising disruption, and creating a smooth and effortless transition.



### Utility Management

We provide assistance with the setup, transfer and management of your utility accounts, making sure services run smoothly with no interruptions.



### Property Inspections

Regular inspections keep your home in top condition and protect insurance validity, whether your property is occupied or vacant. Each visit comes with a detailed report.



### Emergency Assistance & Key-Holding

We can hold keys and coordinate urgent repairs outside regular hours if needed, giving you peace of mind wherever you are.



### Property Upgrade Guidance

We advise on and oversee improvements to your home, from refurbishments to AV upgrades, ensuring projects are completed on time and within budget.



### Complete Property Records

We keep detailed records of all property work, including maintenance, permissions, planning approvals, warranties and guarantees so you're fully prepared when the time comes to sell.



### Always Feel at Home

Whether you're away or at home, we manage the day-to-day running of your property. From cleaners and household staff to maintenance and repairs, we ensure everything is taken care of. Before your return, we make sure your home is prepared exactly how you like it, so it feels effortless and welcoming from the moment you walk through the door.



# Managing a Freehold House in Prime Central London

CLAY STREET, MARYLEBONE, W1



## CLIENT BRIEF

Our British clients purchased Clay Street as a holiday home in London. They needed the property fully operational and ready to use within a tight timeframe. With no as-built drawings or operation manuals from the developer, identifying existing equipment, installations and specifications was challenging, making alterations and upgrades more complex.

As part of our onboarding process, we recommended a full inspection using trusted contractors from our Black Book. This went beyond a standard survey and included mechanical and electrical checks, security reviews and risk assessments. This allowed us to catalogue all key assets, assess their condition, and flag potential vulnerabilities.

At the same time, we managed multiple specialist contractors, coordinated works, and navigated extended delivery times for bespoke items like high-security hardware, integrated home automation components, and specialist heating, ventilation and air conditioning parts – ensuring everything was installed before our clients moved in. All new installations were also integrated seamlessly with the existing systems, despite the absence of technical documentation.

## OUR APPROACH

Our involvement began as soon as contracts were exchanged. We worked closely with the Black Brick buying team to review surveys and snagging lists, translating complex reports into clear priorities and coordinating the necessary resolutions on behalf of the client.

Once the property was under management, we commissioned specialist surveys, implemented a preventative maintenance schedule, and oversaw upgrades tailored to the client's lifestyle. Every system, from security to comfort, was inspected, tested and documented to ensure the home was ready on time and fully optimised for immediate use.

Ongoing management includes maintaining a comprehensive property checklist for insurance and warranty purposes, along with a bespoke user guide so the client can easily operate and enjoy their home.

## THE BLACK BRICK EFFECT

The Clay Street property is fully operational and tailored to the client's needs. All systems are optimised, documentation is complete, and upgrades have been finished in line with the client's requirements.

With our ongoing management, the home is maintained to the highest standard. Preventative maintenance schedules, detailed asset records, and a bespoke user guide ensure it remains in peak condition – ready for use whenever the client is in London.



# Managing a Brand-New Build Penthouse

CAPELLA COURT, KINGS CROSS, NI



## CLIENT BRIEF

Our client purchased this penthouse as a second home for their son, with occasional family use. This brand-new property required a number of works to suit the family's lifestyle and taste. The large terrace was handed over without planting or decoration, and needed to be transformed into a welcoming, year-round outdoor space.

Being a leasehold property, all internal works needed approvals, requiring careful coordination with the building's managing agents. Additional challenges included adhering to strict building regulations, integrating upgrades with existing systems, and sourcing outdoor solutions that balanced design with compliance.

## OUR APPROACH

We reviewed the lease in detail, liaised with managing agents, and secured approvals for the planned works. Where certain proposals were initially rejected, we worked closely with the managing agents to develop alternative solutions that satisfied both the client's design brief and the lease requirements.

Specialist contractors carried out the approved alterations, ensuring none of the penthouse's modern systems – still under defect warranty – were affected. For the terrace, landscapers created a homely, all-season environment with planting, furnishings and lighting. All works were carefully coordinated to remain compliant and minimise disruption to the client.

## THE BLACK BRICK EFFECT

The penthouse now reflects the client's preferences perfectly, with approved alterations completed and the terrace transformed into a welcoming, year-round space.

Ongoing management includes weekly inspections to ensure the property is always ready for use and that insurance requirements are met. Any issues are addressed immediately, either through the after-care team for warranty matters or via trusted contractors from Black Brick's Black Book.

This proactive approach gives the client complete peace of mind, knowing their penthouse is fully maintained, compliant and ready whenever they need it.



# Light-Touch Management for an Overseas Client

CADOGAN GARDENS, SW3



## CLIENT BRIEF

Our client, based in New York, purchased a London flat to use for a few months each year. While the property was undergoing renovation with one of our trusted contractors, she chose to manage the project herself and asked for a light-touch management service tailored to her needs and budget.

The priority was peace of mind: regular property checks to meet insurance requirements and safeguard the flat while works were done. At the same time, security and risk surveys were carried out, and the property's systems stress-tested to identify any potential issues or alterations needed – ensuring the flat was fully functional and secure once renovations were complete.

## OUR APPROACH

We set up a personalised management service with regular inspections and a detailed checklist to monitor the property's condition and ensure insurance compliance. Any issues spotted during inspections were flagged immediately, reported to the client, and resolved through trusted Black Brick contractors.

While the client retained control over the renovation, our team provided advice and guidance to help works run smoothly and ensure that no aspect of the property's existing infrastructure was overlooked.

## THE BLACK BRICK EFFECT

The client benefitted from a management service that provided full peace of mind while allowing her to oversee the project. Regular inspections kept the property protected and compliant, and stress-testing of systems, alongside proactive surveys, gave clarity on future maintenance and potential upgrades.

Once renovations were complete, the flat transitioned seamlessly into ongoing management, maintained to the highest standard and ready for use whenever the client was in London.



# Supporting a Busy Household

CLAPHAM COMMON WEST SIDE, SW4



## CLIENT BRIEF

The client initially engaged Black Brick's buying service to acquire their London home and then used our recommended contractors to renovate and modernise the property, including installing smart control systems – creating a space tailored to their taste. As a busy working couple with children living full-time in the home, they wanted Black Brick's Property Management team to take the stress out of day-to-day upkeep and ensure the property always functioned seamlessly.

## OUR APPROACH

Although regular inspections were not required, we created a comprehensive property checklist to capture all key assets and systems. This included mechanical and electrical systems, sump pump, wine room, and other specialist installations. The checklist also covers exterior care such as jet washing, window cleaning and gutter maintenance, and serves as a reference for ongoing maintenance, insurance and warranty purposes.

Whenever our team is on site overseeing contractors, we use the opportunity to review the wider property against the checklist, ensuring nothing is overlooked. Any issues are addressed immediately, either under the renovation warranty or through trusted Black Brick contractors. To prevent delays, we also maintain a stock of essential electrical parts, so replacements are available when needed.

## THE BLACK BRICK EFFECT

The property continues to be managed proactively, giving the family peace of mind that all systems and specialist features are fully maintained. From exterior upkeep to internal technical systems, any issues are resolved promptly. By tailoring the service to the client's lifestyle and requirements, we provide a flexible, comprehensive solution that keeps the residence running smoothly at all times.



# We're ready when you are.

Whenever you're ready, we'd love to chat.  
To arrange a confidential, no-obligation  
consultation about your home and how  
we could work together, please get in touch:



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