

FUTURE

BLOCK & PROPERTY MANAGEMENT SERVICES PACK

Specialist services for managing agents, RMCs, RTMs and freeholders.

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EXECUTIVE OVERVIEW

SPECIALISTS IN BLOCK AND PROPERTY MANAGEMENT SERVICES

Future Group is a specialist services provider to the UK block and property management sector. Established in 2014, we support managing agents, Resident Management Companies (RMCs), Right to Manage companies (RTMs), freeholders and developers across London and the South East.

Around 98% of our work is delivered into residential blocks and estates, it's not a sideline, it's our specialism. We understand the regulatory pressures, leaseholder dynamics, Section 20 timelines and Building Safety Act obligations that shape your day-to-day, and we structure our services around them.

A SINGLE POINT OF ACCOUNTABILITY ACROSS ALL COMPLIANCE AND MAINTENANCE DISCIPLINES

We operate as a multi-division contractor, giving managing agents one accountable partner across fire and life safety, electrical and lighting, security systems, EV charging, decarbonisation and regeneration. One contract, one point of contact, one consolidated audit trail, instead of coordinating five contractors and chasing five sets of certificates.

HOW WE DELIVER

Services are delivered through three integrated channels: planned preventative maintenance (PPM) on annual schedules, reactive and emergency response 24/7, and project works for major upgrades and remedials. Every visit is digitally recorded, every certificate is filed, and every asset is tracked through its lifecycle, giving you the evidence trail you need to demonstrate compliance to leaseholders, insurers and the Building Safety Regulator.

GROUP PROFILE

- Established 2014 - 12 years in the sector
- 60+ field and office-based staff
- 35+ vehicles
- 24/7 emergency response capability
- Coverage across London, the South East and surrounding regions

OUR PEOPLE

The business is led by a leadership team that has progressed through technical and operational roles within the sector. Practical experience underpins every level of service delivery, from divisional MDs to engineers on site. We invest in training, certification and continuous development so the people attending your buildings are competent, accountable and properly equipped.



GROUP STRUCTURE & ACCOUNTABILITY

Future Group is led by a team that has built the business from the ground up across the disciplines that matter most to managing agents. Each division is led by a Managing Director with deep technical expertise and direct operational accountability for delivery into your buildings.

DIVISIONAL LEADERSHIP

Supported by senior functional leads across finance, compliance, health & safety, and client services.



Jamie Willsdon
Group Director



Jordan Begg
Managing Director
Electrical & Renewables



Jason Webb
Managing Director
Fire & Life Safety

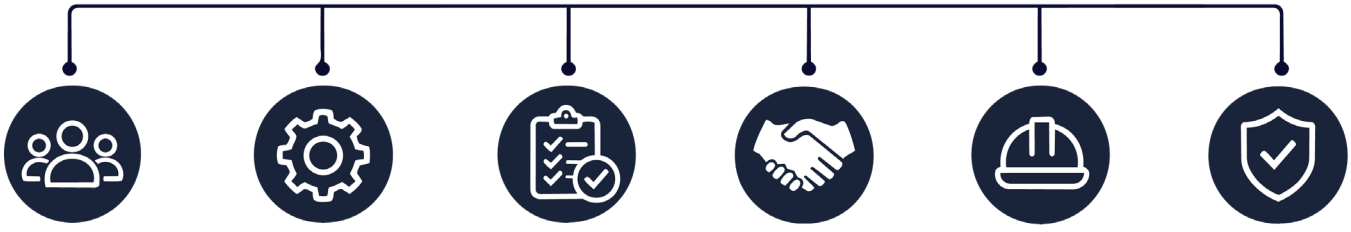


Sean Cassidy
Managing Director
Security Solutions



Louis Hart
Managing Director
Regeneration

OPERATIONAL STRUCTURE



A full organisational chart, including divisional team structures and named operational contacts for your account, is available on request.

ENHANCING & MAINTAINING THE BUILT ENVIRONMENT TO CREATE:

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SERVICE OFFERING OVERVIEW

Future Group delivers integrated services across six disciplines, structured around the statutory and operational obligations that managing agents are accountable for. Every service is delivered through one of three channels: Planned Preventative Maintenance (PPM), Reactive & Emergency Response, or Project Works.

ACTIVE FIRE & LIFE SAFETY

Supporting your obligations under the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety Act 2021 and the Building Safety Act 2022.

- Fire alarm testing and servicing (weekly, monthly, bi-annual, annual) to BS 5839
- Fire alarm installation and upgrades, including wireless systems
- Emergency lighting testing
- Dry riser testing and maintenance
- Fire extinguisher servicing
- Automatic Opening Vents (AOVs) and smoke extraction systems
- Car park extraction and pressurisation systems
- Fire curtains and fire dampers
- FRA remedial works and close-out documentation

LIGHTING & ELECTRICAL

Maintaining electrical safety and compliance across common parts, plant rooms and external estate.

- Fixed Wire Testing (EICRs) to BS 7671
- EICR remedial works and improvements
- PAT testing
- Emergency lighting installation, repair, improvement and remedials to BS 5266
- External and estate lighting (including high-level)
- Detailed lighting audits and surveys
- LED retrofit and full lighting upgrades
- Lighting controls commissioning and upgrades

SECURITY SOLUTIONS

Protecting residents, assets and access points across blocks and estates.

- Door entry systems - smartphone and handset
- CCTV systems with 24/7 remote monitoring
- Automated gates, shutters and barriers
- Remote system monitoring (4G)
- Security audits and surveys

ELECTRIC VEHICLE CHARGING

Supporting block-wide EV readiness, from feasibility through to long-term operation.

- Design and feasibility studies
- Installation and commissioning
- Inherited charger assessments and remediation
- Billing and system integration
- Certification and compliance
- 365-day support and maintenance

DECARBONISE

Helping freeholders and RMCs reduce energy costs and carbon footprint across the building lifecycle.

- Solar PV design and installation
- Battery storage systems
- Energy-efficient lighting upgrades
- Feasibility and ROI modelling
- Solar PV servicing and maintenance (O&M)
- Solar Panel Cleaning
- Solar PV Inspections and Remedial works

REGENERATION

Cyclical, major works and refurbishment delivery coordinated through one contractor.

- Internal and external redecorations
- Major works refurbishment projects (Section 20 supported)
- Wayfinding signage
- General and reactive maintenance
- Multi-trade coordination

SERVICE DELIVERY MODEL

Every service Future Group delivers is structured through one of three channels, supported by a unified reporting and evidence layer that runs across all of them.

1. PLANNED PREVENTATIVE MAINTENANCE (PPM)

Annual service agreements built around the statutory frequencies your buildings require. We schedule, deliver and certify every visit, track every asset through its lifecycle, and flag remedial works before they become reactive failures.

- Annual PPM service agreements aligned to BS 5839, BS 5266, BS 7671 and other applicable standards
- Scheduled compliance testing across all six disciplines
- Asset register management and lifecycle tracking
- Proactive remedial reporting with prioritised recommendations

2. REACTIVE & EMERGENCY RESPONSE

24/7 capability with engineers on the road across our coverage area. Our emergency response SLA guarantees we pick up, triage and dispatch within a defined window; attendance on site is tiered by zone and time of day to reflect realistic travel and engineer availability.
Full out-of-hours support operates across London and the home counties, with extended coverage by arrangement.

- Same-day call-out service
- 24/7 emergency response
- Fault diagnosis, repair and certification in a single visit where possible
- Direct escalation to divisional MDs for high-priority incidents

3. PROJECT WORKS

Major works, refurbishment, system upgrades and decarbonisation projects delivered through coordinated project management - including support through Section 20 consultation where required.

- Single point of contact across multi-trade projects
- Section 20 consultation documentation support
- Programme management and progress reporting
- Fixed-price quotations within five working days

4. REPORTING, EVIDENCE & THE GOLDEN THREAD

Compliance is only as good as the evidence trail behind it. Every Future Group visit is digitally recorded, every certificate is filed and accessible on demand, and every asset on your portfolio is tracked through its full lifecycle. Our reporting layer is designed to support your obligations under the Building Safety Act and to give you the evidence you need to demonstrate compliance to leaseholders, insurers, the Building Safety Regulator and the accountable person.

- Digitally recorded reporting and certification
- Compliance tracking and risk categorisation
- Centralised certificate archive accessible to your team
- Asset lifecycle and renewal management
- Reports issued within 48 hours of attendance

SERVICE LEVEL COMMITMENTS - SEE SLA TABLE BELOW

"Future Group delivers services through a structured model combining reactive response, planned preventative maintenance and project works - underpinned by a single accountable team and a complete evidence trail."

PROPOSED SERVICE LEVEL COMMITMENTS TABLE:	
SERVICE	COMMITMENT
Emergency response - in-hours	Within 1 hours
Emergency response - out-of-hours	Within 2 hours
Emergency attendance - Zone 1	Within 2 hours of response
Emergency attendance - Zone 2	Within 4 hours of response
Emergency attendance - Zone 3	By arrangement at point of call
Quotations & certification	Within 5 working days
Service reports	Within 48 hours of attendance
Account review meetings	Quarterly as standard

COMPLIANCE, ACCREDITATION & HEALTH AND SAFETY

REGULATORY FRAMEWORK

Future Group operates in accordance with the legislation, standards and guidance that govern residential block and property management. Our services are designed to support managing agents, freeholders and accountable persons in meeting their statutory duties under:

- Building Safety Act 2022 - supporting accountable person duties, Golden Thread evidence requirements, and resident engagement obligations for higher-risk buildings.
- Fire Safety Act 2021 and the Regulatory Reform (Fire Safety) Order 2005 - fire risk assessment remedials, fire door inspections, fire alarm and emergency lighting compliance.
- Electricity at Work Regulations 1989 and BS 7671 - fixed wire testing, PAT testing and electrical compliance across common parts and demised areas where applicable.
- Health and Safety at Work etc. Act 1974 - RAMS-led delivery on every site.
- Landlord and Tenant Act 1985 (Section 20) - project works delivered with full documentation support for consultation.
- Health and Safety at Work etc. Act 1974 - RAMS-led delivery on every site
- Landlord and Tenant Act 1985 (Section 20) - project works delivered with full documentation support for consultation

ACCREDITATIONS AND CERTIFICATIONS

Future Group maintains third-party accreditations across each of our specialist disciplines:

- NICEIC Approved Contractor - electrical compliance and certification
- BAFE SP203-1 - fire detection and alarm systems
- SafeContractor Approved - H&S audited contractor status
- Gate Safe Aware - automated gate and barrier safety
- Constructionline - pre-qualified contractor membership

INSURANCE COVER

Future Group maintains comprehensive insurance cover appropriate to the scale and nature of works delivered, including Public Liability, Employers' Liability, Professional Indemnity and Contract Works cover.

HEALTH & SAFETY APPROACH

Health and safety is managed through a formal management system covering risk assessments, method statements (RAMS), and safe systems of work. Every site visit is supported by RAMS prepared and reviewed prior to works commencing, and operational activity is monitored through ongoing supervision and procedural review.

OUR STANDARDS ENSURE:

- Risk assessments and method statements are prepared and reviewed prior to every site attendance
- Operatives hold relevant training and certification (CSCS, ECS, IPAF, PASMA as applicable to role)
- Works are supervised and monitored by competent persons
- Incidents, near misses and hazards are recorded, reported and reviewed through formal H&S governance
- Continuous improvement is embedded through quarterly H&S management reviews

This approach supports the safe delivery of all works, ensures compliance with regulatory requirements, and minimises risk to residents, your staff and our operatives.

SCHEDULE OF RATES 2026

The rates below apply to standard reactive attendance, same-day emergency call-outs, out-of-hours response and remote support across our six service divisions. PPM contracts and project works are quoted separately on a portfolio or scope-specific basis.
All rates are charged on a First Hour + Additional Hour basis. Travel within our standard coverage area is included; out-of-area attendance is quoted on request.

Attendance - In Hours		
Planned or reactive works during standard working hours		
Division	First Hour	Additional Hour
Fire & Life Safety	£150	£95
Lighting & Electrical	£140	£80
Security Solutions	£175	£100
EV Charging	£150	£95
Decarbonise	£175	£95
Regeneration	£150	£75

Same-Day Emergency Call-Out - In Hours		
Urgent same-day attendance during standard working hours		
Division	First Hour	Additional Hour
Fire & Life Safety	£185	£95
Lighting & Electrical	£175	£80
Security Solutions	£220	£100
EV Charging	£185	£95
Decarbonise	£200	£95
Regeneration	£200	£75

Out-of-Hours Emergency Call-Out		
Emergency attendance outside standard working hours, weekends and bank holidays		
Applicable Division	First Hour	Additional Hour
Fire, Electrical, Security, EV, Decarbonise	£250	£125

Out-of-hours emergency response is not offered for Regeneration works.

SCHEDULE OF RATES 2026

Remote Support	
Where applicable - diagnostic, advisory and system support delivered remotely	
Service	Hourly rate
All divisions (where offered)	£95

- *All rates are exclusive of VAT, charged at the prevailing rate (currently 20%)*
- *Materials, parts and consumables are quoted separately*
- *Rates apply within Future Group's standard coverage area (see Coverage Map). Attendance outside this area is subject to additional travel charges, quoted on request*
- *Bespoke contract pricing is available for portfolio agreements, multi-site PPM contracts and long-term partnerships - please contact your account manager for a tailored quotation*
- *Rates valid from 1 January 2026 and subject to annual review*



TERMS & CONDITIONS

Effective Date: July 2026
Company: Future Group of Companies
Address: 12 Oakwood Hill Industrial Estate, Loughton, Essex, IG10 3TZ
Contact: info@future-group.uk / 020 3826 9999

1. Definitions

In these Terms & Conditions:
- "Supplier" means Future Group of Companies and its associated divisions (including Fire & Life Safety, Lighting & Electrical, Security Solutions, Electric Vehicle Charging, Decarbonise, and Regeneration).
- "Customer" means the person, firm, or company purchasing Services from the Supplier.
- "Services" means the goods, works, and/or services supplied under any agreement, including Planned Preventative Maintenance ("PPM") services.
- "Agreement" means any signed quotation, service contract, or electronic acceptance for the supply of Services.

2. Scope of Agreement

2.1 The Agreement covers only the Services and materials specified in the quotation or proposal.
2.2 Any additional work or variations will be subject to a separate quotation and may affect time scales and charges.

3. Quotations & Validity

3.1 All quotations are valid for 60 days unless otherwise stated.
3.2 Acceptance of a quotation or proposal constitutes acceptance of these
Terms & Conditions.

4. Access to Premises

4.1 Standard Access: Access to the site must be provided between 08:00 and 16:30, Monday to Friday, unless otherwise agreed in writing.
4.2 The Customer shall ensure that safe and reasonable access is available to all areas where the Services are to be carried out, including the provision of any necessary keys, access codes, passes, permits, or security clearances.
4.3 PPM-Specific Access Requirement:
- Where the Supplier must repeatedly request access arrangements, keys, codes, or permissions, and the Customer does not provide them in time to complete the Services during the contract period, the Supplier shall not be liable for failure to complete.
- Any missed or delayed services due to lack of access will be rescheduled at the
Supplier's discretion and may incur additional charges.
- The Customer acknowledges that if access is denied or delayed, parts of the building may not be serviced within the contract period, and the service report may reflect partial completion.

4.4 Resident Access: For works requiring access to demised areas, the Customer is responsible for arranging access with leaseholders and residents. Failed access visits due to resident non-availability will be charged at the standard First Hour rate.

5. Site Facilities

The Customer shall provide necessary site services, including welfare facilities, electricity, and water, unless otherwise agreed.

6. Delivery & Completion

6.1 Dates for delivery or completion are approximate and subject to change.
6.2 The Supplier is not liable for any delay caused by circumstances beyond its reasonable control, including but not limited to access issues, severe weather, supply chain disruption, or third-party delays.

7. Customer Obligations

The Customer must:
- Provide full cooperation, including timely approvals, access, and necessary information.
- Ensure all health and safety requirements at the premises are met.
- Notify the Supplier of any site hazards or special requirements before work begins.

8. Payment Terms

8.1 Payment is due within 30 days from the date of invoice unless otherwise agreed in writing.



90-day interest and charge free period

No interest is charged for the first 90 days, giving clients additional flexibility before any statutory interest would apply.

8.2 A 90-day interest and charge free period, then statutory interest at 8 per cent above the Bank of England base rate, statutory compensation, recovery costs and a £75 administration charge once an account is in formal collection.
8.3 Where the Customer is acting as agent for a Resident Management Company (RMC), Right to Manage company (RTM) or freeholder, the Supplier reserves the right to require confirmation of the contracting party prior to commencement of works.

9. Taxes

All prices are exclusive of VAT and other applicable taxes, which shall be added to the invoice at the prevailing rate.

10. Warranties

10.1 The Supplier warrants that the Services will be performed with reasonable skill and care.
10.2 Workmanship is warranted for three (3) years from completion. Product warranty terms are set out in the separate Warranty & Assurance schedule, which provides for up to a 5-year parts and labour warranty where Future Group delivers the ongoing PPM, and a 2-year parts-only warranty where maintenance is delivered by others.
10.3 These warranties are in addition to, and do not affect, any statutory rights the Customer may have. Where the Customer contracts in the course of business, the terms implied by the Supply of Goods and Services Act 1982 and the Sale of Goods Act 1979 apply. Where the Customer is a consumer within the meaning of the Consumer Rights Act 2015, that Act applies and nothing in these terms affects the Customer's rights under it.

11. Liability

11.1 The Supplier's total liability under any Agreement shall not exceed the total value of that Agreement.
11.2 The Supplier shall not be liable for any indirect, incidental, or consequential loss.
11.3 Nothing in these terms limits liability for death or personal injury caused by negligence.

12. Changes & Cancellations

12.1 Any changes to the scope must be agreed in writing and may incur additional costs.

12.2 Orders cancelled after acceptance may be subject to a cancellation charge.

13. Data & Record Keeping

13.1 All agreements, signed documents, and related data will be securely stored.
13.2 Where applicable, digital copies will be backed up to the Supplier's secure storage systems (including encrypted OneDrive backup for PPM agreements).

14. Termination

The Supplier may terminate the Agreement with immediate effect if:
- The Customer fails to make payment when due;
- The Customer fails to provide reasonable access or cooperation; or
- The Customer commits any other material breach of these Terms.

15. Data Protection

15.1 The Supplier and the Customer each agree to comply with their respective obligations under the UK GDPR and the Data Protection Act 2018.
15.2 Where the Supplier processes personal data on behalf of the Customer (for example, resident contact details for access coordination), the Supplier acts as a data processor and will only process such data in accordance with the Customer's instructions.
15.3 The Supplier maintains appropriate technical and organisational measures to protect personal data, including encrypted storage and access controls.

16. Subcontracting

16.1 The Supplier may subcontract specialist works to approved subcontractors but remains accountable to the Customer for the quality, compliance and safe delivery of all subcontracted activities.
16.2 All subcontractors are vetted against the Supplier's approved supplier framework, including health & safety, insurance and competence checks.

17. Governing Law

This Agreement is governed by the laws of England and Wales, and both parties submit to the exclusive jurisdiction of the courts of England and Wales.

WARRANTY & ASSURANCE

This warranty is in addition to your statutory rights. Most of our customers contract with us as a business, for example a managing agent, RMC, RTM company, freeholder or developer. If you contract in the course of business, your statutory protections come from the Supply of Goods and Services Act 1982 and the Sale of Goods Act 1979, and you generally have up to six years from the date of any breach to bring a claim, under the Limitation Act 1980. If you are a consumer, your rights under the Consumer Rights Act 2015 apply in full and are not affected by this warranty.

1. Plain Language Summary

Future Group ("we", "us", "our") stands by the quality of every product and service we deliver into your buildings.

We offer:

- 5-Year Parts & Labour Warranty - when the product is installed, maintained, and tested by us in accordance with our recommended schedule throughout the 5-year period.
- Standard 2-Year Parts-Only Warranty - if the product is not maintained and tested by us during that time.
- This warranty is in addition to your statutory rights under the Consumer Rights Act 2015. These rights entitle you to a repair, replacement, or refund if the product is faulty, not of satisfactory quality, or not as described, for up to six years in England & Wales (five years in Scotland) from purchase. Your legal rights are not affected by this warranty.

2. Warranty Coverage

2.1 5-Year Parts & Labour Warranty applies where:

- The product was supplied and installed by Future Group (or an authorised Future Group installer)
- All scheduled servicing, testing and maintenance has been carried out by Future Group throughout the warranty period under a continuous PPM agreement, in accordance with manufacturer requirements and applicable British Standards (BS 5839, BS 5266, BS 7671 as relevant)

2.2 2-Year Parts-Only Warranty applies where:

- The product is supplied by us but maintained or tested by others.
- We have not carried out all scheduled servicing in the 5-year period.

2.3 Warranty Period

- The warranty period starts from the date of installation.
- Replacement parts provided under warranty will be covered for the remainder of the original warranty term.

3. Exclusions from Warranty

This warranty does not cover:

- Damage caused by failure to follow our installation, maintenance, and usage instructions.
- Improper installation by a non-approved installer (where relevant).
- Damage caused by misuse, neglect, accident, or unauthorised modification or repair.
- Consumable items subject to normal wear and tear.
- Costs related to accessing products for inspection or repair (e.g., scaffolding, lifts), unless required by law.
- Products purchased via unauthorised resellers or "grey market" channels.
- Products installed or used outside the United Kingdom.

4. How to Make a Claim

4.1 Notify us of any suspected defect within 14 days of discovery.

4.2 Provide:

- Proof of purchase and installation date.
- Service records (if claiming under 5-year warranty).
- A completed Warranty Claim Form.

4.3 If required, return the product to us or allow site inspection.

4.4 If your claim is accepted, we will repair or replace the defective part/product at no cost for parts (and labour if within the 5-year warranty).

5. Our Liability

Nothing in this warranty limits our liability for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Any other matter that cannot legally be excluded.

Except as stated above, our total liability will not exceed the original purchase price of the product, and we are not liable for indirect or consequential losses.

6. Applicable Law

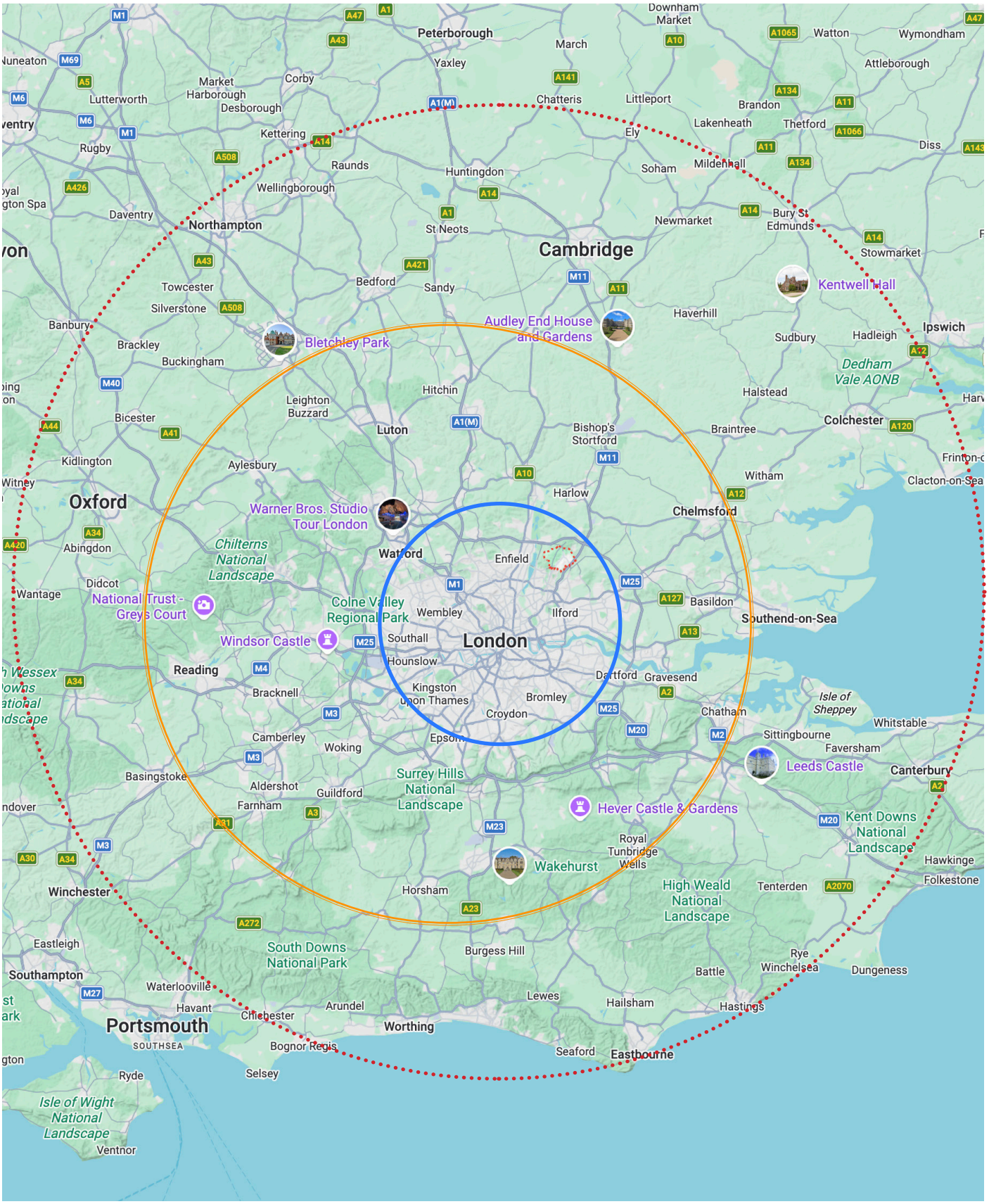
This warranty is governed by the laws of England and Wales, and disputes will be subject to the exclusive jurisdiction of the English courts.

7. Important Notice

This warranty is in addition to, and does not affect, your statutory rights: under the Consumer Rights Act 2015 if you are a consumer, or under the Supply of Goods and Services Act 1982 and the Sale of Goods Act 1979 if you contract as a business.

COVERAGE & 24-HOUR SUPPORT

Future Group delivers structured coverage across London and the South East, with tiered response times and call-out rates based on geographic zone. Our 24/7 emergency line is staffed year-round.



COVERAGE & 24-HOUR SUPPORT

COVERAGE ZONES

Zone 1 - Central & Greater London
Postcodes covered: All London postcodes (E, EC, N, NW, SE, SW, W, WC) plus surrounding areas (BR, CR, DA, EN, HA, IG, KT, RM, SM, TW, UB, WD).
- Standard in-hours response
- Out-of-hours call-out: £250 First Hour + £125 Additional Hour

Zone 2 - Home Counties
Postcodes covered: AL, CM, CO, GU, HP, LU, ME, MK, OX, RG, RH, SG, SL, SS, TN.
- Standard in-hours response with extended travel time
- Out-of-hours call-out: £250 First Hour + £125 Additional Hour

Zone 3 - Extended Coverage
Wider South East and East of England, by arrangement.
- Out-of-hours call-out: £350 First Hour (subject to engineer availability)
- Coverage subject to confirmation at point of contract

24/7 Emergency Line

020 3826 9999 — staffed 24 hours a day, 365 days a year. Calls are triaged within our response SLA, with an engineer dispatched to site based on zone and incident priority.

Response Commitments - see table below

Coverage map and zone boundaries available in detail on request. Portfolio clients with sites across multiple zones are managed through a single account manager and unified response protocol.

Proposed Response Commitments table:		
Scenario	Response	Attendance
In-hours emergency, Zone 1	Within 1 hour	Within 2 hours
In-hours emergency, Zone 2	Within 1 hour	Within 4 hours
Out-of-hours emergency, Zone 1	Within 2 hours	Within 4 hours
Out-of-hours emergency, Zone 2	Within 2 hours	Within 6 hours
Zone 3 emergency	Within 2 hours	By arrangement



Get in Touch:

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Future Group - Leading today for a better tomorrow.