



CHARLECOTE



CHARLECOTE  
RESIDENTIAL MANAGEMENT





# Exceptional Residential Management

---

## Professional accountability

Residential block and estate management works best when it is led by experienced professionals who take responsibility for outcomes as well as process.

At Charlecote Residential Management, our approach is defined by professional accountability, clarity of decision-making and consistent delivery.

We manage residential buildings and estates with a long-term perspective, balancing governance, compliance and financial stewardship with clear communication and a considered, personal approach.

Our focus is on getting the fundamentals right and maintaining standards that withstand scrutiny over time.

Operating across Central and Greater London and down to the South Coast, we support a wide range of residential developments. Working closely with clients, residents and professional advisers, we ensure responsibilities are clearly defined and expectations met. This allows us to deliver residential management that is both professional and personal: for clients who expect more.



# About Charlecote

## Residential Management

---

### A highly personalised, bespoke residential management service

Charlecote Residential Management is a specialist residential block and estate management business, created to provide a professional, responsive and compliant service.

We work with Developers, Freeholders and Resident-led companies, managing a wide variety of properties, from straightforward residential blocks, to complex, mixed-use developments. We can manage anything from listed buildings, high risers with stringent BSA compliance, to waterside properties.

This breadth of experience allows us to adapt our approach to the specific needs of each building, while maintaining consistent standards of governance and delivery.

Established as a dedicated subsidiary of Charlecote Estates, the business combines a focused residential management offering with access to the wider professional expertise of a long-established chartered surveying practice. The result is a service that provides clear oversight, structured management and long-term continuity.



# Our Services

---

## Residential management

- Residential block and estate management
- Mixed-use and mixed-tenure residential management
- Service charge budgeting, administration and reporting
- Governance and company secretariat services
- AGM organisation and attendance
- Insurance management and claims coordination
- Health safety and fire risk compliance
- Higher risk buildings and fire safety oversight
- Management of complex and large-scale developments
- New development management strategies and initial budgeting
- Line management and/or employment of on-site staff
- Section 20 consultation and project guidance

# Professional Standards

---

## A transparent, accountable approach

- We use the market-leading accounting software in property management, MRI Qube.
- All client monies are held within a statutory trust account, fully segregated from our own operating funds.
- We use Natwest's Client Money Services which provide secure, real-time visibility of funds and access to manage transactions, and quick account set up. The bank's CMS system interacts with MRI Qube, so payments and receipts are automatically reconciled, daily.
- Our work is underpinned by recognised professional memberships and independent redress schemes, offering external oversight, clear complaints procedures and an additional layer of reassurance for clients and leaseholders. We are regulated by the Royal Institution of Chartered Surveyors, are members of The Property Ombudsman, and are associate members of The Property Institute.
- Our company secretariat services are delivered through Inform Direct which maintains our clients' statutory records and automatically submits changes to Companies House when required.
- Our customers can access information and documentation through our bespoke tenant portal. Please visit [www.charlecote.co.uk/portal](http://www.charlecote.co.uk/portal) for a demonstration.





42

40

38

36

34

32

30

# Our Pedigree

---

## A legacy of professional stewardship

Charlecote Residential Management is built on the foundations of Charlecote Estates, a practice established over four decades ago with a clear and consistent ethos: to deliver dependable, expert-led property services grounded in integrity.

From its origins as a building consultancy, the practice developed steadily into a multi-disciplinary chartered surveying firm, advising on valuations, commercial and residential management, lease advisory, rent reviews, project delivery and asset management. Throughout that evolution, the emphasis remained the same: professional accountability, long-term relationships and clarity in decision-making.

Today the next generation of the firm continues that tradition. The values that shaped the original practice remain embedded in how we operate: diligent governance, technical depth and a truly personal approach that prioritises clarity and trust.

As a dedicated subsidiary, Charlecote Residential Management benefits from this established heritage while maintaining a focused residential specialism. The result is a service underpinned by experience, strengthened by continuity and delivered with the confidence that comes from a proven professional lineage.



## James Cleaver BSc (Hons) MRICS Chief Executive, Charlecote

A Chartered Surveyor with 20 years' experience, James Cleaver relaunched Charlecote Estates in 2010, after starting his career in Central London with a leading national firm.

He combines commercial acumen with technical expertise across valuation, asset management, and development, guiding the business with a hands-on and strategic approach.



## Nicholas Faulkner BSc (Hons), FRICS, MTPI Executive Director, Charlecote

A Chartered Surveyor with over 30 years' experience in complex property management, Nick Faulkner was a founding member of the Institute of Residential Property Management (now part of the TPI), a former lecturer on the

CPD circuit in leasehold best practice for the University of Portsmouth and the Royal Institution of Chartered Surveyors. Nick brings strategic insight, sector expertise and entrepreneurial drive to Charlecote Estates.



## Luciana Teshima MA MTPI AssocRICS Managing Director, Charlecote Residential Management

A Member of The Property Institute since 2007 and an Associate of the RICS since 2011, Luciana has worked in residential property management for 21 years.

Her experience ranges from managing large scale, mixed use new build schemes across the UK to portfolios of boutique, luxury leasehold blocks in prime locations such as South Kensington, Chelsea and Victoria.









# CHARLECOTE

## RESIDENTIAL MANAGEMENT

---

Offices

London | Winchester

Associate Offices

Dubai | Gibraltar | Glasgow

info@charlecote.co.uk

01962 353777

[www.charlecote.co.uk/residential-management](http://www.charlecote.co.uk/residential-management)

