



An immediate service charge reduction of £10,000

Transparency in the use of the Service Charge

A significant reduction in onsite laundry costs

A makeover and refresh of the communal areas



# BRITANNIA HOUSE

Situated in the heart of Leeds, Britannia House is made up of 42 apartments plus commercial units at street level in a vibrant and popular area of the city.



## The Problem

In 2012, Directors of Britannia House Residents' Management Company approached urbanbubble with concerns that the managing agent in charge weren't operating in the best interests of leaseholders;

- Communal laundry facilities in the block, the only onsite place to wash clothes due to the design of the apartments, were deemed overly expensive.
- The decor of the building were outdated.
- Security issues and a series of break-ins.

## The Solution

urbanbubble took over as managing agent at Britannia House in November 2012 and immediately worked closely with the RMC Directors to make

a series of changes;

- Reduction in the total annual service charge by £10,000 in the first year, followed by £2,000 in the second year
- The cleaner was changed to improve public areas.
- urbanbubble lowered laundry costs and put Directors in charge of collecting funds for complete transparency.
- A full energy analysis was carried out which pinpointed areas for future improvement that could reduce annual energy bills.
- All public areas were refreshed and redecorated.
- Internal doors were fitted with code activated locks to enhance the building's security.
- New door codes to ensure ex-residents and unwanted visitors couldn't gain entry.

"Paying less per month on my service charge is great. Getting even better services on top is wonderful"  
**Britannia House apartment owner**

"Using the laundry room isn't a choice, so it's good to know the prices are now fair"  
**Heather Bell, Britannia House resident**

