

GROSVENOR PROPERTY MANAGEMENT

## Customer Associations

At Grosvenor, we see the advantage of working with well represented Customer Associations that look to support and share the views of the majority of leaseholders in the buildings we manage.

Grosvenor don't just manage buildings. We grow communities. We understand that people want more from the places they live in. So, we aim to bring the neighbourhood together through local events and helping to keep everyone in the loop with local news. We support and work closely with community groups, local amenity retailers and the council to promote wellbeing, happiness and general good neighbourliness.

Office workers are demanding more from the spaces they work in. That's why we're committed to ensuring everyone who visits our offices are given an experience they deserve. We focus on occupier wellbeing and happiness with value-added services (like networking opportunities and local retail initiatives). Our strong connection with the community means we share information on local events and neighbourhood matters.

### Currently recognised Customer Associations

Name of Association	Geography or area	Sector	Key contact (Title)	Grosvenor Property Management point of contact
Belgravia Residents Association (BRA)	Belgravia	Residential & Retail	James Wright (Chair)	Simon Mantle
Belgravia Society (Bel Soc)	Belgravia	Residential & Retail	George Waite (Chair)	Simon Mantle
Motcomb Street Traders Association (MSTA)	Motcomb Street, Belgravia	Retail	Sue Liberman (Chair)	Natalie McCarthy
Pimlico Retailers Association (PRA)	Pimlico Road	Retail	Nick Moore (Chair)	Sam Knight
Belgravia Traders Association (BTA)	Elizabeth Street / Eccleston Street	Retail	Angela Hay (Chair)	Sam Knight
Chester Square Garden Committee	Chester Square	Residential	Josie Rowland & Hilary David (Co-Chairs)	Sam Knight
Mayfair Neighbourhood Forum	Mayfair	Residential & Commercial	Jeremy Bishop (Chair)	Euan Mylne
Grosvenor Mayfair Residents Association	Mayfair	Residential	Rebecca Storey (Chair)	Euan Mylne

Name of Association	Geography or area	Sector	Key contact (Title)	Grosvenor Property Management point of contact
Resident Association of Mayfair and St James	Mayfair & St James	Residential	Richard Cutt (Chair)	Euan Mylne
Mount Street Retail Association	Mount Street	Retail	Peter Wetherell (Chair)	Stephanie Baines

### Procedure for the recognition of new Customer Associations

The following procedure applies for the recognition of a new Customer Association:

1. An association must represent the majority (at least 60%) of eligible customers in the relevant sector and geography:
  - a. Residents in a single building. An eligible resident must be a long leaseholder, this excludes sub tenants. Residents with multiple properties only count as one.
  - b. Residents within a specific street or district. An eligible resident must be a long leaseholder, this excludes sub tenants. Residents with multiple properties may count for each property they own.
  - c. Offices in a single building. All occupiers of the office are eligible, including those who sublet, regardless of tenure.
2. Eligible customers must be paying a variable service charge to their landlord. Generally speaking, customers paying fixed service charges are not eligible.
3. The following information from the proposed customer association:
  - The customer association constitution.
  - The customer association procedure for continued recognition.
  - The rules of the customer association, which should be fair and democratic.
 We will acknowledge rights given to customer association and confirm recognition.
4. We will verify submissions to ensure the above criteria are satisfied. In cases of single building associations and where Grosvenor is not the owner of the property, we will obtain client agreement for recognition.
5. We suggest annual meetings between Grosvenor and the customer association, which would include a presentation of the service charge budget and reconciliation of prior years and a review on forthcoming major works. Additional meetings or sub-meetings throughout the year may be appropriate and will be agreed in advance between Grosvenor and the customer association.
6. We will periodically review these recognition criteria. If the criteria are not being met, we will advise the customer association accordingly and set out any actions required.

For more information on how to form a residents' associations please visit [https://arma.org.uk/downloader/tqt/Forming\\_A\\_Residents\\_Association.pdf](https://arma.org.uk/downloader/tqt/Forming_A_Residents_Association.pdf)