



Spring Retirement

MANAGING AGENTS • TRAINING • CARE SERVICES

Spring Retirement is a new company created by highly experienced people with a shared commitment to high quality, transparent service.

We believe that promises are not enough.

We must both provide a superb service and demonstrate impeccable professionalism and propriety, at all times. Only then can we help the retirement communities we serve to realise their full potential.

Managing agents: What we do & how it works

Management

Spring Retirement offer retirement development management services. Having looked closely at existing providers, we feel there is an urgent need for managing agents with a proven ability and enthusiasm for:

- ✓ building community
- ✓ developing and sharing best practice
- ✓ building team spirit amongst on-site staff
- ✓ becoming an integral part of your team

The services provided by Spring Retirement will thus go beyond matters such as accounts, recruitment and health & safety. Operating on a fully transparent, professional basis, our aim will be to collaborate with staff and resident owners, helping them to realise the full potential of their community and the facilities they enjoy. In particular we will support managers and directors with the following:

- ✓ Legal and compliance issues
- ✓ HR concerns
- ✓ Finance and budgets
- ✓ Liaison with freeholder
- ✓ Training needs analysis
- ✓ Management support

Commencement of services

With your commitment, our staff will be ready to start working with you, just as soon as you need us, whether that is immediately or as much as a year ahead.

Costs

We are happy to match the fee charged by your existing managing agents AND to fix it at that level for three years.

Your assurance

We are so confident that you will be delighted with our services that we are happy to contract with you on the understanding that you can end that contract by giving notice of just three months, at any time.

Next steps

To instruct us or raise any queries, please contact:

info@springretirement.co.uk
or call 01386 365001.

How will we support your court? What support have you told us you need?

Information, advice and guidance

Company secretary

- ✓ Board meetings - agenda and minutes
- ✓ EGMs / AGMs
- ✓ Section 20
- ✓ Director training

Management support

- ✓ Personal site visit every 4 weeks minimum
- ✓ Managers' meetings
- ✓ Best practice sessions
- ✓ Information updates available
- ✓ Full CQC support (where required)
- ✓ Communications/conference calls

Finance

- ✓ Budgets setting process
- ✓ Life cycle reports
- ✓ Fund for future maintenance
- ✓ Cost saving initiatives
- ✓ Screenline systems
- ✓ Monitor accounts v budgets

HR services

- ✓ Management recruitment
- ✓ Job descriptions
- ✓ DBS services
- ✓ Contracts of employment
- ✓ Performance management
- ✓ Collaborative objective setting (consultant - not line manager)
- ✓ Disciplinary/grievance
- ✓ HR tribunals

Property

- ✓ Visit reports
- ✓ Bulk purchasing
- ✓ Health & safety compliance
- ✓ Fire safety
- ✓ Re-sales advice
- ✓ Liaise with freeholder

This list of services reflects the feedback we have had from a great many developments. We always welcome more suggestions, so please do not hesitate to get in touch.