

## ARIM Case Study

### The Client

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**ARIM** (Allsop Residential Investment Management) is the largest independent residential investment manager in the UK. The company offers a range of property management services including bespoke services tailored to the needs of specific clients or properties. ARIM manage routine and reactive property maintenance, service contracts including gas and PAT safety certificates. ARIM also manage the letting process, tenancies ensuring that tenants needs are met thus improving occupancy levels and timely rent payments, finance, asset management and advise on property investments.

ARIM also offer insolvency and receivership management of properties for insolvency and receivership practices. Their role is to ensure the properties are well managed, safe secure and if tenanted that tenancies are also managed effectively and for the mutual benefit of tenant and receiver.

### The Challenge:

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Kerry Bowden formerly of ARIM originally engaged Veritas to work on a difficult site in London. The service Veritas provided was so good, efficient and effective they were retained by ARIM to work on other sites. Subsequently when Kerry moved to a new role at Hyde Properties she recommended that they use Veritas. Veritas then took on a number of blocks on behalf of Hyde Properties.

ARIM were managing a large block of apartments in London. The tenants were housed there by the local authority and were considered to be vulnerable adults. ARIM needed to ensure that the building was safe and fit for habitation and to carry out a general and a fire risk assessment.

Carrying out maintenance and the risk assessments presented a particular challenge due to the building being located in a high risk area and the number of vulnerable tenants living there. As Kerry Bowden from ARIM said: 'If Paul from Veritas had gone to the building suited and booted he may have found it harder to gain access and the trust of the residents. The building was in an area which had been neglected. Paul and his team realised that this would be a challenge and acted accordingly'.

### The Veritas Solution

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Before entering the property to carry out risk assessments and basic maintenance and repairs the Veritas team made a point of befriending some of the tenants. This meant that the tenants trusted them and they could get in and out of the properties to do the work. There were a number

of unexpected challenges such as the tenant with mental health issues who broke the sink in his room, at least every other day. Because Veritas had gained the trust of the tenants they were able to enter the building and the tenant's room and fix the problem within a couple of hours.

Veritas also had to maintain and replace a number of boilers and water tanks in the building because of the respectful and sensitive approach they took to the tenants this job was carried out quickly and efficiently with minimum disruption.

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### The Result

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Veritas taking on a challenging project resulted in cost-effective management for ARIM. Because Veritas provided rapid, effective reactive responses to unexpected issues such as leaks damage was limited and expenditure on damage repair was reduced. Veritas were also able to provide weekly inspections of communal areas and ad hoc, on the spot repairs without having to check with ARIM, such was the degree of confidence ARIM had in them.

### Kerry Bowden formerly of ARIM, now Hydes said:

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*'Veritas are unique in the market. They have a very good team, a strong team who co-operate and work well together. In receivership things are so fast paced we need to have information reported to us within 24 hours. For example if a vacant property inspection was carried out and we would need the report by the Friday of any given week. Veritas would always meet these deadlines*

*and there were never any delays. Inspections were always carried out on time, and any issues were reported immediately. This is the sort of relationship that you need to build up, it's based on trust and reliability and is very rare. Veritas are the kind of company you can trust, I cannot emphasise that strongly enough. In fact I have continued to use Veritas since I moved to Hydes'*