

Premier Block Management (PBM)

At Premier Block they strive to work with a high level of personal service rarely found in block management. Their property management team have a wealth of knowledge and experience and handle a wide range of matters in relation to block management from the most basic to the highly complex. They pride themselves on their unique approach to dealing with issues and believe that communication with clients, residents and all parties will ensure a service at the most professional level.



Our ongoing relationship with Premier Block Management (PBM) started in 2011, when we secured the contract to provide Concierge Services to Centrillion Point, a residential property in Croydon. The estate consists of 200 apartments, several courtyard houses and extensive parking facilities.

We work closely with PBM to guarantee the smooth operation of the estate, from ensuring the premises are kept secure from unwanted visitors, to arranging transport, accepting delivery of parcels and arranging access for service contractors. The tenants feel safe in the knowledge that the on-site concierge team look after their best interests and ensure all tenants enjoy the positive experience of living in this prestigious development.

Over the years our relationship has flourished with PBM, we now carry out a Waking Watch service on a number of their residential properties in London. Our duties include:

- 24/7 patrols on each floor every 15 minutes
- Reporting of incidents including obstructions in common areas
- Respond to fire alarm activations and coordinating evacuations
- Liaise with TTH staff, residents, contractors and the Fire Service regarding fire safety matters
- Participate in planned fire drills (weekly over all shifts)
- Operate firefighting equipment, primarily fire extinguishers in order to tackle small fires
- Challenge residents and visitors to ensure communal areas are kept clear
- Ensure escape routes and fire exits are kept clear at all times
- Assist residents to evacuate the building, particularly those who may be deemed vulnerable
- Complete daily reports for submission to the client



Fire and evacuation incidents have occurred at our PMB sites since we began providing our Waking Watch service. We are extremely pleased to have been there, we acted in accordance with the procedures agreed with PMB and the London Fire Brigade. We helped to ensure all residents remained safe during all incidents we have been part of.