

BUTLER & STAG

BLOCK & ESTATE MANAGEMENT

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London & Essex





Block Management

We pride ourselves on our specialised expertise in the property sector with a true end to end service. We have assembled an experienced team of Block Managers who share years of industry experience.









Estate Management

We offer professional estate management services tailored to meet the unique needs of property owners. From overseeing day-to-day operations to coordinating maintenance, tenant relations, and financial reporting, our goal is to protect and enhance the value of your estate.



After Care

Our aftercare service ensures residential flats and developments continue to run smoothly long after completion. We handle ongoing maintenance, resident support, and timely resolution of any issues, providing peace of mind for both developers and homeowners.





Butler & Stag

At Butler & Stag we pride ourselves on delivering a more personalised service tailored to the specific needs of your property and its residents. We believe that effective Estate & Block management goes beyond standard checklists and generic responses. Instead, we take the time to get to know the unique challenges and aspirations of your building, ensuring that every aspect of its management reflects the priorities of the leaseholders and residents.

Our clients value our deep knowledge, expertise, and local insight, honed over years of experience in the field. We understand the unique characteristics of each property and its surroundings, allowing us to offer informed advice and effective strategies for achieving your property management objectives.

We know that you'll benefit from our property know- how and sound business sense, and we'll gladly tailor a service that works for you and your individual needs.



Meet The Team

Our team is highly qualified, bringing over 50 years of combined experience in the industry. With professional accreditations and a deep understanding of property management, our team ensures the smooth running of residential and commercial developments. Their expertise covers service charge management, health and safety compliance, maintenance co-ordination, and legal regulations, providing a proactive and reliable service. With decades of hands-on experience, we are committed to delivering the highest standards of management and customer care.



Michael Woolley

Director

Michael co-founded Butler & Stag with close friend Neil Leahy in 2012, having cut his teeth in the fast-paced East London and City-fringe property market. He started out as a fresh-faced sales negotiator in 1999 (definitely a few more wrinkles now). As the business has grown and evolved, Michael has played a major role in elevating the Land & New Homes department, personally handling significant land disposals and acquisitions. More recently, he has taken on the intricacies and ever-changing compliance of block management, which, alongside Land & New Homes, is one of the company's fastest growing departments. Outside of work, Michael is husband to a long-suffering wife and father to three children who are his pride and joy.

Ashleigh Hawkins ATPI

Head of Block & Estate Management

Ashleigh brings 8 years of Property Management experience across both Block Management and AST portfolios. She is deeply committed to delivering an exceptional service, building strong and transparent working relationships with Clients, Leaseholders and Contractors. Her approach is rooted in consistency, clarity and proactive communication, ensuring a smooth and positive management experience for all stakeholders. Ashleigh firmly believes that effective communication is the foundation of successful long-term partnerships.





Jessica Edmondson

Property Manager

Jessica has recently joined our ever-growing Block Management team, bringing with her extensive experience in the property industry and a strong passion for property management.
Most recently, Jessica managed a large portfolio of blocks, developing a wealth of knowledge and expertise in delivering effective, professional management services. Her experience, attention to detail and commitment to providing excellent service make her a valuable addition to the team.
Having grown up and living in the Theydon Bois area, alongside her experience working in London, Jessica has an excellent understanding of the local areas we cover and the needs of the communities we serve.

Block Management is at the core of our operations, shaping our agency today and creating opportunities for the future. We go above and beyond to ensure our advice and service are unparalleled, with every member of our team committed to adding value for our clients wherever possible. Turn to us for innovative solutions and expert insight, paired with an unmatched range of property management services.

As one of the region’s most successful and forward-thinking property groups, we’ve built a business on the solid foundations of honest advice and helpful service.



Butler & Stag has a dedicated department which specialises in Block & Estate Management.

We prioritise transparency, efficiency, and responsiveness, ensuring your block is well-maintained, legally compliant, and financially stable. Whether for a small building or a large multi-unit development, our tailored block management solutions provide peace of mind and a high standard of living for all residents.

Strategic Management

Our strategic management services provide tailored solutions to address the unique needs of your block. We focus on optimising operational efficiency, enhancing block value, and implementing best practices to achieve your management goals.

Financial Oversight

We offer transparent and detailed financial management, including budgeting, financial reporting, and cost control. Our goal is to ensure that the blocks financial performance is maximised while maintaining clear communication and accountability.

Maintenance and Repairs

Proactive maintenance and timely repairs are crucial for maintaining the value of your block. Our team manages regular maintenance schedules and addresses repair issues promptly, ensuring your block remains in excellent condition.

Resident Relations

Creating a positive living environment is key to resident satisfaction. We handle communication with residents, address their concerns, and manage any issues that arise, fostering a harmonious community within your block.

Compliance and Risk Management

Navigating regulatory requirements can be complex. Our experts ensure that your block complies with all relevant regulations, while also identifying and mitigating potential risks to protect your investment and reduce liabilities.











“I have been impressed with the block management services of Butler & Stag. They have all been professional, proactive, efficient, and approachable. Since taking over the building management services, Lauren has steered several important compliance and safety projects on time to correct standard and on budget.”

-Deborah Higgins

Why Choose Us?

Our team of experienced professionals bring extensive knowledge and expertisein block management, We understand the challenges and opportunities of block & estate management and are committed to providing high quality services.

Personalised Service
We believe in a tailored approach,
ensuring that each client receives dedicated attention and customised solutions.

Direct Communication
Unlike many management companies, we provide direct phone numbers, allowing immediate access to our team.

Multiple Contact Options
We are available through phone, email, and WhatsApp, ensuring convenience and responsiveness.

Proactive Maintenance
Regular property inspections and swift action on repairs and maintenance.

Financial Transparency
Clear and detailed financial reporting via our software Resident, including budgeting and service charge management.

Legal Compliance
Ensuring adherence to all legal and regulatory requirements, minimising risk for property owners.

Emergency Support
A reliable point of contact for urgent matters, providing peace of mind to residents and stakeholders.

Trusted Contractors
Access to a network of vetted professionals for maintenance, cleaning, compliance and security services.

Community Engagement
Encouraging open communication between residents and management to foster a harmonious living environment.









After Care

Supporting Developers Every Step of the Way

At Butler & Stag we partner with developers to provide a seamless and professional aftercare service for new builds and residential flats. Our goal is to enhance the homeowner experience while protecting the reputation and quality of your development long after handover.

Our experienced aftercare team acts as an extension of your business - managing snagging, minor defects, and resident queries with care, precision, and speed. From initial move-ins to the end of the defect liability period, we ensure that every issue is tracked, communicated, and resolved using our structured reporting and management systems. This allows your team to focus on future projects, knowing your customers are in expert hands.



Response Time

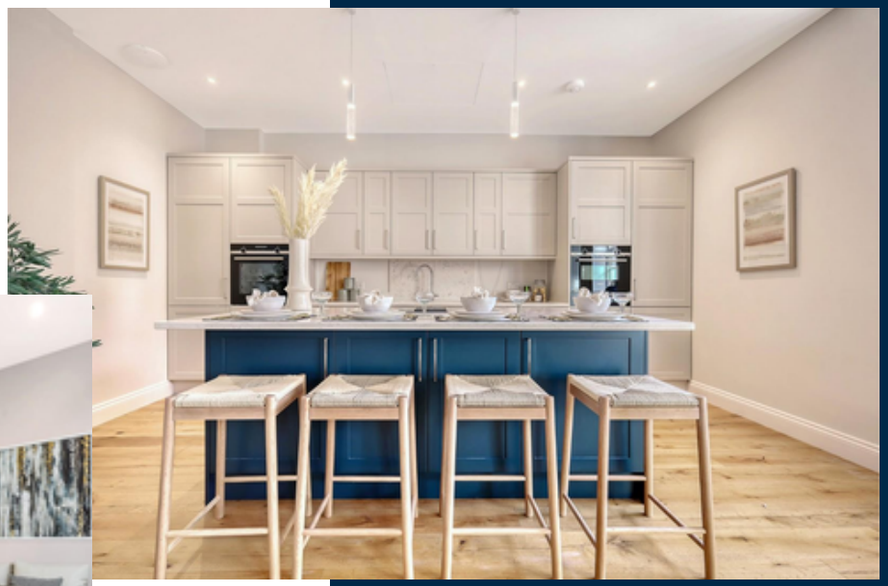
Acknowledgement of Enquiry:
All enquiries will be acknowledged within 1 business day of receipt.

General Enquiries:
Non-urgent enquiries will be addressed and resolved within 1-3 business days.

Urgent Enquiries (e.g. safety or emergency issues):
Urgent matters will be addressed within 24 hours of receipt, with updates provided to the enquirer on progress until resolution. We also have an out of hours emergency line.

Complex Enquiries Requiring Further Investigation:
Where an enquiry requires consultation with third parties, an initial response will be provided within 3 business days, including an estimated timeframe for resolution.

Out Of Hours:
We offer an out-of-hours service to our clients via Telephone & WhatsApp. Details will be provided to each leaseholder.

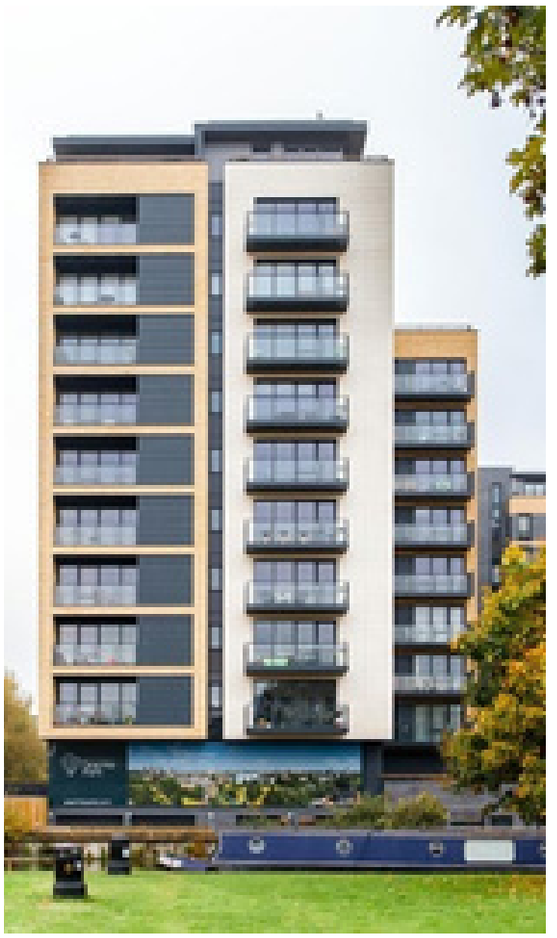






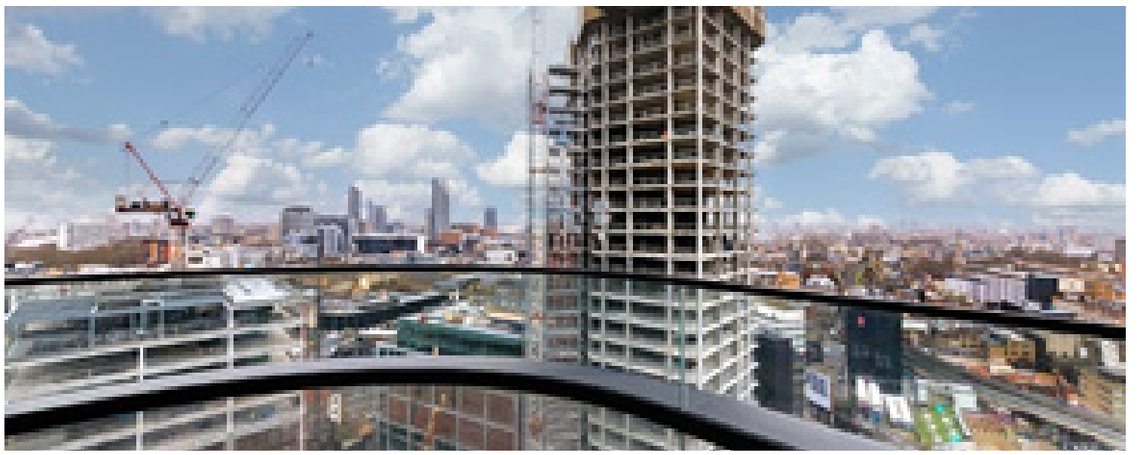
















Our Offices

Buckhurst Hill
Sales & Lettings
020 8504 9000 | buckhursthill@butlerandstag.com

Block/Estate Management
Block & Estate Management
020 8886 3777 | blockmanagement@butlerandstag.com

Chelmsford
Sales & Lettings
01245 820 555 | chelmsford@butlerandstag.com

Chingford
Sales & Lettings
020 8524 3333 | chingford@butlerandstag.com

London & Home Counties
Land & New Homes
020 4542 2999 | enquiries@butlerandstag.com

London
Sales & Lettings
020 8102 1236 | london@butlerandstag.com

Theydon Bois
Sales & Lettings
01992 667666 | theydon@butlerandstag.com

Prime Office
Sales & Lettings
020 4542 2999 | primeoffice@butlerandstag.com

Property Management
Property Management
01992 939 597 | propertymanagement@butlerandstag.com