



# Case Study: Luxury Block Management Firm Trusts Tetra with H&S Duties



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# Snapshot

The challenges posed by managing period blocks of flats are numerous, none more so than the meeting the health and safety obligations on behalf of its clients.

Embracing the holistic approach, Berkshire Hathaway HomeServices Kay & Co puts its faith in one risk management firm (and its PRISM software) and is reaping the rewards.

Tetra interviewed Berkshire Hathaway HomeServices Kay & Co's Operations Director, Katy Williams, for this case study.



**BERKSHIRE  
HATHAWAY**  
HomeServices

London  
Kay & Co  
Marler & Marler

To learn more about Berkshire Hathaway HomeServices click below to visit their website.

<https://www.bhhlondonproperties.com>



# Introduction

Family-owned Berkshire Hathaway HomeServices Kay & Co, a luxury estate agency, was established in 1982. In 2007, it founded its block management arm to add to its successful sales and lettings operations, meaning it could provide a comprehensive service to London's residential landlords. Fast forward to 2018 and Kay & Co was selected as Warren Buffett's first UK partner so it's now part of the Berkshire Hathaway HomeServices (BHHS) brand.

Its portfolio of high-end blocks of flats is spread throughout the salubrious parts of the capital, 80% of which are luxurious mansion blocks and Victorian houses. The block managers' number one priority is the health, safety and welfare of its residents and so it sought the ideal risk management partner.

# Challenges

BHHS Kay & Co's portfolio of period buildings – some listed and nearly all in conservation areas – requires a good deal of attentive management, the type not necessarily required for newer buildings that come complete with manuals, plans and drawings. What is behind the walls and ceilings is often unclear or even unknown, and that brings fire compartmentation challenges for BHHS Kay & Co and its clients. As a result, BHHS Kay & Co must get to know their buildings intimately from their own inspections and through the knowledge of their surveying, maintenance, and health and safety partners.

With older buildings come the challenges posed by asbestos which was only banned entirely in the UK in 1999, and surprisingly, BHHS Kay & Co regularly take on new management instructions that do not come with a conclusive asbestos report. BHHS Kay & Co is also faced with the health and safety (and maintenance) challenges of water tanks hidden in lofts and cupboards.

Keeping track of the multitude of compliance tasks and actions is tough... at least it was until relatively recently.

# Why Tetra

Faced with ongoing compliance challenges as the portfolio has grown, BHHS Kay & Co partnered with Tetra. They haven't looked back and praise our risk assessors who they explain "really know the buildings back to front" and are "entirely au fait with older blocks, mansion blocks in particular".

BHHS Kay & Co has embraced the holistic relationship and describes us as a "one stop knowledge bank" for health and safety. Off their own bat or generated by their discerning clients, Tetra's risk assessors and account managers are posed detailed questions, demonstrating a drive to understand the issues so informed decisions can be made. It is not uncommon for our risk assessors to be "pounced upon" by property managers; it's refreshing for us to see such an enthusiastic approach to building and people safety.

BHHS Kay & Co uses Tetra for all health, safety and fire risk assessments, legionella and asbestos too. They find our assessments easy to navigate and well written. Clients are able to digest them, without fear of being overwhelmed by technical jargon. They find the enhanced traffic light system –including the advisory items in blue – clear and consistent, supplemented helpfully, as BHHS explains, by suggested timescales in which to get the actions completed.

"We have never received any negative feedback from a client who has read one of your reports" was something we were delighted to hear. "The timescales are accurately set and give us time to serve 'section 20' notices and in some cases, raise the necessary funds from our leaseholders. Without the red/amber/green and timescales, our task would be that much harder".



# Solutions

The property managers at BHHS Kay & Co recognise the benefits of using one expert health and safety firm containing the necessary broad expertise. A firm that understands just how unique each and every older building is, gives BHHS Kay & Co's managers and clients comfort in knowing that their building will be thoroughly assessed. Whilst they don't suffer from cladding related headaches, BHHS Kay & Co's ageing portfolio needs constant care, hence the reliance on our expert eyes - increasingly beyond the walls and ceilings via type 4 risk assessments.

BHHS Kay & Co adopted our PRISM software across their portfolio, part of their drive to invest in cutting edge, cloud-based technology. PRISM has transformed how BHHS Kay & Co's property managers, senior management and clients keep abreast of their joint responsibilities. Every task tracked; every action completed and signed off. As Katy Williams explained, "it's good to have the health and safety items completed but it's also important to have the proof that they were done, how and when. That's where PRISM comes in".

# Moving Forward

The close working relationship between the two firms is set to proceed to the next level, as BHHS Kay & Co looks to Tetra to provide expert services as appointed Building Safety Manager to comply with forthcoming legislation. This is a huge endorsement of our importance to BHHS and their reliance on us, and we look forward to the next phase in our relationship.

# You're in safe hands

Tetra Consulting provide independent safety risk consultancy and smart solutions to help you protect your most important assets: people, property and brand. Our mission is to support and educate you and your company in safety risk management and compliance by providing solutions informed by our knowledge and client insights.

If you want to learn more about anything in this case study and how we could help your organisation, drop us a quick email at [info@tetraconsulting.co.uk](mailto:info@tetraconsulting.co.uk)





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