Plymouth Block Management deal with a number of brokers to ensure our clients are getting the best possible price and service. However in light of some recent increase of activity with insurance claims, It was becoming evident that the property managers at PBM were being asked questions that simply could not be answered because we at PBM are not FCA approved nor qualified to discuss the schedules etc.

Insurance broking is a regulated activity which as block managers and not being registered with the FCA, we do not have the authority to advise on your insurance policy.

Our Professional indemnity insurance is also very specific on the activities we can provide and advise on.

We are happy to send over a copy of the schedule and statement of fact as per your rights as a leaseholder/ freeholder and pass the contact details of the broker who arranged the policy, they will be qualified and be able to answer any queries you have.

If the issues are deemed a flat to flat problem, then again we would be happy to send over the insurance details and assist with informing the property owner that their flat is leaking and send on any relevant owners details (with permission) to help resolve the matter, and both owners can then raise a claim themselves.