BlockGenie

CASE STUDIES · GREEN DRAGON HOUSE

Green Dragon House, Croydon: the first three months

A 119-flat building in central Croydon with a lift out of service for years, heating that was failing and finances the previous agent was slow to hand over. This is what changed in our first three months.

CLIENT	BUILDING	MANAGED SINCE
GDH RTM Company	119 flats and 4 commercial units	April 2026

SAVINGS

More than £200,000 a year saved in three months

Working with the RTM directors, we retendered the building's biggest costs in our first three months. Together the changes save leaseholders around £216,000 a year.

Annual savings since 24 April 2026

Cost	Annual saving
Management fee	£15,000
Concierge service	£90,000
Insurance: building, engineering and terrorism	£48,000
Electricity: standing charge and unit rates	£25,000
Gas: standing charge and unit rates	£37,000
Total	**£216,000**

Figures are rounded to the nearest £1,000. Each saving compares the previous contract or tariff with its replacement; energy savings are based on the building's consumption. The concierge service was replaced with an operations model chosen by the directors after consulting residents.

MONTH BY MONTH

What we did

Month one: getting to know the building

We walked the building, worked through the information handed over by the previous managing agent and began consulting residents on the future of the concierge service.

Month two: decisions

The concierge consultation concluded and the directors chose a new operations model for the building.

Month three: visible change

The working lift was given a major service and overhaul, and engineers inspected the lift that had been out of service so the first phase of its repair could be planned. The heating plant was surveyed, revealing that only 3 of 9 boilers were working, and urgent remedial work was instructed before winter.

WORK ON THE BUILDING

Improvements residents can see

Alongside the savings, we started putting right problems that had been left unresolved.

- Fire-safety compliance issues raised by the local authority in 2025 being worked through
- Fire door closers inspected and adjusted so doors close fully without slamming
- The Level 2 roof cleared, deep cleaned and treated, and the lounge smoke vent working again
- A professional floor-cleaning machine bought for the ground-floor lobby
- CCTV, intercom and access control surveyed and upgrades planned
- The residents' lounge restored: new pool cues and balls, the fridge working, the broken vending machine removed

EVIDENCE

Where these figures come from

The savings table and the work described here were reported to residents in our Green Dragon House newsletter of July 2026. We keep the contracts and quotes behind each saving and can show them to directors considering an appointment.

BlockGenie · Unit 1, The Exchange, 6 Scarbrook Road, Croydon CR0 1UH · 020 8175 4986 · hello@blockgenie.co.uk · **blockgenie.co.uk**

Client money is protected by the UKALA Total Loss Client Money Protection scheme. UKALA member no. 22215. We are members of the Property Redress Scheme. Member of UKALA, the UK Association of Letting Agents.

BlockGenie is the new trading name of MY Facilities Management Ltd, registered in England, company no. 14579072. Registered office: Stiles & Co, Unit 4 Taplow Road, Taplow, Maidenhead, England, SL6 0JQ.