

How BlockGenie OS works

Better-run buildings, for less. BlockGenie OS is the operating system behind how we manage your building. It keeps every record, document, conversation and pound in one place. It takes on the routine work automatically, so our people can focus on the decisions that matter to you.

Why block management needs to change

Too often, how well a building is run depends on one busy property manager's inbox. Certificates sit in folders, history leaves when a manager does, and directors find out about problems late. Fees go up with inflation and operating costs. Or the headline fee stays the same while extras creep in: out-of-hours phone cover, site inspections, organising the AGM, compliance software. We built BlockGenie OS to do the routine work itself, so it doesn't turn into another bill.

What BlockGenie OS is

BlockGenie OS gives each building one complete, permanent record, with automation working on top of it.

- ✓ **Your building's memory.** Leases, certificates, contracts, decisions and correspondence are kept against your building. They stay there, whoever manages it.
- ✓ **We never ask twice.** If we already hold a piece of information, we don't ask you for it again.
- ✓ **Technology prepares, people decide.** Software and AI do the groundwork. A named person approves anything that commits your building, such as spending money or sending a message.

How it works

1

Getting started

Tell us about your building and we prepare your management agreement for you to sign online.

3

Day to day

Emails and documents are filed to your building automatically. Repairs move from report to completion with evidence at every step. Safety checks are scheduled from the certificates themselves. Budgets, demands and accounts are prepared from one set of figures.

2

Onboarding

We take your building on through one guided process. We collect each document at the step that needs it, and any gaps are listed and followed up.

4

Management by exception

Each morning our team sees what needs attention: what is overdue, what is waiting for evidence and what needs a decision. Nothing relies on memory.

Twelve engines, one building

Twelve engines cover every part of running a block. Each one has a named person responsible for it. Everything that arrives is routed to the engine that owns it, and all twelve share one record of your building.

Twelve engines run every part of a managed building

Triage

Arriving mail, documents, contacts and events are routed to the engine that owns them



Win, set up and stay in touch



New Business & CRM

Leads, enquiries and proposals



Onboarding & Offboarding

Guided handover of one building



Property & Stakeholder Admin

Leases, title, owners and contacts



Communications & Case Management

Mail, cases and drafted replies

Keep it safe and working



Operations & Compliance

Safety checks and statutory duties



Repairs & Maintenance

Works orders and major works delivery



Suppliers & Vendors

Approved suppliers and their work



Assets, Utilities & Lifecycle

Plant, meters and life-cycle plans

Money, governance, cover and people



Finance & Accounting

Budgets, demands and client money



Governance & Legal

Meetings, consultation and legal matters



Insurance & Claims

Policies, renewals and claims



People, HR & Resource Planning

Staff and workload planning

Shared foundations

Document Repository · append-only audit · approvals · building scope · an AI agent per engine

What it means for you

Directors of RMC and RTM companies

- Decisions come to you with the evidence and options already prepared.
- Every decision, approval and payment is recorded, and you can see who made it and when.
- Any major works that cross the Section 20 consultation threshold are flagged before money is committed.

Freeholders

- Your building's obligations, insurance and compliance are tracked against one complete record.
- You get clear reporting on decisions, works and money, with the full history behind them.

Leaseholders and residents

- When you report a repair, we ask for photos straight away and keep you updated until it is fixed.
- Safety checks are scheduled from the certificates themselves, so dates aren't missed.
- Your building's records are kept complete, and they stay with your building.

Contractors and suppliers

- Clear orders, with the right quotes in place before work starts.
- Your completion reports are filed as evidence against the job, so invoices are matched to completed work.

Regulators and emergency services

Such as the fire and rescue service, the Building Safety Regulator and the local authority.

- Fire risk assessments, certificates and safety checks are held in one complete, up-to-date record.
- For higher-risk buildings, we keep the golden thread of building safety information.
- When you need information about a building, we can provide it quickly.

Safeguards

Automation makes us faster. It never makes us less accountable.

- ✓ **A permanent record.** Every action is logged with who did it and when, and the log cannot be edited or deleted.
- ✓ **Your money needs two people.** Every payment, change of bank details and movement of client money needs a second person's approval.
- ✓ **Access by building.** Staff see only the buildings they work on.
- ✓ **AI has firm limits.** It can prepare work, but it cannot send messages, approve payments or confirm records. Those limits are built into the system itself.
- ✓ **Experts decide expert matters.** Legal, fire safety and structural questions always go to qualified professionals, never to software.

Better-run buildings, for less

Our costs fall because routine admin no longer takes staff time, not because we cut service. The savings come from four places.

Our fees today are in line with the market, and they include what many agents charge extra for: an out-of-hours phone line, monthly site inspections, quarterly directors' meetings, and the software behind it all, including document management, accounts and compliance systems. Because BlockGenie OS takes on the routine work, we expect to keep our fees the same, or reduce them, as we grow.

Where we are today

BlockGenie OS already runs the buildings we manage, and it keeps improving. Next, we're opening secure online access for directors, leaseholders, freeholders and contractors. You'll be able to see your building's information, approve decisions and follow repairs yourself. We're also making it simpler to share building safety information with regulators and emergency services.

- ✓ **Less admin per building.** Filing, matching, acknowledging and updating happen automatically.
- ✓ **Fewer costly misses.** Compliance dates, consultation thresholds and quote rules are checked before they become problems.
- ✓ **Better value from suppliers.** We get the right number of quotes for the size of the job and choose contractors on their track record.
- ✓ **Smoother handovers.** Your building's history stays with your building, so nothing is lost when people change.

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