



you manage the building,

**we manage
the people**

Contents

- About Us 2
- Choose Your Plan 3
- Service Level Comparison 4
- Service Benefits 5
- Training and E-Learning 6
- FAQs 7
- What Our Clients Have to Say 8
- Abbatt Group 9
- Get in Touch 10

At a Glance

- 300+ permanent staff recruited free of charge, saving clients over £1m in recruitment finder fees
- £2m+ in VAT savings achieved through joint employment
- 150+ site visits per month carried out to support staff and manage HR matters
- 20+ new onsite teams recruited to work in new build developments
- 150+ TUPE transfers managed by our experienced CIPD qualified HR team
- 15,000+ holiday shifts covered each year
- Over 150 years of combined HR, Property and People Management experience within the Abbatt Dual Management team



Industry Recognition

Property Management Awards “Recruiter” Winner / Finalist 2017, 2018, 2019, & 2022

Property Management Awards “Pandemic Response Award” 2021

ARMA “Partner of the Year” 2018 & 2019

ARMA “Customer Service Award” 2019

Property Week as “Professional Services Team of the Year” 2019

Property Management Awards “Specialist Contract Provider Award” 2018



About Us

Abbatt Dual Management is the staff outsourcing solution designed with Property Managers, RMCs, RTMs, Landlords and Developers in mind.

We recognise that the smooth running of any Residential Development highly depends on the quality, commitment, and knowledge of the onsite team. Ongoing support along with training & development and clear job roles are key factors to ensure a high-quality resident experience.

In addition, employing permanent site-based staff such as Concierges, Building Managers, Security and House Keeping Personnel can take up considerable management time and brings with it the liability of being an employer.

Our award-winning staff outsourcing solution enables us to employ / jointly employ your onsite staff. This allows us to provide additional support to your onsite team, reduce HR risk, improve retention, upskill staff and in most cases reduce costs through VAT savings.

Managed by our experienced team of Account Managers, CIPD qualified HR professionals, recruitment team and trainers, Abbatt Dual Management offer 3 levels of services in order to meet your specific requirements:

- Dual Support
- Dual Essential
- Dual Premium

Choose Your Plan

Dual Support

Most cost effective if you only require a support service and are confident managing HR matters

VAT savings through joint employment

Reduced recruitment fees

Verbal and written HR/ER advice available from our CIPD qualified HR team

Employment liability remains with Abbatt if HR advice is followed

Dual Essential

The preferred solution as we manage all HR matters, freeing time and reducing risk so that you can manage all property and resident challenges

No recruitment fees

VAT savings through joint employment

All HR/ER issues managed by Abbatt

All employment liability with Abbatt

More time for you to focus on property management

Dedicated Account Manager and regular visits

Access to 100+ e-learning courses and Abbatt Academy

Dual Premium

The enhanced option where additional support, staff wellbeing, personal development and benefits are requested

All Dual Essential services

Individual training/development plans for all staff

Additional emphasis on wellbeing and retention

Enhanced number of site visits

Access to Senior Account Management

Bespoke reporting & quarterly services reviews

Service Level Comparison

	Dual Support	Dual Essential	Dual Premium
Management of TUPE process	✓	✓	✓
Onboarding of new starters (including issuing of contracts and letters)	✓	✓	✓
Payrolling	✓	✓	✓
Holiday and sickness cover (subject to location)	✓	✓	✓
Holiday management	✓	✓	✓
Written & verbal HR advice	✓	✓	✓
Bi-annual face-to-face visits + monthly virtual visits and staff wellbeing calls	✓	✓	✓
CPD Accredited Concierge training	✓	✓	✓
Employee Assistance Programme	✓	✓	✓
Access to 100+ e-learning courses	✓	✓	✓
24/7 out-of-hours support	✓	✓	✓
Allocated Account Manager	✓	✓	✓
Service reviews and reporting	✓	✓	✓
Availability for Account Managers to attend residential AGM's/Board meetings	✓	✓	✓
Free recruitment		✓	✓
Face-to-face HR management (investigations, disciplinarys etc.)		✓	✓
Regular face-to-face service and wellbeing site visits		✓	✓
Sickness management		✓	✓
Staff appraisals		✓	✓
Option for bespoke training and development solutions			✓
Access to full range of Abbatt Academy Training			✓
Access to free occupational health assessment			✓
Benefits and rewards platform for employees			✓
Provision of uniform			✓
Enhanced number of site visits and wellbeing support			✓
Senior Account Managers allocated			✓
Detailed reporting			✓

Service Benefits



More time for you to focus on property matters

You manage the building, we manage the people



Ongoing account management

Regular service reviews and agreed KPI reporting to ensure clear communication and service delivery



HR compliance & liability

All HR matters supported and insured by our team of CIPD HR Advisors, Peninsula Group Limited, and REC



TUPE management

Full TUPE consultation and management



Reduced or no recruitment fees

Savings in recruitment fees for the duration of the contract. Quality staff sourced from our extensive database



Abbatt Academy

CPD Accredited Concierge training + e-learning



Staffing cover & holiday management

24/7 support to ensure cover is always available



Improved staff retention

Experienced account managers to carry out regular day & night visits to ensure service quality and improve staff retention



Potential VAT savings

Savings possible via joint employment



Payroll management

Weekly and monthly payroll

Training



Rest assured knowing your staff will be of the highest quality thanks to Abbatt's in-house training.

Abbatt Academy

Abbatt Academy is a classroom-based concierge training programme that seeks to raise the level of service to residents. By using a blended learning method by means of videos, role plays and group discussions, we make sure that our candidates are confident in their role.

Topics covered:

- The role of a concierge
- Residents' expectations
- Exceptional customer service
- Efficient problem-solving
- Concierge best practice



Bespoke Training

Every building is different and we therefore appreciate every client has different needs, processes, policies and areas of improvement. With this in mind, our standard CPD Accredited course can be tailored to your staff and specific site needs.

E-Learning

In addition to staff attending our Concierge training academy, all Dual Management staff also have access to e-learning training, the most popular courses being;



COSHH - Control of Substances Hazardous To Health Display Screen Equipment (DSE)



First Aid



Driver Safety (for Valet Drivers)



Fire Safety



GDPR Interactive



Lone Working



Manual Handling



Personal Protective Equipment (PPE)



Slips, Trips & Falls



Working at Height

FAQs

1. What happens after I have appointed Abbatt Dual Management?

The first action is to review the current HR files and agree the budget. There is no charge for this and this is very much a due diligence exercise to ensure full transparency. Once completed and supplier contracts are signed, we agree the timelines to consult with onsite staff (TUPE transfer) or recruit a new team where there are vacancies.

2. What is TUPE, when does it apply and how is the process managed?

TUPE stands for Transfer of Undertakings Protection of Employment and applies when an employee's job transfers over to a new employer. TUPE applies to all permanent staff no matter how long they've been employed and protects them from new employers using a change of employer as a reason to dismiss them or dramatically change their terms. The TUPE process generally takes 28 days and involves various stages of consultation conducted by the employer. Abbatt Dual Management will liaise with the current employer and employees to ensure a smooth transfer.

3. Who will manage staff on a day-to-day basis?

This is a shared responsibility. All staff will report to the Property Management Company or Resident Board regarding everyday building matters; whilst all HR advice, holiday/sickness cover and payroll matters will be managed by Abbatt Dual Management. Any staff related decisions will be made jointly by all parties.

4. What if we have ongoing HR issues with staff?

If all you require is HR advice, Dual Support is the right option for you, and our experienced team will advise you on the steps you are required to take. If you do not have the time or resources, with Dual Essential or Dual Premium your allocated Account Manager will investigate all service issues and liaise with our HR team to review options on how to resolve them. The planned solutions will be shared with the Property Management Company and Resident Board.

5. I have long term staff in situ that require minimal management. Do I require Dual?

With Dual Essential you can enjoy VAT savings as well as knowing that holiday/sickness cover and payrolling is all taken care of. Should there be any HR issues, we will provide you with qualified advice and the option to upgrade is always available.

6. What if we want to change the structure or roles of the onsite team?

In this case, Dual Essential or Dual Premium is most suitable. We will listen and advise on options available, and this often involves a written business case for change. Our team will manage the complete process and implement the agreed plans keeping the Resident Board and Property Management Company updated at all times.

7. How can you help upskill the existing onsite team?

In addition to our CPD Accredited Concierge Academy training and 100+ e-learning courses with all service levels, Dual Premium offers bespoke training/development plans and enhanced benefits for all staff which leads to improved staff retention. External training can also be arranged, including but not limited to IOSH, SIA, Fire Safety and First Aid.

8. How can I save VAT on staffing?

Our joint employment model allows for staff to be jointly employed with the RTM or Freeholder without the need to charge VAT on salary costs. Further HMRC VAT information can be provided upon request.

What Our Clients Have to Say

“Abbatt’s innovative Dual Management solution is the best thing we’ve seen in staffing solutions – it’s game changing. It is great to work with a company who understand property, are service focused, visit sites regularly and do what they say. We enjoy working with the team and have no problem in recommending their services”. - **Head of Residential**

“Abbatt Dual Management is a brilliant and advantageous tool in the industry. The team’s expertise and strong HR knowledge has saved us lots of time and enabled us to spend our time managing property which is where we shine – the perfect collaboration!

Their recruitment is always quick and simple and even better there is no finder’s fee! When we TUPE staff they assist throughout the process and look after the staff making it a comfortable and painless task.

The Account Managers really are invaluable and regularly take the time to visit sites both day and night. That really saves me time and allows me to get on with all of the other things I need to do”. - **Senior Property Manager**

“The team possess a deep knowledge of the block management sector and work with a wide network of well-qualified individuals across a range of job disciplines. What I value the most is that they always listen but are never afraid to push back when they feel that someone is the right fit for our business.

Having a partnership with Abbatt Dual Management has significantly improved our time-to-hire on several key roles”. - **Service Charge Accountant**

“Abbatt Dual management have been assisting with the HR, recruitment and staff management at a number of sites under our management. Their proactive account management has had a great impact on the quality and stability of the onsite staff teams. Residents have commented on the improvements and staff are happier.

Outsourcing the HR staffing function has also freed up property management time to the continued benefit of our clients. The Abbatt team are great to work with, professional and committed to service delivery. We would have no hesitation in recommending them and certainly intend to use their services further”. - **Head of Property Management**

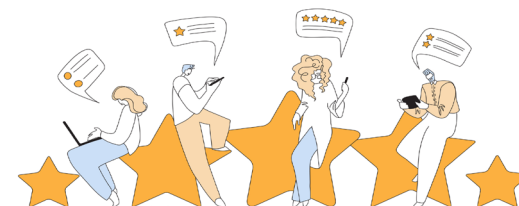
“We began working with the Dual Management team following a very tricky time with staffing at a particular block we manage.

Abbatt helped us to reach the best solution for the block; instructing their Dual Management team.

The team communicated with all interested parties throughout which enabled the TUPE process to go as smoothly as possible.

Our Account Manager has been a star, travelling to site at weekends to oversee the weekend staff, assisting with the implementation of new procedures, and helping to implement a culture of positivity and flexibility whereas under the previous management there was a very dictatorial approach.

The Abbatt team are always professional and positive whilst managing performance onsite during sometimes challenging times, which has taken the strain off ourselves and allowed us to focus on other tasks.” - **Head of Property Management**



Abbatt Group

Recruitment, Training & HR support for the property sector.

Established for more than 60 years, the Abbatt Group operates solely within the property sector and is the largest UK provider of onsite staff to the residential property sector.

Today the Abbatt Group's full range of services includes:

Abbatt Dual Management



This staff outsourcing solution allows us to jointly employ on behalf of Resident Boards, Freeholders and Property Management Companies. In addition to a VAT efficient model, there are no recruitment fees, no employment liability, and considerable time-savings for those managing the building. This service also includes the full support of our CIPD qualified HR team.

Permanent Recruitment



We work closely with Managing Agents, Freeholders, Developers and RMCs to recruit permanent onsite staff throughout London and the home counties. Roles we recruit for include Building Managers, Concierge, Security, Cleaners, Caretakers, Fire Marshals and more.

Temporary Recruitment



Our extensive database of skilled Building Managers, Concierge, Security, Cleaners/Caretakers and more enables us to provide cover at short notice; 24 hours a day, 7 days a week. Filling 700,000+ hours each year, we have the industry's largest pool of staff to assist.

Abbatt Office Support



We provide Temporary, Permanent and Interim Admin, Management, HR, and Finance professionals to help Property Management Companies and onsite teams where support is needed behind the scenes.

Abbatt Fire Marshal Staffing



An immediate solution to the challenging demands of implementing and monitoring waking watch teams at short notice. With internal trainers accredited by Fire Protection Association, we offer trained and experienced Fire Marshals sourced from our extensive database and provide dedicated Account Managers to visit sites day and night.

Abbatt Academy



CPD Accredited Concierge training that seeks to raise the level of service to residents. By using a blended learning method by means of videos, role plays and group discussions, we make sure our candidates are confident in their role. Our standard CPD Accredited course can also be tailored bespoke to site needs.

Get in Touch

Let's explore how Dual Management can work for you.



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DUAL MANAGEMENT

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