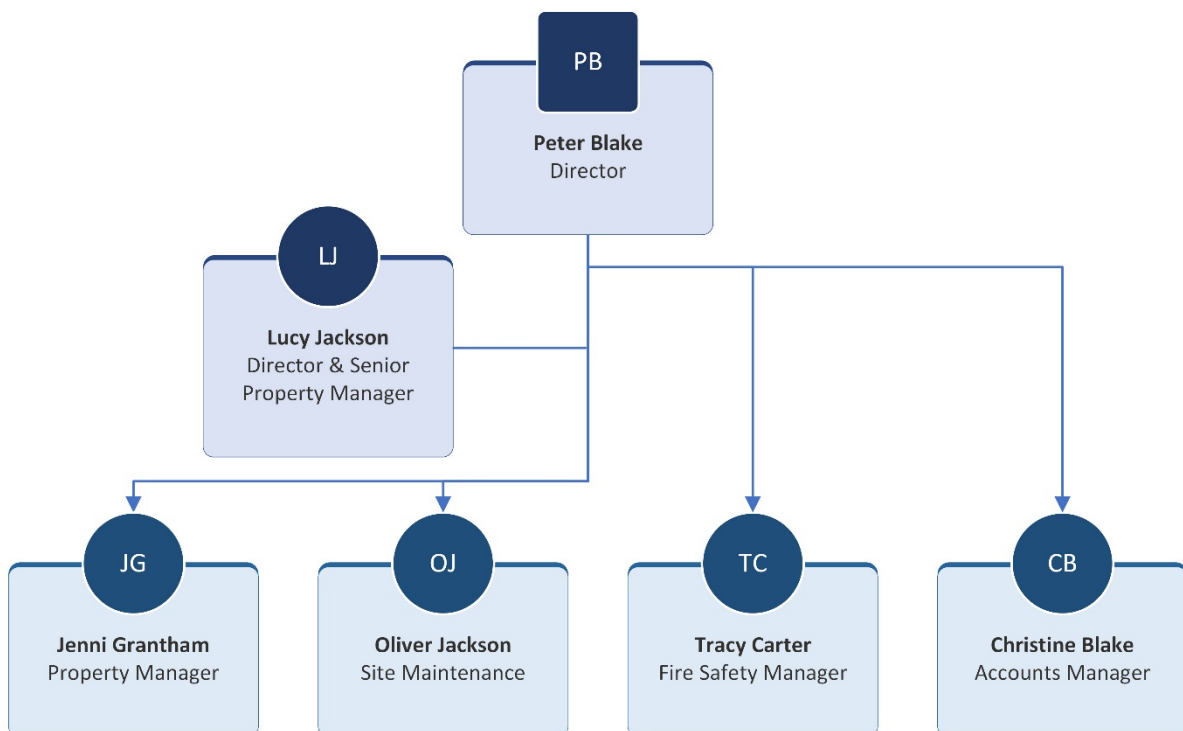


Roles, Responsibilities and Competency

Mentor Services HRB Limited are the appointed managing agent for the management company One One Six Cockfosters Limited, which is the management company for

Mentor's experienced team have been managing property within the UK for over 40 years and offers an efficient and professional service for all types of private property management, specialising in long leasehold apartment block management.

Organisation Chart



Peter Blake – Director and founder, Peter Blake has extensive experience in the property management industry, specifically in legal, leasehold and conveyancing.

Lucy Jackson – Director and Senior Property Manager, Lucy's role combines day-to-day operations with strategic leadership. Key responsibilities include ensuring legal compliance, managing service charge budgets, and directing property teams, as well as being the first point of contact for residents, stakeholders and contractors in the block.

Lucy Jackson specialises in high-end property management, with a portfolio of prestigious multi-use blocks and developments. Lucy collaborates closely with developers to ensure a smooth transition from build to occupation. Lucy will be the AP for One One Six Cockfosters Limited.

Jenni Grantham – Senior Property Manager, Jenni takes on responsibility for managing the building's operations, overseeing day-to-day repairs, ensuring compliance with lease obligations and statutory requirements, and delivering the services specified in the lease. Jenni has over 20 years of block management experience and will provide support and back up to the AP.

Oliver Jackson – Site Maintenance Manager. Oliver is responsible for all site and facilities management. Oliver oversees daily operations, ensuring systems function efficiently through planned preventative maintenance (PPM) and rapid repair response. Oliver manages cleaning and landscaping staff and contractors while ensuring strict compliance with health, safety, and security regulations. Oliver has over 15 years of experience in on-site management and inspection and oversees the non-mechanical inspection and maintenance of the block and grounds.

Tracy Carter – Tracy is responsible for Risk Management & Assessment, and her role is to identify potential hazards, specifically focusing on the spread of fire and structural failures and to mitigate risks, taking all necessary steps to prevent fires, such as managing risks in common areas and ensuring fire doors are functioning properly. Tracy specialises in fire safety and is an approved Fire Door Inspector, certified as a Regulation 10, enabling her to check doors in HRBs. Tracy continues to educate and inform the team on fire safety with ongoing CPD hours and regular training.

Christine Blake – Christine's role is to manage the administration and accounting for service charges. Christine has over 40 years' experience in service charge accounts, invoicing and reconciliation and is also responsible for administration, file storage, and archiving.