

CURRICULUM VITAE

Name: Ruth A C Emanuel
Address: 61 Embry Way, Stanmore, Middx HA7 3AY
Telephone: 020 8385 7530
Date of Birth: 1st March 1955
Nationality: British

Education:

1960 – 1966 Kingsbury Primary School
1966 – 1973 Orange Hill Girls' Grammar School} 9 'O' & 1 'A'Level
1973 – 1974 Harrow College of Technology & Art
Diploma in Secretarial Studies Subjects covered
Economics, Pitman Shorthand, English Language

Employment History:

September 2011 -
Present

Employer: Knight Frank LLP
Job Title: Salaried Partner

The Wellcome Trust Estate contract was taken over by Knight Frank and a number of the management team, including myself, were made redundant. At present I am on three months notice.

July 2010 –
September 2011

Employer: **Cluttons LLP**

Job Title: **Partner and Head of Residential Block Management Team**

Responsibilities: Team Leader for a team of 6 Property Managers, 4 Assistant Property Managers, Service Charge Accounts Team. Cluttons is a large company involved in Surveying, Property Consultancy, Residential and Commercial management, Lettings both Residential and Commercial. Cluttons are based in Central London and their Residential Block Management portfolio includes the Wellcome Trust Estate in South Kensington and a number of private clients based mainly in Central London.

As Team Leader, I assist and support my team of Property Managers in their management roles, attending meetings with Clients, helping to resolve Leaseholders' issues, tendering for new managements and generally taking full responsibility for the portfolio.

As Partner of Cluttons, I attend regular Board Meetings and am involved in Company matters and decisions.

September 2007 –
July 2010

Employers: **Consensus Group/ County Estates Management**
Job Title: **Managing Director of Stonedale Property Management Ltd.**

Responsibilities: managing a team of 6 Property Managers, 3 Administrators and 5 Account staff. Stonedale is a small property management company with a portfolio of approx 40 RMC's mainly based in the Docklands area and Wapping. My job is three fold:

Stonedale has recently been acquired by Consensus Group and as MD I am involved in the integration process which includes forming a new image for the company, a new logo, new Brochure and stationery. It also includes the implementation of new ways of working for the property managers and a new Stonedale Website. I am involved in restructuring Stonedale and employing new staff, at both management and administrative level. I attend Ops Exec meetings and Strategy meetings with other MD's and Team Leaders to discuss Company budgets and ways to improve the service to our Clients.

I manage and support a property management team, training and assisting the managers in all aspects of their portfolios. I hold regular Team Meetings and I also attend evening Directors Meetings and AGM's.

I am also involved in managing the Accounts Team which consists of three Client Accountants who deal with service charge accounts, budgets, service charge demands, Contractors' accounts and all accounting queries from Clients.

To conclude I am involved in all aspects of Property Management, managing a team of managers and accounts aswell as heading up a Company and being involved in procedures and decision making.

December 2003 –
September 2007

Employer: **Freshwater Group of Companies**

Job Title: **Area Manager**

Responsibilities: Manager of area office situated in Bloomsbury with a portfolio of both residential and commercial properties based in Central London and Home Counties. I manage a team of fifteen staff and a number of Managing Agents. My job involves training a group of Property Managers, attending court hearings and LVTs, generally overseeing the management of the portfolio that also involves the management of approximately five hundred tenanted units that include Regulated Tenancies and AST's. I am involved in the refurbishment of vacant units which I subsequently rent in conjunction with a Letting Agent.

July 2002 –
December 2003

Custodia purchased by Equity Asset Management a residential block management company. London office opened in Mayfair. I was promoted to Director of the London office. My duties include day-to-day running of office, managing staff, interviewing and employing new staff, assisting and overseeing Property Managers. Attending meetings with Clients. Liaison and meetings with Head office.

2001-July 2002

Employer: **Cluttons**

Job Title: **Senior Property Manager**

Promotion to Associate Partner

Joined Custodia as a Senior Property Manager. Involved in the management of exclusive residential properties owned by private landlords and management companies. I manage an office-based support team. My responsibilities are as before but also involvement in LVT actions, generating Newsletters, primary contact with Landlords, Leaseholders, Management Companies and Residents Associations.

- 1997 - 2001 Employer: **Cluttons**
 Job Title: **Property Manager**
 Responsibilities: Management of a large portfolio of houses and residential blocks of flats for various Landlords including Church Commissioners of England, John Lyons' Charity, Portman Estate and other private Landlords and Management Companies, working with and training an Assistant. Carrying out day to day property management, service charge accounts, preparing service charge budgets, liaising closely with Solicitors in the collection of arrears, attending Court Hearings. In addition, liaison with Clients and Leaseholders and attending Residents Meetings and AGMs. Involvement in all building maintenance and minor works. Working closely with building surveyors in major works and redecoration programmes. Dealing with day to day correspondence and telephone calls. Recruitment and management of Porterage staff.
- 1997 - 1988 Employer: **Farley & Co.**
 Job Title: **Property Manager**
 Responsibilities: To manage and lead the Property Management Department, working closely with The Building Surveyor. Managing a large property portfolio of houses and residential blocks of flats. Involved in day to day Management, liaising with Landlords and attending meetings with leaseholders and clients. Preparing service charge budgets, involved in collection of service charge arrears and liaising with Solicitors. Building maintenance, both minor and major repairs.
- 1988 - 1985 Employer: **Allen Bates & Co.**
 Job Title: **Property Manager**
 Responsibilities: Set up Property Management Department, managing portfolio of residential properties with support team.
 Job Title: **Secretary to Sales Department**
 Responsibilities: Setting up Sales Department, completing Computer records, liaising with vendors and purchasers, arranging viewings for negotiators, dealing with all day to day correspondence.
- 1985 – 1974 Employer: **Austin Reed Men's' Outfitters.**
 Job Title: **Personnel Assistant**
 Responsibilities: Dealing with all correspondence, responsible to Personnel Manager and Personnel Director; interviewing and recruiting

temporary and permanent Sales staff, staff petty cash advertising, corresponding with all UK branches, general administration.

Courses attended: Training Services Agency
Job instruction and communication
Interviewing

Leases, service charge & VAT modules (in house)
Health & Safety - ARMA
Management of Asbestos - ARMA
Building Maintenance - South Bank University

Qualifications: Fellowship of the Institute of Residential Property Management

Interests: Cooking, Reading, Art, Walking