

FOR INDIVIDUALS, SMALL BUSINESSES, AND COMMUNITY GROUPS

# CLIENT INFORMATION SHEET

Management, Housing, and Legal Support Consultancy

Generic Estate Management Service



Management & Litigation Consultants



INTEGRATING MANAGEMENT EXCELLENCE & LEGAL ACUMEN TO BRING SOCIAL VALUE TO PUBLIC SERVICE

# ABOUT 5 GEMS

5 GEMS Ltd is a professional Management, Housing, and Legal Support Consultancy combining over twenty years of experience in local government, housing management, property, compliance, and public-law casework.

We support individuals, families, private landlords, commercial clients, and community organisations with structured, fair, and evidence-led solutions to disputes and legal processes.

We are not a law firm, but we operate in full compliance with the Legal Services Act 2007, providing high-quality non-reserved legal support, case preparation, and litigation management.

As a multidisciplinary management and legal consultancy driven by a strong social mission, we offer transparent, project-based pricing. Each engagement—whether a standalone assignment or a phase within a larger multi-track initiative—is priced upfront to give clients clarity, predictability, and value.

Our mission is simple:

To give clients clarity, confidence, and fairness in housing, property, public-law, and dispute resolution matters.

## How We Help You

Our consultancy bridges the gap between:

- everyday housing and property problems
- complex legal processes
- public authority decisions
- disputes that need early resolution
- cases requiring Direct Access Barristers

We work with you to build a clear, organised, and well-evidenced case so that:

- your rights are protected
- your documents are accurate
- your case is clearly understood
- your options are explained
- your chances of success are maximised

## What You Can Expect from 5 GEMS

✓ **Clear communication**

**We explain every step in plain English.**

✓ **Fair and honest advice**

**We act with integrity and transparency.**

✓ **Evidence-led work**

**Every recommendation is grounded in facts and law.**

✓ **Professional, ethical practice**

**We protect your rights and ensure full LSA compliance.**

✓ **Collaboration with barristers when needed**

**You only pay for legal representation at the right stage.**



# Our Approach: The FLPAS Model

Every client benefits from our Front-Loaded Pre-Action Strategy (FLPAS) — a structured, **five-principle** method that keeps your case clear, proportionate, and compliant.

## I. Clear Facts from the Start

We gather, index, and analyse evidence early so nothing is missed.

## II. Strong Pre-Action Communication

We draft structured, legally-reasoned letters for your signature, increasing fairness and improving outcomes.

## III. Managerial Problem-Solving

We apply investigation, negotiation, and practical options to resolve issues faster and avoid escalation.

## IV. Barrister Assistance When Needed

If your matter requires formal legal representation, we help you instruct a Direct Access Barrister, providing them with a complete, organised case file.

## V. Full Legal Services Act Compliance

We stay within permitted non-reserved activities and give you clear guidance on every step.

# Our Services: Property, Housing & Public Law

## 1. Commercial Property

### Management Services

- Rent reviews & lease renewals
- Service-charge administration
- Mixed-use estate management
- Lease compliance
- Landlord/tenant documentation support

### Litigation & ADR Support

- Evidence preparation
- Chronologies & case summaries
- Pre-action negotiation
- Bundles & statements (client-signed)

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## 2. Residential (Housing)

- Tenancy management issues
- Disrepair evidence preparation
- Enforcement & compliance
- Anti-social behaviour disputes
- Service charges & Section 20
- HMO & licensing support
- Council/housing association disputes
- Eviction process guidance (non-reserved)

## 1. Public Law Consultancy

- Homelessness reviews (s.202)
- Suitability & vulnerability challenges
- Housing allocation disputes
- Enforcement decisions
- Licensing & regulatory issues
- Public authority policy breaches
- Equality Act considerations
- Complaint escalation & ombudsman support

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## 2. Ancillary Services (Local Government)

We offer additional practical support for day-to-day or complex matters:

- Planning applications & appeals
- Council tax and business rates disputes
- Parking PCNs and enforcement issues

These services help clients manage regulatory and administrative problems with a structured and compliant approach.

# Our Services: Litigation, Casework & Advocacy

## 4. Case Management & Advocacy Support

- Statements, bundles, evidence files
- Chronologies & documentary mapping
- Non-reserved tribunal support
- Representations for client signature
- Procedural guidance throughout
- Client authority & compliance control

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## 5. Dispute Resolution

- Pre-action negotiation
- Mediation (housing/civil)
- Settlement options planning
- Early dispute assessment
- Non-adversarial resolution strategies

## 6. Litigation Support & Intermediary Services

- Public Access Barrister coordination
- Document management for Counsel
- Drafting of summaries & letters (client-signed)
- Preparation of case briefs
- Ensuring consistency with court procedure (without conducting litigation)

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## 7. Consulting & Management

- Service audits
- Policy & procedure reviews
- Organisational governance
- Training & capability building
- Housing and compliance consulting

## Our Clients

We regularly assist:


- Families & vulnerable individuals
- Private landlords & agents
- Commercial landlords & tenants
- Homeowners & leaseholders
- Public-sector tenants
- Community groups & charities
- Small businesses and sole traders

**We welcome clients seeking trusted, professional support in housing, property, public law, and dispute resolution.**

**CONTACT US**

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