

PROPERTY & ASSET MANAGEMENT

2022

PROPERTY & ASSET MANAGEMENT AT A GLANCE

Welcome to Gerald Eve's property and asset management team. We hope you enjoy learning more about how we maximise value from your real estate assets and our approach to retaining long-term, loyal occupier relationships. With our ear to the ground and access to a wide group of leading experts in everything from office design to sustainability in the built environment.

When you succeed we do.

£2.7 billion

portfolio under
management

£90 million

rent roll

£14 million

service charge

3.5 million

square feet

100%

client facing
staff retention

YARDI

RiskWise



eLogbooks



S2 Partnership Ltd
Intelligent Risk Management

GLASGOW
LEEDS
MANCHESTER
BIRMINGHAM
MILTON KEYNES
CARDIFF
CITY OF LONDON
LONDON, WEST END
WEST MALLING



THREE PRIORITIES FOR PROPERTY & ASSET MANAGEMENT

Information is power. Working closely with specialist real estate data experts, we use real-time data to enhance your operations and performance.



DATA

We're using technology to consolidate and organise our data sets to benchmark performance at individual asset and portfolio level to drive and inform decision making.

We analyse everything from energy consumption to valuations to understand how occupiers are using a building and to appraise and strategically manage our client's property. Identifying when to deploy capital investment into initiatives, that guard against obsolescence and drive down costs through efficiencies whilst improving functionality and underlying value.

We consider our role as advisors is key to proactively identify and navigating these opportunities



TECHNOLOGY

We provide our clients with longevity for their assets. Looking at how we use technology to help meet demands of occupiers. Thinking creatively to create flexible, harmonious working environments and anticipate the future needs of occupiers before they exist. Property managers' understanding of occupiers' needs informs the asset strategy. Asset strategy, supported by research and data analysis, informs the management strategy.

If Covid-19 has taught us anything it's the importance of moving the landlord and tenant relationship away from 5-yearly rent review patterns to closer, more collaborative working and that people have, by and large, enjoyed working at home and will come to demand a better quality of work environment.



SUSTAINABILITY

Increased environmental reporting requirements and government targets will play a key role in portfolio longevity.

Shareholders demand greater transparency on the impact a building and its use has on the built environment and increased legislation is being introduced to bring non-compliant buildings up to standard.

- Net zero carbon by 2050
- EPCs B+ rated and dynamic by 2030

Sustainable buildings exhibit lower systemic risk and occupiers show a distinct preference for green buildings as part of their corporate and environmental responsibility

Property has always been a people industry and that's not going to change but understanding how people use and enjoy that space and how to optimise it will come down to data.

HOW WE ADD VALUE

Our flexible property & asset management service is tailored to your specific requirements. Clients benefit from a seamless service, designed to save you time and money.



FULLY INTEGRATED OFFERING

We provide a fully integrated offering, ensuring alignment of strategy and execution across Property Finance, Property Asset and Investment Management.



FLEXIBLE SERVICE

We can offer a flexible service, tailored to our clients' needs from detailed analytical business planning and underwriting to pure property management and financial reporting.



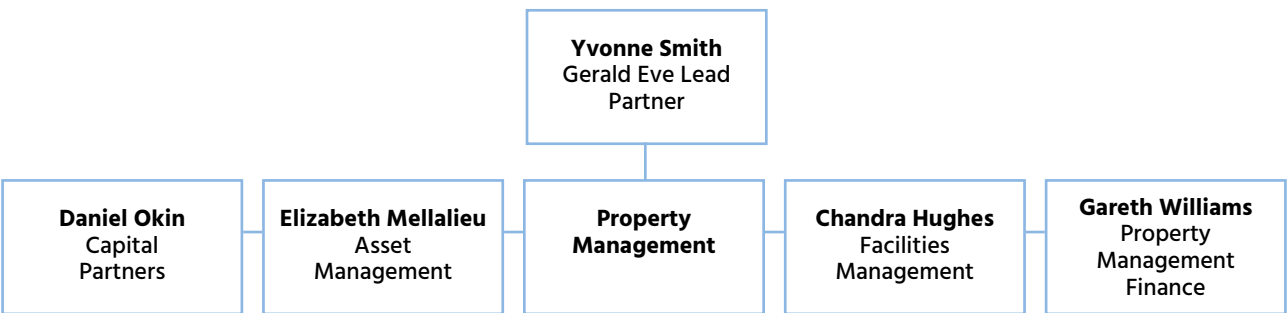
ADVOCACY

We advocate on behalf of our clients, committing only to working with 'best in class' to consistently deliver the best results. Where appropriate we have the benefit of adding value through leveraging the broad knowledge and professional expertise of Gerald Eve utilising market leading service lines, including Planning & Development, Capital Markets, Corporate Finance and Occupational & Lease Advisory.



ACCOUNTABILITY AND CLIENT ALIGNMENT

Our team structure promotes diversity among specialisms to ensure non-linear thinking, there is multi-level accountability for service delivery and our approach remains aligned to our clients' objectives throughout.







WHAT WE DO

We aim to be invaluable business partners and strategic advisers to our clients. Your dedicated Client Partner, will bring together and lead our brightest talent and sharpest minds across the full spectrum of related real estate services.



PROPERTY & FACILITIES MANAGEMENT

We co-ordinate and manage service delivery to occupiers on behalf of the landlord. This covers a broad range, from risk and compliance management, service charge budgets, maintenance regimes to protect value and guard against obsolescence right through to occupier engagement, lease compliance, sustainability and placemaking.



PROPERTY FINANCE

We undertake the rent collection and administration on behalf of our clients. From raising demands to credit control, through to supplier payments and VAT reconciliation via a dedicated accounts team. We also undertake financial reporting services, including to international jurisdictions to provide a 'one stop shop' service compliant with RICS and ISAE 3402.



ASSET MANAGEMENT

Asset management looks for opportunity to add value and improve income. We can help you by preparing and leading the delivery of business plans, devising leasing strategies, negotiating lease re-gears, lease events, refurbishment programmes and identifying development opportunity.



CAPITAL PARTNERS

Capital Partners takes an investment banking/private equity real estate discipline to strategic asset management, ensuring closer integration of the Property and Asset Management offering with Capital Markets and Gerald Eve Corporate Finance to ensure our clients are getting an integrated full-serviced offering. The Capital Partners team provide high-level portfolio strategy, analyzing sector allocations and advising on longer term strategy and risk. Capital Partners is centered on utilizing data and research to provide transparent reporting top-down reporting and review and align asset and property management business plans to wider market trends to drive performance and ensure alignment with our client objectives.

PORTFOLIO ONBOARDING

It's a common misconception that transferring a portfolio is a lot of work. This often results in clients adopting 'better the devil you know' mindset, rather than take on the hassle of moving an entire portfolio, time for which they can ill afford.

In our experience, this could not be further from the truth. Yes, time is required to tender, interview and complete KYC, but once this process is complete, our wheels kick into action and we take over, co-ordinating and managing the process start to finish, agent to agent. To say we can run a transfer on autopilot would suggest we do it without thinking, but it's fair to say we have it down to a fine art and have it whittled down to a five-step process:



Inspect

It's important we understand the location, local market, occupier mix & management needs of the properties in your portfolio: repair and condition, current services provision, standards of maintenance, resource, occupancy level, staffing, onsite feedback, TUPE implications and any special considerations to inform business plans.

Data dump

We can download mass data from Sharepoint sites to set up operational files:

- **Legal / management documents** – leases / RR / warranties / side letters / title reports
- **Documents** – PPM registers, surveys, inspection certificates, floor plans, EPCs
- **Accounting** – lease data / billing history / arrears
- **Compliance systems** – Inspection regime / risk registers / risk assessments

Audit

We create tenancy schedules and complete data validation against leases documents, transfer service charge budgets & undertake peer to peer dual cross checking and dummy rent raising to ensure data accuracy before the go live date. Using innovative technology, we can utilise our client's data to tell a visual story of your portfolio in terms of number and lease events providing insight into portfolio optimisation strategies.



Meanwhile...

We meet with the incumbent agent and service providers to begin the handover interviews. Property by property completing on boarding due diligence just as we would pre-purchase:

- **Occupier engagement & management** – disputes / lease events / tenant applications
- **Insurance** – brokers / claims history / inspections / RCAs
- **S/C interrogation** – reconciled accounts / budgets / apportionment basis / invoices
- **Facilities** – statutory compliance / PPMs / contractor engagement / utilities / security
- **Accounting** – VAT registrations / non-recoverable process / rent authority / bad debts, arrears

Delivery

Within 90 days of instruction, we deliver our clients:

- Bespoke reporting
- Individual property business plans
- Schedule occupier meetings
- Day 1 ready management

If our clients do need extra resource, allowing you to focus on your, a member of our team can be seconded on a temporary basis to assist with the mobilisation between agents.

WHY GERALD EVE

Gerald Eve was established in 1930 and following a period of steady growth, currently has over 530 staff.

We are a stable, privately owned and debt-free partnership with no holding company or financial responsibilities to external shareholders. Being partner-owned and completely independent means that we can focus on investing in long-term client relationships, rather than short-term profit. We provide designated partner leads on all client engagements and a single point of contact at each stage of the property lifecycle.

YOUR DEDICATED PROPERTY & ASSET MANAGEMENT TEAM



Yvonne Smith
Partner
Tel. +44 (0)20 7333 6307
Mobile +44 (0)7342 061971
ysmith@geraldev.com



Angela Duru
Partner
Tel. +44 (0)20 3486 3604
Mobile +44 (0)7464 904656
aduru@geraldev.com



Elizabeth Mellalieu
Partner
Tel. +44 (0)20 7333 6234
Mobile +44 (0)7901 873789
emellalieu@geraldev.com



Chandra Hughes
Director of Facilities Management
Tel. +44 (0)20 7333 6291
Mobile +44 (0)7766 246662
chughes@geraldev.com



Gareth Williams
Partner
Tel. +44 (0)173 222 9943
Mobile +44 (0)7899 037609
gwilliams@geraldev.com

SOME OF OUR CLIENTS

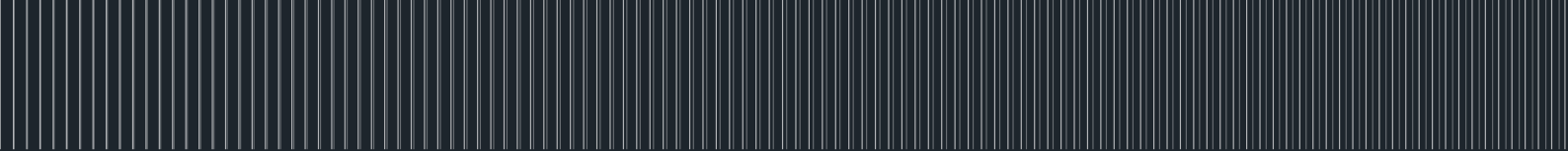


DMGT



Morden College

WHITBREAD



OFFICES

London (West End)

One Fitzroy
6 Mortimer Street
London W1T 3JJ
Tel. +44 (0)20 7493 3338

London (City)

Bow Bells House
1 Bread Street
London EC4M 9BE
Tel. +44 (0)20 7489 8900

Birmingham

45 Church Street
Birmingham B3 2RT
Tel. +44 (0)121 616 4800

Cardiff

32 Windsor Place
Cardiff CF10 3BZ
Tel. +44 (0)29 2038 8044

Glasgow

140 West George Street
Glasgow G2 2HG
Tel. +44 (0)141 221 6397

Leeds

1 York Place
Leeds LS1 2DR
Tel. +44 (0)113 204 8419

Manchester

No1 Marsden Street
Manchester M2 1HW
Tel. +44 (0)161 259 0450

Milton Keynes

11 Exchange Square
21 North Fourth Street
Milton Keynes MK9 1HL
Tel. +44 (0)1908 685950

West Malling

35 Kings Hill Avenue
West Malling
Kent ME19 4DN
Tel. +44 (0)1732 229420

Gerald Eve is a firm of international property consultants based in the UK. We operate a national network of nine offices and an international association covering 20 European countries and all major US markets.

Whether you are a property owner, investor, occupier or developer, Gerald Eve provides independent, intelligent and relevant advice based on detailed market knowledge and sector understanding.

Together we have the resource, experience and relationships to deliver the best property solutions for your business.