



B R U N S F I E L D



Property. Management. Performance.



PROPERTY MANAGEMENT FROM A DIFFERENT ANGLE

Brunsfeld are specialists in property and asset management operating across both the commercial and residential real estate sectors.

We are retained by both private and institutional clients to advise on the management of residential and commercial property throughout the UK and manage a diverse portfolio with an underlying value in excess of three hundred and fifty million pounds.

Our experienced, qualified and friendly team are straightforward to deal with and listen to our clients. Our starting point always is the client: understanding their aims is paramount as well as the detail of the building on which we are instructed. This allows us to then put in place an

effective strategy for the building's and its ongoing management. Our approach put simply is; Client. Property. Strategy. Management.

We aim to act fairly in our dealings with landlord and tenant alike in providing a service based on performance, value and attention to detail. We believe that property management should be considered as an integral part of property ownership rather than as an afterthought. Brunsfeld is a member of ARMA and the Property Ombudsman scheme.

We believe that property management should be considered as an integral part of property ownership rather than as an afterthought.



APPROACH

Our ethos is one of relaxed professionalism. We believe in the virtue of honest hard work and getting the job done properly while eschewing unnecessary formality.



COMMUNICATIVE

We try to get rid of the unnecessary and cut to what's important, by listening to our clients and tenants and communicating with them effectively and regularly.



EFFECTIVE

It's about service delivery. We want to keep our clients and tenants happy by delivering a service in line with their expectations. We listen and adapt.



PROACTIVE

We make things happen; whether finding a tenant, organising reactive maintenance or resolving a long-standing problem we take ownership of challenges and rise to meet them.



RISK MANAGEMENT

Property ownership can present significant risk for the investor, which needs to be managed correctly. Ensuring that your property is compliant with current legislation and best practice guidelines is vitally important. We ensure you are protected.



FINANCIAL MANAGEMENT

The effective financial management of property can be challenging, from keeping track of rents to the reconciliation of service charges and the payment of contractors. We are fully accountable, employ suitably qualified people and work within RICS, ARMA and ARLA guidelines.

We try to get rid of the unnecessary and cut to what's important, by listening to our clients and tenants and communicating with them effectively and regularly.



BLOCK MANAGEMENT

Residential block management is challenging to do well. There are no shortcuts - it requires attention to detail and good communication skills.

Keeping service charge costs at a sustainable level without impacting service delivery to tenants can be a delicate balancing act. There is often an inherent tension in this and it is usually a mistake to reduce the service charge to the minimum level. While this may seem attractive, capital is unlikely to be saved in the longer term and indeed the opposite may be true. Neglected maintenance issues can result in significant expense in future years and poor services may result in increased rental voids, dissatisfied tenants and downwards pressure on rents and resale values.

- **LEASE STRUCTURING**

Brunsfeld offers advice to ensure that the leases contain sensible provisions relevant to the building's management.

- **STAFFING**

Advice on suggested staffing levels, salaries and recruitment, where appropriate.

- **MECHANICAL & ELECTRICAL**

Advice on running costs and maintenance of mechanical and electrical equipment. We can make recommendations on what equipment to install (and what to avoid).

- **HEALTH & SAFETY**

Advice on management of health & safety matters within the communal areas including general risk assessments, fire risk assessments and emergency lighting testing.

- **UTILITIES**

Advice on the procurement of utilities and minimising costs through the use of cost comparison tools and implementation of more energy efficient practices.

- **CONTRACTORS**

Advice on services such as cleaning and gardening including choosing contractors, employment considerations and hours of work.

- **INSURANCES**

Ensuring your building is adequately covered at a competitive rate. We also organise valuations and ensure appropriate cover is in place for plant.

- **CONTINGENCIES**

We recommend the implementation of planned maintenance programs (even for new build projects) to ensure that appropriate reserve funds are built up to maintain the building's fabric over time.

Keeping service charge costs at a sustainable level without impacting service delivery to tenants can be a delicate balancing act.



RESIDENTIAL LETTINGS & MANAGEMENT

Residential lettings and management is often about the small details, done well. These can range from making sure the marketing photos are first class to responding promptly to maintenance issues. We make sure we have these details covered.

We do our utmost to ensure that our landlords are receiving the highest possible rent while also ensuring that tenants are treated fairly. We have a reliable and experienced property management team and panel of contractors. Effective organisation, pro-activity and communication are core to our approach.

We use online reporting and take responsibility for health and safety and legal matters to ensure that our landlords are protected.

Our fully managed service includes:

- MARKET ANALYSIS
- ADVICE & CONSULTATION
- MARKETING
- VIEWING
- REFERENCING
- PAPERWORK & DEPOSITS
- INVENTORY
- RENT COLLECTION & STATEMENTS
- TENANCY RENEWAL OR EXTENSION
- TERMINATION NOTICES
- PAYMENTS
- PROPERTY INSPECTIONS
- 24 HOURS EMERGENCY & MAINTENANCE SERVICES
- ROUTINE REPAIRS & MAINTENANCE
- TAX CERTIFICATION FOR OVERSEAS LANDLORDS

We do our utmost to ensure that our landlords are receiving the highest possible rent while also ensuring that tenants are treated fairly.



PRIVATE RENTED SECTOR

The Private Rented Sector (PRS) is growing significantly in the UK as people become less able to afford to buy and with it has come the emergence of Build to Rent schemes. Effective management is central to its success.

Service delivery to tenants is vital for a successful building. In simple terms if tenants are happy they are likely to stay longer and to pay more rent and conversely the opposite is true. Tenants need to feel that they are receiving value for money and a good service. Providing an effective management service that achieves this aim requires attention to detail and communication.

Brunsfeld is adept at striking the right balance between service levels and cost, we believe that significant effort needs to be put into the recruitment of good on-site staff and contractor relationships.

The integration of the service charge management with the management of the lettings allows the building to be run more efficiently and effectively with one team under the same structure able to easily communicate with each other and the tenants. This means creating a strong on-site team

who listen to residents and interact with them on a regular basis.

Brunsfeld offers a full management service including:

- INCOME AND COST PROJECTIONS
- SERVICE CHARGE STRUCTURING & BUDGETING
- RENT COLLECTION
- TENANT COMMUNICATION STRATEGY & MANAGEMENT
- FINANCIAL MANAGEMENT & STATUTORY COMPLIANCE
- CLIENT REPORTING
- COMPLIANCE WITH HEALTH & SAFETY LEGISLATION
- CONTRACTOR MANAGEMENT & PROCUREMENT
- INSURANCE MANAGEMENT
- EMPLOYMENT AND MANAGEMENT OF ON-SITE STAFF

Brunsfeld is adept at striking the right balance between service levels and cost, we believe that significant effort needs to be put into the recruitment of good on-site staff and contractor relationships.



COMMERCIAL

Effective commercial property management relies heavily on good communication to allow Landlord, tenant and building to work together. Competing interests sometimes seem to make desirable outcomes mutually exclusive.

How can we keep tenants happy and service charges sustainable? How can we maximise rents without alienating tenants? How can we provide a good service without charging huge fees? It is this tension that makes the job challenging and also rewarding.

We overcome this by adopting an honest and straightforward approach towards problems faced and by offering pragmatic advice to our clients. From our experience both landlords and tenants prefer an honest assessment and practical solutions. Negotiation and communication skills are vital to this which are both areas of strength for us.

We provide a comprehensive property management service and are accustomed to managing most types of commercial property from Retail and Office to Industrial with our managed portfolio ranging

from a 130,000 sq ft mixed use office and retail development to singular retail units. We can look after lease negotiations, rent reviews, delapidations and most Landlord and Tenant matters. We believe that establishing strong relationships with our tenants and suppliers is as important as those with our clients.

We provide a comprehensive property management service and are accustomed to managing most types of commercial property from Retail and Office to Industrial with our managed portfolio ranging from a 130,000 sq ft mixed use office and retail development to singular retail units. We can look after lease negotiations, rent reviews, delapidations and most Landlord and Tenant matters. We place great importance on establishing strong relationships with our tenants.

We adopt an honest and straightforward approach towards problems faced and offer pragmatic advice to our clients.



ASSET MANAGEMENT

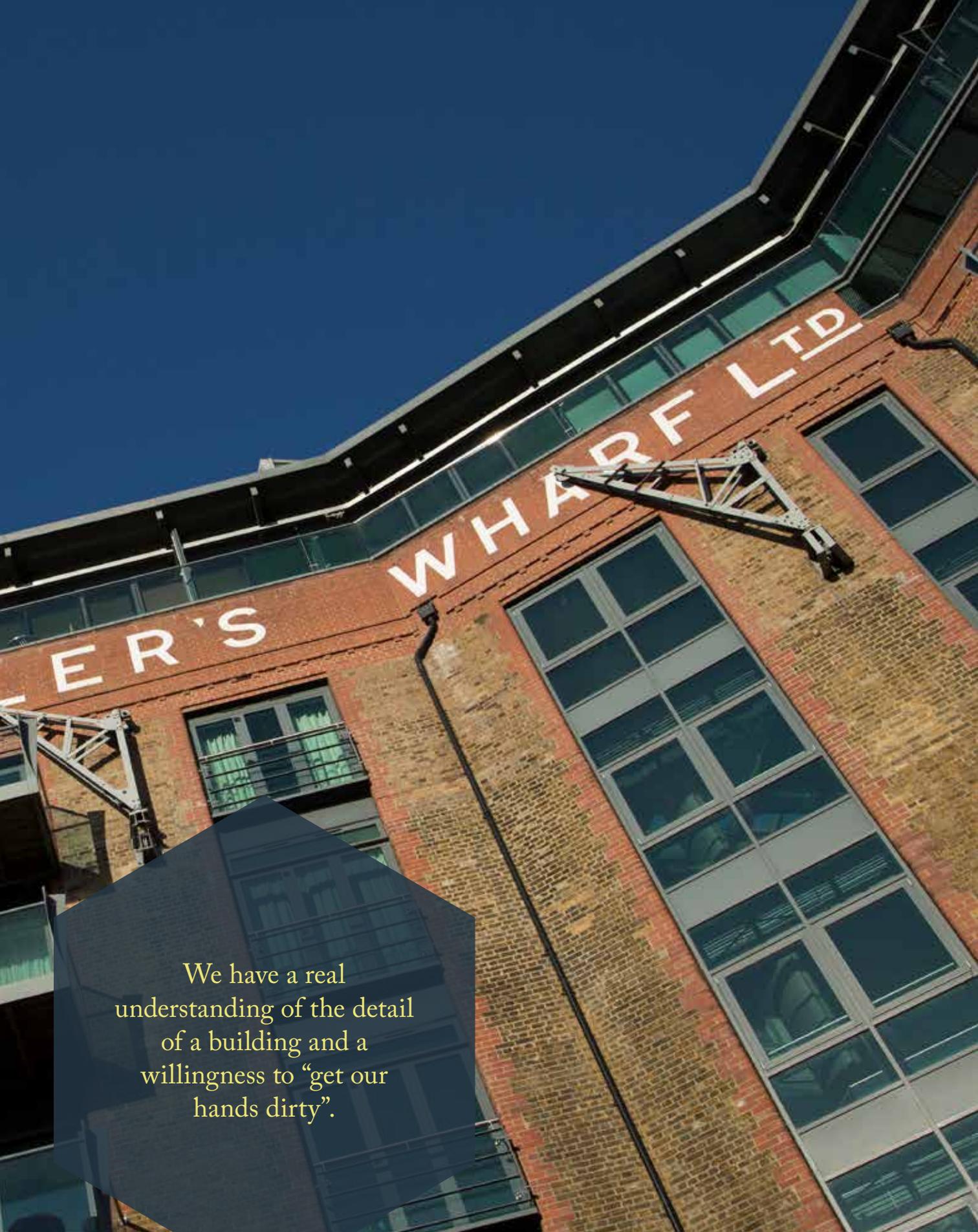
Our approach to asset management focuses on three things: driving down costs, maximising returns and increasing value. This requires a real understanding of the detail of a building and a willingness to “get our hands dirty”.

The process usually starts with a review of the tenants and the rent roll, an audit of the service charge accounts and landlord overheads as well as a physical survey of the building and its services by suitably qualified experts.

Once this has been completed we will compile a clear costed strategy to achieve the three core aims with estimated timeframes and regular reporting to

monitor progress which dovetails with our client’s plans for the building.

Once agreed, we will choose a project team and effectively manage individual contractors and stakeholders including property managers, building surveyors, lawyers, banks and tenants to ensure that the strategy is successfully delivered.



We have a real understanding of the detail of a building and a willingness to “get our hands dirty”.



CONSULTANCY

Every building is different, every client is different. We provide bespoke consultancy services across our areas of expertise without huge fees.

We offer an initial free-of-charge meeting to understand what is required and to see how we can help. We will always be honest, straightforward and forthright in our advice. Areas of particular expertise include:

- SERVICE CHARGE AUDIT
- BLOCK MANAGEMENT
- COLLECTIVE ENFRANCHISEMENT
- RIGHT-TO-MANAGE
- COMMERCIAL PROPERTY MANAGEMENT
- NEW BUILD CONSULTANCY
- RESIDENTIAL LETTINGS
- PRS
- STAFFING REQUIREMENTS
- HEALTH & SAFETY

Our advice covering the full range of residential management from the integrated management set up of large PRS projects to improving the returns of underperforming portfolios. We are well versed in dealing with issues such as problem tenants, debt recovery and long-term maintenance programs.

In order to resolve many residential management issues a detailed understanding of current legislation is often required but equally important is a command of the detail and a willingness to get to grips with the problems. Whether you are trying to save costs, recover monies or find a solution to a difficult situation we can put together a strategy that suits your requirements and budget.

From the integrated management set up of large PRS projects to improving the returns of underperforming portfolios, our expertise is far reaching.

Brunsfeld
11 Bingham Place
London W1U 5AY
020 3601 7676
info@brunsfeld.co.uk
brunsfeld.co.uk

