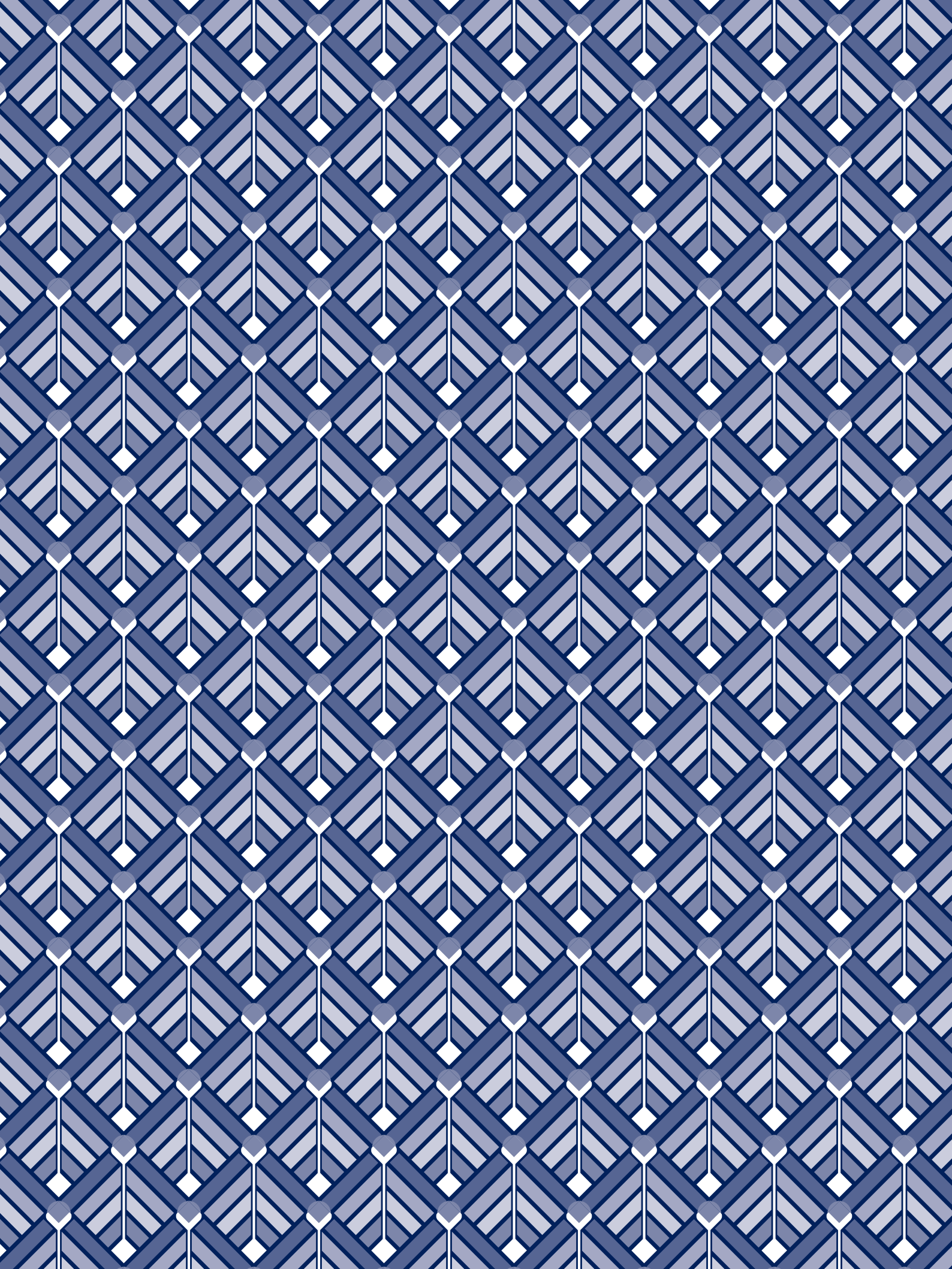




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TAYLOR WATSON
RETAIL & LEISURE
PROPERTY MANAGEMENT



OVERVIEW

Taylor-Watson specialise in the management of mixed use schemes around London and the South East. The principals of the firm have over 80 years' experience combined in this sector and have established the reputation of operating at the highest levels in the property industry.

Our portfolio is concentrated on retail and leisure centres that are at the core of their communities. These centres have been forced to adapt or fail following the post covid trend towards spending time in at these locations for leisure activities over shopping, which has predominantly migrated online.

Our company works directly with landlords and asset management teams to push change through these centres to move away from large (often unoccupied) stores to smaller more experiential based offerings which encourage increased dwell time and add to the vital footfall.

In addition to in house expertise in this area, we an established trusted network of local and national service providers, which ensures that we are able to deliver planned maintenance projects on time and within the budgets and available spend with no sacrifice to standards, and of course deliver rapid response times for emergency or urgent requirements.

Our bespoke services cover every aspect of managing your requirement, whether that is a large new built centre, a medium sized town centre shopping centre, or a small retail park.





OUR MANAGEMENT TEAM



Chris Fitch MIRPM AssocRICS

Director of Property Management

Having worked within the property management industry for the past 20 years, our Director of Property, Chris Fitch, has worked with many leading property investment firms and established excellent relationships with high-profile clients.

As a former Director of Property Management for several companies, including a highly respected Mayfair-based managing agent, Chris has a wealth of experience, having successfully managed over 550 clients throughout his career.

Over the past several years, Chris has been at the forefront of innovation through the use of emerging technologies and continues to develop prop-tech solutions for the benefit of our clients.

John Watson

Operations Director



John has over twenty years' experience in commercial property management, specialising in retail and leisure. An expert in area, John left a senior position in a PLC property company to help start Taylor Watson, and since then has built up a good portfolio of primarily retail schemes who have benefited from a creative and flexible approach to managing such properties in this ever changing environment.



Tim Taylor

Financial Director

A commercial insurance broker by trade, Tim also has a wealth of experience within the property management industry and is fully authorised by the FCA to be responsible for client funds.

Tim's role within the company is to ensure all client funds are managed in accordance with statutory requirements set out by the FCA, RICS and ARMA.



OUR SERVICES

We are happy to discuss any needs you may have for your assets and tailor a service that meets your demands. Here is an overview of what we usually provide for our clients: -

SERVICE CHARGE

- Preparation of the annual service charge budget, working closely alongside the centre management teams
- Focus to maintain and reduce where possible the service charge budgets, with no loss to standards or delivery of service, to maximise efficiency to ensure value for money for all parties involved
- Full communication of the service charge budget to tenants including a transparent breakdown of all costings, clearly explaining every aspect and transparency of the spends
- Ongoing closely working with the centre management teams to ensure the budget is being carefully stuck to, with no overspends

ACCOUNTING

- Full accounts function for each property, paying employee's, invoices, and VAT returns
- Issuing of invoices each quarter for service charge and rent
- Oversee insurance and cost reappointment to all areas and parties
- Comprehensive arrears management programme to maximise cashflow and minimise debtors, working closely with tenants directly including regular on site tenant meetings



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OUR SERVICES (CONTINUED)

OPERATIONS / MAINTENANCE

- Managing all aspects of the onsite teams
- Conducting regular Compliance and Health & Safety checks, ensuring all is up to date
- Working with tenants around all aspects of Health & Safety, ensuring each unit is up to date and compliant with H&S regulation and insurer's requirements
- Oversee all planned and reactive maintenance, ensure each site is functioning to required industry standards

BUSINESS ASPECTS

- Building close relationships and improve communication with every tenant so they feel valued rather than just engaging with them when the landlord needs something, to improve tenant retention
- Comprehensive reporting back to landlords on a weekly basis in a standardised agreed format, or as frequently as requested by the client
- Working with multi agencies to try and find new tenants and solutions to extract as much revenue from the asset and reduce unoccupancy rates
- Working towards creative and dynamic solutions for unoccupied spaces
- Working with media teams to help the centres progress forward

ASSET MANAGEMENT

- Working alongside your preferred asset manager (if applicable) to agree short term and long term plans for each site
- Work closely with both national and local agents to find new tenants for vacant units
- Be creative and strategic to minimise costs by finding solutions for vacant units



YOUR MONEY IN SAFE HANDS

The management of a property's finances is perhaps the single most important task that we have and we manage our client's funds as if they were our own.

Our Property Management Team has been responsible for over £200m of service charge funds throughout their careers with many individual annual service charge budgets exceeding £5m.

We do not apply any mark-ups or hidden costs when it comes to property expenditure and invoicing. The cost our clients pay is the cost of the invoice – no more, no less.

It is crucial for us to have our client's complete trust with their finances and we go to great lengths to prove how much we value the responsibility of doing so.

Our finance management services include the following aspects: -

- Service Charge & Reserve funds held in separate, dedicated trust bank accounts
- Robust Arrears Chasing / Credit Control
- End of Year Service Charge Accounts
- End of Year Company Accounts
- Easy to Understand Service Charge Statements
- Service Charge Budgets
- Service Charge Invoices (demands)
- Supplementary / Interim Invoices (demands)
- Regular Financial Reporting (or as frequently as requested)

- Bank Statements
- Live Bank Balances
- Supplier Payment Screening
- Service Charge Payment Plans arrears management
- Client Funds are safeguarded with the RICS Client Money Protection Scheme





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