



# LANDWOOD GROUP

Property and Asset  
Management Services

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# A fresh approach to property management

Landwood Group are integrally involved with all aspects of the property and asset management of office, shopping and retail parks across the UK.

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At Landwood Group we offer a different approach to Property Management. Our approach is based on saying what we are going to do and then delivering it. There is nothing more frustrating to landlords and tenants alike than protracted schedules of work and expensive delays all too often experienced with the larger managing agents.

## Key Services:



Rent Collection



Service Charge  
Budgets



Facilities  
Management



Asset Enhancement



Maintenance



Value For Money



Managing Change

“we care  
passionately about  
what we do and  
the service we  
deliver”



LANDWOOD  
GROUP

Our Services

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# Property Management

Communication is key to all good management and this is particularly the case with property management.



Property  
Management

### Our Approach:

Landwood Group provide a comprehensive Property Management service conducted by a focused team of experienced and dedicated individuals. Our ethos is providing a director led one to one service by a team who are passionate about the service we deliver.

Our service offers streamlined delivery and value added services rather than creating unnecessary layers of expensive bureaucracy of the large firms that lead to inefficiencies and frustrates tenants. As a result our Property Management team have the capacity and experience to pay close attention to initiatives and strategies that can add real value to a property or portfolio. Our focus is “quality over quantity”.

#### Building and estate management

- + Property Inspections and reporting
- + Vacant unit inspections and Insurance compliance
- + Maintenance and inspection records and reports

#### Management information

- + Maintain and updating of tenancy schedules
- + Inspection records and tenant feedback
- + Provision of information and reports

#### Tenant liaison

- + To maintain communication with all tenants
- + Regular tenant meetings
- + Reporting of any breaches of covenants
- + Maintain an up to date tenant contact list
- + Answer all rent and service charge queries

#### Utility and meter readings

- + Take all meter readings and report to suppliers
- + Taking of meter reads of vacant units
- + Payment of common area supplies
- + Provision of information to utility tender specialists

#### Lease event management

- + Maintain lease event warning reports
- + Inform the client of break clause, review and expiries
- + Liaise with the clients asset management team
- + Report and handle all tenant applications

#### Property insurance

- + Regular insurance inspections
- + Deal with insurance claims and report to the insurer
- + Recharge all premiums to the tenants

#### Health and safety / statutory requirements

- + Annual H&S reports by third party consultants
- + Advice on remedial action as required
- + Completion of statutory documentation
- + Appointment of contractors as required

#### Financial accounting

- + Rent collection
- + Arrears and debt collection
- + Bespoke client financial reporting

#### Service charge management and accounting

- + Budget preparation
- + Annual reconciliations
- + Budget versus expenditure reporting



Our Services

# Asset Management

Landwood Group offer an Asset Management Service to enhance values through strategic advice to private clients, banks, property companies and institutional clients.





## Our Approach:

We believe that proactive asset management provides significantly enhanced returns to our clients whilst reducing risk. We are focused on identifying and implementing innovative solutions to maximise performance of both individual property assets and portfolios owned by our clients.

### Business plan preparation

- + Asset review and reporting
- + Forecasting
- + Recommendations for asset performance
- + Appraisal and formulating proposals for value enhancement

### Marketing and new lettings

- + Appointment of letting agents and attendance of regular marketing meetings
- + Coordination of marketing material
- + Negotiations of terms of new lettings
- + Liaison with solicitors and review and advise on draft lease

### Lease renewals and rent reviews

- + Advise and report on lease renewals
- + Negotiation of new leases
- + Liaison with solicitors and review of draft lease to conclude renewal
- + Advise and report on rent reviews
- + Negotiation of rent reviews

### Lease event management

- + Advise and negotiate on lease surrenders
- + Advise and manage dilapidations settlements
- + Conduct and manage licences to assign, underlet or alter with solicitors
- + Seek and deliver opportunities for value enhancement

### Lease obligations

- + Manage and resolve breaches of covenant
- + Appointment and management of specialist advisors as required
- + Property maintenance to ensure optimum presentation, marketability and asset performance

### Management of agents advisors

- + Instruction and management of lawyers, surveyors, agents and specialist consultants
- + Strategic guidance on business rates liability
- + Strategic development guidance including planning consultants

### Asset sales

- + Identify prospective sales to fulfil the strategic business plan objectives of the portfolio and / or maximise investment return
- + Conduct works associated with disposal through marketing, negotiation, instructing lawyers, CPSE's and enquiries

### Financial services

- + Business rate payment administration and management
- + Utility management and administration
- + Procurement and administration of insurance including processing claims
- + Management of bonds & deposits
- + Accounting and financial book keeping relating to the P&L of each estate
- + Tax accounting (VAT, IBA's, etc)



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# Financial Systems and Reporting

Landwood Group operates with a market-leading property management accounting application called Re-Leased allowing for optimum functionality and greater financial transparency.

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**The system offers the following essential functions:**

- + One centralised workspace to facilitate full collaboration within a cloud based system
- + Portfolio intelligence with real time performance monitoring for portfolios
- + Streamlined accounting with reliable in depth financial reporting
- + Full visibility on the go for Property Managers, Tenants and Landlords with the app functions facilitating ease of communication between all stakeholders
- + Optimum data security
- + Real time insights and analytics



## Key Features:

- + Dash board calendar
- + Properties
- + Income and expenditure
- + Cash receipting /client account
- + Service charge
- + Reporting
- + Landlord app



## Financial Systems Summary:

1. Make better decisions
2. Streamlined processes
3. Automated tasks
4. Exceptional customer service with full visibility
5. Total management and portfolio performance oversight
6. Real time analytics at your fingertips



# Property & Facilities Management

Landwood Group employ the very latest property and facilities management system, Elogbooks, that is fully cloud based and is utilised by the whole team including our contractors.

## The system offers the following essential functions:

- + Adherence to our rigorous quality controls and assurances
- + Full comprehensive Risk management and Health and Safety compliance.
- + Detailed diary based schedules of programmed works including both planned and reactive maintenance
- + Monitoring of the asset, performance of contractors and respond to tenant queries and demands for works on site promptly.
- + The system is further supported by a 24/7 helpdesk which includes the management and monitoring of the supply chain, in addition to a mobile app for use on the move reducing delays in service and increasing efficiencies.

## Key Features:

- + **Dashboard**
- + **Notes**
- + **Tenants**
- + **Service providers, jobs & quotes**
- + **Files**
- + **Assets and planner**
- + **24/7 Helpdesk**



Property & Facilities  
Management

“Our FM systems ensure that assets on site are managed through their lifecycle to monitor performance and reduce the costs of maintenance.”





## Our Services

# Health & Safety Compliance

At Landwood Group, Health and Safety and operational compliance on site is of critical importance.



## Meridian Software:

Our facilities management team are qualified and experienced individuals to ensure our sites under management are compliant to remove any risk from the Landlord.

To ensure total visibility and compliance across the managed portfolio, a web based property risk management system, known as Meridian is employed to proactively manage, monitor and control risk.

## Key Features:

- + Event and action tracking- dashboard
- + Data management
- + Real time transparency
- + Compliance benchmarking
- + E- permits
- + Incident reporting
- + Environmental monitoring
- + Management reports
- + Work permits





## Our Team

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# Senior Management Team

The Landwood Group Property and Asset Management team led by Anna Main have 50 years combined experience of managing Office, Industrial and Retail properties.



## Anna Main

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### Director

Anna joined Landwood Group in August 2019 after heading up the Commercial Asset Department at Avison Young, formerly WHR for 4 years. and has over 15 years of experience in all sectors of the commercial property market. Having witnessed the service levels and delays offered by some of the larger agents, Anna focuses on building a team that pays attention to detail and offers a bespoke service for the client.

Having worked in Asset Management for an overseas investor for many years, Anna has extensive knowledge and appreciation of Property Investor requirements; ensuring maximum attraction and retention of tenants thereby enhancing the Assets value. Anna's hands on approach is key to the success of the day to day Property Management and asset value enhancement.



## LANDWOOD GROUP

### **Louise Dean**

#### Associate Director

An experienced commercial asset professional with strong property management expertise gained in the UK and Australia. Sector expertise includes Grade A office, retail, industrial and mixed use developments



### **Barry Cargill**

#### Head of FM

Barry has a wealth of knowledge and experience to ensure that all sites under management at Landwood Group are compliant with regulations and operate to the highest of standards. Barry oversees the provision of services on site, inspecting regular to ensure occupier satisfaction



### **Ceryn Coughlin**

#### Head of Property Management Accounts

Over 10 years experience specialising in accounts receivable, bank reconciliations, rent billing and collection, arrears collection and purchase ledger. Having previously worked at Savills and Avison Young, Ceryn has a wealth of knowledge across all finance sectors to ensure the smooth running of the accounts team and accurate client financial reporting.

**LANDWOOD  
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### **Contact**

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