



LSL Corporate Client Department

Property Management



ADISON + BOOKS ARE THE LEGACIES THAT A GREAT GENIUS LEAVES TO MANKIND. W

Introduction

Success depends on outstanding service. As experienced multiple property portfolio managers, we offer a flexible and innovative service- based proposition that is delivered by serious property professionals. We work in partnership with our clients to develop long-term relationships that minimise their risk, and deliver on individual investment objectives. We also work to develop property strategies that maximise returns.

LSL Corporate Client Department offers a centralised portfolio management service with distinct advantages in terms of monitoring portfolio performance, service quality and cost. Working with a dedicated account manager, we promise you a client-focused approach with new ideas and appropriate solutions. By understanding the challenges you face, we will support you with specialist property advice, enabling you to make investment decisions based on accurate information, which is re-evaluated in line with shifts in market conditions.

By offering an effective overview of the performance of an entire property portfolio, we are able to develop operational efficiencies, significantly reducing risk exposure and minimise the need for time intensive financial and bookkeeping reconciliation within your organisation.

We provide comprehensive management on all of the above; as specialists, you would expect nothing less from us.



Outsourcing a centralised property manager gives you access to comprehensive property knowledge. We are proud of our mature industry expertise, particularly understanding the complexities around property regulation. Our approach is individually tailored to build long-term plans for each property case, giving you increased confidence in times of market volatility.

Reduced risk exposure

By placing properties across multiple providers, your business is more vulnerable to risk than when you centralise the management of your property portfolio. Inconsistencies in information, disjointed strategies and differing interpretations of regulatory obligations could leave your business open to risk. As your professional property manager, we will absorb these risks, manage and mitigate them accordingly to protect you, us and your customers.

Streamlining and cost saving benefits

Centralising property management gives you a greater visibility of charges being applied for management services, and allows for a single, standardised fee structure to be implemented. Moving away from multiple agents with varying managing charges will provide opportunities to reduce the array of fee arrangements in place, and streamline the necessary internal management of these agents. A centralised, outsourced model will improve communications and operational protocols, develop efficiencies and deliver a clear fee model.

Professional stock management through clear management information

Empowered decision making is at the very core of our business, and with a complete oversight into your property portfolio we can complete a strategic review with the aim of specifically supporting your business at executive, platform and company/trust level. Using our market leading range of reports, we are able to help you make nimble decisions about your portfolio.

Develop strategic relationships

The LSL Group of companies is one of the country's leading property services organisations, with businesses operating across the entire spectrum of the property supply chain. Each business works independently to deliver market-leading services for its clients. However, as a group we work strategically as partners to optimise the natural synergies that exist in order to develop new business opportunities, and share market insight. LSL Databank has been developed using reports from across the LSL Group to support our property management services.

Working with us secures you a trusted partnership with first class property market insight.

Working with dedicated account managers that understand your business means we take responsibility for keeping you informed on the legislative changes that will affect your investment. The complex nature of property portfolio management means the processes and systems we use have to be robust, but also flexible to adapt to the ever-changing needs of our clients, and the market we operate in. LSL CCD is a member of the Association of Residential Lettings Agents (ARLA); therefore we adhere to their strict Bylaws.

Lettings and management services are governed by a highly complex set of legislation [refer to the bullets over the page]. Our responsibility as 'agent for landlord' on your behalf means we take accountability for operating safely and in a fully compliant manner. It becomes our responsibility to understand all aspects of property management law that may have impact on your portfolio. We are in the privileged position of having one of the few qualified Fellows of ARLA, as a member of our senior operations team, who's specialist subject is property management legislation, which supports our objective to fully mitigate all risks.

Giving you access to every property case by portfolio name, client or individual property.

Harnessing technology

Our intelligent, custom-built property management system is a web-based platform that allows us to demonstrate open channels of communication, and gives third party visibility of portfolios for every property case, giving clarity at every step.

Our software has a dedicated and fully automated finance module, which is fully integrated into our property management systems to ensure that procedures for authorising costs can be controlled and monitored appropriately. Client accounting is also managed via our property management system, which enables accurate bookkeeping of all entries, and the ability to provide bespoke reports for all properties in a format that can be passed onto your operating systems for each client, trust or company as appropriate. Our flexible invoicing procedures can be tailored to suit your needs.

Giving you access to every property case by portfolio name, client or individual property means you can interrogate the information about your clients' portfolio at the touch of a button, from anywhere in the world.

Careful management. We will give you a dedicated service with a strong attention to detail.

- Property feasibility strategies, and condition reporting to support acquisition or sales activity
- Full refurbishment management on small and large scale projects
- Management of local agents to secure suitable new tenants
- Create, leases, notices and other legalities
- Property Care reports at the commencement of tenancy
- Portfolio management including cyclical and reactive maintenance, routine visits, renewals and end of tenancy actions

- Extensive legislation ensuring compliance in areas such as Housing Act 1988, Landlord & Tenant Act 1985, Gas Safety (Installation and Use) Regulations 1998, Electrical Safety Regulations, Furniture and Furnishing (Fire) (Safety) Regulations 1988, Tenancy Deposit Schemes as regulated by Section 12-15 Of Housing Act 2004, Energy Performance of Buildings (Certificates and Inspections) Regulations 2007, Housing Health & Safety Rating System under Section 1 of Housing Act 2004, and management of Houses in Multiple Occupation & Selective Licensing
- Rent collection
- Client accounting (i.e. arrears management, credit control, and litigation processes)

Our yield calculators, feasibility reports and month-on-month performance stats help us build an in-depth view of individual portfolios and an extensive, far-reaching view of the market. We believe that understanding your portfolio in more detail will help you make better informed decisions. Our reports are tailored to give you as much information as you need.

- Occupied & un-occupied property portfolio summary
 - Check-ins, new & re-let vs. total on market summary
 - New case and instructed to market report summary
 - New application summary and application on market totals summary
 - Average rent summary
 - Voids summary
 - Book keeping, rental statements and account reconciliation
 - Arrears report summary
 - Maintenance summary - new and completed
 - Maintenance costs vs. occupied portfolio summary
 - Stock report summary
 - Check-out report summary
 - Back to owner/ sales summary
 - Property on hold report summary
 - Estimated Rent vs. Average Rent report summary
 - Bespoke insurance products, Energy Performance Certificates & re-valuation provision
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LSL CCD has specialist divisions that work together to deliver you an end-to-end solution.

- *Full range of reports and analysis available via LSL Databank covering acquisition, management and sales*
- *Far reaching property market insight provided by the LSL Group of companies operating across the entire property supply chain*
- *In-house data analysts evaluate market trends to help shape portfolio decisions*

Market Intelligence

- *Analysis using local, regional and national intelligence to support suitable stock acquisition*
- *Supply chain management of professional third party advice*
- *Informed assessment on property works: cost vs. benefit analysis*

Property Acquisition

We strive to develop long-term strategic partnerships with our clients, by providing a quality service and accurate information to support acquisition, management and sales.

Working with us secures you a trusted partnership with first-rate property market insight.

Property Sale

- *Performance focussed to achieving best value*
- *Carefully constructed marketing strategies for property Sales*
- *Individual attention to appropriate agent selection*
- *Professional valuations*
- *First corporate asset manager accredited to ISO 9001:2008*

Property Management

- *Centralised portfolio management of stock, driving operational efficiencies: cost advantage, quality, performance and service*
- *Maximising returns, reducing risk exposure*
- *Fully regulated through professional membership to Association of Residential Lettings Agents*