

PROPERTY MANAGEMENT AND BUILDING CONSULTANCY BY WORKMAN

CONTENTS

1

**WORKMAN
AT A GLANCE**

2

**PROPERTY MANAGEMENT
BY WORKMAN**

3

**BUILDING CONSULTANCY
BY WORKMAN**

4

WHY WORKMAN?

“

“The largest, independent commercial property management and building consultancy firm in the UK, with offices nationwide and 35 years’ experience.”

”

WORKMAN AT A GLANCE

SERVICES

Property Management and
Building Consultancy specialists

OFFICES

Birmingham, Bristol, Cambridge,
Chorley, Glasgow, Guildford, London
(Victoria and City), Manchester,
Newcastle, Swindon, Paris, Lille
and Lyon

PERSONNEL

650+ including 51 Partners

PROPERTIES UNDER MANAGEMENT

4,300+ properties with an
approximate capital value
of £20bn+ and 20,000+ tenants

BUILDING CONSULTANCY

Nationwide team of 100+

FINANCE

Rent collection of over £1.8bn pa,
1,400+ service charges and over
£250m pa budgeted expenditure

QUALITY ASSURANCE

ISO 9001 (Quality Management)
ISO 14001 (Environmental Management)
OHSAS 18001 (Health and Safety)
AAF 01/06 (Internal Controls)
ISO 22301 (Business Continuity)

TRAINING

Training division providing
structured training programme
and career development



35 years of sustainable growth

1983

Workman founded in December 1983, Marble Arch, London

1999

Workman grows to employ 100 professionals

1990

1987

Bristol office opens

1992

Manchester and Glasgow offices open

2000

2006

Workman Retail founded

2009

Now employs 300 people across the UK business

2008

Swindon and Newcastle offices open

2010

Cambridge offices open

2014

City office opens; Workman now employs 500 people

2015

Birmingham office opens

2018

Welcome – Workman offices launched

2010

2016

Guildford office opens

2019

Activate – Workman placemaking launched
11 UK offices with 51 partners employing 650+ professionals across specialisms of Property Management and Building Consultancy

SOME OF THE ORGANISATIONS WE ARE PROUD TO WORK WITH



SUSTAINABILITY AND WELLBEING

ACCREDITATION **ISO14001:2015**

Environmental Management System
certified to the latest standard

COMPLIANCE AND DATA CAPTURE

Systems to capture data, meet and
monitor statutory compliance and
work to client targets

PROCUREMENT

Commitment to sustainable
practices throughout our
supply chain

HEALTH AND WELLBEING

Collaborate with clients and
occupiers to create environments
that promote health and wellbeing

SUSTAINABILITY BENCHMARKING

Extensive experience of
reporting and improving
performance to international
benchmarks such as GRESB

TRAINING

Staff trained to embed
sustainability into the property
management process



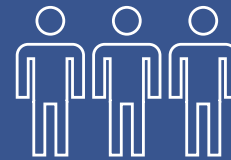
SUSTAINABILITY AND WELLBEING

Delivering health and wellbeing
through property management



PROPERTY MANAGEMENT SERVICES

- Pre-acquisition due diligence
- Occupier engagement
- Procurement of site services
- Contractor management
- Employment and management of on-site staff
- Service charge administration and cost control
- Collection of rent, service charge and insurance
- Landlord and tenant
- Repairs and maintenance
- Property inspections
- Refurbishment and improvement
- Lettings support
- Health and safety
- Sustainability and wellbeing
- Lease compliance



20,000+ TENANTS



**OVER 4,300 PROPERTIES
UNDER MANAGEMENT**



£1.8+ BILLION IN RENT

FINANCE AND ACCOUNTING – SCALE AND CAPABILITY

NATIONWIDE RESOURCE

Nearly 200 staff across four offices; Bristol, Chorley, Glasgow and Swindon, each led by a Director of Accounts to provide governance and oversight

QUALITY CONTROL

AAF 01/06 Internal Controls and ISO:9001 Quality Management certifications demonstrate on-going commitment to financial accounting service quality

SCALE

£1.8bn+ rent demanded, collected and reported, 1400+ service charges managed and £500m+ expenditure paid annually

SYSTEMS

Significant portfolios managed across Tramps (in-house) and other client systems including Yardi and Horizon resulting in detailed system and reporting knowledge

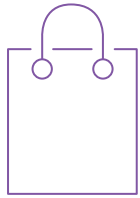
TRACK RECORD

Experience of delivering financial accounting solutions and tailored reporting packages for a range of fund, institutional and overseas investors.

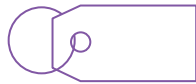


WORKMAN RETAIL AND LEISURE AT A GLANCE

A dedicated team of 90 retail property professionals



**95 SHOPPING
CENTRES**



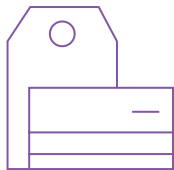
**150 RETAIL &
LEISURE PARKS**



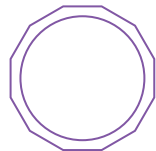
**95% RENTS
COLLECTED
WITHIN 7 DAYS**



**30M SQ. FT. PRIME
RETAIL SPACE**



**£5M OF
COMMERCIALISATION
INCOME (2017)**



**£70M SERVICE
CHARGE**



**£20M CAR PARK
INCOME (2017)**



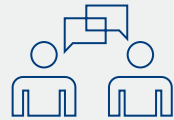
**£580 MILLION
IN RENT**

A DEDICATED TEAM OF RETAIL AND LEISURE SPECIALISTS



COMMERCIALISATION AND PLACEMAKING

- Coordinate commercialisation strategies
- Central income reporting and analysis
- Create enlivenment strategies



OCCUPIER RELATIONS

- National occupier account management programme
- Occupier communication and engagement
- Property Manager's Association (PMA)



CENTRE MANAGEMENT

- Integration into Workman Retail & Leisure
- Training and career development
- Procurement of site services



SYSTEMS AND TECHNOLOGY

- Use of market leading systems
- Client portal providing live data
- Occupier portal providing enhanced communication



FINANCIAL CONTROL

- Rent, service charge and insurance collection
- Turnover rent calculation and administration
- Head rent calculation



RETAIL DELIVERY

- Enhance fit-out standards
- Understand occupier requirements
- Shape EPC standards



ASSET MANAGEMENT

- Due diligence, asset strategy and disposal advice
- Maximising NOI
- Lettings support



SERVICE CHARGES

- Internal and industry benchmarking
- RICS code compliance
- Understand total occupancy costs



CAR PARKS

- Income analysis
- Operator selection
- Maximise NOI
- Data analytics



MARKETING AND PR

- Create strategies
- Flexible approach
- Customer data

EXAMPLES OF RETAIL ASSETS



TREATY SHOPPING CENTRE, HOUNSLOW

Rent roll: circa £3.9m

Size: 330,000 sq. ft.

Annual service charge: £1.7m

Key projects/ initiatives:

- Comprehensive management pre-acquisition due diligence
- TUPE transfer of centre management team
- Resolved legacy service charge disputes post acquisition.



BOND STREET SHOPPING CENTRE, CHELMSFORD

Rent roll: circa £5m

Size: 300,000 sq. ft.

Annual service charge: circa £1.15m

Key projects/ initiatives:

- Assisted in design, planning and site assembly of mixed retail and leisure scheme
- Advised on lease drafting and creation of service charge regime to support successful launch.



TOUCHWOOD SHOPPING CENTRE, SOLIHULL

Rent roll: circa £15m

Size: 650,000 sq. ft.

Annual service charge: circa £3.6m

Key projects/ initiatives:

- Successfully re-tendered £1.6m FM contract to split into specific hard and soft services
- Achieved reduction in cost and increased service quality through higher specification contracts and KPIs.



GREAT NORTHERN WAREHOUSE, MANCHESTER

Rent roll: circa £8m

Size: 380,000 sq. ft.

Annual service charge: circa £1.45m

Key projects/ initiatives:

- Supported re-positioning of scheme through revised marketing strategy including branding web and social media
- Assisted re-development process through close liaison with occupiers and other key stakeholders.



welcome

Workman Offices

- A new standard of property management for the office sector designed for the modern occupier, based on the highest levels of customer service
- An enhanced user experience for occupiers combined with operational excellence of the asset.

EXAMPLES OF OFFICE ASSETS



MORETOWN (THOMAS MORE SQ.)

Size: 560,000 sq. ft.

Annual service charge: £6.2m

Key projects/ initiatives:

- Recruited and developed a strong onsite team to provide excellent customer service and promote wellbeing
- Completed detailed occupier survey to shape the Estate's activities to meet their needs – comprehensive place-making programme of events introduced
- Assisted with re-branding of site to support establishment of a new destination.



REPUBLIC (EAST INDIA DOCK)

Size: 650,000 sq. ft.

Annual service charge: £5m

Key projects/ initiatives:

- Re-positioned front-of-house team to include community manager, events manager and concierge staff
- Created exciting events programme to appeal to tech occupiers
- Introduced District app as communication platform for occupiers.



BIRMINGHAM BUSINESS PARK

Size: 400,000 sq. ft.

Annual service charge: £1,891,000m

Key projects/ initiatives:

- Implemented a range of sustainability, wellbeing and fitness activities for occupiers and their staff recognised with Green Apple Award 2018
- Wellbeing initiatives included; cycling club, fitness classes and open air gym
- Sustainability improvements included; lift-share scheme, pool bikes, recycling and wildlife schemes.



NOMA, MANCHESTER

Size: 1,204,589 sq. ft.

Annual service charge: £365,854

Key projects/ initiatives:

- Mobilise property and facilities management services for c1m sq. ft. of commercial property
- Review existing commercial opportunities to increase rental income
- Oversee major construction works to create new public realm and establish an Estate Service Charge
- Implement a range of occupier, wellbeing and community initiatives within the public realm.

EXAMPLES OF INDUSTRIAL ASSETS



HEWITTS INDUSTRIAL ESTATE, CRANLEIGH

Key projects/ initiatives:

- Supported re-development programme by delivering vacant possession through flexible short-term lease extensions and ensuring legal process protected client's plans for the estate at minimal cost.



PARKWAY INDUSTRIAL ESTATE, WEDNESBURY

Key projects/ initiatives:

- Maintained income stream despite multiple tenant insolvency through use of S.17 notices, negotiations with administrators and supporting the re-letting process.



ERMINE CENTRE, HUNTINGDON

Key projects/ initiatives:

- Planned and implemented a significant estate rejuvenation plan including landlord capex contribution in conjunction with lease renewal negotiations with major tenant.



GALAHAD PORTFOLIO

Key projects/ initiatives:

- Delivered sale-ready assets by implementing a number of refurbishment projects, assisted the completion of various lease negotiations and contributed to the production of 'Ready for Sale' legal packs enabling a successful sale.

BUILDING CONSULTANCY – SERVICES

STAFF

Team of 100+ nationwide

KEY CLIENTS INCLUDE

BlackRock, Columbia Threadneedle,
Hammerson, intu, Grosvenor,
Landsec, Hermes

SERVICES

BUILDING SURVEYING

Range of professional services including planned preventative maintenance programmes, dilapidations, alterations, defect diagnosis, CDM, expert witness, party wall awards, and reinstatement cost assessments

PROJECT MANAGEMENT

Schemes ranging from £2m-£20m

DUE DILIGENCE

Pre-acquisition surveys and development monitoring

BUILDING CONSULTANCY – OUR APPROACH

TECHNICAL EXPERTISE

Specialists in refurbishment, extension and re-modelling projects

COMMERCIAL UNDERSTANDING

Close working relationship with property and asset managers develops commercial knowledge of service charges and capital requirements

PROGRAMME AND PROCUREMENT APPROACH

Bespoke procurement routes to balance risk, quality, programme and cost

FLEXIBILITY

Project teams tailored for each instruction with strong relationships and control over the supply chain

TEAM STRUCTURE

Streamlined nationwide teams to accelerate response times, reduce interface risk and lower cost

“

“A focus on the client’s commercial objectives.”

”

EXAMPLES OF BUILDING CONSULTANCY PROJECTS



THE SQUARE, LEATHERHEAD

Scope: Project Management of full refurbishment of 30 year old business park

Summary: Works included taking the buildings back to frame and installing new external fabric and a full CAT A refurbishment, including reconfiguration of office space, cores and lightwells, plus full external hardstanding and landscaping packages.



20/21 ST JAMES' SQUARE, LONDON

Scope: Pre-acquisition survey, building separation and full refurbishment

Summary: Advised on feasibility of splitting two linked buildings. Completed separation while maintaining means of escape and complying with statutory regulations enabling sale of No.20. Undertaking comprehensive refurbishment of No.21 including installation of new central core.



intu BROMLEY

Scope: Survey and preparation of 10 year PPM for fabric and M&E

Summary: Completed survey of 464,000 sq. ft. shopping centre and prepared 10 year Planned Preventative Maintenance Programme. Retained by purchasers of scheme to project manage circa £2m of project works per year over next 10 years.



COOPERAGE COURT, LONDON

Scope: Redevelopment of former warehouse into 45,000 sq. ft. HQ offices

Summary: Former brewery warehouse divided into office units and extended at roof level to accommodate 12 townhouses while existing residential tenants remained in occupation. Full cat A refurbishment as well as adding further 8,000 sq. ft. of space, achieved BREEAM 'Very Good'.

WHY WORKMAN?

PEOPLE

Motivated, experienced, stable team

EXPERIENCE

35 year track record of property management and building consulting skills in all sectors of commercial property

FOCUS

Clear focus on property management and building consultancy

LOCAL KNOWLEDGE

Regional network providing local expertise and close tenant relations

RESULT

Robust risk management systems

INNOVATION

Track record in delivering value through specialist approach to property management

“

“Specialising purely in Property Management and Building Consultancy has been the foundation of the firm’s growth.”

”



workman.co.uk

BIRMINGHAM | BRISTOL | CAMBRIDGE | CHORLEY | GLASGOW | GUILDFORD | LONDON | MANCHESTER | NEWCASTLE | SWINDON | PARIS | LYON