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Property Management Solutions Ltd

Management Overview

Chris Boles & the Directors of Vinco Group Limited



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Dear Chris

Further to our meeting, we have reviewed the extra information for Islington & Norton Street to help provide further detail and accuracy to our proposal. I feel a meeting may also be beneficial to fine tune your needs and expectations as we have still made some assumptions.

Even though many of your projects may be in the pipeline, Complete are experienced property managers offering services tailored exclusively to your developments individual needs. We always tailor our services to suit that of our clients so everything is possible! PRS is relatively new in the Northwest and at present, we are working with clients who are currently looking to deliver over 3,000 PRS and Student units across various sites in the Northwest, Stoke and Leeds area.

We offer various services that are not limited to:

1. Design and Planning

Complete are experienced property managers offering services tailored exclusively to your developments individual needs. We will assist at the planning stage by emphasising any potential design problems that may impact on the future costs to manage and maintain the development. Our services provide guidance on the following:

- Lease/rules/AST structure, queries and enforcement
- Planned materials and finishes
- Financial Service charge structures and budgets
- Site design, arrangements and service scheme
- Estate and amenity monitoring strategies
- Lift and gate specifications
- Refuse, parking and environmental strategies
- Resident and visitor parking
- Renewable, sustainable and efficient energy systems
- Security measures and systems

2. Development

Once you reach the building stage we will liaise with your appointed site manager, to assist with a smooth transition from completion to management control. We will deliver, as per your individual requirements:

- Financial and budget sign off
- Support to your sales and marketing team
- Customer service support
- Monitoring of integration of services such as utilities, telecommunications, mechanical & electrical

3. Marketing

We will work with your sales team to ensure that future property owners have an accurate picture regarding the services available on the development and a clear idea of the annual service charge budget or operating costs from the start. We will provide the following:

- Management Company set up (if applicable for private sites)
- Welcome Packs including an overview of the property and estate regulations
- Detailed explanatory financials to meet each client's needs with Budget notes



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- Financial and Maintenance reporting
- Refuse/Parking/Environmental Strategies

4. Completion

Complete prides itself on delivering excellence and understand that good working relationships are vital to the community of the development. We work hard to guide the residents so we can maintain and enhance the asset values of the development

Our services include the following:

- Maintenance of internal and external areas, car parks and gardens
- Dealing with client queries, support, complaints & advice
- Updates to the client (as applicable) regarding the running of the development
- Lease/AST queries & enforcement
- Regular site visits and on site staffing
- Arranging and attending meetings
- Arranging buildings insurance and managing insurance claims
- Health and safety and fire risk compliance to meet each sectors needs
- Mechanical & Electrical Maintenance, including liaison with trades as required
- Ongoing negotiation of utilities contracts
- Rent collection and debt recovery

We manage a mixed portfolio across the northwest and would welcome the opportunity to work with you on your upcoming projects as Managing Agents. Our most high profile developments are NV Buildings & St James Park in Didsbury. In the past we have also worked with firms such as the Peel Group prior to the launch of Media City Residential on a consultancy basis.

We are also pleased to work with a number of small and mid-range sized clients, as we are always keen to help clients in any way we can – large or small.

We have been building affiliations and links with Universities and feeder communities for various Northwest locations in advance of property availability.

Due to the PRS boom, we are relatively new to purpose built PRS but our experience is expanding with many properties at planning and in the build stage. Student is a new sector for us that we are developing alongside our PRS portfolio. We have a number of tenanted blocks which are private with high subletting levels, and have been working in the block management sector for nearly 13 years, dealing with all aspects, offering a one stop shop!

We have found that clients benefit from a split management cost structure, which is negotiable. This provides management and maintenance for the block and clients, with a separate fee structure percentage for the lettings and management of the units. This has been demonstrated on our draft budgets for each development model. We can also offer a fixed fee FM option so the risk of overspending is removed and the risk lies with us.



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Our primary function is managing the day to day needs of the client and the health & safety of the site and staff. We also deal with the short term maintenance needs and facilities management. We also have our own maintenance team to reduce costs and improve serviceability and a number of partners to service the developments other requirements.

We are expert in dealing with strict financial control of developments to help reduce operating costs, whilst delivering a high level of expected service. We can also develop suitable communication tools for the occupants to ensure good communication channels are available such as websites, Facebook forums, newsletters etc.

We have a proven record and our clients would be happy to act as reference to this. We are always available to support our clients and offer any solution that may be required and necessary. Our proposal will cover all areas of management, not limited to the lease obligations, H&S, and the expectations of the Residents.

We use a number of partners to service developments and you will benefit from our purchasing power. In monetary terms, at present we manage over £500m of assets, with total annual service charges of over £4.5m. We anticipate this to double in the next 18 months with our new instructions. We have had 14 new client instructions in the last 6 months.

Kind regards

A handwritten signature in black ink, appearing to read 'Darren Norris', is positioned below the text 'Kind regards'.

Darren Norris
Managing Director
Complete Property Management Solutions Limited