

CLIENT PERSPECTIVES



**MAKING
PROPERTY
WORK**
SHW.CO.UK



CLIENT PERSPECTIVES

WELCOME TO CLIENT PERSPECTIVES

At SHW we believe in listening carefully to what our clients say about us, rather than just telling them what we think about the firm.

Client Perspectives is just one of several ways we do that. We hope you enjoy reading what the following nine clients think and say about us.

ASTRANTA

ASSET MANAGEMENT

GRAHAM MARSDEN, DIRECTOR

"I first used SHW for management in 2000 when I needed someone to manage a medical portfolio I was asked to take over responsibility for. The portfolio consisted of some 30 doctors' surgeries in the south east of the country. I wanted management agents in the local area.

Initially, I split the portfolio into two halves, with SHW handling one half and a national firm handling the other. SHW were excellent at managing the relationship with the doctors and tidying up a lot of old issues from before they became involved.

You need someone who has the time to devote to it, who pays close attention to the detail, does the rent collection and gets the timing spot on - SHW were great, they ticked all the boxes.

They were keen to find ways of getting the reporting more streamlined - so we developed a simple but effective reporting Excel format which saved working through multiple reports.

They were so much better than the managing agents for the other half of the portfolio that I soon decided to put the whole portfolio with SHW.

Our relationship has developed from there; I started instructing SHW's Rent Review team based on their desire to have the work and their reliability.

I then replaced a national firm of agents, who had been managing an industrial portfolio of around 90 tenants for me, with SHW. They quickly picked

up the portfolio with all of its difficulties and made the whole process so much easier - they are right on top of the detail and I can now rely on SHW to just get on with it.

The work is properly resourced, they do what they say, on time, and at the right time, without having to be chased it's fantastic. They also link well with their Building Surveying team which can be very useful to us.





"SHW are straightforward, professional and the way they work is painless and seamless - very impressive. I keep giving them more work, it's a good relationship. My only fear is by contributing to this marketing effort they will get more clients and have less time to spend on Astranta's business!"

GRAHAM MARSDEN,
ASTRANTA ASSET MANAGEMENT

MAYO WYNNE BAXTER

SUE GADD, PRACTICE DIRECTOR

"We first came across SHW in 1998 when they sold us our Brighton office. Then five years ago we were thinking of moving to a more modern office building in Lewes which would be more in keeping with our brand image. The letting agent we were using showed us the paper plans for a new build and, as they knew that SHW had advised the company in the building adjacent to the one we were considering, they thought it might be helpful for us to meet them. As a result we appointed SHW as the project managers.

The Building Consultancy team oversaw the work to ensure compliance with the plans. They also acted as the project managers for the fit-out and dealt with the dilapidations report on our old building. Furthermore, they negotiated the leasehold for us to keep the rent down, and got us the best part of the building.

We have nine offices in the South East so from time to time SHW have been appointed to deal with closures, dilapidations, negotiations on leases and searches for new offices.

We are also one of the fastest growing regional law firms so when we acquire other practices we use SHW to do a pre-acquisition survey to establish the condition of the buildings as part of our due diligence. We will then look at the details of the lease both from a legal point of view and they will look at it from a surveyor's viewpoint.

We discussed how we might refurbish the space within the building in line with our brand values, SHW then costed the various options - orchestrating the work we require using other divisions within SHW as necessary. For instance we have used their business rates team to challenge the rates we are paying but only where they think it is appropriate to do so.

As a result we have been successful in reducing our business rate costs on five offices where we agreed a challenge was merited. In achieving this SHW demonstrated that they were not only technically sound but they also had a deep understanding and knowledge of property values in the locations where we have offices. They also have a good relationship with the Valuation Office so they can conduct negotiations on our behalf.

Our business relationship has grown over the years; we started on a project by project basis and it has evolved into us now working in partnership with them. They are currently developing a handbook containing the requirements (and timings) for the maintenance of our eight office buildings. This involves listing all the relevant information, such as - statistical reports, a section on the maintenance programme for each office, the duration of the leases, the servicing that is required by the terms of each lease contract and the frequency of any such commitments. There is also a structural section regarding redecoration and external maintenance. It's really a preventative maintenance programme for each building. This is not only 'best practice' but it also ensures that we make an accurate cost provision in our annual budgeting.

They now know our style of working, how our buildings and work areas should reflect our brand image and the importance of the look and feel of the offices. We are at a point in our business relationship whereby we can rely and trust the team to carry out many of the tasks we want with the minimal amount of briefings. They just get on with it and I can be confident that they will reflect our needs and wishes. This saves a lot of time.

We also have a good relationship with the agency side of the firm and they too understand our style and business needs in terms of the type of offices we are interested in. They demonstrate this by introducing us to potential opportunities where they think we might want to upgrade an office in one of our locations.



So in conclusion we have come a long way with SHW. They are responsive, technically sound, discrete and catch on fast. They have great local knowledge in all of the nine areas where we have offices, they are pro-active and good at anticipating our needs. They have saved us money by achieving reductions in business rates. As a business we are known for the exceptional service and advice we provide our clients and we look for the same from our suppliers. As a consequence we have reduced our roster of surveying firms to just one - SHW. This indicates the high esteem in which we hold them."

UNIVERSITY OF BRIGHTON

JULIAN WOOD, PROCUREMENT SERVICES MANAGER

"The University has five campuses across Sussex, mainly in Brighton but also in Eastbourne and Hastings, consisting of around 100 buildings and a considerable amount of land. Every five years or so we are required to conduct a valuation audit for both insurance purposes and to ensure we are reporting our assets correctly in our accounts. This was done about nine months ago after SHW pitched for the work through a competitive tendering process, required by law, as we are in the public sector.

They won the job through a combination of aspects - an excellent presentation, possessing the necessary skills and giving us a reasonable quote for the work. It also helped that they were a local firm with a deep understanding of the local property market.

This large and complex job required a considerable amount of pre-planning. SHW ticked all the boxes and were excellent in every way - they knew exactly what they needed from us and if anything they were very patient with us as we scabbled around trying to source all the information that was required.

With all the properties and the land that the University owns it would have been a daunting job for an inexperienced firm, but although it was complicated they were soon up to speed, very professional and always in control (it was obvious that they had done this kind of work before), so every aspect of the job went smoothly.

We had used SHW for property valuations some years ago and if we have the need for similar work in the future I would be happy to work with them again. They were very professional throughout the process, every detail covered and they were easy and friendly to deal with. They picked up on our needs very quickly and

it was clear from the outset that they knew their business extremely well. It almost goes without saying that they were technically sound.

Nice people to do business with."





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JULIAN WOOD,
UNIVERSITY OF BRIGHTON

GRANGE MANAGEMENT

RICHARD SMITH, OPERATIONS MANAGER

"Grange Management are a 'not for profit' managing agent, being a wholly owned subsidiary of a Housing Association. Grange manages the shared areas on the properties within our portfolio, which include blocks of leasehold flats and housing estates. Our remit as managing agent is to manage the planned and reactive annual maintenance.

Anything that is not provided annually (i.e. which occurs on a cyclical basis such as major works, redecoration, etc.) is frequently outsourced to surveying firms like SHW as opposed to undertaking these works in house. This allows Grange to focus on our management service.

We work primarily in three main areas of the property market:

- Residential schemes
- Retirement schemes
- Commercial property

Currently we manage around 6,000 properties over 200 developments. We have worked with SHW for around five years – they principally manage major redecoration work for us and our clients – and undertake the odd defects survey when the need arises. Once instructed on a job they would fulfil the following aspects:

- Carrying out an initial survey
- Production of a schedule of works / project report
- Arrange for the schedule to be put to competitive tender
- Production of tender summary for us to complete the

necessary consultation with our clients

- Oversee the works and the supervision of the contractor(s)
- Certify the works as being completed in accordance with the specification

The relationship between us and SHW has evolved over the five years that we have been working with each other and is now finely tuned. They have an excellent understanding of what we and our clients need to achieve.





There is a high level of expectation and we require a slick professional service and we get just that from SHW. They tick all the boxes; good communications (using plain English) throughout the duration of a job, they are reliable, efficient and in our opinion they represent good value for money.

There is a strong argument that by using them we get a better quality of service delivered by the contractors, this comes down to the firm's strong reputation in the market and the strength of their brand. In terms of the potential for additional work, I have a clear understanding of the other services they offer and I see no reason why, if the situation arose, that we would not include them in a tender process always assuming that their skillset matched that of the role.

Over a twelve month period SHW receive a minimum of 20 redecoration projects to supervise so when the defects work is factored in they receive a decent number of instructions a year from us.

They are professional people to work with, they deliver all the things we want from them - fast response times, clear and concise reporting, practical ways of looking at tasks and good at resolving issues.

Overall they work well with our clients, stakeholders and contractors with a view to getting the job done and delivered to a high standard."

LEEDS BUILDING SOCIETY

SIMON WILKINSON, HEAD OF COMMERCIAL LENDING

"I am not sure how the initial introduction between the Leeds Building Society and SHW came about but I think it happened around the last recession, so perhaps 2008. At the time we were struggling to find the right surveying firm in the South East to fulfil a particular task. We wanted a mid-sized firm which knew the local market and the West End firms are not necessarily appropriate. SHW fitted the bill perfectly - not too big and not too small with strong links and great knowledge of the property market in the South East.

They do valuation and formal recovery work through LPA Receivership for the Society. They also give us ad hoc / added value advice; a good example was in regard to a distressed building which was security for a commercial loan provided by the Society and where income had collapsed and the value with it. In this type of situation SHW will give us general advice in advance of the Society doing anything formal. As such they act as asset advisers in respect of lending situations, providing advice on our options which might not necessarily be formal recovery.

The first recovery job SHW did for the Leeds Building Society was in regard to a non-performing business centre. It was an unusually difficult and messy job. They sorted out the management before getting ready for the sale and then they managed the sale for us. The firm has been appointed several times since then, mainly because they did a thoroughly good job with the first one. Our sense was that we got partner level support even on smaller jobs.

They are reliable, good at keeping us up-to-date and the only reason we don't do more with them is because we haven't got more to give - thankfully!

Their fees are definitely competitive in the South East and as they are qualified

receivers and valuers we tend to take their technical skills as a given. That's not to say that they aren't technically excellent - they managed an exit out of a difficult situation with a job in Leatherhead which could have gone badly wrong and taken a long time to sort out, a great success for us.

One of the advantages they have over other firms is their excellent coverage throughout the South East, with strong local representation and a good knowledge of local values. They totally understand our business and its needs so we don't have to overly brief them on jobs; they have been there before and know what is required.

We get the right people allocated to each job, proportionate to the needs of the task - not too many and always at the appropriate level of seniority. Bigger firms tend to lead with a Partner but we soon find ourselves working with less experienced staff, this doesn't happen with SHW."



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SIMON WILKINSON,
LEEDS BUILDING SOCIETY

GALLIARD HOMES

TREVOR RACKE, DIRECTOR

"When Galliard Homes purchased the former Ovingdean Hall Campus School for the deaf in 2010 and started to run it as an International Language School, we used SHW to deal with our commercial property rating requirements on the Campus. The School had been rated for business purposes whilst they thought it should have been rated for student accommodation. A detailed case was compiled for the Valuation Office to consider, which was subsequently approved, changing our status to zero rated.

SHW probably saved us over a £100,000 - in fact more - as we thought the rates were likely to be over £200,000 a year. This was fantastic.

Over the last couple of years we have worked with a Partner in the Development Consultancy Department. He came to the College to view it and consider if he might have any interested clients / contacts who might want to buy it. Galliard Homes are the largest privately owned residential developer in London, so running an International Language School is not really within our area of expertise. As SHW had been the original agents, instructed by the previous owners, it seemed sensible to use them to handle the sale.

We then met the team and quickly decided not to see anyone else. Sussex wasn't an area that Galliard had done much work in up until then, but with SHW's reach across the South East, knowledge and experience we soon began to look at various residential opportunities to buy in Brighton. This is an on-going situation.

Work often exceeds expectations, the quality of our relationship means that if there's a whiff of a good opportunity I can be fairly confident that I will be one of the first to receive a call, which is what you want from a good agent. And unlike some, it's not just an email with '... just seen this, what do you think; 2% fee required...' We get a lot more detail - thoughts on the deal, exactly what the deal is, genuine perspective, and suggestions

ending with an offer for any further information we might want in order to help us decide. We will then often meet up to talk it through, always with our best interests in mind; i.e. a full service with an active contribution.

Technically they are great – they are also excellent in terms of response. Always very positive and we have never had any issues with them or the level of service we receive.

In terms of creative input they introduce us to clients who they think might be good for investment opportunities. For example they work with various quangos and government agencies and have introduced us to one to explore possible joint ventures. It's great when they see potential link-ups with other clients where there might be synergies for both parties to benefit. Our contacts at SHW are very good at this, they've got an eye for this sort of thing.

In terms of value for money they are similar to other agents but they add value in other ways as well.

They really are great people to do business with."



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TREVOR RACKE,
GALLIARD HOMES

ALLIANZ GLOBAL ASSISTANCE

JUDITH KANE, FACILITIES MANAGER

"We started working with SHW about eight years ago. The legal team in those days used them for our lease renewals. We have been based in Croydon for a number of years and have always used the firm in all aspects of our negotiations. Allianz Global Assistance are currently using the services of SHW due to our imminent lease expiry.

We need to consider various options such as; relocation or a possible lease renewal etc. SHW have been very helpful offering professional advice and support - they have been invaluable. One of their best qualities is their extensive knowledge of the local commercial property market, they have great connections in this area. They seem to hear about properties becoming available in the area before they have even come onto the market!

The firm have provided us with a short list of possible properties to consider and have accompanied us on site visits, which is a great help as they often have a better understanding of what to look out for than we do. They have provided us with advice on rents and rates information on all of the short listed properties.

SHW have worked with Allianz on the dilapidation assessment for our current building, producing a report that was both thorough and convincing. As a result they have been able to provide us with an anticipated claim in respect of the dilapidations at the end of lease. They have also advised us on the end of term liability regarding our lease. And because of their expertise and local knowledge they have helped us to re-negotiate our business rates, submitting appeals and getting substantial discounts on our behalf. We are kept well informed and they are happy to pop in on a weekly basis to update us. We work with two partners at the firm and we are very impressed with their knowledge and ability.

Due to their local knowledge they have been able to supply excellent information; such as photos of the buildings, detailed measurements of each, when the properties become available, length of leases etc. This information is updated on a regular basis.

In addition they often offer help and advice beyond the job in hand; recently we were working on a project in the Midlands. Because they will work all over the country they were able to give us the information we needed, in a particular area of expertise, to support our project. They have also introduced us to a firm of quantity surveyors and suggested various 'fit-out' companies - neither of which was really part of their remit, but it all adds up to a great service.

All of this demonstrates how professional and helpful SHW have been. We would have no hesitation in recommending them to other companies."



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JUDITH KANE,
ALLIANZ GLOBAL ASSISTANCE

NEWHALL PROJECT

MATTHEW BYATT, SALES & MARKETING CONSULTANT

"The Newhall Project team had worked with a particular property manager for about five years before his move to SHW in 2013. We already had a great relationship with him, so it made perfect sense to continue working with him.

At the time we were roughly ten years into what will most certainly be a 20 to 25 year programme of developing the Newhall Project. In a nutshell it is a new town development consisting of 2,800 houses and homes North East of Harlow.

The hallmark of the project is a master plan centred around both stimulating architecture (the Moen brothers didn't want an 80s mismatch of different designs - no neo-Georgian and mock-Tudor) and the desire to maintain a country feel - which means, amongst other things, never being more than 70 yards from an open space and there are no cul-de-sacs.

Given the scope of the project the role for SHW is very broad covering the management of the leasehold buildings, the block management, looking after the open spaces and the non-adopted elements. It's not straightforward and the roles are multiple and very diverse in nature with a wide spectrum of apparently trivial issues such as where to place the dog mess bins and the culling of pigeons, to huge activities - things that don't initially spring to mind such as the urban SuDs scheme which involves a way of taking the pollution out of surface water through a series of reed beds. One of SHW's many roles is to organise the harvesting of the reeds! They deal with numerous outsourced contractors and manage the on-site neighbourhood TV network (you can imagine the outcry when the system goes down!). They also help us develop and manage the parking arrangements for the development.

SHW are on-site at least once a week and are very 'hands on' and the current residents can share their concerns and problems. It takes all the hassle away from us, requiring patience, diligence, tact and a strong character. It's an invaluable service.

Further down the line there will be other work for them, such as the management of neighbourhood district, which includes a thatched community centre and small business units which will require others at SHW with their different skillsets; plus there will also be allotments, shops and lots of leasehold blocks as well as office space and commercial units to manage.

As I said this is a huge project spanning many years and although we are well on the way there is still a huge amount to do and I hope SHW will continue to provide a range of high standard professional services to ensure we achieve the Moen brothers' vision."



"SHW are on-site at least once a week and are very 'hands on' and the current residents can share their concerns and problems. It takes all the hassle away from us, requiring patience, diligence, tact and a strong character. It's an invaluable service"

MATTHEW BYATT,
NEWHALL PROJECT

NSSL GLOBAL

MICK NICHOLLS, SECURITY & FACILITIES MANAGER CONSULTANT

"NSSL Global moved into our building in September 1998, my predecessor used to manage all the leases, rent reviews etc. and I took over these roles (plus many others!) when he retired in 2010. He worked with SHW so I inherited them and felt no need to change to another firm of surveyors.

We have a 25 year lease on the building, with a break clause after 15 years and a rent review every five years. SHW negotiated the deal, on our behalf, in a very positive way by arranging the 25 year lease, the favourable 15 year break clause and they were involved in the first rent review. We signed until 2023 with no rent increase until 2018 and 15 months free rent. They are tough and rigorous negotiators and it helps a lot that they have such a deep understanding of the local property market.

They have also helped us with protracted negotiations regarding sub-letting part of the building. We have finally concluded the arrangements after nearly two years. There were numerous issues to be resolved and it has dragged on a bit but both parties conceded a little and we now have a solution. Without the firm's help I don't think we would ever have got through it! Their knowledge of the market place was instrumental in finding a solution to complete the contract.

Over the last four years or so we have instructed SHW with regard to a maintenance programme for the building which includes a calendar section illustrating when work / repairs need to be carried out. Besides the contractual need to keep the building in good condition this also has the great advantage of ensuring we have annual budgeting certainty. I have built up a really good working relationship with SHW - I wear many hats so it's really helpful to have the confidence with property related issues, our leases (including the Sub-letting arrangements) and rent reviews are all in safe hands. It saves me time and is reassuring to know that the work will be done professionally, on time and on budget.

In summary SHW are tough negotiators, very professional and have great local

knowledge. They are straightforward, plain speaking, flexible and open. We tried going it alone once in terms of negotiating the rent review with the landlords - but in the final analysis we probably didn't do as good a job as the experts, like SHW, even though we saved on fees! We now revert to them on all issues concerning rent reviews, lease negotiations and subletting."



“SHW are tough negotiators, very professional and have great local knowledge. They are straight forward, plain speaking, flexible and open”

MICK NICHOLLS,
NSSL GLOBAL

WHAT WE DO:

SPECIALISING IN...

- Investment
- Office Agency
- Industrial & Logistics
- Development Consultancy
- Retail & Leisure
- Lease Advisory
- Valuation
- Business Rates
- Planning
- Recoveries & Restructuring
- Education
- Healthcare
- Building Consultancy
- Residential Property Management
- Leasehold Enfranchisement
- Commercial Property Management

SHW is an independent property advisory business with specialists in many aspects of commercial and residential property. From offices in London and the South East we serve our clients across the UK, striving to provide the right answers to their property needs and making property work for their benefit.

We have eight offices – so here are eight things you might not know about SHW.

- We are owned and managed by 30 partners all of whom work full time in the business
- Our eight offices are in London W1 and the South East England, but we work all across the UK for our clients.
- We have over 70 professionally qualified chartered surveyors out of a total staff of almost 200.
- Our origin dates back to 1798, when Black & Co was established in Croydon
- Our core disciplines are Commercial Agency & Investment, Professional Services (Landlord & Tenant, Valuations and Rating), Development Consultancy & Town Planning, Building Consultancy, Commercial & Residential Property Management.
- Our Property Management Division was the first dedicated property operation registered to BSI to ISO9002 (nee BS5750 Pt 2). Now, the entire company is registered to ISO9001
- The Company is Regulated by RICS and has members who belong to ARMA, ARMA-Q, NARA, RTPI and IRRV
- Specialisms include Healthcare & Medical Property, Roadside, Charities, LPA Receivership, Airports, Leisure and Leasehold Reform work.



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The logo consists of an orange parallelogram shape. Inside the shape, the letters "SHW" are written in white, bold, sans-serif font.

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