

# SERVICES



MAKING  
PROPERTY  
WORK  
[SHW.CO.UK](http://SHW.CO.UK)



## WELCOME

SHW are proud of the many services we offer. This booklet sets out these services and the main contact for each. We hope that you find this summary useful and please do contact our teams for further information or visit our website [www.shw.co.uk](http://www.shw.co.uk)

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For further information please contact:  
**Russell Markhams** MRICS - Managing Partner Building Consultancy  
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## AGENCY SALES, LETTINGS & AQUISITIONS

- Office
- Industrial & Logistics/Warehouse
- Retail & Leisure
- Motor Trade & Roadside
- Aviation & Airport
- Investment

In today's ever-changing business environment, knowing where to buy or lease and when and how to sell can be challenging if you don't have a detailed understanding of the movements and trends in the market. We have the research statistics, the knowledge and the team to give you the right intelligently researched and practical advice.

### KEY FACTS

- We are the largest team of agents covering the South East, strategically located to give our clients the best possible advice.
- We are instructed on a large percentage of available properties in each area and this leads to a better knowledge of requirements in the market place.
- We have extensive records of tenancies, lease expiries and tenant breaks, allowing us to target occupiers who have the opportunity to relocate before they come to the market.

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/agency-sales-and-lettings/](http://www.shw.co.uk/commercial-property-services/agency-sales-and-lettings/)



#### BRIGHTON - LETTING

40,000 sq ft office let to Regus Spaces.



#### CRAWLEY - LETTING

55,000 sq ft new-build logistics warehouse pre-let during construction at record rent.



#### CROYDON - LETTING

Various landlord lettings within this prime Croydon office building.



#### BRIGHTON - INVESTMENT

Mixed use investment sale - two restaurants/bars, two office buildings, 59 flats and car park, sold to a local investor for £2,500,000 showing a net yield of circa 6.5%.



#### ACQUISITION

Retained agent to acquire retail unit throughout the South East on behalf of Subway.



#### GATWICK - ACQUISITION

Seven acre site acquired for clients for 170,000 sq ft warehouse and logistics development.



For further information please contact:  
**Tim Hardwicke** BSc (Hons) MRICS - Partner

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## VALUATION

### CLEAR, FOCUSED VALUATION ADVICE

- Sale and Acquisition
- Loan Security
- Portfolio Valuations
- Accounts
- Tax
- Litigation
- Expert Witness
- Charities Act
- Pensions
- Matrimonial Disputes

The valuation of property can be a complicated process, we try and simplify this for you by providing an accurate and comprehensive valuation service.

### KEY FACTS

- Dedicated RICS Registered Valuers
- Our local market knowledge enables us to provide you with current and professional valuation advice

### MORE INFORMATION:

[www.shw.co.uk/commercial-property-services/professional-services/valuation/](http://www.shw.co.uk/commercial-property-services/professional-services/valuation/)



For further information please contact:  
**Howard Cox** BSc (Hons) MRICS - Partner

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### SOUTH LONDON & KENT

Portfolio valuation of over 500 residential investment properties for private investment company.



### PEVENSEY BAY

Valuation for secured lending of 0.9 acre site for innovative residential scheme.



### BRIGHTON

Probate valuation of 14th storey two bed flat within the tallest residential building on the South Coast.



### BRIGHTON

Accounts valuation of 100 properties for University of Brighton. Buildings ranged from schools and student accommodation to gyms and playing fields.



### CRAWLEY

Valuation of modern, air conditioned office building for SIPP purposes.



### REDHILL

HQ office building of 39,000 sq ft valued for accounts purposes. Refurbished accommodation and very good parking provision.

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## LEASE ADVISORY

### SPECIALIST LEASE ADVISORY SERVICES

We ensure our clients get the most from their commercial property across the UK. Whether you are a landlord or tenant, our team can help you with:

#### HOW

- Extensive and in-depth understanding of the commercial property markets
- Representation on rent review and lease renewal negotiations
- Advice and guidance on the complexities of Break Options and associated conditions
- Identifying potential lease re-structuring opportunities
- Guidance on Landlord & Tenant Act 1954 statutory procedures and compliance
- Independent Expert representation at Third Party referrals and court proceedings
- Representation at PACT/Mediation proceedings

#### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/professional-services/lease-advisory/](http://www.shw.co.uk/commercial-property-services/professional-services/lease-advisory/)



#### CROYDON

Rent review on behalf of tenant client on a large industrial unit in Croydon.



#### LONDON

Settlement of a number of high profile rent reviews and lease renewals major Chinatown tenant clients.



#### BROMLEY

Multiple rent reviews and lease renewals for major Bromley office occupier.



#### BRIGHTON

Lease renewals and rent reviews on behalf of landlord on prime 250,000 sq ft Brighton office scheme.



#### NATIONAL RETAILER

Lease renewals, rent reviews and general lease advisory service for national pharmacy chain.



#### CRAWLEY

Rent review for a landlord client on a large Crawley industrial property where 23% increase in rent achieved.



For further information please contact:  
**Paul Wade** DipSurv MRICS IRRV (Hons) - Partner

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## HEALTH & SAFETY

Our in-house Health & Safety advisors will make sure you remain compliant with the wide range of evolving health and safety regulations including the Health and Safety at Work Act 1974; the Construction, Design and Management (CDM) Regulations 2015; and the Regulatory Reform Fire Safety Order (RRO) 2005.

### CDM 2015 COMPLIANCE

- Liasing with HSE
- Preparing Pre-Construction information
- Reviewing construction phase plans
- Assessing competencies
- Design risk workshops
- Health & Safety files
- Site management

### HEALTH & SAFETY TRAINING

- Fire safety awareness
- Fire warden
- Fire extinguisher
- Evacuation chair
- Manual handling
- COSHH
- DSE

### FIRE SAFETY MANAGEMENT

- Fire risk assessments
- Emergency evacuation plan
- Fire signage & door audits
- Fire advice

### HEALTH & SAFETY/MANAGEMENT

- General risk assessments
- Health & Safety policies
- Access audits
- Health & Safety audits
- Risk Assessment Workshops

### MORE INFORMATION

[www.shw.co.uk/commercial-services/building-consultancy/health-and-safety](http://www.shw.co.uk/commercial-services/building-consultancy/health-and-safety)



### CROYDON

Fire risk assessment for Croydon Airport Visitor Centre to ensure compliant with the Regulatory Reform Fire Safety Order 2005.



### CRAWLEY/GATWICK

Principal Designer and CDM Advisor services to Evans Cycles in relation to refurbishment work of their Gatwick warehouses.



### LONDON

Bespoke fire strategies for Local Authority.



### SOUTH EAST

Access audits for Housing Association portfolio to identify improvement works creating more accessible sites.



### SOUTH OF ENGLAND

Fire and general risk assessments for Grange Management portfolio.



### TRAINING

Fire warden and evacuation chair training for Brighton School to improve evacuation procedures.



For further information please contact:

**Peter Dobson** CMIOSH MSc BA (Hons) - CDM, Fire, Health & Safety Advisor

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## RECOVERIES & RESTRUCTURING AS FIXED CHARGE OR LPA RECEIVERS

We provide expert advice on potential Receiverships and Restructuring of fixed charge and secured lending debts, to maximise the Recovery. We are members of NARA - The Association of Property and Fixed Charge Receivers.

We cover the whole of England and Wales with a team of Receiver Specialists with the benefit of a full range of Chartered Surveyor services to hand.

### WE ACHIEVE THIS BY

- Clear exit strategies
- Pro-active approach
- Regular reporting and communication
- Empty Property Service
- Effective action to increase the value of the asset

### Clients include:

- Allied Irish Bank Plc
- Barclays Bank Plc
- Bank of Cyprus
- Investec Bank Plc
- Leeds Building Society
- Nationwide Building Society
- Yorkshire Building Society
- Private Investor Appointments

### MORE INFORMATION

[www.shw.co.uk/residential-property-services/recoveries-and-restructuring/](http://www.shw.co.uk/residential-property-services/recoveries-and-restructuring/)



### BRIGHTON

1.5 acre strategic site. Former office building sold for residential redevelopment.



### LONDON

Luxury Docklands two bed apartment. Sold exceeding borrower's indebtedness.



### HORSHAM

8.91 acre residential development site. Sold with planning consent granted for seven residential dwellings and resolution for two more subject to a Section 106 Agreement.



### BRACKNELL

Grade A offices 34,000 sq ft. Sold with vacant possession.



### REDCAR

A three storey building let to NatWest Bank with offices above - sold.



### CHARD

14,000 sq ft office - sold.



For further information please contact:

**James Neale** MRICS FNARA - Asset Management & Head of Recoveries & Restructuring Director

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## LEASEHOLD ENFRANCHISEMENT

When the lease on a flat is too short, the value can plummet quickly. Whether you are a leaseholder looking to extend the lease on your flat or a freeholder who has been received an application from the leaseholders to purchase the freehold, we are able to help you through the process. SHW are members of ALEP, the Association of Leasehold Enfranchisement Practitioners and have valuers located in offices throughout the south-east with specialist knowledge of this complex area of valuation.

The Services we can provide are:

- Freeholder/leaseholder negotiations
- Lease extension and collective enfranchisement valuations for freeholders or leaseholders
- Close liaison with solicitors to ensure timescales in the statutory process are adhered to
- Representations as an expert witness at the First-Tier or upper tribunals
- Valuations of ground rent investments from individual properties to large portfolios for secured lending, accounting or a variety of other purposes

### MORE INFORMATION

[www.shw.co.uk/residential-property-services/leasehold-enfranchisement/](http://www.shw.co.uk/residential-property-services/leasehold-enfranchisement/)



### LONDON

Lease extension valuation on behalf of retained client (freeholder) to negotiate a premium between parties for a 90 year extension on multiple residential flats in block.



### WORTHING

Valuations and negotiations carried out for the freeholder of 14 flats within mixed use building with a complex intermediate leasehold arrangement.



### EASTBOURNE

Valuations for leasehold enfranchisement of three blocks totalling 41 flats on behalf of the leaseholders.



### BRIGHTON

Collective enfranchisement valuation and negotiations for the freeholder of a high value seafront regency block.



### LONDON

Valuation and negotiations for the freeholder in respect of a lease extension within a mixed use building and with a separately represented intermediate leaseholder.



### BRIGHTON

Valuation of a ground rent investment portfolio for secured lending purposes comprising 250 flats in 13 blocks with planning permission for the development of the roof space.



For further information please contact:  
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## BUSINESS RATES

Business Rates can be an expensive cost item to any business, but using our extensive rating knowledge and expertise, we ensure our clients keep this cost to an absolute minimum.

### HOW WE CAN HELP

- Explaining how the rating system works for all types of commercial property
- Examining your Rateable Value and considering how it can be reduced
- Advising on empty rates issues and developing innovative legal mitigation strategies
- Actively managing property to obtain all applicable rates reliefs
- Advising on splits, mergers and deletions of commercial property assessments
- Submitting rating appeals and negotiating with the Valuation Office Agency
- Liaising with Local Billing Authorities to recover savings
- Supplying detailed Savings and Budgetary Reports using leading industry rating software
- Guiding you through the complexities of Valuation Tribunal procedures
- Interpreting rating case law and legislation
- Providing local, regional and national coverage and experience

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/professional-services/business-rates/](http://www.shw.co.uk/commercial-property-services/professional-services/business-rates/)



For further information please contact:  
**Robert Dixon** BSc (Hons) MRICS - Director

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### NATIONWIDE

Acting for a national animal charity to reduce their rating liability.



### SUSSEX

Creating individual Business Rates assessments and managing the ongoing liability.



### NATIONWIDE

Advising on all aspects of empty property rates relief.



### SUSSEX

Dealing with the removal of the property from the rating list during conversion works.



### NATIONWIDE

Throughout the UK reducing the ongoing Business Rates liability for a national builders merchant.



### SOUTH EAST

Acting for a major UK airline on all airside and non-airside rating issues.

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# SPECIALIST PROPERTY SECTORS

## VALUATIONS, RENT REVIEWS & APPRAISALS

### HEALTHCARE

- GP surgeries and Health Centres
- Clinics
- Veterinary surgeries/ Dental surgeries
- Pharmacies

### EDUCATION/CHARITIES

- Schools
- Colleges
- Academies
- Nursery Schools
- Places of Worship

### OUR EXPERTISE INCLUDES:

- Valuations for sale, purchase, loan security and taxation
- Rent reviews and lease renewals
- GP surgery rent reimbursement advice/negotiations
- Depreciated Replacement Cost valuations
- Expert Witness Reports
- Qualified Surveyor's Reports for Charities Act purposes
- Site appraisals
- Development advice and monitoring



#### SURREY

Depreciated Replacement Cost valuation for accounting purposes of a Special School.



#### KENT

Portfolio valuation for company accounts purposes of twelve purpose-built GP surgeries and pharmacies. Previous advice and negotiations on rent reviews.



#### SOUTH WEST LONDON

Bank valuation for loan security purposes of an Independent School and adjacent dwelling house.



#### WEST SUSSEX

Qualified Surveyor's Report in accordance with the Charities Act Provisions of an independent school.



#### HERTFORDSHIRE

Negotiating a rent review and rent reimbursement on behalf of the tenant GP practice.



#### NORTH WEST LONDON

Valuation for accounting purposes of five college campus sites.



For further information please contact:  
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## DEVELOPMENT CONSULTANCY

A DEDICATED TEAM COVERING ALL ASPECTS OF THE DEVELOPMENT PROCESS FROM FEASIBILITY TO CONSTRUCTION

- Development Site Disposals and Acquisitions
- Secured Lending Development Valuations
- Residential Investment Agency
- Expert Witness Valuation Reports
- Development Feasibility and Analysis
- Compulsory Purchase and Compensation
- Section 106 and 3 Dragons Toolkit Valuations
- Viability Valuation
- Pre-Application Negotiations with Planning Authorities
- Specialist Reports to Accompany Planning Applications
- Strategic Land Sales

### KEY FACTS

- We can deal with the entire development process from initial feasibility to complete development across the South East
- We can assist with Development Services like CDM, party wall awards and project management

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/agency-sales-and-lettings/development-consultancy/](http://www.shw.co.uk/commercial-property-services/agency-sales-and-lettings/development-consultancy/)



For further information please contact:  
**Richard Plant** BSc (Hons) Dip VEM MRICS - Partner

020 8662 2718 | 07850 584240 | [rplant@shw.co.uk](mailto:rplant@shw.co.uk)



### PURLEY WAY

Freehold office building totalling 28,000 sq ft sold for residential conversion under permitted development rights for £6.5m. Under construction.



### LONDON

1.02 acre multi-let industrial site. Preparing the site for marketing as a development site for 160 units. Exchanged subject to planning.



### CROYDON

1.16 acre development site for a 25 storey scheme of 232 residential units and commercial space.



### CROYDON

Sale of 73,452 sq ft 1960's office building for residential conversion.



### REIGATE

Historic Town Centre development site sold with consent for 13 flats.



### WORTHING

Substantial vacant office building sold. 53,000 sq ft on 4.55 acre sold after competitive best bids invited.

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# TOWN PLANNING

## A DEDICATED TEAM COVERING THE WHOLE OF THE SOUTH EAST

There are many challenges that come with planning to develop or redevelop property, such as balancing planning policy, stakeholder disputes, and financial contributions. These can delay or even prevent planning consent on land or redevelopment sites.

### PLANNING SERVICES

- Development Feasibility and Analysis/Pre-Application advice
- Town Planning Feasibility Reports
- Negotiations with Planning Authorities
- Specialist Reports to Accompany Planning Applications
- Submission and Management of Planning Application
- Lodging and Managing Appeals to the Planning Inspectorate
- Planning Committee and Professional Presentations
- Assistance in Proposing Sites for Inclusion within the allocations of Local Planning Frameworks variation to discharge of planning conditions

### WHY US

- Approachable and diligent team
- A history of success

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/professional-services/planning/](http://www.shw.co.uk/commercial-property-services/professional-services/planning/)



#### ANGMERING

Planning permission approved for 18 residential dwellings.



#### BRIGHTON

Planning permission granted at Appeal for the redevelopment of a brownfield site to create a new family dwelling.



#### EAST GRINSTEAD

Planning permission approved for the redevelopment of a former community centre to create five houses and two flats.



#### HASTINGS

Promoting a large rural settlement extension through the Neighbourhood Plan process.



#### EASTBOURNE

Prior Approval granted for an office to residential conversion of a seven storey building to create 56 flats with car parking.



#### FARNHAM

Planning permission granted at Appeal for a new "Grand Designs" property in open countryside.



For further information please contact:  
**Zoe Brown** MSc MRTPI - Planning - Senior Planner

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## BUILDING CONSULTANCY

Buildings need to adapt and change to meet occupiers needs, we have the team to advise and maintain your asset.

Whether professional or construction advice is required our wide ranging skill set enables varied range of services to be provided.

### OUR EXPERTISE INCLUDES:

- Project Management
- Building/ Pre-Acquisition Surveys
- Building Pathology
- Contract Administration
- Condition Surveys
- Defect analysis
- Design & fit-out services
- Development monitoring
- Dilapidations
- Employer's Agent
- Expert witness reports
- Feasibility studies
- Liability advice
- Party wall matters
- Pre-Acquisition Survey advice
- Planned maintenance
- Reinstatement cost assessments

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/building-surveying-consultancy/](http://www.shw.co.uk/commercial-property-services/building-surveying-consultancy/)



#### CHESSINGTON

Dilapidations assessment and contract administration services for commercial premises prior to lease expiry.



#### EASTBOURNE

Refurbishment and internal fit out of 10,000 sq ft office accommodation to Cat B standard.



#### LONDON

Internal and external refurbishment of a six-storey mixed used building, contract works £1.75m.



#### CRAWLEY

Successful dilapidation negotiations following client lease expiry achieving saving £85,000.



#### BOGNOR REGIS

Terminal dilapidations negotiations and project management duties, contract works £300k.



#### BRIGHTON

Building acquisition advice on four buildings including a former hospital, out patients unit, social club and rehabilitation centre.



For further information please contact:

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## COMMERCIAL PROPERTY MANAGEMENT

- £1.6bn of Commercial Property under management
- £60m+ rent and service charges collected annually, 70% within seven days of due date
- Multi-schedule Service Charge accounts, all signed off within three months of year end
- Service costs minimised by regular competitive tendering, SLA's and regular site visits
- Tenant liaison to identify expanding or struggling tenants and follow up with agreed client actions
- Risk management systems ensuring all statutory obligations met
- Identification and implementation of sustainability initiatives
- Full package property asset management includes Lease Advisory, Building Consultancy, Health & Safety, plus Agency, Valuations, Rating, Planning and Development Consultancy, with just one contact
- Pro-Active site visits, property Managers on site, not at the desk
- RICS regulated
- ISO 9001 & ISO 14001 registered

### WHY US

- Approachable and diligent team
- A history of success

### MORE INFORMATION

[www.shw.co.uk/commercial-property-services/commercial-property-management/](http://www.shw.co.uk/commercial-property-services/commercial-property-management/)



#### HERTFORDSHIRE

24,000 sq ft office. Reviewed service charge and undertook works facilitating letting of vacant floors and sale of property within 12 months at 40% profit.



#### EAST SUSSEX

40,000 sq ft Retail Park – PPM implemented for major works.



#### KENT

100,000 sq ft Shopping Centre. Arrears reduced by 40% and contract savings of 10% implemented within two months of appointment.



#### SURREY

200,000 sq ft office/warehouse development. A client for 20 years. Establishment of 58,000 sq ft serviced office centre after key tenant left.



#### DORSET

400,000 sq ft Business Park. Created and implemented service charge strategy.



#### CITY OF LONDON

36,000 sq ft office building. Restructured service contracts saving £150,000 pa.



For further information please contact:  
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# RESIDENTIAL PROPERTY MANAGEMENT

## GENERAL

- Management of mixed use and mixed tenure buildings, estates and portfolios
- ARMA and ARLA members
- Creation of management strategies for new developments
- Competitive property owner's insurance
- Project management of major works
- Helping to identify and minimise legal risk
- ISO 9001 & ISO 14001 registered

## LEASEHOLD SERVICE CHARGE MANAGEMENT

- Management of leasehold flats, houses and estate management
- Acting for freeholders, developers and residents' management companies
- Service charge budgeting, administration and ground rent collection
- Regular financial reporting and inspections
- Section 20 consultation compliance
- Re-tendering of service and maintenance contracts

## PORTFOLIO MANAGEMENT

- Management of portfolios of houses and flats let on Assured Shorthold, Assured and Regulated Tenancies
- Acting for institutional investors, investment and/or development companies, private landlords, family trusts, corporate occupiers and charitable bodies
- Full in-house lettings service available (subject to location) and full credit checking
- In-house refurbishment service, deposit registration and dispute handling
- Comprehensive tracking of Housing Benefit, payments and direct collection from Councils
- Fee structures to align our goals to your needs

## WHY US

- Approachable and diligent team
- A history of success

## MORE INFORMATION

[www.shw.co.uk/residential-property-services/residential-property-management/](http://www.shw.co.uk/residential-property-services/residential-property-management/)



### CENTRAL LONDON

High end development comprising 132 apartments. Identified and arranged installation of high speed fibre optic internet at no cost to leaseholders.



### BRIGHTON

172 apartments, commercial space, community space and a café across two towers. Re-structured staffing to improve service levels to residents.



### HERTFORDSHIRE

Landmark, mixed use development with 455 apartments, 200,00 sq ft of commercial space. 90% of arrears collected within 12 months of appointment.



### ESSEX

Award winning residential community 2,800 homes, set in 250 acre of farm and woodland. Creation and implementation of estate management strategy.



### NATIONWIDE

Portfolio of 82 flats. Within eight weeks of taking on from multiple agents legislative compliance gap analysis completed.



### SOUTH EAST

Refurbishment of common parts and implementation of rent reviews improving rents by 5%.



For further information please contact:  
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## SUSTAINABILITY SERVICES

### CREATING A HEALTHIER BUILT ENVIRONMENT

Approximately £165 billion of UK commercial property with an EPC rating of F or G will require improvements to comply with regulations for sales and lettings. The significant demand created by the Minimum Energy Efficiency Standard means that regulation is playing a bigger part in the decision making process and ultimately becoming a fundamental overhead and business driver.

### How we can help:

SHW are able to offer a one-stop shop service to adequately review, assess and provide the solution to enable you to comply with MEES. This includes:

- Strategic portfolio advice
- EPC & DEC assessments
- MEES Compliance management
- Asset energy reports
- EPC Advisory and improvement reports
- Viability of renewable energy sources
- Advice on green lease clauses
- Recoverability of energy improvement work costs
- SKA Rating & BREEAM assessment advice

### MORE INFORMATION

[www.shw.co.uk/commercial-services/building-consultancy/sustainability/](http://www.shw.co.uk/commercial-services/building-consultancy/sustainability/)



#### WORTHING

Provide an Improvement Report to ascertain works and cost required to improve rating from G to E.



#### REDHILL

Provide an EPC Advisory assessment of all EPCs carried out and missing across a multi-unit estate to proactively mitigate against upcoming MEES applicable trigger dates.



#### BRIGHTON

Provide an EPC to assess annex impact on dilapidation and tenant fit-out strategies.



#### SOUTH EAST

Undertake full procurement strategy and oversee implementation of using one supplier for all utilities across the portfolio of 2,000+ commercial and residential properties.



#### PENSHURST

Provide an EPC and DEC at a surgery.



#### PEACEHAVEN

Assess the viability of installing a renewable energy source as part of refurbishment project.



For further information please contact:

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### BRIGHTON

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East Sussex, BN1 3FE

☎ 01273 876200

✉ [brighton@shw.co.uk](mailto:brighton@shw.co.uk)

### BROMLEY

Imperial House, 21-25 North Street,  
Bromley, BR1 1SD

☎ 020 3763 7575

✉ [bromley@shw.co.uk](mailto:bromley@shw.co.uk)

### CRAWLEY

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