



# James Gibb

residential factors

## Why choose James Gibb?

CLIENT  
GUIDE

doing it the  
right way



## Office Contact Details:

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Email: [dundee@jamesgibb.co.uk](mailto:dundee@jamesgibb.co.uk)

[www.jamesgibb.co.uk](http://www.jamesgibb.co.uk)



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doing it  
the right way

Registered office: Bellahouston Business Centre,  
423 Paisley Road West, Glasgow, G51 1PZ.

## Why choose James Gibb?

Our staff are friendly and approachable. Our Property Portfolio Teams consist of dedicated Development Managers who will visit your development, office-based Property Assistants on hand to instruct works and Property Finance Assistants taking care of the financials, and all are locally based to our developments.

We live by our values. Honesty and transparency are important to us. That is why our online portal provides access to view contractor invoices; the price we pay is the price you pay.

We have long standing relationships with the contractors we utilise, so we can guarantee quality service and value for money. In liaison with homeowners we will use local suppliers wherever we can and have a stringent criteria for onboarding our supplier and contractor partners to make sure they know how we want them to work with clients and us.

One size does not always fit all. That is why with James Gibb, we can create a tailor-made service specifically for you and your estate, development or block.

- Our focus is to deliver the highest standard of customer care
- We have invested extensively in new technology to improve our service
- We listen to our homebuilders and homeowners and assess how we can achieve their expectations
- Regular surveys are sent to our homeowners which provides us with invaluable feedback
- We are dynamic and continue to break the boundaries of traditional property management



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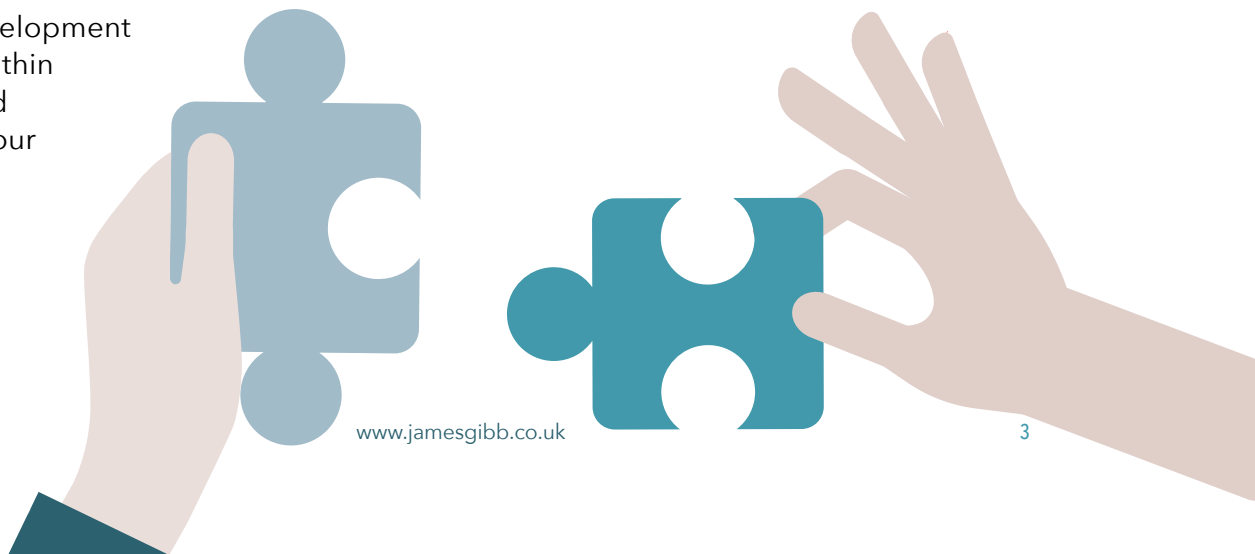
## Company Background

With more than 100 staff and over 150 years' experience in managing residential, commercial and retirement properties, James Gibb are equipped with a wealth of knowledge and experience in all aspects of property management.

We are the second largest property management company in Scotland and continue to grow, both organically and by acquisition of other factoring businesses.

Our Property Portfolio Teams are located within 4 regional offices situated in Edinburgh, Glasgow, Dundee and Aberdeen, so you can be certain that wherever your development is located, James Gibb can provide a local service.

Our Business Development team is located within our Glasgow head office, alongside our other centralised functions.



## What makes us different?

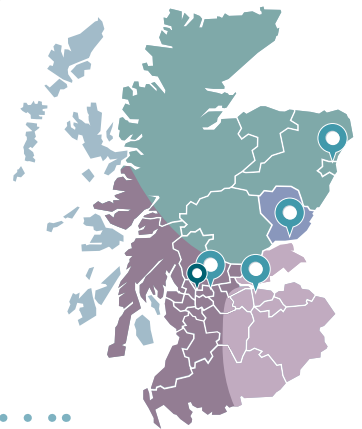
- 24 Hour Emergency Contact, 365 days a year. This is for properties insured under a communal insurance policy or developments with equipment which may require emergency assistance whilst our offices are closed (i.e. sewage treatment plants)
- Quarterly development inspections, with reports available through your online account
- Homeowners meetings, held at a time to suit you
- Budget and Year End Accounts meetings where applicable
- 10 Year Maintenance Programmes which helps homeowners understand what to expect in terms of proactive maintenance to ensure your properties retain value
- Regular core service & facilities tendering which includes annual buildings, public liability and engineering insurance tendering as well as regular communal electricity reviews
- Extensive contracts which allows us to negotiate exceptional rates with our suppliers
- Transparency when providing property management services for our clients
- Dedicated electronic client portal allowing our residential and commercial clients access to development information such as financial accounts, contractor invoices, reports, health and safety certification, development news blogs etc.
- Specifications and quotations for all large scale works carried out in conjunction with Project Managers where required
- Manage each development for and on behalf of all homeowners as per the development Deed of Conditions, which specifies how the development should be managed

### Property Types

- Residential properties - small and large scale flatted developments with services such as concierge staff, fitness suites, water pumps, lifts, car lifts and roof anchor systems
- Open space developments with services such as infiltration systems
- Retirement developments with on-site staff
- Commercial premises
- Large scale infrastructure estates and all legal and technical requirements in association with delivering this.

### Geographic Reach

We manage property in locations all over Scotland, from Dornoch to the Borders, from Ayrshire to the East Coast, all from our 4 regional offices. We also have home-based staff in locations such as Inverness to ensure local knowledge and a speedy response.



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## Why is it so important to appoint the right factor?

Whether you are a homebuilder constructing a development for sale, or a current owner of a property within an existing development, it is essential that you choose the right factor to manage the development for and on behalf of the homeowners.

### Homebuilders

You need to appoint a factor who will work alongside you, assist and guide where required and find solutions to any challenges along the way. We will be there to assist during pre-construction, on-site and after the development is complete to ensure both you and your clients receive a first class service.

### Existing Homeowners

Whether your development is self managed or by another factor, James Gibb can assist with the legalities to ensure smooth transition to our management.

## Our Team

Our people and processes are key to the smooth operation of the company.

We have created a structure which allows cross departmental communication to flow effortlessly through the business. This ensures all staff have the latest up-to-date information to hand to assist with any questions you may have.

As one of the country's oldest and most trusted property factoring companies, we take pride in the services we provide. Our culture and core values are very important to us and our staff thrive in an environment where our values mean everything, where our values are how we work - our behaviours. We take great pride in the job we do and we aspire to get it right first time, on time, every time.

You will find below details of our main points of contact located both within each of our regional offices and centrally within our head office.

### Head Office Contacts

#### David Reid

##### Chief Executive

David has been working in the property management industry for most of his career. David successfully owned and managed a factoring business from start up in 2003, through to the merger of his business with James Gibb residential factors in 2019. He has vast experience within the industry and has been President of the Property Managers Association Scotland (PMAS) from 2018 to 2020, working with Scottish Government on a range of projects. David's priority is to ensure the highest service delivery standards and he has been involved from start to end on some of the largest, most technically built developments ever constructed in Scotland.



#### Nic Mayall, MIRPM

##### Executive Director for Operational Delivery & Performance

Nic heads up our operational side of the business and brings with him great management and business development experience. Nic has worked in property all his working life and is the current President of the Property Managers Association Scotland (PMAS), the industry body representing property factors in Scotland.



#### Sandi Macpherson

##### Business Development Director

With over 15 years' experience in residential and commercial property management, Sandi has a proven track record in working with a wide ranging client base, homeowners, technical, construction, legal and sales teams and much more. Passionate about her professional role, Sandi always strives to deliver the best service. A comfortable problem solving individual with exceptional customer service delivery.



### Regional Operations Team

#### Roger Bodden, MIRPM

##### Regional Director (East)

Roger oversees the operational management of our portfolio based in the East, covering Edinburgh, Tayside and Fife. Roger has over 7 years' experience in residential and commercial property management, with a wealth of knowledge in the retirement and general market sectors. In addition to excellent customer service skills, Roger is a qualified member of the Institute of Residential Property Management (IRPM) and is certified at MIRPM level.



#### Lorraine Stead

##### Regional Director (West)

Lorraine oversees our Glasgow and Central Belt portfolio. With over 20 years of property management experience, particularly in our residential and retirement sector, she thrives on customer service delivery and has exceptional financial and block management experience.



#### Suzanne Cameron

##### Regional Director (North)

Suzanne heads up our Aberdeen office which serves the north of the country. She brings with her over 17 years' customer service delivery experience gained from working in both consultancy and corporate environments, in an account management and development capacity. She prides herself on working with honesty and integrity and her ability to initiate and nurture customer relations.



## What our clients say

Two years ago, following extended frustration with our then Factors we decided to switch to lpm. It was a good move but bad timing, for it was on the eve of the company merging with another to form James Gibb residential factors and the onset of the Covid19 lockdown.

Despite the constraints imposed by the settling down of a new company and the severe restrictions of the pandemic, things worked out well then and have continued to do so. While on paper little had changed with Budgets set, service charges collected and Accounts presented, in practice there was a world of difference. There was direct communication and immediate attention to matters needing attention and partnership. Because Residents' Meetings could not be held, the liaison was conducted through regular meetings / communication of a small Core Group of democratically elected representatives with the House and Area Manager resulting in a planned programme of maintenance and improvement, learning as we went along and with all residents / owners being kept fully in the picture. And, despite the operational



**Fairview Court, Milngavie**

difficulties, all kept within an estimated budget and closely monitored. Going forward projections are based on good factual history and effective and positive cooperation in a collaborative way. The net effect can be summed up in the word: confidence. Bad time? But a good move!

**Howell Jones**, Head of Core Management Group, Fairview Court, Milngavie. Managed since 31st May 2020



**Murrayfield View, Edinburgh**

In January 2019, the Residents Association and Committee at Roseburn House, due to numerous complaints about extremely poor service levels being delivered to them, looked at options for alternative property management companies. We became aware of James Gibb/ Life Property Management Limited, who manage numerous retirement developments, many previous Peverel/ First Port developments and the feedback was positive from our investigations. We transferred to James Gibb on 1st May 2019 and we have benefitted from monthly site inspections from a Development Manager, a budget meeting for the forthcoming year, savings in management fees, removal of administration fees, savings in electricity and building insurance. Our committee meets regularly with the Development Manager and so far we are extremely happy with having made the move to this company. We also deal with local individuals for estates management and finance.

**Kate Urquhart**, Chair of Roseburn Residents Association, Edinburgh. Managed since 1st May 2019

- I have owned my property in Strathmore Court since
- 2007. In 2011 we chose to employ Life Property
- Management Limited, now known as James Gibb
- Residential Factors, as our factor. This has proved to
- be a very satisfactory arrangement for our retirement
- development. Under James Gibb we have a monthly
- Development Manager inspection, annual budget
- meeting and annual accounts meeting. We dealt with
- a Scottish finance department, which understands
- our geographical location. There are no additional
- administrative fees and we have made savings in a
- number of services. Our House Manager has been
- released from many of her administrative tasks
- to allow time for other duties. The staff at James
- Gibb are approachable. Lorraine Stead has been
- particularly helpful to me.

**Mrs D McGill**, Strathmore Court, Jordanhill, Glasgow  
Managed since 1st September 2011



**Strathmore Court, Glasgow**



### Windsor Church House, Portobello

We have been managed by Life Property Management Limited, now James Gibb Residential Factors since 2003 and it is the best decision we ever took. Effectively managed with honesty and professionalism and we have never had one cause to consider otherwise. They lead us in properly maintaining our development with cyclical maintenance and looking for the most effective way to manage this process.

Jim Batton, Committee Member, Windsor Church House, Portobello.  
Managed since 1st September 2003

## STEWART Milne HOMES

James Gibb have been a great supporting partner over many years where the relationship has been developed through trust and true customer service which is delivered and administered in a professional and efficient manner to all our customers.

Craig Mackay, Head of Customer Services  
STEWART MILNE HOMES

## Our Commitment to You:

**We will manage your property as if it were our own, providing a reliable service for the best price. Communication will be regular, clear and truthful.**

**We will work with you to ensure your development is taken care of to safeguard property values and make it a place you want to come home to.**



## What Next?

If you would like to proceed further, please contact our Business Development team either by email at **[businessdevelopment@jamesgibb.co.uk](mailto:businessdevelopment@jamesgibb.co.uk)** or by telephone on **0333 240 8325**.

You will find our service fast, friendly and efficient. We look forward to working with you.

The James Gibb Team

doing it  
the right way

James  
Gibb   
residential factors