



James Gibb

residential factors

Why choose James Gibb?

DEVELOPERS'
GUIDE

doing it the
right way

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Why choose James Gibb?

James Gibb residential factors has over 100 employees, with a great number of years of experience in residential and commercial property management. Our Directors have great knowledge and experience throughout all aspects of our industry and in all areas of business.

We pride ourselves on being the fastest growing Property Management Company in Scotland but also on being the second largest in our industry. We are a very customer care centric organisation and have a passion to deliver services to the highest possible standard at minimal cost.

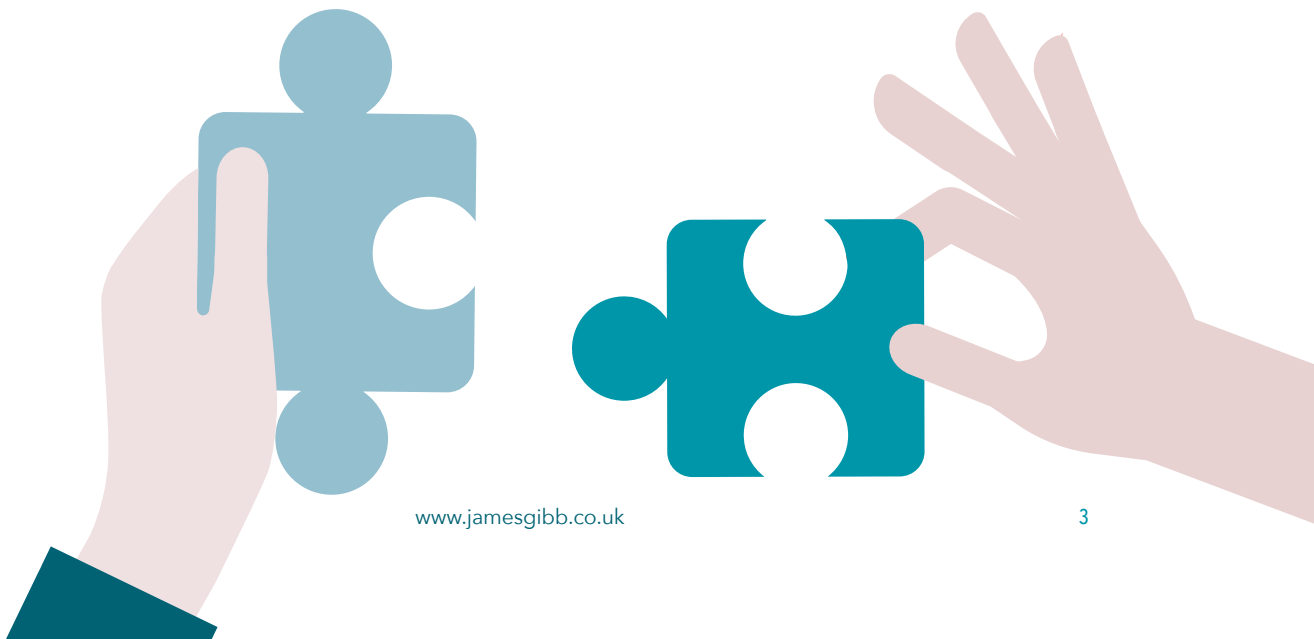
Our growth continues to be large scale, due to the high customer service levels which we achieve. We identified a niche in a very outdated market and have applied ourselves to making a difference by 'doing it the right way'.

Our complete transparency to each development, block, stairwell and homeowner allows us the opportunity to supply a cost which is competitive within the industry. Working with our clients, we aim to develop a bespoke property management specification to suit specific requirements including assistance at pre construction /Deed of Conditions stages, which has been invaluable to our existing clients and ourselves to date.

Please see the short guide on Page 5 which is intended to highlight the benefits when creating a partnership with James Gibb. By appointing us to manage and maintain your developments to the highest standard, we will ensure that we sustain and improve property values for the future.

Why is it so important to appoint the right factor?

People are passionate about their property and it is our job to make them feel their property is being managed with care and attention as if it was our own. As a developer, you have taken your client on a journey of a lifetime. Buying property is one of the greatest investments and assets that purchasers will ever own. As your Property Management Company we consider ourselves as part of your journey with your client and we are dedicated to assisting you with the initial sales process through to completion. You've worked hard to build this relationship and we are here to make the transition between developer and factor as seamless and stress free as possible, so that the client remains satisfied with their new home and ultimately the developer they have purchased from.



People

We recognise that people make businesses and for that reason we are a people centric organisation with a strategy to retain the best knowledge and experience within our business. Our commitment is to continuing a culture with all people aligned to the vision and values of our business, which will ensure we are the best in our industry for the delivery of service to our clients.

We invest in our people via internal and external training platforms. Most importantly we invest in our communication strategies to ensure efficiency throughout our organisation. All our offices and departments within the business are encouraged to share their thoughts and ideas to ensure we can continually improve our business.

Our teams will assist in communicating with our developer clients to ensure that all aspects of knowledge and experience are accessible when assessing future or new projects. We have a wealth of experience in all aspects of administration, finance and income recovery, development management, sales office communications, deed of conditions and titles.

Please see below the main points of contact for our team. We offer one point of contact within each geographic area or you can liaise directly with our Business Development Team.

Business Development Team

Sandra Maitland

Business Development Director

With 12 years' experience in residential and commercial property management, Sandra has a proven track record in working with a wide ranging client base, homeowners, technical teams, construction teams, legal teams, sales teams and much more. Passionate about her professional role, Sandra always strives to deliver the best service. A comfortable problem solving individual with exceptional customer service delivery.



David Reid

Group Managing Director

David has been working in the property management industry for most of his working career. David successfully owned and managed a factoring business from start up in 2003, through to an acquisition of his business by James Gibb residential factors in 2019. He has experience with vast roles within the industry such as President of the Property Managers Association Scotland, which is a reflection on the wealth of knowledge he has in the industry. He has a clear focus on the highest service delivery and has been involved from start to end on some of the largest, most technically built developments ever built in Scotland.



Nic Mayall, MIRPM

Managing Director (Operations)

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



Operations Team

Angela Kirkwood, MIRPM

Operations Director (Edinburgh)

Angela heads up our Edinburgh office and is well respected within the factoring industry having spent almost a decade working in senior roles for a number of factoring organisations, as well as having worked extensively in a consultancy capacity. Angela has in-depth knowledge of factoring and author of one of the industry's factoring guidance papers as well as author of IRPM's (Institute of Residential Property Managers) Associate level training programme.



Lorraine Stead

Operations Director (Glasgow)

Lorraine is our appointed Operations Director and 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 general maintenance experience.



Suzanne Cameron

Operations Director (Aberdeen)

Suzanne heads up our Aberdeen office. 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 and nurture customer relations.



Our Services

- Residential Properties – Small/large scale flatted developments; Small/large scale open space/landscaping developments
- Retirement Homes
- Commercial Premises

Geographic Reach - UK Wide

The organisation manages property in locations all over the UK and have proven we can achieve this in any location from our regional offices.

- Aberdeen, Inverness
- Glasgow, Ayr, Edinburgh, Central Scotland
- Scottish Borders
- England

Our Remit

- Manage each development for and on behalf of all homeowners as per the development Deed of Conditions, providing core services in property management.
- Provide transparency when undertaking Property Management services with our clients
- Provide full specifications and a minimum of 3 quotations for all contract and/or large scale works carried out.

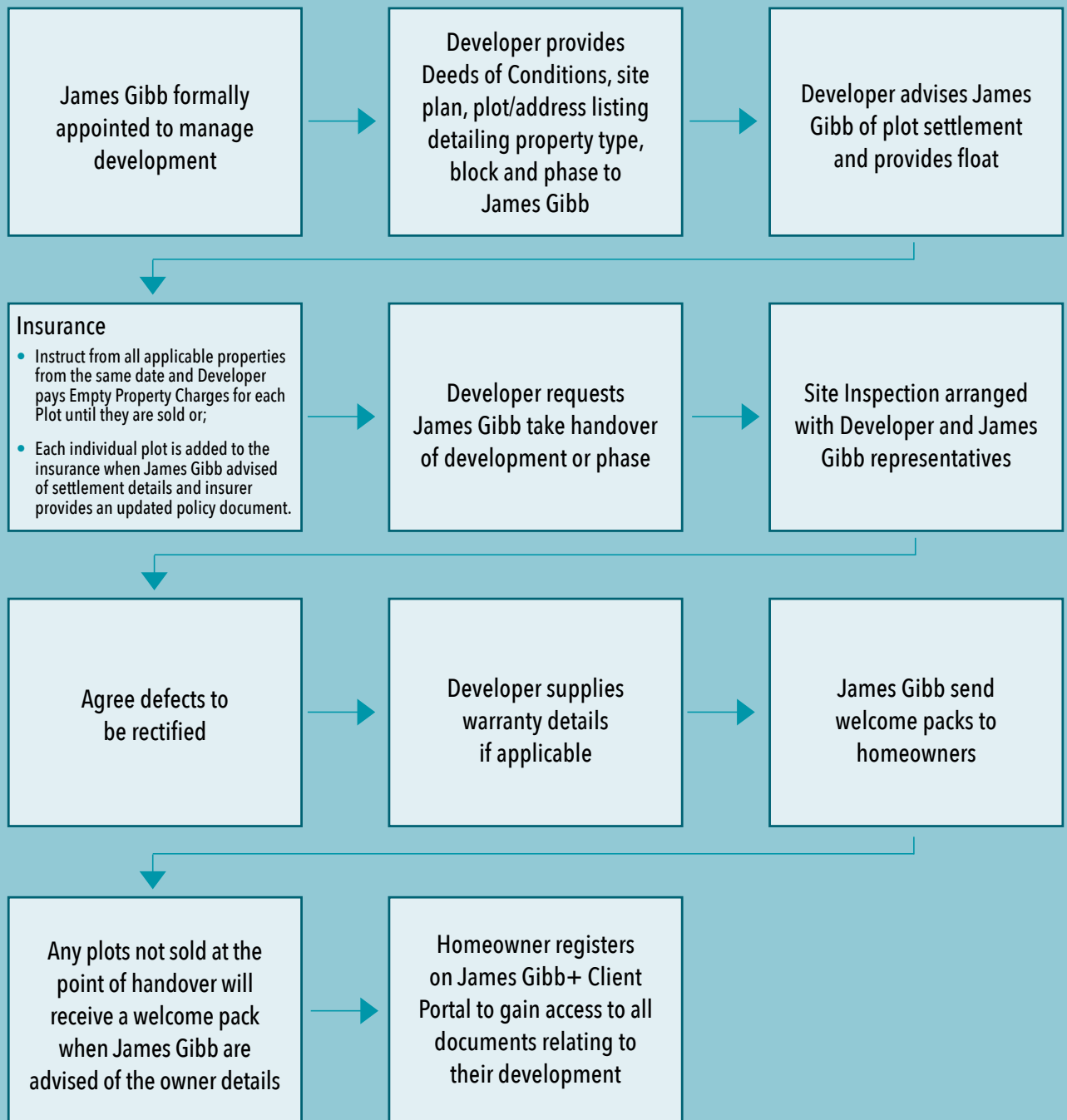
Some Facts About James Gibb residential factors

- We are the second largest and fastest growing Property Manager in Scotland
- 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 developers and homeowners and assess how we can achieve their expectations
- Regular surveys are sent to our homeowners which provides us with invaluable feedback
- James Gibb residential factors is dynamic and is breaking the boundaries of traditional Property Management.

Management Service Unique Selling Points

- Dedicated client electronic portal allowing our residential and commercial clients' access to live development information such as specific financial accounts, sub-contractor invoices, reports, health and safety certification, development news blogs etc.
- Immediate response communication platform for clients, fully manned with industry experience. Following several client surveys, we invited our existing client base to provide us with valuable feedback to ensure we continue to provide excellent management services. In order for us to continue evolving, listening to our clients' views is important to us. This has played a huge part in us developing our dedicated Support Services Team whereby our proficient colleagues are available to help assist with actioning our client's requirements.
- **24 Hour Emergency Contact, 365 days a year.** (This is generally for properties insured under a communal insurance policy or developments with artificial equipment which may require assistance whilst our offices are closed i.e. sewage treatment plants)
- **Regular Development Inspections** (These visits are generally monthly, however the frequency can be changed to suit our clients' requirements).
- **Homeowners/ Proprietors Evening Meetings** (These meetings are generally held between the hours of 6.30pm and 9.00pm, however we are also able to attend day time meetings, this will depend on the clients' requirements).
- **Budget and Accounts Meetings**
- **10 Year Maintenance Programmes** which helps homeowners understand what to expect in terms of proactive maintenance to ensure their properties and common parts retain value.
- **Regular Core Service & Facilities Tendering** which includes annual buildings insurance and public liability insurance tendering as well as regular communal electricity reviews etc.
- **Extensive contracts** which allows us to negotiate exceptional rates with our suppliers.
- **Knowledge and experience** of managing all types of developments, large and small, including technically challenging new build developments with services such as concierge staff, fitness suites, water pumps, lifts, car lifts and roof anchor systems.
- **Experience** of large scale infrastructure estates/ developments/towns and all legal and technical requirements in association with delivering this.

Developer Processes



Our Commitment to You:

As one of the country's oldest and most trusted property factoring companies (we were founded in 1872), we have enormous pride in the service we provide and the years of experience we have gained. Our culture and core values are very important to us and all our staff thrive in a culture where our values mean everything. Our staff have great pride in the job they do and we aspire to get it right first time, on time, every time.



What Next?

If you would like James Gibb to prepare an estimated service charge budget for your development, or to organise a presentation meeting, please contact our office to arrange an appointment with our Business Development Director, Sandra Maitland.

You will find our service fast, friendly and efficient, bespoking where we can within regulations to meet your requirements.

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