

JAR

JAMES ANDREW RESIDENTIAL | THE FUTURE OF RESIDENTIAL MANAGEMENT

The future of residential management has arrived.

The residential market has changed. Sophisticated domestic and international buyers have transformed the market - led by London which has become the most cosmopolitan city in the world. As a result, expectations for services are higher than they have ever been before.

James Andrew Residential (JAR) understands this shift and provides developers, landlords and residents with a personalised and comprehensive range of services tailored to meet the exacting needs of the market. From simple maintenance to luxury concierge services JAR offers a quality of service unmatched today.

We are James Andrew Residential.



**About
James Andrew
Residential**

A transparent approach

James Andrew is a trusted name in property with expertise and resources that span every area of the industry. It's a business that, led by Chairman Harvey Soning, has grown over the past 35 years through transparency and continued hard work, recognition and client recommendation.

JAR draws on these strong foundations with an experienced team chaired by Chris Phillips who have over a century of combined management expertise at Director level. It's what sets the business apart. Fiona Docherty the Managing Director meets all clients, oversees instructions from the start and remains involved in the management of all buildings to ensure that our exact standards – and your brand's reputation – are consistently maintained.

A complete management solution

James Andrew Residential is focused on adding value to every property under management.

Our scalable business model can be applied to buildings of all sizes, large or small. With access to partner companies in the James Andrew Group we can offer complete estate management solutions designed for mixed use developments that include commercial uses – leisure, retail or offices.

JAR

Residential Management

- Pre-Build Consultancy
- Property Management
- Facility Management
- Service charge, Ground Rent Budgeting and Accounting
- Letting and AST Management
- Concierge and Lifestyle Management

SUPPORT SERVICES

- Cleaning
- Security
- Insurance Services (FSA registered)

JAI

**International
Commercial Agency**

- Investment Agency
- Property Agency
- Corporate Services
- Office, Retail and Leisure
- Agency Rent Reviews
- Lease Renewals

JAC

Commercial Management

- Asset Management
- Property Management
- Facility Management
- Service Charge Accounting
- Insurance Administration

**Why
James Andrew
Residential?**

JAR understands the need for a residential management business which recognises that hard earned brand reputation is at stake if the quality of services and delivery are sub-standard.

That's why JAR offers a bespoke and personalised service that recognises no two buildings and no two clients are the same. We work the way our clients want us to work. And they include central London property developers, house builders, landlord's investment companies, and domestic and international private landlords.

What always remains constant is the ability of our team to listen, think, consult and act in order to maintain the highest standards.

It is JAR's experience that a well-managed building enhances value for all stakeholders. We have the experience and expertise to deliver this – **right from day one.**



Bespoke services

James Andrew Residential provides a bespoke service tailored to the needs of each client. Our holistic approach includes the careful selection and management of the right professional teams for your buildings, who work to create satisfied stakeholders and increase capital values over the long term.

New build developments

Choosing the right company that can provide real added value services – from virtual concierge in unmanned buildings to on-site concierge services and lifestyle management - increases the value and saleability of new developments.

Appointing JAR early in the development process and integrating our services into your sales and marketing materials will help realise this value.

From pre-completion consultation programmes and the creation of two year service charge budgets to home owner induction and snagging management, we act as your trusted representative during the most intensive period of a building's life.



Existing buildings

JAR is equally experienced at taking on and improving the management of existing blocks and estates. Our expertise ranges from supplier audits aimed at improving service charge value to formulating and carrying out 5 and 10 year planned maintenance programmes.

No task is too big or too small and each receives personal attention.

An online portal completes the package

All clients benefit from secure access to an online management portal, providing a complete range of information and secure online payment processing.

Accreditation brings peace of mind

JAR is a member of The Property Ombudsman (TPO) Scheme. Furthermore, we have MRIPM, FRICS and FSA accredited Directors in the team.



A detailed approach

Facilities management

JAR provides engaging management in line with an agreed strategy and objectives. We operate a tightly controlled procurement and supplier approval process that matches contract specifications to the needs of each property in order to deliver the right service at the right price. And a policy of continuous improvement ensures we deliver a consistently high quality service.

Always available

Our 24/7 help desk co-ordinates all service activities on-site and in conjunction with building specific handbooks and websites, our team are able to effectively manage every property in a clear and transparent way.



Prompt ground rent and service charge collection

We apply the same thoroughness to the collection of ground rents, service charges and arrears. Annual service charge budgets are prepared and presented to clients in the period preceding the new service charge year. On approval, demands are sent one month prior to the sums falling due. An efficient and proactive arrears collection service follows this process.

JAR offers a transparent service that is focused on the financial performance of a building at all times. All financial accounting issues are fully reported in your required format and to your preferred frequency. Furthermore, JAR can provide full, secure, real time access to our management accounting database. This QUBE system allows progress on service charge collection, service charge accounts and other information to be referred to at any time.

JAR puts the financial operation of your buildings first – and every detail can be tailored to your specific requirements.



James Andrew Concierge

There has been a sharp rise in concierge services. However, all too frequently a one size fits all approach is adopted, falling short of high customer expectations. James Andrew Residential recognises this and has designed a range of bespoke services which can be tailored to meet the needs of clients and properties.

From virtual concierge services in smaller or older developments and lifestyle managers that help life run smoothly to round the clock on-site teams that cater to clients every whim, James Andrew Residential has a solution designed to meet your objectives.

Our concierge services are backed by a quality support structure that ensures hand-picked, experienced teams are matched to your buildings and regular communications are sent to inform leaseholders of the availability of forthcoming events and new lifestyle services.



Lifestyle managers that manage

Our dedicated lifestyle managers take the time and stress out of organising an event. They source tickets to all major sporting and cultural events throughout Europe; including last minute tickets to a sold out Opera in Paris or front row seats at Wimbledon.

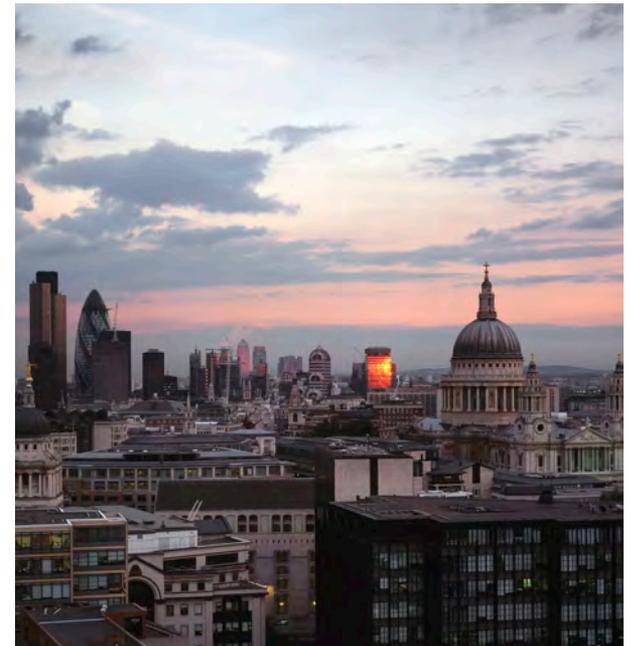
JAR also offers a selection of luxury lifestyle services delivered directly to your door by a network of trusted service partners. An extensive range of housekeeping services includes private catering and maid services.

In addition our **Wellbeing, Health & Fitness Service** includes arranging personal training and beauty treatments on your behalf.

The **Gift Service** enables you to choose from a range of gifts that can be delivered directly to any European address.

While a dedicated **Personal Travel & Reservation Service** arranges everything from last minute table reservations and private dining to guides and interpreters wherever you need them.

The future of residential management has arrived. Isn't it time you were part of it?



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