Great Northern Warehouse

&

Deansgate Terrace Operational Management Strategy



workman
retail & leisure

Contents

1. Brief 1
   - Context & Capability 1
   - A Local Touch 2
   - Great Northern: Current Management Team: 3
   - Important Note Regarding Information Contained within this Live Document 3
2. Management Transition from Development Site to Operation Asset 4
   - Our Approach to Management: Pre-Practical Completion 4
   - Our Approach to Management: Post Practical Completion, Set-up & Mobilisation 5
3. The Commercial Management and Estate budget 7
   - 3.1 Management Service 7
4. Main Elements of the Estate Management Delivery 8
   - 4.1 Core Services Managed by the onsite Management Team 8
   - 4.2 Non-Core Services to be Provided by Specialist-contractors (under the management and supervision of Workman) 9
5. Procurement and Management of Service Charge Contractors 12
6. Sustainability – Our Approach 14
7. Amenity 15
8. Security and CCTV 16
9. Management of Smokers 18
10. Operational Hours 18
11. The Web Portal Concept 18
12. Ongoing Reporting 19

1. Brief

Workman LLP is the appointed Property Manager in respect of the Great Northern Warehouse and Deansgate Terrace site. Workman has been both managing the existing estate in its current format, and providing estate management advice to the client in respect of the proposed redevelopment of the Great Northern site, with a brief to create a comprehensive management regime to be implemented at this landmark development.

This document provides an outline strategy of the management services which Workman will deliver for the commercial, communal and public areas of the scheme.

In short, we will:

- Successfully manage the mobilisation of the scheme from construction site to operational asset.
- Enhance the scheme through proactive stakeholder engagement throughout the development process and beyond.
- Provide 'best in class' property management service to optimise the performance of the scheme and deliver enhanced levels of customer service.
- Deliver an occupier experience commensurate with the overall vision of the development.

Context & Capability

Workman LLP is the largest independently, wholly owned commercial property management and building consultancy firm in the UK, with a nationwide network of 12 UK offices, and a growing presence in France. We employ more than 700 staff, which includes a team of 200 in property management accounts.

An additional 350 site-based staff are employed through Workman Facilities Management Limited, a company wholly owned by the senior members of the LLP.

Specialist teams in our core Property Management and Building Consultancy services work with a client base which includes leading institutional real estate funds, investors and regional property companies. Established in 1983, we have focused on these specialisms for almost 40 years, which has supported our continued growth.

Each of our 52 Partners is fully active in the day-to-day management and success of the business and service delivery to clients.

A Local Touch –

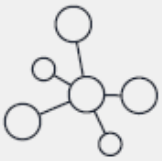
Snapshot of the Workman Manchester office:



BASED IN MANCHESTER FOR 30 YEARS



90 + STAFF



69 PROPERTY MANAGEMENT TEAM INCLUDING 5 PARTNERS



MAJOR CLIENTS

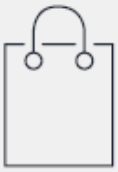
TRILOGY-PETERSON
THREADNEEDLE
FEDERATED HERMES
LASALLE IM
CBRE INVESTMENT MANAGEMENT
ABERDEEN BLACKROCK
USS
SOUTH STREET CAPITAL
INVESTCORP
ARLINGTON
PALOMA CAPITAL



25M SQ.FT OF OFFICE AND INDUSTRIAL PROPERTY

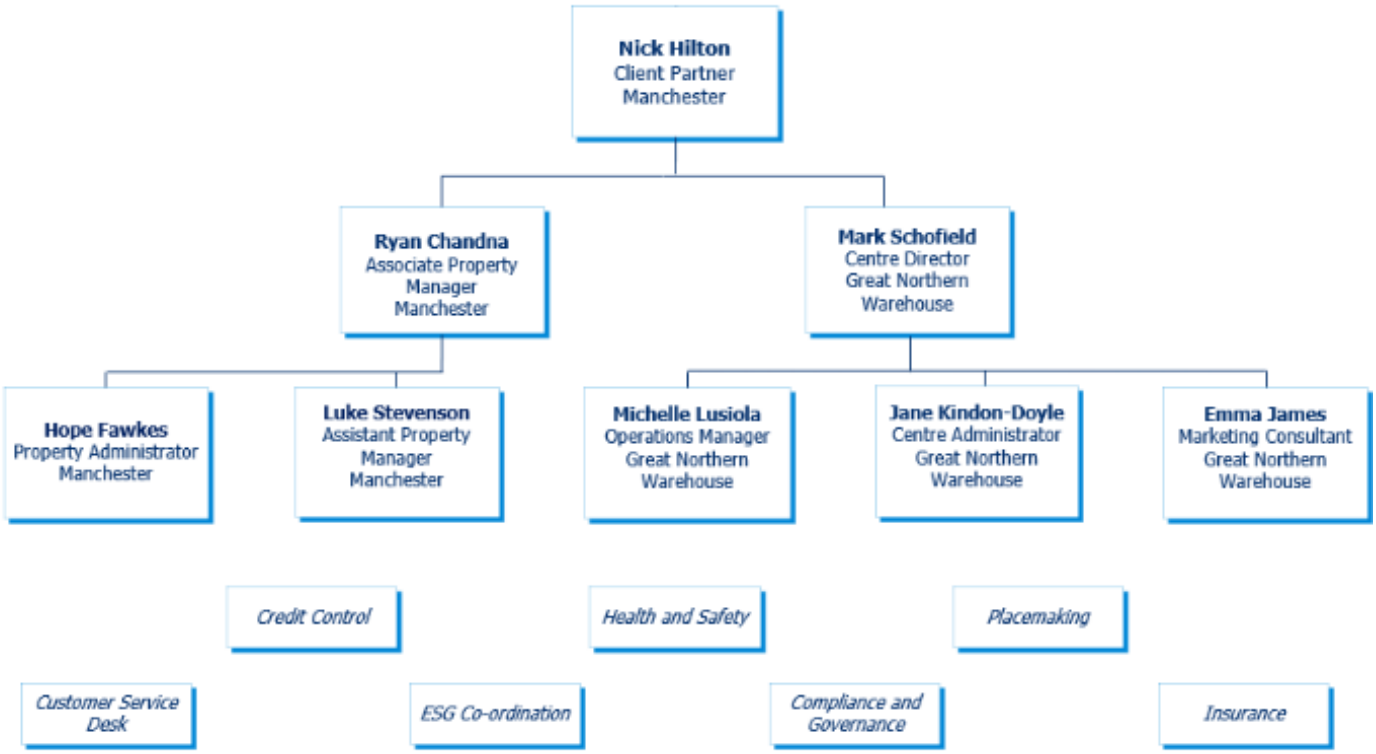


60 RETAIL PARKS UNDER MANAGEMENT



32 SHOPPING CENTRES UNDER MANAGEMENT

Great Northern: Current Management Team:



Important Note Regarding Information Contained within this Live Document

The scheme has been critically examined from an operational and occupier perspective – interrogating the plans carefully. As the scheme is developed, and as we receive confirmation of facilities, services and strategies, we will look to update this Estate Management Plan accordingly. This report is therefore intended to be a dynamic working document, which will eventually be capable of becoming the estate management team handbook.

2. Management Transition from Development Site to Operation Asset

Whilst the focus of this document is the best-in-class management of the re-developed operational asset, an overview of the transition from development site to live scheme will serve as useful context.

The Management Team will ensure that the development is presented to a high standard through the construction phase. It is intended that all construction works will be hoarded in a manner sympathetic to the continued operation of the development where appropriate. This will be achieved through close communication between the management team and construction teams. Hoardings will be designed to aesthetically support the placemaking activity on site.

Our Approach to Management: Pre-Practical Completion

There will be an onsite monitoring of all construction activities throughout. In addition, attending monthly progress meetings which will assist in our communication to all stakeholders. Ongoing attention will be given to existing occupiers to ensure they can continue to trade were possible. This will come from our close liaison with the appointed contractor, onsite management team and the client. We are also mindful of the interface with the public during the construction activities, which will be carefully considered with the necessary security, carefully placed hoarding and communication. We are also aware of other matters of consideration which are summarised below:

<u>Warranties and Testing</u>

- Confirm the extent and requirement of warranties that will be handed over on completion.
- Ensure that all maintenance contracts are specified in accordance with the requirements and do not invalidate any building warranties.
- Attend product testing
- Witnessing of all Operational systems: HVAC/M&E, Access Controls and other operational systems

<u>Training</u>

- Liaise with the construction and project management team to arrange for witnessing, commissioning, and servicing of M&E plant and equipment.
- Implement demonstration/training days for property management team and key contractors to understand the building fabric, services, systems and maintenance regime.

Documentation

- Provide management input into lease drafting including provisions relating to service charge, insurance and permitted tenant alterations.
- Prepare occupier handbook (or on-line equivalent), fit out guides, service charge budget packs and associated management information.
- Prepare a Facilities Management plan to include hard and soft FM services.
- Evaluation of all O&M Manuals to ensure that customer service is not compromised through the maintenance of new equipment. In addition, that all maintenance/PPE schedules are updated accordingly in line with O&M manuals. Where appropriate utilise the knowledge and experience of the wider Workman Team to obtain the best quality/value maintenance management services.

Our Approach to Management: Post Practical Completion, Set-up & Mobilisation

Defects Liability

- Input into snagging schedule and reporting lines including the escalation procedure with the Project Management team to manage the defects liability period.
- Provide management input and assistance with any Section 106 obligations such as appointing a Travel Plan coordinator.

Building Launch

- Support leasing team with launch events and communication developed by the development placemaking and marketing team.
- Provide management packs and ongoing assistance to the leasing team with potential occupiers' queries. In addition to providing the 'added value' of the on-site Management Team to meet with/liaise with prospective tenants to secure new Leases.

Utilities

- Process handover of utility supplies from the building contractor to client entity utilising the expertise of specialist consultants and brokers.

Health And Safety

- Coordinate H&S risk assessments and third-party audits.
- Set up statutory requirements on our H&S management system (Quooda) including environmental and security.

3. The Commercial Management and Estate budget

It is crucial for an effective, cohesive and sustainable management structure to be implemented and applied to protect the interests of the stakeholders of the development in perpetuity, these being investors, freeholders, long leaseholders, tenants and users of the estate. A strong management regime will be established for the maintenance and administration of the community, which is being created.

The annual service charge budget will be made available on the web portal for the commercial tenants to provide comments and observations on the communal service delivery. There will be a number of different service charge arrangements and budgets in relation to the development including the common estate areas, commercial areas and residential areas (subject to a separate management paper). This document purely focuses on the commercial estate management only.

3.1 Management Service

The management services will be delivered by Workman and will include a comprehensive management and administration service incorporating:

- Assessment and formulation of the management regime.
- Calculation of the service charge budgets on an annual basis.
- Apportionment, collection and administration of the service charge accounts.
- Collection of annual ground rents on behalf of the superior Landlord.
- Direct recruitment, training and employment of site-based operatives.
- Appointment and monitoring of service sub-contractors as appropriate.
- Liaison with client, management company and occupier to affect an efficient and transparent management service. We will be implementing tenant meetings on a quarterly basis as a minimum which will cover consultation of the service charge. This is in addition to the daily communication with tenants regarding the site's operation and facilities. This ensuring that tenants can return commercially viable and successful businesses at the Great Northern.
- Liaison with client and client's solicitors to apply the structure of the management regime and enforce satisfaction of the management elements incorporated in the occupational leases.

4. Main Elements of the Estate Management Delivery

4.1 Core Services Managed by the onsite Management Team

The building management resource will deliver the majority of "soft maintenance services" to the development under the site supervision and the overall direction of Workman.

The directly delivered services will include, but not to be limited to:

i. Onsite Management Team Resource: careful consideration has been given to the on-site staffing structure and the service charge budget will deliver a robust level of manned resource. The team will be suitably skilled to deal with commercial tenant issues, security, operations and all general building issues. We envisage recruitment of a Building Manager (or similar) covering the Office space, alongside a Concierge or Building Host. All of which will be overseen by the Centre Director and Operations Manager.

ii. Internal and External Cleaning of communal areas: including litter patrols to collect waste from publicly accessible bins and general tidy of any waste left within the communal areas.

iii. Refuse and waste management: in line with the scheme refuse management strategy, the Commercial waste recycling area is located on Service Road 2, where the assigned waste contractor will collect the segregated/recycled waste from daily. We will continue to have a Zero Waste to Landfill policy and select a Waste Services company that provides the most cost effective and carbon neutral service possible.

iv. Hygiene services and toiletries: will include the provision of hand washing and drying dispensers, sanitizing products, air fresheners and sanitary receptacles, which they will also replenish and empty. There will also be a supply of cleaning products and consumables for use within the communal areas.

v. Pest Control: Installation of baits and deterrents to mitigate any potential pest problem on site which will include monthly visits from the assigned pest control company.

vi. Non-specialist hard and soft landscape maintenance: as detailed in the landscaping strategy prepared by Planit, the public realm areas will be subject to ongoing maintenance of surfaces and soft landscaping. In addition, a seasonal gritting and snow clearance service to the public realm.

vii. Building Host and Building Manger to Warehouse - Front and back of House staff to assist in the daily interaction onsite for all stakeholders.

viii. Security Guarding: Resource provided by a specialist and suitably qualified contractor to safeguard the estate and built assets. This will include regular patrols and CCTV management.

ix. Proactive and Reactive Maintenance: This will be aided by a Planned Preventive Maintenance Strategy.

x. Landlord Statutory Compliance: To ensure compliance by having relevant documentation and inspections carried out, such as various risk assessments, insurance policies and audits.

xi. Seasonal Decorations: To keep in line with themed and seasonal events throughout the year. Ensuring that the entire site is decorated in a suitably consistent manner and in keeping with the historic nature of the site.

xii. Marketing: Work in line with the tenants to ensure that high footfall and custom is maintained onsite whilst showcasing the asset.

xiii. Utilities: Electricity and Water to the various communal areas of the commercial areas.

4.2 Non-Core Services to be Provided by Specialist-contractors (under the management and supervision of Workman).

i. Window Cleaning

Given the requirement for specialist access equipment and personnel skills for servicing the upper elevations of the development for the purposes of window cleaning and other high-level maintenance, a specialist service sub-contractor will be retained by the management regime. They will in conjunction with the site operating hours and accessibility, deliver this in a safe and appropriate manner.

ii. M&E Plant and Equipment

Full asset registers and specifications will be kept both stored electronically and stored on site for all M&E plant and equipment serving the common areas.

As the development nears completion, the site team will be provided with a full overview of the equipment as part of a familiarisation exercise. Detailed training will be provided to individuals that require it.

Typically, Workman recommends entering into comprehensive maintenance contracts with the principal suppliers/installers of the main M&E plant elements. By doing so, the continuity of warranties, initial commissioning and routine servicing is maintained, ensuring that any warranties/ guarantees are fully enforceable. We would envisage that the principal plant and equipment items to be considered may include:

a. Passenger Lifts

b. Escalators

c. Security Systems including Fire (detection and protection) PA Systems, Intruder Alarms and CCTV.

d. Access Controls, Door Entry Systems, Barrier and Gate Controls.

e. Water Booster Pumps

f. Ventilation/Extraction Plant

g. AC plant

h. Generators

i. Mansafe Systems

j. Lightning Protection

Prior to the expiry of warranty periods the performance of the specialist contractors will be reviewed by the management regime in advance of any decision to tender the service contract renewal beyond the warranty expiry.

iii. General Maintenance

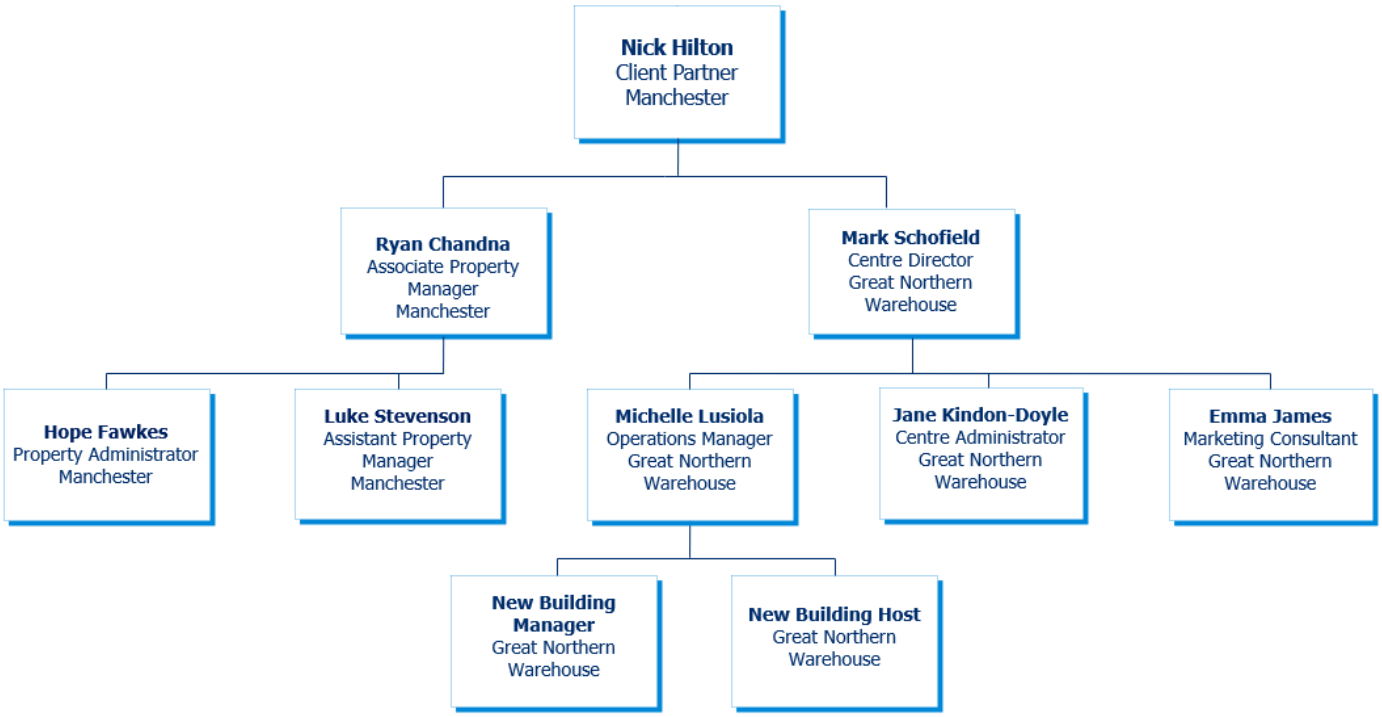
The management of day-to-day repairs and maintenance is a key element of the management service delivery.

Repairs will be prioritised and delivery times set, with relevant monitoring procedures in place to ensure works are carried out within target to the highest standard and to the best value to our customers. Service providers will be subject to and managed against stringent KPIs, including responsiveness, costings and compliance.

iv. Draft Proposed Resource Structure

The aim of the staffing strategy is to provide a high quality, pro-active and responsive service, under the control of the Workman Property Management team with an on-site management team. The delivery of a quality, value for money service to the occupiers, relies upon clear specification of duties together with staff who have the right skill sets, behaviours and training. We envisage recruitment of a Building Manager and Building Host to support the new amenities and work in conjunction with the current on-site management team to deliver a high standard of management service. In addition, we will continue to review the requirements to enhance the site managements team's ability to deliver outstanding service to the client, tenants and guests. This may include (but not exclusively) the recruitment of an Operations Assistant and Commercial Manager. Which would accompany a review of the existing administrative functions and make necessary personnel changes as required. The team will be located at the Great Northern Warehouse, in a Management Suite facility that will act as an enabler to delivering outstanding service and the base location for all Building Management Control Systems. They will manage the services provided at an estate level and

the estate service charge will either fully cover or make a reasonable contribution towards the costs of providing these staff and the associated administration costs.





5. Procurement and Management of Service Charge Contractors

i. Procurement

We understand the importance of value for money to all stakeholders. We also follow all RICS Service Charge Codes of Practice in terms of fairness and transparency. Workman's approach to procurement is set out within the firms' Procurement Framework to ensure we obtain value for money, service quality and maintain efficiency and control of the procurement process to ensure transparency and minimise risk. We seek to combine service contracts only where appropriate to obtain fiscal and service benefits but examine this on a case-by-case basis and appoint the appropriate suppliers and contractors for each property. We do not seek to instruct single suppliers for specific services on global contracts as individual property managers need the ability to appoint according to the property's requirements. As a consequence, we do not have any income sharing or rebate arrangement or receive any other form of fiscal benefits from the suppliers we use.

Our Procurement Framework and Purchasing Policy is in place to ensure that contract costs and works are tendered in the appropriate manner according to the scale of the contract or works. The Policy is in place to show clear and transparent tendering in all services for the benefit of all stakeholders. Larger scale contracts include full invitation to tender exercises and provide blind matrix templates of all responses to prevent preferred selection of third-party suppliers and contractors. Where required, specialist consultants are used to oversee the specification and procurement of certain services such as M&E maintenance contracts, where such technical input is required.

ii. Approved Contractor Directory

Notwithstanding the above, at our disposal there is an extensive experience and established working relationships with numerous maintenance contractors, we have created a directory documenting individual contracting firms considered to provide quality workmanship and service. Insurance documentation and safe contractor accreditation is requested, and copies saved on our system ensuring contractors have the relevant documentation in place to undertake instructed works. This directory is led by specialism and location allowing our staff to easily identify a suitable contractor in order to be proactive in its approach regarding property maintenance and obtaining necessary statutory compliances.

iii. Key Performance Indicators (KPIs)

In addition to the firm's approach to procurement of services, continued performance and value for money is achieved by regular performance reviews with suppliers. All external suppliers and contractors are required to follow the Workman standard terms and conditions within the contract templates for their services. The Procurement Policy and Contracts agreed with supplier's state clear requirements for monitoring performance including set KPIs which are scored within monthly contractor meetings. It is also common practice for the suppliers to attend Tenant Meetings on

request in order to communicate and discuss any ongoing issues or provide updates on current and future works. We will propose to carry out re-tender exercises of the service contracts on a minimum three-year basis. This assists to ensure the services provided at the property are kept at the required standards.

An example of a KPI scorecard is shown below;

Service Level Agreement - xxxxxxx		
Site Name:	**The Great Northern Warehouse**	
Review Undertaken By:	**X**	
Contractor:	**X**	
Scoring Criteria		
1. Unacceptable Standard	**3. Meets Standard**	
2. Below Standard	**4. Exceeds Standard**	
1. Security Services	***Score (1-4)***	***Comments if above/below a 3***
Site fully manned at all times		
Presentation and Appearance		
Staff punctuality and attendance		
Good Communication skills (verbal & written)		
Good professionalism and attitude of staff		
Suitable and trained staff provided		
All staff known to client or site contact		
Up to date Assignment Instructions		
Compliance with Assignment Instructions		
Effective handling of incidents/complaints		
Reporting of equipment/building faults		
Staff report any accidents/near misses		
Toolbox talk completed		
Team Leader performance		
2. Cleaning Services		
Site fully manned at all times		
Presentation and Appearance (This item cannot receive a score of 4)		
Staff punctuality and attendance		
Good Communication skills (verbal & written) (This item cannot receive a score of 4)		
Good professionalism and attitude of staff		
Suitable and trained staff provided (This item cannot receive a score of 4)		

6. Sustainability – Our Approach

Over the last fifteen years our dedicated Environmental, Social & Governance (ESG) team has evolved and expanded as legislation, reporting and targets have significantly increased. The team remain focused on providing a tailored service to fit each asset and to ensure continuous improvement against clients' ESG targets and KPI's.

We are mindful that the role we play in reducing the industry's impact on the environment and creating communities is one of significant responsibility. As such we are committed to maximising the opportunities, we have to implement initiatives, facilitate engagement and improve ESG performance. As demonstrated by our long-standing certification to ISO:14001 (Environmental Management), and our membership of the Better Building Partnerships Managing Agents Forum, we are committed to both our own performance and the combined drive forwards of the industry as a whole.

We work with a number of specialist consultants and partners to create a range of solutions and approaches as we are very much aware that there is no "one size fits all" approach to ESG best practice. Our typical scope of ESG work within our property management service includes advice on health and wellbeing initiatives and strategies, energy procurement, advice on asset level metering, data flows, waste strategy and energy saving initiatives and opportunities.

Whilst the ESG deliverables required vary from client to client, the fundamentals are embedded across all services provided. Examples of these include;

- Delivering over 80% REGO backed renewable electricity contracts over landlord-controlled supplies. Asset level GRESB support across more than 30 funds & investors
- Local first – we look to recruit and place contracts with local service providers
- Waste reduction – our hands on approach to facilities management directly reduces the amount of waste to landfill. We work with occupiers on the ground and at HQ level to increase both their awareness and operational understanding of waste processes to reduce waste levels and provide innovation solutions where needed.

  Training and communication that embeds ESG into the way in which all property managers approach instructions. We believe that the successful implementation of ESG initiatives requires the engagement of all stakeholders at any asset. This starts with contractors and the on-site team taking ownership of the performance, through to property managers and asset managers. As such we ensure that targets are set collaboratively and opportunities discussed routinely by all parties, with engagement at every level, to create a model which we have seen work successfully across the managed portfolio.

7. Amenity

The communal estate regime and service charge budget are critical elements of maintaining and maximising commercial and residential amenity within the scheme. The service charge budget will deliver a 24/7 staffing regime at the building and this will enable immediate response to any antisocial incidents.

The Amenity includes public spaces of significant coverage. We will consult and engage around the management of the public spaces given the impact we wish to have on visitors and the local community. This is a thriving neighbourhood, with people living and working here, as well as socialising. Learning from the consultation we have carried out over the last seven years; the ongoing management of the site will create a bustling and creative space. A vibrant village within the centre – filled with innovation, art, community and culture. The focus will be on curating the whole Amenity in a way that supports all sizes and types of businesses and brands to grow here.

Given the intended use of this space, the appropriate polices to combat such issues as rough sleepers and any anti-social behaviour matters for example will also be considered. To assist with this we will continue to work with the Local Authority to manage this issue in a way that is appropriate, respectful and in line with those organisations best placed to support the site team in dealing with this issue. In addition, local site Security measures are vital and these are summarised in the below section.

Any site issues not reported via tenants' management team directly to the Management Team can be reported via the 24/7 switchboard to allow for the relevant resource/subcontractor to attend and resolve. The section below focuses on this more specifically in how the 24/7 security resource in particular will assist in the management and liaison on potential obstacles a city centre asset can encounter. Operationally tenant outdoor seating areas and music is only currently allowed until 10pm to ensure the surrounding residents are not affected.

8. Security and CCTV

Security officers will be provided on 24 hour 7 days a week basis to ensure full security coverage is provided. They will be able to deal with and move along any individuals undertaking in anti-social behaviour, rough sleepers and inebriated patrons who could potentially cause harm. The uniformed guards will also act as deterrents for any potential incidents.

Specific security requirements and security systems for the proposed internal lettable spaces will be the responsibility of the tenants and their management teams. Security will not be intrusive but should ensure that occupiers and visitors always feel safe and welcome.

It is expected that the security for the individual plots and the estate security team will work alongside each other to ensure that security risks identified are shared enabling full visibility and safety around the estate. On occasion, if estate wide events or city-wide events take place; additional security may be employed upon to support. This will be assessed by the management team accordingly and communicated appropriately.

The site will have the added benefit of being a member of City Co and as such will be kept informed of any potential incidents or activities within the city centre such as upcoming protests or increased crime activity. They also offer support on various issues due to their liaison with Manchester City Council, Transport for Greater Manchester, Greater Manchester Police, Marketing Manchester, Manchester's homelessness charity network, and other statutory bodies allowing for city centre businesses to operate effectively.

i. Patrolling

Security patrols will be conducted by the contracted security firm and completed while wearing hi-vis utility vests and a body camera. The frequency of patrols will be logged in the site logbooks, and include the start and finish times, who conducted the patrols along with the digital patrol log. This also includes an hourly radio/cctv check on the guard's location whilst on patrol, which is also recorded on the duty log.

Recognising the increased use of the site at evening and weekend times, these patrols will expand in line with the necessary requirements and recommendations from the appointed security contractor. This will be frequently reviewed by the on-site management team to ensure that the security needs of the site are delivered.

ii. Security Systems

The Security team will utilise the latest technology to improve the accuracy of patrols for monitoring and reporting purposes. Security for the internal and external areas will be monitored 24/7 through CCTV which is always monitored by a team onsite. The provision for increased external lighting and CCTV coverage will be carefully designed to offer coverage across the entire site, whilst not impeding

on any privacy. Signage will be provided in public areas where CCTV is in operation and the signage design will facilitate the responsible person's details.

Any anti-social behaviour is captured on CCTV or body cams (that the security officers have on their utility vests) and reported/shared with BCRP with a reference number issued. Incidents are logged via an incident reporting form to Workman for further investigation and depending on the nature also with Greater Manchester Police with incident numbers issued.

Fobbed access will be present across the internal and external areas including; reception areas, staffed areas, service corridors, lifts serving residential or office users and plant facilities/store rooms.

iii. Privacy Policy

A Privacy Policy will be implemented by the Workman Data Protection team which describes how the management team collects and processes the personal data of the users of Great Northern in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.

The Privacy Policy will provide users with information regarding the personal information collected and held, how such information is collected, what the information is used for, how the data is stored and the data protection rights of individuals. Details of who to contact with any concerns about use of personal information are also included within the Privacy Policy

iv. Permit to Work

A Permit to Work system will be in operation in line with Workman's Health and Safety policy to ensure that all high-risk works are controlled and authorised, so that they do not put tenants, workers, residents or visitors at risk. Permits to work will be issued for all jobs, including those that involve confined spaces, depletion of oxygen, work at height, hot works, work on certain electrical systems and works in hazardous areas.

Permits will be used in conjunction with a risk assessment and method statement to clearly identify the work to be undertaken, precisely where, when and the precautions to be taken to minimise the likelihood of harm from the identified risks.

v. Dealing with Incidents

All security incidents must be logged to the Management Team which will include a full incident report. Upon review the Management team will then take the necessary action which could include notifying the data protection officer, informing insurers and liaising with the appropriate authorities if required.

9. Management of Smokers

Smoking will not be permitted within the building and a designated smoking area for tenants and their staff will be located externally on the service road. Smoke bins are to be provided and the area falls under the daily site cleaning regime.

10. Operational Hours

The site tenants have various operating hours and are responsible for their closures. The site is open 24/7 and there will be staff on hand via the phone on the switchboard and patrolling the site to ensure site safety.

There may be some late-night users and the site staff will ensure that the prescribed closing time is maintained to adhere to any licensing requirements.

11. The Web Portal Concept

Our bespoke web portal allows tenants to access key site-specific information relating to their unit or property. This includes tenant handbooks, disaster plans, service charge budgets/ apportionments, building updates, general and fire risk assessments, opening times, contact details, events etc. All data held on the portal is verified by the Property Manager so that the tenants only have access to specific information preapproved for their attention.

The system can also allow online payments This often appeals to smaller tenants who do not have established accounts payable processes. Tenants are also able to log faults/property defects so that the Property Manager/ Regional Facilities Manager is made immediately aware.

12. Ongoing Reporting

An outline summary of the property management reporting to be implemented is illustrated below.

Property Management Reporting Schedule (Outline)

Name	Category	Frequency	Content
VAT Reporting	Finance	Quarterly	• Standard VAT pack
Rent analysis	Finance	Monthly	• Budget vs Actual vs Void
Client report	Finance	Monthly	•
Journals	Finance	Monthly	• Pre-Coded Journals for the monthly expenditure
CIS report	Finance	Monthly	•
Critical Dates Report	Property management	Monthly	• A record of all lease events occurring in the next 24 months, including but not limited to rent reviews, lease expiries and break options
Contracted rent v Actual rent forecasts	Finance	Monthly	• For next 12 months
Net operating income report	Finance	Monthly	•
Exceptions Report	Finance		• Any demands not raised should be flagged in this document, with the reason for not raising them
Arrears Report	Finance	Weekly	• To include all arrears, reasons and action taken • Unallocated funds
Aged Debt report	Finance	Monthly	• All rents due for more than 30 days
Insurance claims report	Property management	Quarterly	• A report detailing all claims anticipated, ongoing and closed in the last quarter
Tenancy schedule	Property management	Monthly	
Accident & incident report	Property management	Monthly	• A record of all accidents and incidents reported
Float report	Finance	Monthly	• To explain what monies have been drawn down and why
Void funding report		Quarterly	• To contain requests for / payments of void funding