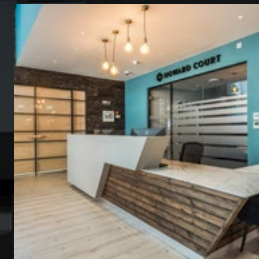




Build to rent

Creating and managing
Build to Rent



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Touchstone is a professional property management company with 30 years of experience in the market.

We manage over **19,000 homes** across the UK, working with some of the **UK's biggest** and **best-known landlords**.

We are proud to be powered by Places for People Group, the UK's leading Social Enterprise. Our ultimate goal is to develop, manage, and support Communities to thrive.

Key facts

Rent roll

£225m

Colleagues

200 Across 4 UK offices

Clients

72

Rent collected

99%

Occupancy

97%

Units managed

19,000

5+ Years

29% of renters with Touchstone 5+ years

Property portfolio management

As an award winning property management company with over 30 years in the industry, we manage homes across all tenures. From long-term, income-led investors to brand new build-to-rent developments, we utilise our expertise in market research, consultancy, and marketing to manage our client's portfolio with ease and convenience.



We manage rented homes in the following sectors

BTR – management of multi-family BTR schemes.

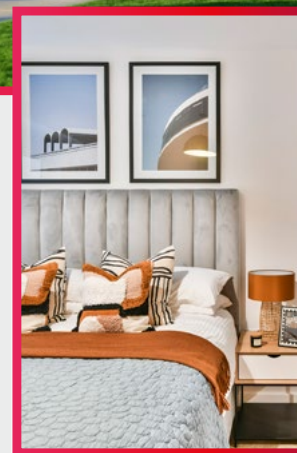
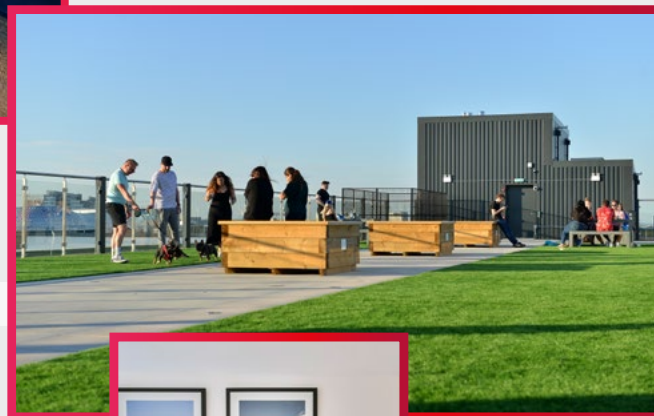
Affordable – circa 3,000 homes including Affordable Rent, Mid-market Rent, and key worker.

Retirement – full lettings and management and administration services for external operators.

Shared Ownership – a growing portfolio of homes for For-Profit Registered Providers

Agent Solutions – letting and accounting administration for letting agents with the option to white label under agent's brand.

Lender Services – Receivership services for a range of key players in the Buy to Let sector.





Meet the team

Our Build to Rent Leadership team provides the best foundation to support you and your Customers.



Jon Clark
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Ollie Marshall
Head of Client Accounts Manager
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Our success is due to our People

Build to Rent

Management

We have been managing Build to Rent for 10 years, managing, mobilising, and consulting on developments for a wide range of clients, from institutional investors and developers to local authorities.



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We tailor our service to our client's specific needs, taking the time to understand their strategy and ambitions to provide everything from design and operational consultancy to a full lettings and management service.

We structure our support to provide the best People, systems, and policies to provide the best service to our Customers. Our goal is to create thriving Communities while ensuring that ESG, compliance, lettings, and financial management are all expertly managed and reported.

We work under your brand or help to develop something new. Our team is experienced in striking the right balance between Customer offers, on-site services, and Community engagement to ensure you attract the right audience. While our focus on compliance, asset management, and innovative data reporting means you can stay ahead of the market.



Operational Management

Our service starts with great management. We offer an end to end management service that helps our clients to achieve a healthy financial return with strong rental growth, whilst also ensuring a best in class service for our customers and buildings which are fully compliant with the latest legislation.

We achieve this through a six step process:

1

Community creation – We curate events programs for our Customers and engage with local business groups to create and cultivate a sense of Community within the developments we manage.

2

Lettings and marketing – We develop specific marketing strategies tailored for each of our clients alongside establishing a brand and managing all elements of lettings from enquiries, viewings, compliance, and deposit registration.

3

Financial performance – From operational budgets, regular reporting, and forecasting to real-time data, rent collection, and credit control, we manage the development's operational financial performance, so you don't have to.

4

Building management – We manage the Hard & Soft FM to ensure the development is 100% compliant, 100% of the time.

5

Systems – We provide all our People with the right tools to do their jobs and deliver a fantastic experience for our Customers from the moment they enquire. We produce institutional grade reporting on the areas that matter, accessible in real time, using our reporting dashboard.

6

ESG – We help our clients to achieve their ESG ambitions by providing advice on a range of ways to improve sustainability or boost the social impact of a development along with project managing the delivery of sustainable accreditations.

Realising your ESG Ambitions

We help our clients to achieve their ESG ambitions. We provide advice on a range of ways to improve sustainability or boost the social impact of a development along with project managing the delivery of sustainable accreditations such as BREEAM, GRESB or Wiredscore.



Consultancy Service

Early and continuous engagement can help ensure the success of your new development. Our advice ensures that the development is designed and managed to suit the Community and its Customers.

End to end development review

We provide a comprehensive review of a development from conception to practical completion to ensure you're delivering the best experience possible.

Design support

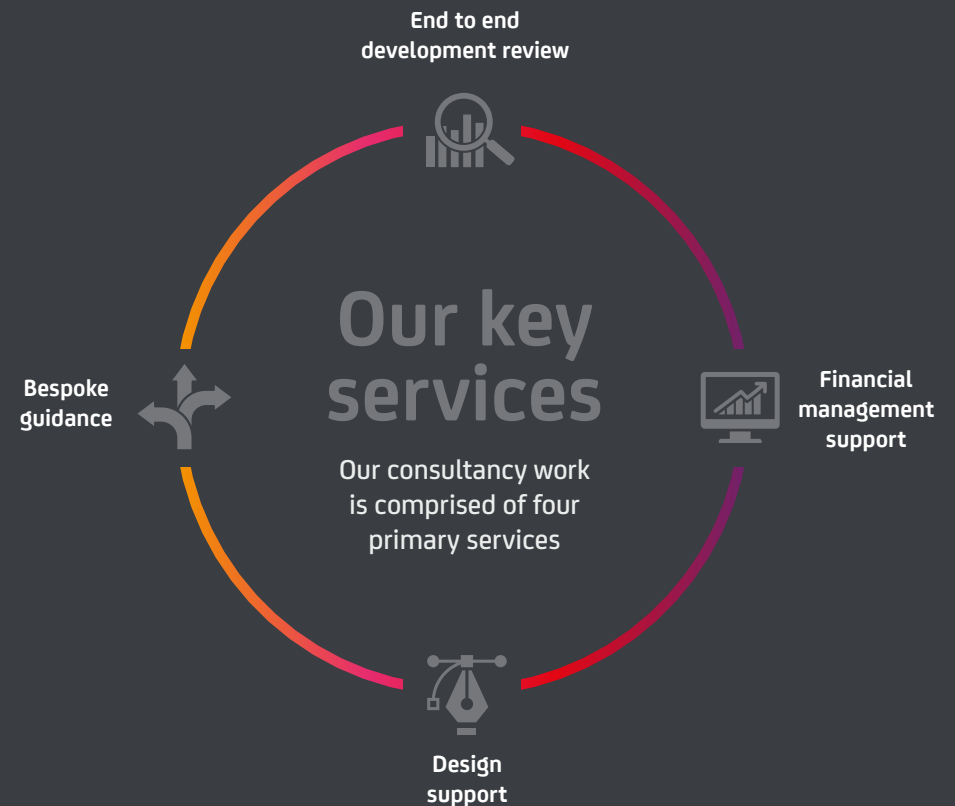
Using our operating knowledge, we review and feed into unit mix, configuration and specification of apartments, fixtures and fittings, amenity space, front and back house requirements, and PropTech.

Financial management support

Estimated rental values and forecast operational budgets during mobilisation and stabilisation.

Bespoke guidance

All our advice is tailored to the individual development, and we ensure it's developed with the target demographic's needs in mind.



Getting Customer Ready

Our dedicated Mobilisation Manager project manages all the operational elements required up until Practical Completion.

This means we:

- Support you with a detailed mobilisation project plan.
- Achieve lease up – produce and manage the marketing strategy to achieve stabilisation.
- Produce and monitor the mobilisation budget.
- Set ERVs and review the operational budget against market changes and performance.
- Recruit and train the onsite management team.
- Set up procurement contracts e.g. furniture or IT.
- Advise on and support the delivery of the show flat.
- Onboard relevant third-party services/ contractors.
- Highlight and report on risks to the mobilisation project plan.



Compliance and risk management

We understand that peace of mind is essential for our clients when building communities that customers can trust in, that's why our systems, processes, and external accreditations are designed to provide the utmost reassurance.



Our management falls into three principal areas:

Memberships and Insurance

- Full range of industry memberships
- RICS (Royal Institution of Chartered Surveyors) audited for all client accounting activity
- £10m PI and PL insurance cover

Compliance

- A central compliance team for all operating legislation requirements
- Membership of a central group H&S steering committee
- Range of client-led H&S and administration audits
- Group-led 'external' audits

Business Continuity and Assurance

- A tested business continuity plan
- Remote access for all staff to a central group server
- Robust and compliant policies for Anti-bribery, Data Protection, Money Laundering
- Formal complaints-handling software
- Contentious issues register
- Environmental – ISO 14001 and 50001



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