

# The residential market

The residential investment market is growing at an unprecedented rate, with increasing investment in new build homes to rent, in prime city sites and key regional locations.

#### How we can help you?

Early and continuous engagement can help to ensure the success of your new development. The advice we provide includes but is not limited to:

- · Research and analysis of markets and rental values
- Design and operating efficiency, to increase customer retention and provide the best value for money, including specification and layout advice.
- Amenities what works and improves the customer experience.
- Community development and engagement How to support customers to become attached to where they live and engage with the people there.

#### Where we operate with build to rent clients

We operate throughout the UK and Ireland, providing advice and support for new residential rental assets and community developments.



### From identification to stabilisation

#### Identification and viability

- Rental analysis and forecasts for regional and national property markets
- · Financial planning and forecasting
- · Local demographics
- · Customer experience mapping
- · Amenity strategy and planning
- Operating cost forecasts
- · Marketing and lettings advice





#### **Design and development**

- Site Development
- Design / layout / amenity provision / linked to demographics
- · Occupancy planning
- Developing a customer proposition for the target market
- Financial forecasting and operating budgets
- Cost v benefit for all services/management provision over the life cycle / gross to net forecasts
- Advice on key decisions throughout the design process to minimise maintenance costs and maximise occupancy and rental income based on front line market knowledge
- Effect on pricing from key changes to the scheme design and specifications

#### **Stabilisation**

- Mobilisation planning budgets / activities / move-ins
- · Marketing and lettings delivery
- Customer experience delivery / measurement
- Site management
- · Facilities management and maintenance
- Appointment and management of third party suppliers
- · Energy and sustainability
- · Rent reviews
- Occupancy management
- Pet policies
- Community engagement



## **Our Build to Rent team**

We are one of the UK's largest property management companies, responsible for over 18,000 homes.

We are trusted by a range of property investors, from individual landlords with one or more properties, to institutional investors.

With properties across a range of tenures, we look after homes in nearly every UK postcode area.



Jon Clark Sales Director

Jon.Clark@touchstoneresi.co.uk



Tristram King
Director, Build to Rent

Tristram.King@touchstoneresi.co.uk



Stephanie Douglas Head of Build to Rent Operations

Stephanie.Douglas@touchstoneresi.co.uk



Kirpal Rehinsi Head of Build to Rent Consultancy

Kirpal. Rehinsi@touch stoneresi.co.uk



Tom Winnan
Data and Insight

Tom.Winnan@touchstoneresi.co.uk