



Touchstone

# Property Management.

Multi and single family  
portfolio management

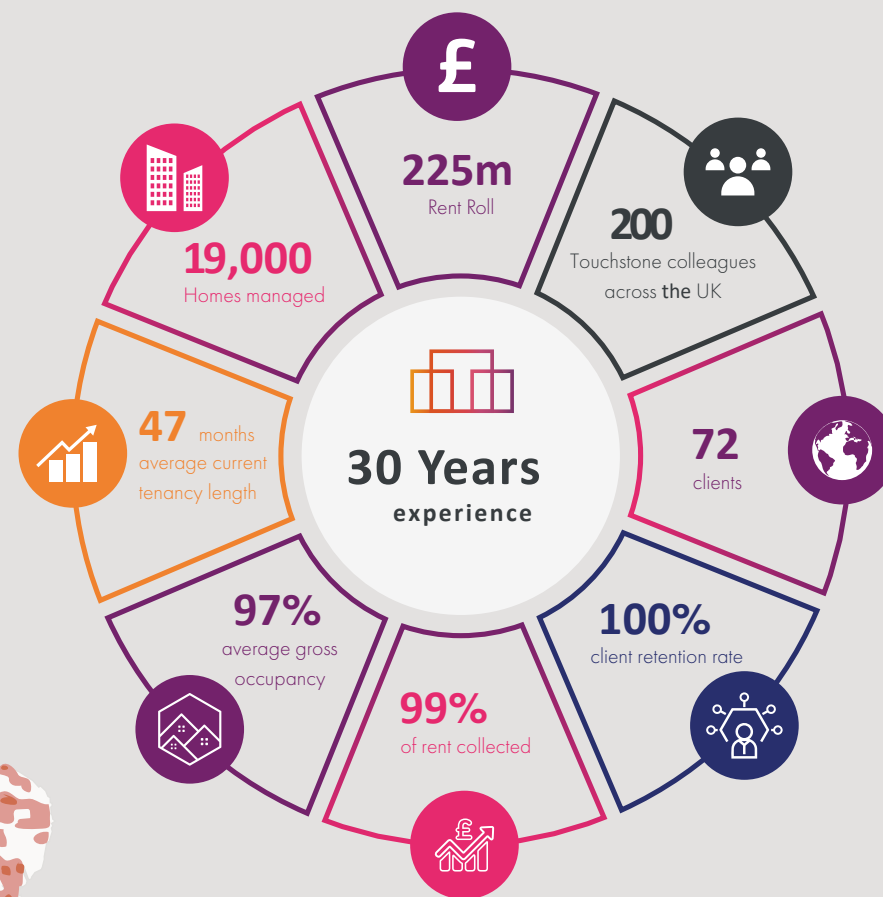
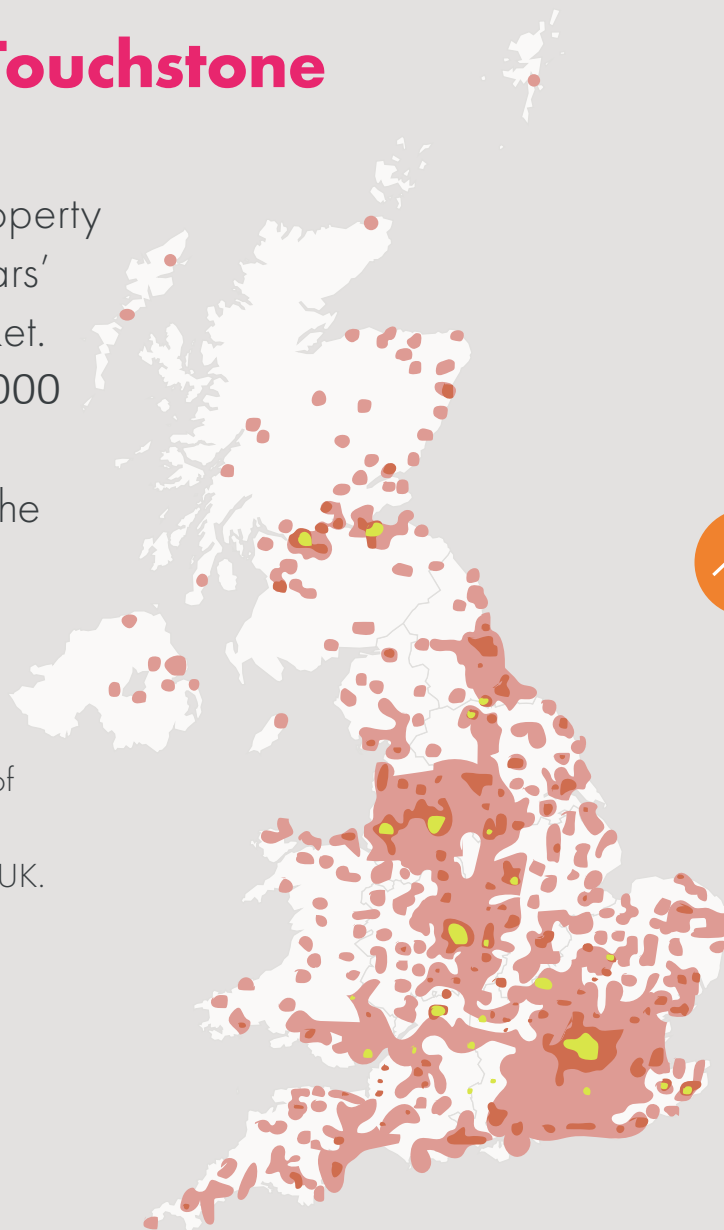


# Welcome to Touchstone

We're professional property managers, with 30 years' 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 part of the Places for People Group, one of the largest placemaking and regeneration companies in the UK.

Part of  
 **Places  
for People**



We cover all postcodes in the UK with high concentrations around key cities and the South East.



## Multi family and single family **portfolio management**

We manage a range of homes across all tenures, from long-term, income-led investors to brand new build to rent developments.

We're able to help in all aspects of managing our client's portfolios, from market research and consultancy to brand development and marketing, right through to maintenance and performance reporting.

Some of our key clients include:



Dolphin Living



ANNINGTON



PATRIZIA



AUXESIA  
HOMES



British  
Land

WHITBREAD PLC



Places  
for People



LINQ  
HOUSING PLC

Bricklane

Market Research

Consultancy

Brand Development

Marketing

Property Management

# Client **services**

We tailor our services for each client's requirements, from consultancy on specific development sites or portfolio growth, to site mobilisation and full operational services.

As your management partner we can offer the following services:

- Market research
- Site feasibility reviews
- Cost and income forecasting
- Brand development and marketing
- Mobilisation planning and support
- Lettings and referencing
- Tenancy administration and deposit management
- Customer queries
- Rent collection and credit control
- Rent reviews and renewals
- Planned maintenance and reactive repairs
- Financial reporting

We also tailor our services to clients in specific sectors.

## **Agent solutions**

We offer support services to complement letting agents' existing in-house capability. Our support is often white-labelled under the client's branding. Our dedicated managers work as passionately as an in-house team, ensuring best practice and compliance, with the benefit of ARLA propertymark, RICS, SAFEagent and Client Money Protection.

## **Lender services**

We provide property management services to the UK's leading financial institutions. We're market leaders in the receivership and management of buy-to-let properties and can provide the full range of services, from initial evaluation right through to managing disposals.

## **Retirement homes**

We offer a full range of retirement management support services, from lettings and marketing to referencing, tenancy administration and ongoing maintenance.



# Our services for rental customers

We have developed our systems to deliver the best customer experience, from new enquiries and viewings, through to applications, move-ins, and ongoing maintenance and support.

## 1 Enquiry



Customer enquiries can be made through Rightmove, Zoopla, with a choice of online bookings or telephone.

## 2 Viewing



The customer viewing of the property is arranged via the local lettings agent, either face to face or online.

## 3 Application



We receive a customer application via the lettings agent using our portal link, or email.

## 4 Credit Referencing



We process referencing for employment and landlord verification, and sanction and PEP checks.

## 5 Approval



If approved, a move in date is agreed with the customer, or we complete a request for additional information (eg. Guarantor).

## 6 Agreement



With tenancy approval, an agreed move in date is arranged and the tenancy calculator is sent (the request for rent and deposit monies).

## 7 Tenancy Documentation



Upon receipt of monies, all customers (and guarantors) sign the tenancy documents online via DocuSign.

## 8 Move In Day

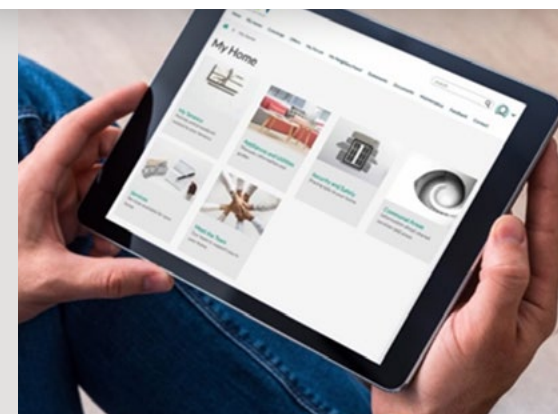
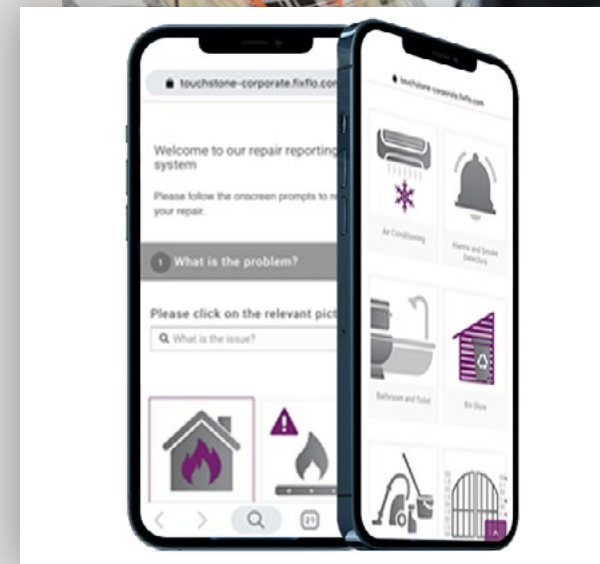


We agree a move in day, and keys, welcome pack and inventory, are provided at handover by the move in clerk. Online portal access is provided where customers can store documents, make rent payments and review statements.

## 9 Beyond The Move In



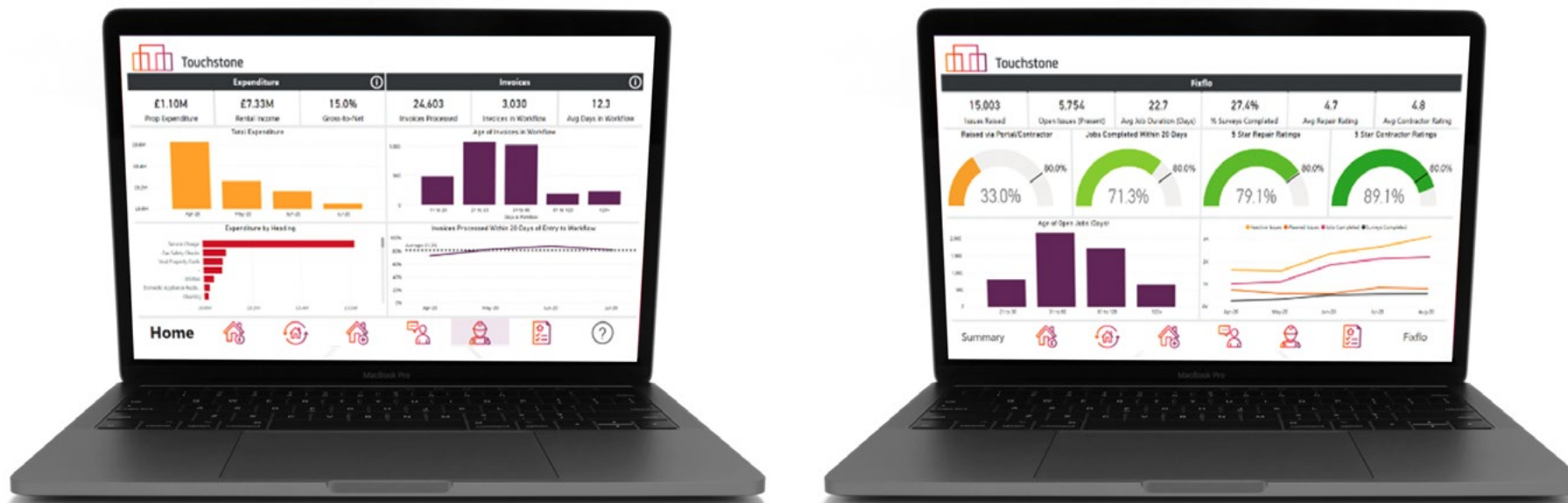
Customers have the choice of portal, phone or email to communicate with our property teams for maintenance, repairs or queries. Customers using our portal can track the resolution of any maintenance issues using Fixflo which provides real time feedback.



# Managing Performance

We'll take time to create a reporting structure for you that delivers performance data and portfolio insight.

We can report at a transactional or aggregated level, showing performance in your key areas of interest. We will provide core financial data to accompany the net transfer of funds at the end of a period, while offering more detailed operational reports including trend activity and commentary.



Our client dashboard gives you flexible access to your metrics. Your dashboard is made exclusively for you, specific to your reporting means. It provides full transparency of our property management services. From checking on maintenance repairs and tenant feedback to an overview of your rental income and arrears, you have complete access to all your data on an intuitive platform.

# Compliance & Risk Management

Our systems, processes and external accreditations offer complete peace of mind. Our management falls into three main areas:

## Memberships and Insurance

- Full range of industry memberships
- RICS 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



Touchstone



**RICS**



The National  
Approved  
Letting  
Scheme

 **safeagent**

