



Block & Estate Management



Putting people and their priorities first is at the heart of our management philosophy

Key Facts

> 2008

YEAR COMPANY FOUNDED

> 9000+

HOMES UNDER MANAGEMENT

> 130+

ON-SITE TEAM MEMBERS

> 32

PERMANENT TEAM MEMBERS

> 9

SPECIALIST BLOCK MANAGERS

> 35

SITES UNDER MANAGEMENT

Founded in 2008 (and formally known as PMM) Galliard Estate Management is today, a major wholly owned division of the Galliard Group actively managing over 35 developments across London, the Home Counties, the Midlands and beyond. Estates managed cover a broad spectrum of 100% residential, mixed use, private rented sector and affordable, across all types of property from high rise to high-end and new build to permitted development.

Galliard Estate Management

COMPANY OVERVIEW

GEM's current management portfolio includes apartment blocks and large scale housing estates incorporating in excess of 9,000 residential homes and some 737,000 sq.ft of commercial space under management.

The company operate a full suite of in-house estate and block management services through dedicated portals providing everything from bespoke lifestyle facilities to everyday amenities, site maintenance and security monitoring.



GEM – managing lifestyles that
create thriving new communities

Galliard Estate
GEM Management



Property
Management Team

The Galliard Estate Management (GEM) structure is headed by Company Director Julian Harper-Brown - followed by a department of 32 full time employees. The property management team comprises the head of residential, senior property managers, property managers and assistant property managers. The entire team are either qualified or engaged in gaining qualification with The Property Institute (TPI) and the Royal Institution of Chartered Surveyors (RICS).

Accounts Team

The accounts team is based at Galliard head office led by a Fellow of the Association of Chartered Certified Accountants and comprises a group of experienced accounts staff - the majority of whom are qualified AAT or progressing to ACCA or AAT qualification.

Administrative
Team

GEM's dedicated team of highly experienced administrators are actively engaged in day-to-day matters covering all managed developments and every aspect of general enquiries, resident queries and legal questions. The team is responsible for seamless administration at every level - forming a vital part of the company's service delivery.

A dedicated **team structure**





GEM – serving a local, regional
and international residential sector

With some 80% of Galliard developments being contracted to GEM for block management services, the residential sector encompasses a full spectrum of domestic and international home buyers, landlord investors and the PRS sector which make up the market Galliard have, and continue to be so successful in.

To date, Galliard have sold in excess of 5,500 new apartments in the Far East with an international team permanently based in Hong Kong and Shanghai sales centres.



GEM operate a dedicated residents' portal enabling complete **resident management and services interaction**

GEM operate a dedicated residents' portal in partnership with a number of providers enabling:

- Meet and greet and enquiries management (residents/visitors/contractors and others).
- Maintaining and updating residents' database.
- Managing and handling apartment and communal keys.
- Organising laundry and dry cleaning collections/deliveries.
- Parcel management - storage and delivery.
- Amenity reservations.
- Assisting with theatre/restaurant/taxi and other bookings.
- Responding to and reporting of maintenance queries and requests.
- Maintaining a safe and secure living environment.
- Internal/external site patrols responding to and reporting any communal issues identified.
- Monitoring and operation of CCTV surveillance.
- Inspection of parking areas, bicycle storage and refuse stores.
- Checking of communal facilities.
- Performing and recording of Health and Safety site tests/checks/inspections.

BuildingLink
INNOVATIVE. EMPOWERING. SEAMLESS.®





On-site staff procurement and operation

GEM provide best in class residential services through on-site staff led by their in-house resident service managers who are vetted, inducted, trained and continuously assessed.

On-site staff members include:

- Head concierges for bespoke resident management.
- Senior and assistant concierges.
- Valet personnel.
- Estate managers.
- Building managers.
- Security guards.
- Housekeeping.
- Caretakers.

Bespoke lifestyle management services

Utilising a dedicated residents' portal that can be accessed through a downloadable app, provides GEM with a fully operational management dashboard that increasingly drives streamlined building and bespoke lifestyle management. GEM are at the forefront of this on-demand technology providing residents with instant access to booking services and deluxe home management.

- 24/7 bespoke concierge management.
- Instant access to booking systems for on-demand services and amenities.
- Butler and personal assistants.
- Housekeeping, laundry and tailoring.
- In-residence dining services.
- Limousine, car and chauffeur services.
- Restaurant and theatre reservations.
- VIP arts and entertainment memberships.
- Personal parcel management.
- 24/7 CCTV monitoring and surveillance.
- Meet and greet visitor management.



GEM's management portfolio includes some of the Capital's **most prestigious, super-prime residential properties.**



Marconi House, located on The Strand WC2 was originally built as a theatre, restaurant and hotel – and then became a world famous location for broadcasting and telecommunication technology.



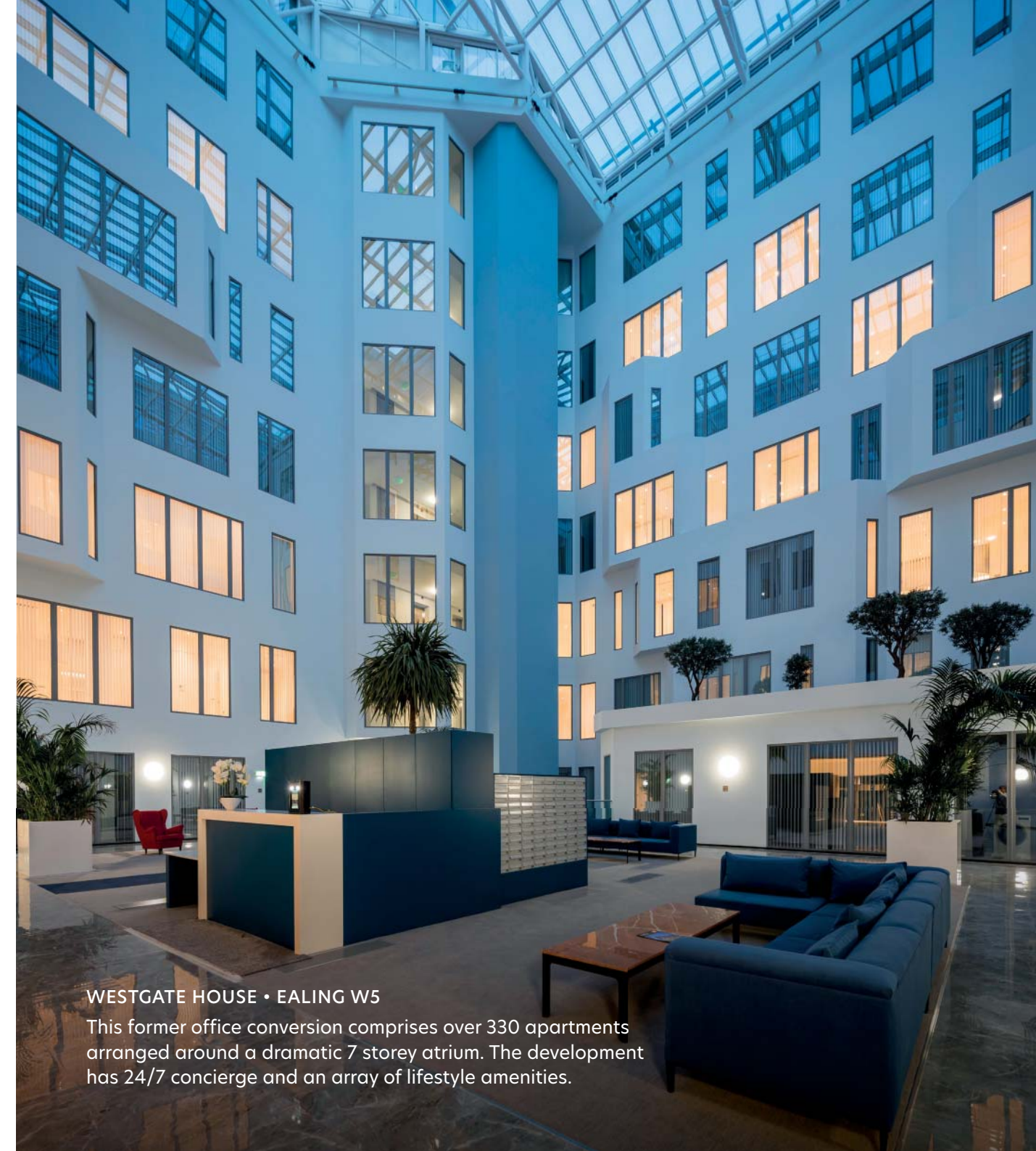
Today, it comprises 86 magnificent homes complete with underground parking and an opulent reception/foyer extending over 2,000 sq.ft. GEM operate the day to day management of the common areas and concierge service within this landmark building.



HARBOUR CENTRAL • CANARY WHARF E14

A landmark 2.65 acre development overlooking Canary Wharf. GEM's block management services incorporate 914 apartments, front of house concierge and a leisure hub.

Our front of house facilities provide a vital interface between residents' wellbeing, services, visitor reception and building amenities.



WESTGATE HOUSE • EALING W5

This former office conversion comprises over 330 apartments arranged around a dramatic 7 storey atrium. The development has 24/7 concierge and an array of lifestyle amenities.

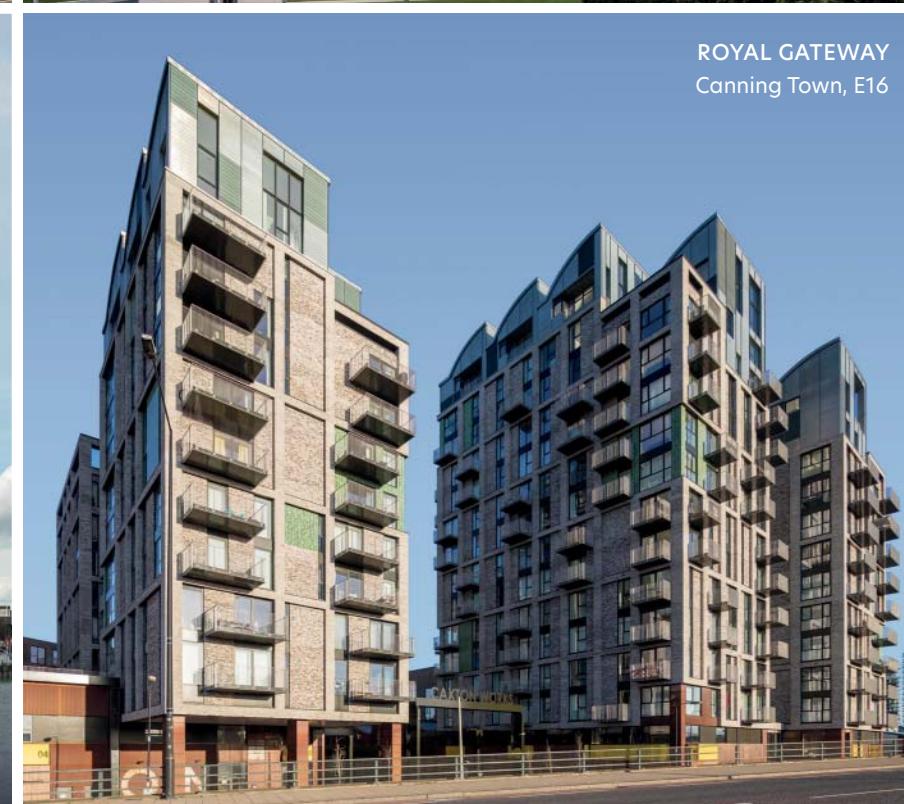


“Wimbledon Grounds is a prime example of GEM's extensive day to day support and facilities management capability



WIMBLEDON GROUNDS SW17

A 51,000 sqm. mixed use scheme managed by GEM - the development comprises 633 apartments arranged in 13 blocks amid landscaped courtyard gardens.



GEM currently manage
80% of Galliard
developments covering
an entire spectrum of
property types, many with
mixed uses and commercial
tenants.



Property Management Structure



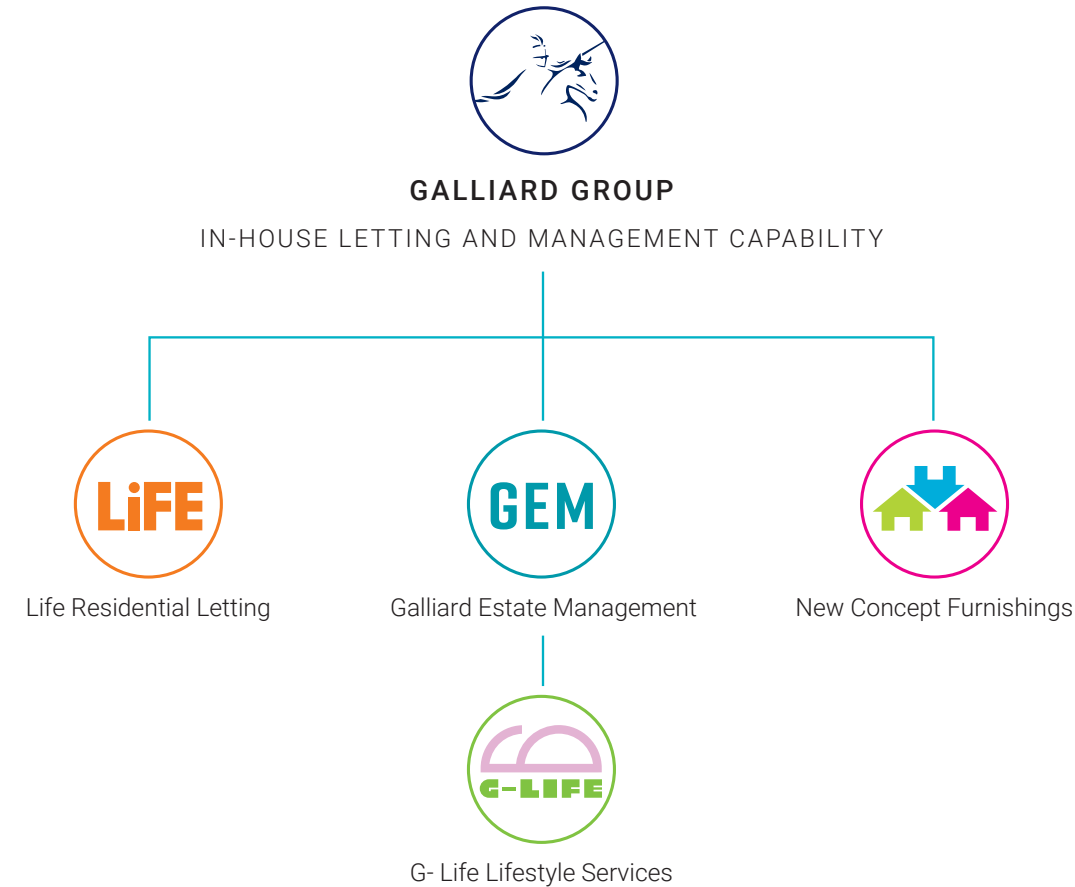
PRIVATE RESIDENTIAL,
MIXED USE PRS AND
AFFORDABLE BLOCK AND
ESTATE MANAGEMENT

LiFE Residential

PRIVATE APARTMENT
AND LANDLORD ASSET AND
ACCOUNTS MANAGEMENT



PRS AND BTR ON-SITE STAFF,
SYSTEMS AND LIFESTYLE
SERVICES MANAGEMENT



G-Life is the service driven division of Galliard Estate Management (GEM).

G-Life is a comprehensive lifestyle service created to maximise on the rapidly growing private rented sector which Galliard Homes are actively expanding into.

G-Life provides an all encompassing 'Ready to go' rental package that includes concierge, maintenance and on-demand facilities for entire apartment blocks.

BALTIMORE WHARF CROSSHARBOUR E14

GEM is responsible for the block and estate management at Baltimore Wharf - which comprises 1,181 apartments across a series of buildings together with landscaped gardens and public realm. GEM have an operational office with a team of Property Managers and associated staff within the estate.

CONTACT:

Galliard Estate Management

HEAD OFFICE:

Sterling House, Langston Road,
Loughton, Essex IG10 3TS

T: +44 (0) 208 418 3738

E: Jharper-brown@galliardhomes.com

galliardhomes.com



