



ARCLITE HOUSE, SWINDON

PROJECT SUMMARY

Provision of asset services including property management, financial reporting, tenant liaison, and inspections for Arclite House, Swindon.

TEAM

Asset Services

LOCATION

Arclite House, Century Road, Peatmoor,
Swindon, SN5 5YN

CLIENT

Luton Borough Council

DATES

31 January 2025

SUBHEADER

Graham + Sibbald were appointed to provide asset services for Arclite House. These services included general property management, financial reporting (service charge collection and management), tenant liaison, and inspections.





WHY G+S

At G+S our goal is to maintain a high quality service, that delivers the aspirations of our clients and consistently meets or exceeds contract KPIs. We take a pro-active and critical approach to the services we provide, achieved by regularly reviewing how we are performing and acting upon feedback from our clients.

This requires an open and honest approach to dealing with any potential and identified shortcomings as early as possible and to continually develop and improve the elements of the service that work well.

APPROACH

Your property is our property, and we treat our clients' assets as our own, with diligent care to achieve the best outcome.

To achieve this, the team keeps a close working relationship and arranges regular meetings and updates, including:

- Regular reporting, undertaken by our dedicated Account Manager for the site
- Regular site visits and technical guidance from our inhouse Health, Safety, Environment and Quality Manager (HSEQ)
- Property monitoring services inclusive of regular inspections completed by our dedicated Property Manager liaising with the client and tenants on site

In addition to regular meetings the team also meets with PPM contractors to ensure compliance with Health and Safety (H&S)

KEY CHALLENGES

Many challenges occur with the management of this property. One of the challenges is to maintain the service charge costs whilst retaining a well-managed asset. The team also tries to minimise running and maintenance costs as much as possible whilst mobilising, enhancing, and improving the services in place at the site.

The service charge had multiple scheduled relating to the glazed roof, covering three office premises and the neighbouring properties that formed part of a wider development area. Shared services include the planned preventative maintenance of the glazed roof, maintenance of the landscaping together with the servicing and conservation of a drainage balancing pond system.

OUTCOMES + RESULTS

We review contracts for the PPM, liaise with the client to understand priorities, and work to minimise costs whilst maintaining and improving the property.

The services required by all occupiers are provided and accounted for through regular internal communication by the property manager, with G+S's facilities management and service charge management accountants at a competitive cost and accounted for in accordance with legal agreements.

KEY MESSAGE

A thorough understanding of the physical, legal, and financial aspects of this property asset enable G+S to deliver a comprehensive management service within budget.



Key contacts:



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