

Sectional Title Management in Cape Town

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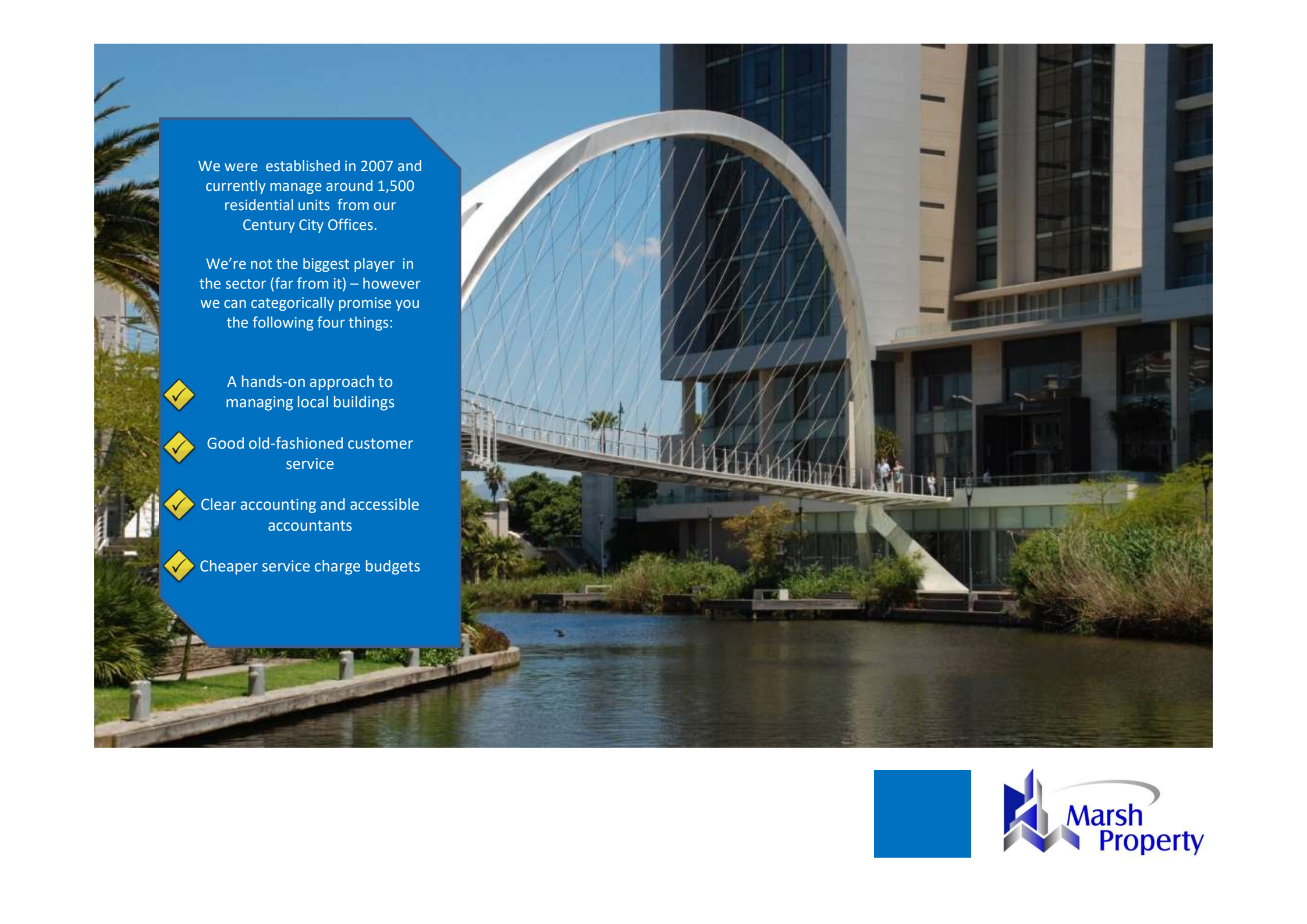
E: grant@marshproperty.co.za

Shop 5, St Tropez, The Island Club, Rialto Road

Century City

7441





We were established in 2007 and currently manage around 1,500 residential units from our Century City Offices.

We're not the biggest player in the sector (far from it) – however we can categorically promise you the following four things:

- ✓ A hands-on approach to managing local buildings
- ✓ Good old-fashioned customer service
- ✓ Clear accounting and accessible accountants
- ✓ Cheaper service charge budgets



Great Local Management

Property managers can give a better service to buildings they're close to. This is why we're currently only taking on new business within 20 minutes drive from our Century City office.

There are two major benefits to a local managing agent:

1. IT'S EASY FOR US TO MEET

Whether it's at our office (we have an open door policy), or on-site at your development – it's good to meet in person at least occasionally.

2. WE CAN VISIT YOUR ESTATE REGULARLY

Yes, it's possible to manage buildings that are further afield – but it's better if they're close as it means we can reliably carry out monthly inspections, attend the odd impromptu meeting and engage with the Estate Managers regularly.

We undertake to inspect local estates at least once a month, however in practice we're generally on site quite a lot more.



HANDS ON LOCAL MANAGEMENT

Good old-fashioned customer service

If you live in a building that's managed by a large outfit chances are there are reviews about them online. Furthermore these reviews are probably bad.

The most regular complaint you'll see is about a lack of decent service. This means call-backs, responses to questions and site visits.

We know this is a big issue so we make sure we get it right. All of our team are highly accessible.

Call-in and there will always be someone in our office who knows your building and most likely you.



Tight accounting from an accounts team you can speak to

We have an accounts team headed up by a fully qualified accountant.

Our team offers a full range of services from:

- Preparing annual budgets
- Preparing annual accounts for Audit
- Daily reconciliation of client accounts
- Strict payment control systems
- Preparing , sending and follow up on levy collections

Unlike some companies, our financial geniuses aren't kept under lock and key off-site, and we never use contractors to deal with the clients money.

AN ACCESSIBLE ACCOUNTS TEAM

A lot of managing agents keep their accounts team off-site, somewhere, others outsource their entire accounts function.

Our accounts team work for you - and on this basis we make sure you can get hold of someone who has an in-depth working knowledge of your building's financial account whenever you need them.

Clear accounting
and accessible
accountants

We'll probably save you money on service charges

Apart from us having one of the lowest monthly service fees in the industry, There are three more reasons for this:

FIRSTLY

We have no ties, affiliations, or any other form of preferential relationship with the contractors we use and we don't accept any commissions from tradesmen. Period.

SECONDLY

We can assist in conducting a (rigorous) tender process on all of the buildings we manage - as opposed to awarding all work to a small number of suppliers we have longstanding relationships with.

FINALLY

We try to use local independent firms who are often cheaper than the big National players.



SAVING MONEY

TEST US

Don't just take our word for it, put us to the test.

Contact **GRANT** on +27 21 555 3898 and as long as you're seriously considering changing your management we'll be happy to attend your site with some contractors – and provide you with a comparative service charge budget and management report. It won't cost you anything - and is offered on a 'no obligation' basis.

A different approach to credit control

Ask 99% of property managers about their credit control function (how they ensure individuals pay,) and they'll tell you about timely service charge demands, vigorous collection processes, and firms of lawyers they work with.

Yes, your demands need to be correct, sent out on time – and you need a good lawyer in case of persistent non-payers. However, we firmly believe that there is a customer service issue at the route of most credit control problems. This is to say, if owners won't pay levies it's generally because they've got issue with some aspect of the buildings management.

We reckon you're better off trying to get to the bottom of this rather than sending a barrage of letters.

This is why we take the highly unusual step of picking up the phone and speaking to non-payers to establish their position.

EFFECTIVE TENDERING WILL SAVE YOU MONEY

A health check and well-organised re-tender should shake things up. It will identify problems and offer a new perspective on how best to run your development. Here's how our process works:

We meet with you to understand your objectives, discuss any on-going issues and get an idea of the services required to run your building.

We'll meet as many vetted suppliers on site as possible. We'll show them around and discuss maintenance and any current issues.

Over the next few days we'll chase and compile quotes, and draw up a shortlist of suppliers.

We will meet our shortlisted suppliers for a final time before retiring back to the office to negotiate prices, check paperwork, and make a final selection.

Thanks for reading



Thank you for taking the time to read our brochure and if you're looking for a managing agent – hopefully you'll bear us in mind

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