

POWERED BY SAVILLS

Virtual Estate Office

Peace-of-mind property
management, tailored to you.



What is the Virtual Estate Office?

Whatever the size of your property portfolio, managing the full spectrum of day-to-day requirements can be a challenge.

For your organisation, the biggest strain might be repair management. For another, it could be finance or compliance. That's why our Virtual Estate Office lets you outsource precisely the services you need to – expertly managed by Savills.

Our cost-efficient, constantly evolving menu of services is designed to free up your estate office to get on with what they do best and concentrate on what makes your estate most effective. It also passes the burden of risk to Savills, removing concerns around property compliance. Our Virtual Estate Office is already used by some of the UK's largest estate owners.

IS THE VIRTUAL ESTATE OFFICE RIGHT FOR YOU?

The Virtual Estate Office is designed to flex to your requirements, no matter the size of your property portfolio. Here are some of the typical clients who benefit from our services.

ESTATE OWNERS AND MANAGERS



Overseeing all elements of an estate means juggling a variety of disciplines, as well as the needs of the estate owner, staff, tenants, holiday home guests or attraction visitors. We provide relief where it's needed, especially staff cover and staying on top of compliance.

TRUSTEES AND ADVISORS



When it's your legal responsibility to ensure the estate is compliant, financially viable and well run, we provide that peace-of-mind.

INSTITUTIONS AND CHARITIES



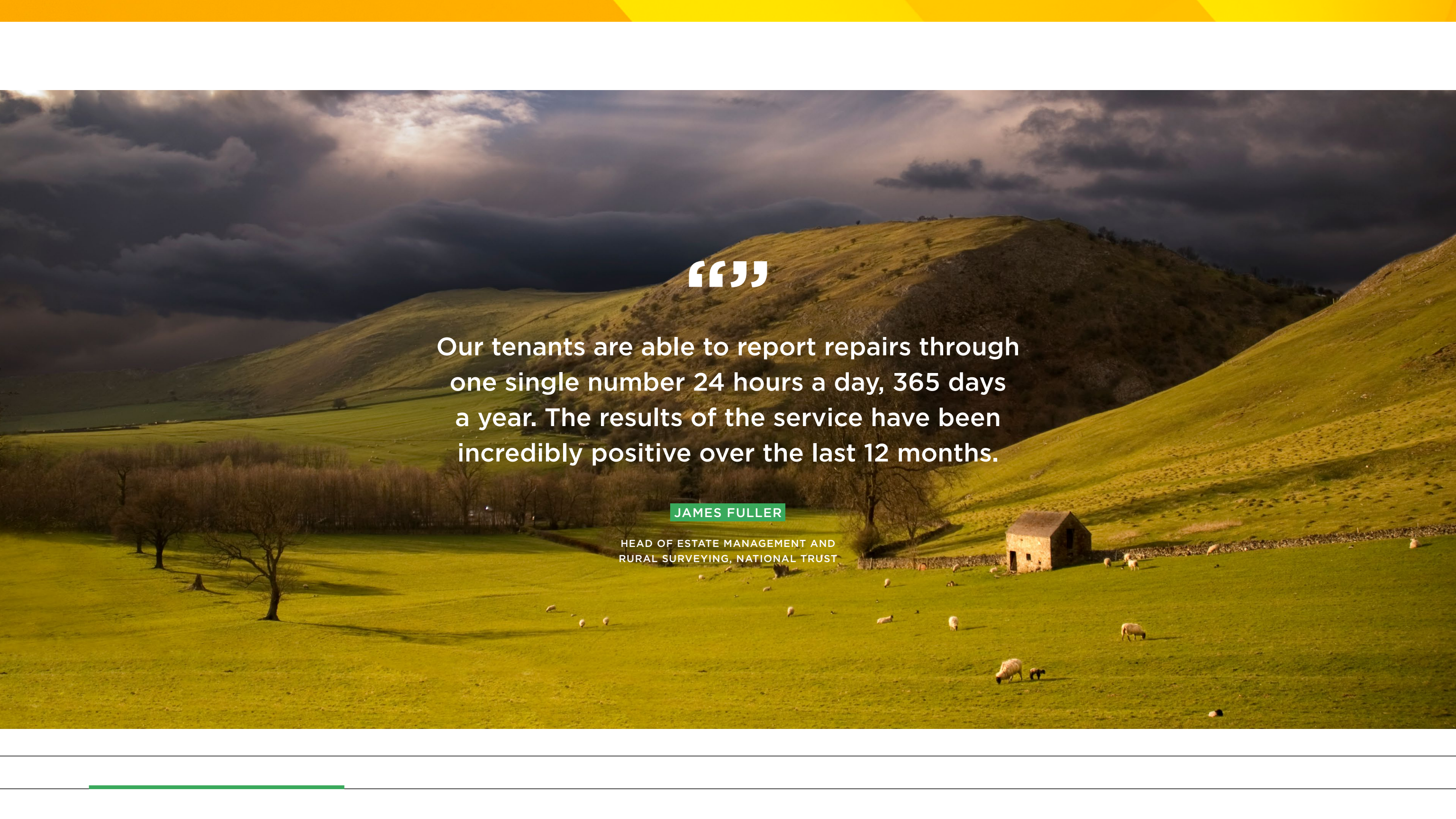
Looking after large and diverse portfolios, sometimes managed by a number of agents, can present its challenges. We can ensure property compliance across entire portfolios to provide a clear audit trail, all in one place.

HOLIDAY LET OWNERS AND MANAGERS



We manage property compliance and repairs for over 600 holiday lets across the UK, providing reassurance and cost efficiency in an area that's becoming increasingly challenging.





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Our tenants are able to report repairs through one single number 24 hours a day, 365 days a year. The results of the service have been incredibly positive over the last 12 months.

JAMES FULLER

HEAD OF ESTATE MANAGEMENT AND
RURAL SURVEYING, NATIONAL TRUST

How can we help?

From complex financial management to unaudited contractors or un-swept chimneys, we're here to support with all your day-to-day challenges.



Managing repairs takes up too many staff hours.

With expert teams and innovative systems, we can streamline the entire process – ensuring full compliance and excellent value for money. For emergency repairs, we're on standby 24/7 every day of the year.



Many staff work part-time, so we often struggle with sickness or holidays

Our diverse teams provide cover for any function and are large enough to cope with seasonal fluctuations – taking care of your requirements meticulously and on time.



Our accounts team is swamped with ever-increasing auditing security and fraud checks

We combine the full spectrum of accounting expertise, from bookkeeping to payroll and purchase ledger. With advanced systems and robust financial control measures, our level of scrutiny would be difficult to replicate in a small office.



Finding good contractors and monitoring compliance is time consuming

Our extensive database of verified, reliable contractors eliminates that frustration and provides total peace-of-mind in their quality of work and relevant insurance.

OTHER BENEFITS AT A GLANCE



We carefully file all compliance and repair details, for every property and contractor, so they're instantly retrievable



All software costs are covered – so you benefit from bespoke estate management systems without the heavy investment



All our teams stay up to date with the latest property legislation and regulation, saving you time and expense on training



Tenants have access to our self-diagnostic repairs portal – solving 14% of issues with no call-out or extra expense



Our service increases the overall level of tenant care, improving relations and building long-term trust

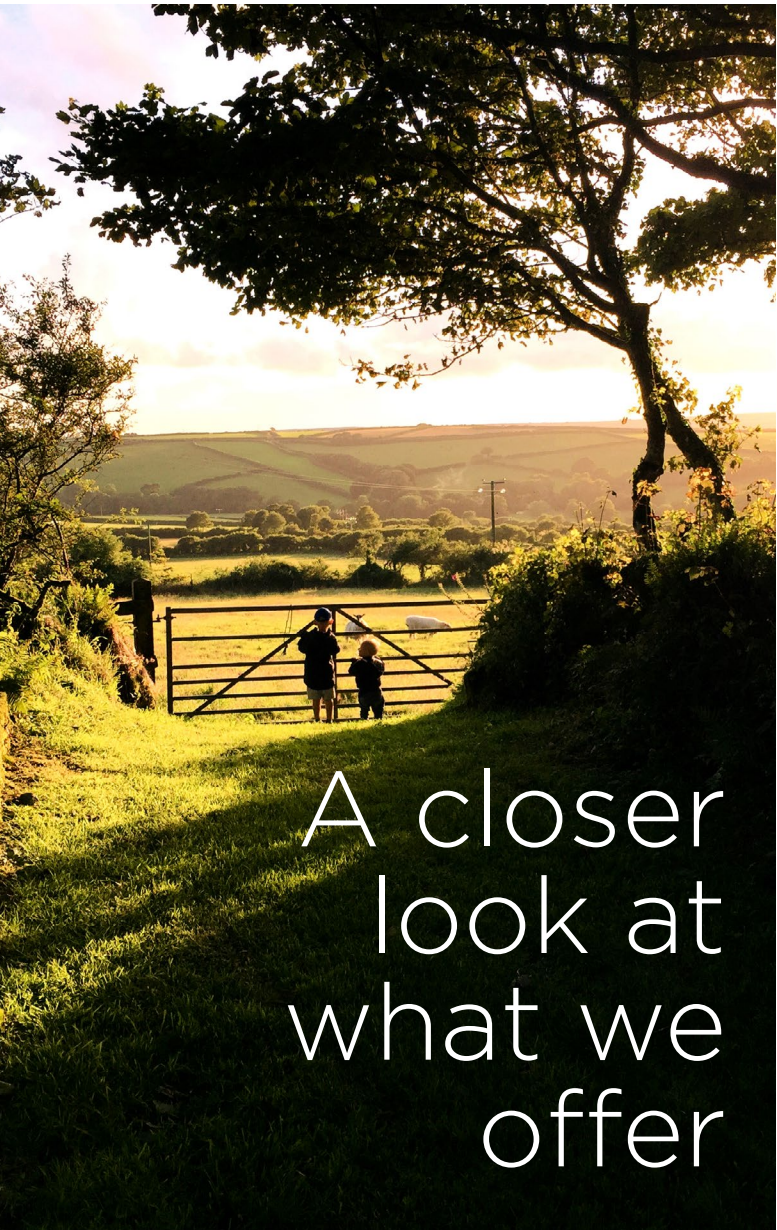




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Given the level of administration it has taken off my shoulders, it is very good value for money. It certainly helps me sleep better at night.

PRIVATE LANDLORD



A closer
look at
what we
offer

CLIENT ACCOUNTING

With a dedicated point of contact and large team spanning most disciplines, we can provide comprehensive services on general financial administration, VAT, payroll, debtor and rentbook analysis, and estate commercial and agricultural income & expenditure.

- **Reassurance built in:** Our stringent financial control measures include multi-layered security with a chain of approvers. Fraud prevention measures are built into our internal processes.

COMPLIANCE MANAGEMENT

Combining a specialist team with the latest technology, we can handle all your compliance and risk management across residential, commercial and agricultural property portfolios.

In risk management, our team does it all from servicing to safety inspections and Electrical Installation Condition Reports – scrutinising all details and keeping all certificates to hand.

When it comes to contractors, we rigorously check and chase to ensure all certification and insurance is up to date. Thanks to our advanced dashboard and automated reminders, nothing is missed – with a full, auditable trail always on hand.

REPAIRS MANAGEMENT

We save clients time through our reactive 24/7 repair support – using only compliant, fully-insured contractors. This is supported by an online repair portal that helps tenants self-diagnose their repair issues, avoiding around 14% of contractor call-outs, and storing a full audit trail.

- **Tailored to you:** We can brand the repair portal and helpline with your business, so it feels like it's your bespoke service. You can also choose to use only our emergency service or full repair management – and even set spend limits, so you can keep control of your repairs budget.

CONTRACTOR APPROVAL

Finding quality contractors and obtaining paperwork to ensure they're Construction, Design and Management (CDM) compliant is always challenging. So, as well as a national database of approved and trusted contractors, our team has a suite of tools to make the checking process meticulous and seamless – including automated reminders for compliance and insurance renewals.

- **Flexible service:** We can select contractors from our database, or take onboard your existing suppliers and put them through our rigorous approval procedure. We can also charge on an ad-hoc contract basis, giving you full control of costs.

TENANCY PROGRESSION

Working closely with your agent, the Virtual Estate Office can perform all checks and draw up contracts for your new tenants, along with ensuring the property is fully compliant for a new lease. We'll also monitor your agent's right to rent checks as per law.

Our robust reference checking gives you real peace-of-mind. And, with all certification safely stored with an auditable trail, you know your estate is fully compliant. The flexible service is charged on a per tenancy basis, so you can use us as and when you need to.

ENERGY EFFICIENCY STANDARDS

Compliance with Minimum Energy Efficiency Standards presents challenges. Our team is able to assess and translate energy performance certification to provide workable and costed solutions for an estate strategy.



The Virtual Estate Office has removed the burden of property compliance and repairs management from our Estate Office staff. This has allowed them to concentrate on higher value and more interesting work while ensuring that our compliance and maintenance are compliant and addressed in a timely manner. Our tenants are happier and so is my team.

ESTATES DIRECTOR

THE RAGLEY ESTATE, WARWICKSHIRE



FAQs



What type of units and properties can the Virtual Estate Office manage?



Residential, holiday, agricultural and commercial.



How do I retain control of budgets and decision making?



All services offer agreed spend limits, with sign-off protocols tailored to your requirements.



Could part of my portfolio be looked after, but not all?



Yes, the Virtual Estate Office can scale its services to your needs.



How do you ensure tenants don't know I've outsourced my services?



We can use your own branding on the repair portal, and the telephone will be answered using your personalised greeting.



Do I have to use all elements of the service?



No, it's a tailored service. So you can choose only the services that are right for you.

Meet the team

Savills Virtual Estate Office provides administrative services to support the in-house management team of an estate or property portfolio.



EMILY HARTNELL
Director

07703 199 602
ehartnell@savills.com



ROSIE TOMASELLI
Director

07976 228 872
rosie.tomaselli@savills.com

