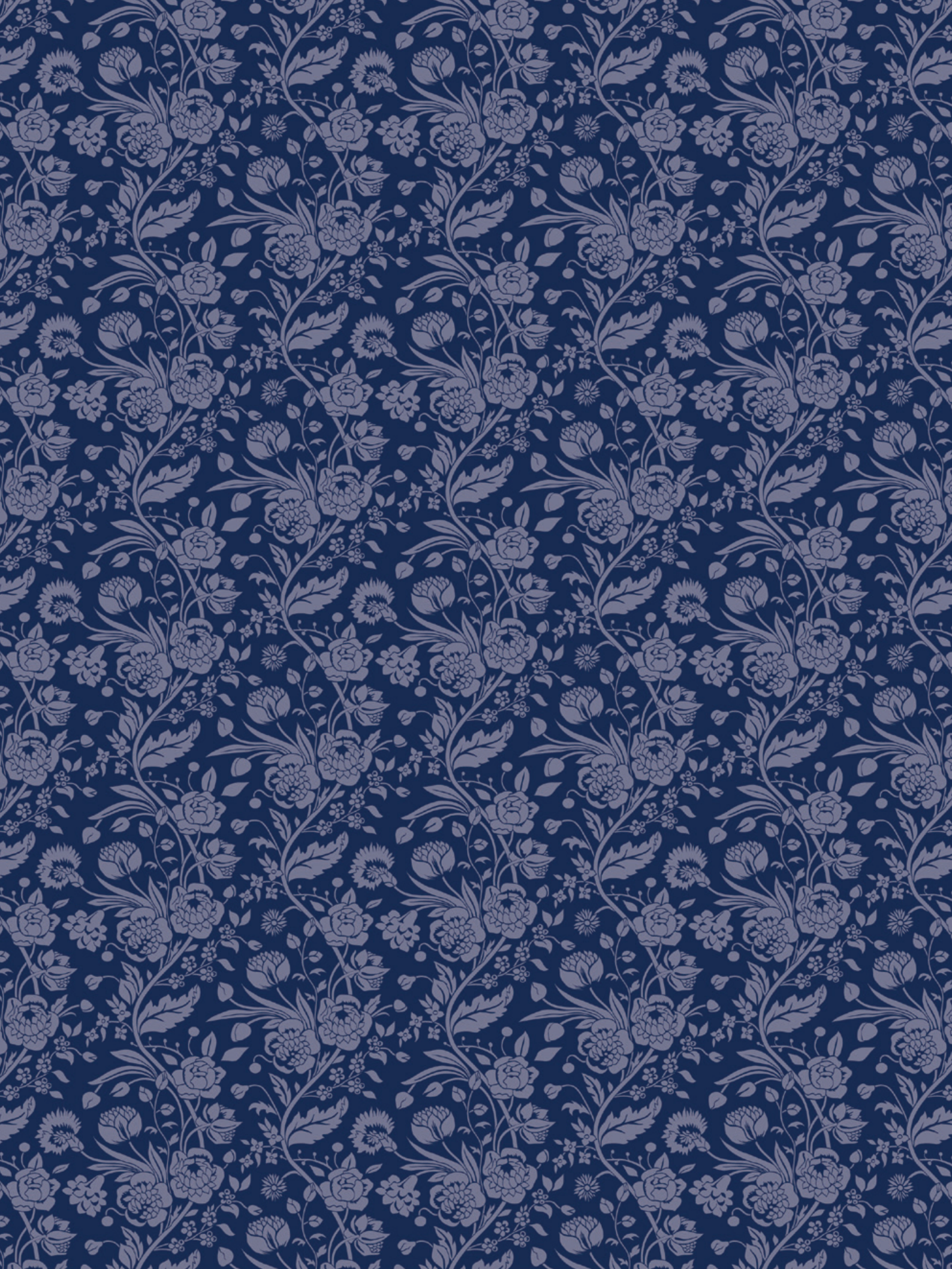




FTJ

FITCH TAYLOR JOHNSON  
RESIDENTIAL



## OVERVIEW

Fitch | Taylor | Johnson specialises in the management of prime central London residential assets. The principals of the Firm have over 80 years combined experience in the sector and have a reputation for operating at the highest professional levels.

Our portfolio is concentrated on prime residential neighbourhoods located within 5 miles of our Mayfair office, including Belgravia, Chelsea, Mayfair, Kensington and Knightsbridge.

We believe that this degree of geographic focus enables us to provide an unparalleled level of service to our clients.

In addition to the in-house expertise, we have an established network of local service providers which ensures that we are able to deliver planned maintenance projects on-time and within budgets and provide rapid response times for emergency items.

Our bespoke services cover every aspect of managing your building whether you live in a new build or a listed property.

Our ethos is simple; we will ensure that your building is a wonderful place to live.



# OUR MANAGEMENT TEAM



**Chris Fitch MIRPM AssocRICS**

Director of Property Management

Having worked within the property management industry for the past 20 years, our Director of Property, Chris Fitch, has worked with many leading luxury developers and established excellent relationships with high-profile clients within the super-prime property sector.

As a former Director of Property Management for several companies, including a highly respected Mayfair-based managing agent, Chris has a wealth of experience, having successfully managed over 530 clients throughout his career.

Over the past several years, Chris has been at the forefront of innovation through the use of emerging technologies and continues to develop prop-tech solutions for the benefit of our clients.



**Rebecca Everton**

Office Manager

Rebecca is our office manager and heads up the central administration team.

She is also responsible for ensuring that our corporate sustainability, ethical & moral policies and charitable interests are upheld.

**Tim Taylor, Cert CII**

Financial Director



A commercial insurance broker by trade, Tim also has a wealth of experience within the property management industry and is fully authorised by the FCA to be responsible for client funds.

Tim's role within the company is to ensure all client funds are managed in accordance with statutory requirements set out by the FCA, RICS and ARMA.

**Guy Johnson**

Client Services Director



Guy comes from a strong background in customer service, having headed up the Residence Management divisions of several large property companies.

As Client Services Director, Guy is responsible for the strategic implementation of our Residence Management and E-Concierge packages, which provide unparalleled service and peace of mind to our high net-worth clients.

With several years of residential block management experience within the super prime residential sector also under his belt, Guy and Chris have formed an award-winning partnership which continues to grow from strength to strength.



# OUR SERVICES

By choosing Fitch | Taylor | Johnson, clients will receive an exceptional management service, including our E-Concierge and Apartment Management Services.

We tailor our services based upon the needs of each client and in addition to a fully bespoke service, clients will receive the following services as standard: -

- Site Inspections
- Repairs & Maintenance
- Apartment Management Services
- E-concierge
- Service Charge Budgeting
- Financial Reporting
- 24/7 Emergency Cover
- End of Year Service Charge / Statutory Accounts
- Major Works / Section 20 administration
- Facilities Management
- Residents Meetings
- Contract and supplier management
- Health and Safety reporting
- Company Secretarial services
- Right To Manage (RTM)
- LPE1 Management Packs
- Licences to Alter
- Licences to Sublet
- Notice of Charge
- Notice of Transfer
- Utility broker services
- Insurance arrangement



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# GUARANTEED SERVICE STANDARDS

Fitch | Taylor | Johnson was founded on the principle of ensuring that each client under our management will receive exemplary standards of service.

We work closely with concierges and site teams to deliver an unrivalled experience from the moment our clients enter the property.

Our clients have come to depend upon our reliability, knowing that we are always on hand to provide expert assistance 24 hours per day, 7 days a week.

We aspire to nothing short of excellence and as part of this working ethos, we guarantee a proactive management service in addition to: -

- Courteous, professional and discreet conduct
- Non disclosure agreements with high-profile clientele
- Calls answered within 4 rings or returned within the hour
- E-mails responded to the same working day
- Letters / correspondence responded to within 2 working days
- Weekly property inspections
- Quarterly client meetings
- Quarterly financial reports
- End of Year financial reports
- LPE1 packs provided within 2 business days
- New owner Welcome Packs
- Honesty and integrity



# DEVELOPER SERVICES

We are proud to work with London's most exclusive properties and we have worked with some of London's finest developers from the planning and consultation stage to deliver residences that rival – and even surpass – those of luxury hotels.

The consultation process begins from the moment we are appointed and we work closely with developers from the initial planning phase through to the final unit completion.

Prudent financial management of the project is critical at every stage and with this in mind, we calculate comprehensive service charge budgets that provide a balance between value per sq foot together with realistic forecasting.

In view of ever-increasing legislation across the industry, we are able to assure our developer clients of complete delivery of health & safety, HR, M&E, compliance, utilities, surveying, and insurance for their flagship schemes.

Additionally, we provide essential support for developer sales representatives, ensuring they are able to truly sell the full benefits the property has to offer.

Perhaps most importantly, we recognise that developer reputation requires ongoing enhancement even after all units have been sold and we ensure that the brand identity of our clients is upheld as much as our own.

Our property development management services include: -

- Consultation from planning and design stage to completion
- Advice on lease structure
- Preparation of service charge budgets
- Advice on maintenance, utilities, security, amenities, environmental and other considerations
- Creation of service contracts with contractors and insurers
- Recruitment of caretakers, porters, concierge or other site staff
- Formation of a management company and issue of share or member certificates
- Liaison with solicitors, legal and planning teams
- Supporting sales and marketing teams
- Efficient process for the management of hand over
- Brand protection



# YOUR MONEY IN SAFE HANDS

The management of a property's finances is perhaps the single most important task that we have and we manage our client's funds as if they were our own.

All Service Charge and Reserve funds are held by FTJ in trust accounts, ensuring maximum safeguarding.

Our Property Management Team has been responsible for over £200m of service charge funds throughout their careers with many individual annual service charge budgets exceeding £5m.

We do not apply any mark-ups or hidden costs when it comes to property expenditure and invoicing. The cost our clients pay is the cost of the invoice – no more, no less.

Like many other property management companies, we may take a commission for the arrangement of Insurance policies or Utility contracts, but these will always be disclosed to our clients.

It is crucial for us to have our client's complete trust with their finances and we go to great lengths to prove how much we value the responsibility of doing so.

Our finance management services include the following aspects: -

- Service Charge & Reserve funds held in separate, dedicated trust bank accounts
- Robust arrears chasing / Credit Control
- End of Year Service Charge Accounts
- End of Year Company Accounts
- Easy to understand Service Charge statements

- Service Charge Budgets
- Service Charge Invoices (demands)
- Supplementary / Interim Invoices (demands)
- Ground Rent Collection
- Quarterly Financial Reporting
- Bank Statements
- Live Bank Balances
- Supplier payment screening
- Commercial Rent collection
- Tenant Portal
- Online payments
- Service Charge payment plans

## CLIENT CONFIDENTIALITY

Our clients include a variety of high net-worth individuals, many of whom hold positions of significance in society, and it is vital that we exercise the utmost discretion when it comes to their privacy.

Client confidentiality is critical to ensuring the successful management of a property and we ensure that any personal information held is done so in the strictest of confidence and is not passed on to any third parties unless we are directly requested to do so by the client.

Our employees, sub-contractors and any other third-parties working on our behalf have all signed non-disclosure agreements to ensure the privacy of our highly valued clients is upheld.

Personal information is securely held by Fitch | Taylor | Johnson in compliance with GDPR legislation. We do not hold physical records of any kind containing our clients' details and all electronic data is safely stored using 64-bit encryption.

Sub-contractors and third-party expertise  
We carefully review and monitor all sub-contractors and third parties working on our behalf to ensure they meet our strict requirements in terms of service provision and privacy.

We carry out the same level of due diligence for all of our working partners to ensure they are fully qualified, properly insured, exercise safe working practices at all times and provide value for money to our clients.

Before a sub-contractor / third party is used by Fitch | Taylor | Johnson, they are

fully vetted and undergo a stringent application process. This includes a formal review of their services, staff structure, health & safety policy and insurance policies, together with a detailed analysis of historical finances and relevant accreditations.

## EQUAL OPPORTUNITIES

### A) STATEMENT OF POLICY

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

### B) RECRUITMENT AND SELECTION

1. The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection

and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
3. Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
5. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
6. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
7. All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
8. Short listing and interviewing will be carried out by more than one person where possible.
9. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
10. We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.
11. Selection decisions will not be influenced by any perceived prejudices of other staff.

#### C) TRAINING AND PROMOTION

1. Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

2. All promotion will be in line with this policy.

#### D) MONITORING

1. We will maintain and review the employment records of all employees in order to monitor the progress of this policy.
2. Monitoring may involve:-
  - a. the collection and classification of information regarding the race in terms of ethnic/national origin and gender of all applicants and current employees;
  - b. the examination by ethnic/national origin and gender of the distribution of employees and the success rate of the applicants; and
  - c. recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

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