

case STUDY

8 Hewitt Street - Manchester



Commercial Property Management In The City Centre



8 Hewitt Street is located just off Deansgate in the heart of Manchester city centre. It incorporates four floors of offices with a penthouse apartment on the top floor.

The Problem

Following a succession of large city centre managing agents, the Landlords in 2016 decided they required the services of a boutique managing agent that was both pro-active and cost-effective. Their requirements included both rent and service charge collection.

Casserly Property Management was subsequently appointed in June 2016 and following a complete review of the handover information found the following issues:

- Expensive facilities management contracts in place for day to day communal services.
- Overcomplicated planned preventive maintenance contracts were in place which were not cost effective as many of the contracts could have been combined.
- A lack of clarity by both Landlord and Tenant about who was responsible for certain services and works.
- There were a number of historic accounting issues unresolved at handover including old tenant debtors, creditors and VAT anomalies.



Paul and his team at Casserly Property Management brought a breath of fresh air and a new energy to the management of our building. They are completely aligned with our aspiration to achieve both quality and cost-effective management; their professional approach, pro-active response and communication skills are of the highest level and we are delighted with what they have achieved over the last 2 years.

R Haugh - Landlord, 8 Hewitt Street

- A comprehensive review of all existing day to day service contracts including communal cleaning, window cleaning and landscape maintenance was undertaken and new contracts were tendered. This achieved savings of over 60% without reducing the frequency of contractor visits ensuring standards at the property remained high.
- A new Health & Safety and Fire Risk Assessment was undertaken and all associated statutory compliance requirements were summarised and re-tendered. This generated savings of over £2,000 per annum.
- The lift maintenance contract was re-tendered generating further cost savings.
- An independent energy broker was appointed to achieve the best value for the communal electricity supply generating savings of £1,000 per annum.
- The cost savings that were achieved meant that works to the roof could start to be addressed without significant increases in service charge.
- All leases were reviewed and all Tenants were presented with details of their responsibilities to clarify what comes under the service charge umbrella and what should be addressed by the individual Tenants. This ensured all parties were only paying for the services they were responsible for under the terms of their lease.
- All historic accounting issues were fully investigated and resolved.



“ Paul and his team have managed a seamless transfer from our previous agents and quietly reviewed services and other contracts ensuring that value for money is being achieved. It has been a beneficial change for us. ”

R Baird – Landlord, 8 Hewitt Street