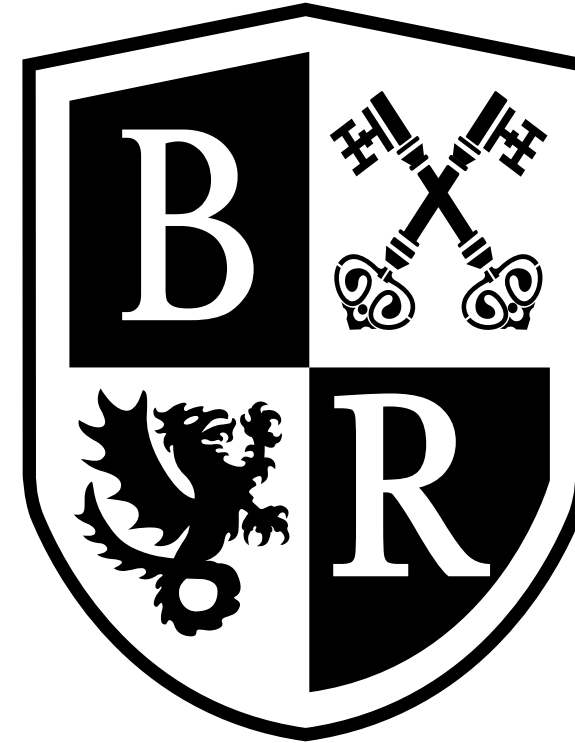


BOLD & REEVES

L O N D O N

Managing London's Finest Properties



Reducing the total cost of ownership  
of luxury homes in and around London



# ABOUT US

**Bold & Reeves has earned a reputation as London's premier provider of management, maintenance and monitoring services to London's finest properties.**

A combination of experienced property managers and world leading technology enable us to help homeowners of luxury property in and around London minimise the risk of things going wrong in their home whilst also reducing their total cost of ownership. In so doing, we provide a convenient solution that delivers peace of mind and value enhancement to the most discerning homeowners.

Our bespoke, proactive service ensures your London home is your haven in a busy city and a place of calm, comfort and contentment.







# WHY?

**At Bold & Reeves our mission is to protect the value and reduce the total cost of ownership of luxury homes in and around London.**

We do this by focusing on our clients' needs, innovating our services, and by building a company culture based on integrity, care and understanding.

It's common knowledge that prevention is better than cure, which is why people proactively manage their health – usually with the help of experts, via a service that is tailored to suit their lifestyle. No doubt you do the same for your car. Bold & Reeves offers a similar approach to managing your home, meaning fewer potential problems go unnoticed and fewer things break down. This results in reduced running costs and increased peace of mind.



## *TOTAL COST OF OWNERSHIP*

*We are passionate about reducing our client's total cost of ownership (TCO). We don't believe the concept of TCO has previously been applied to residential property. Yet anyone who owns and runs a luxury asset, such as a jet, a yacht or a car, understands the principle of TCO well.*

*With increasingly complex "moving parts", luxury homes require a proactive approach to maintenance and an understanding that there will be an ongoing cost to the running of a such a property.*

*Our task is to help homeowners understand their TCO and then work to reduce it.*





# WHAT?

## OUR PARTNER NETWORK

*We have built a network of tried and tested tradespeople who our clients can trust. We call them “partners” as they have to share our passion for excellence of customer service. They all come via recommendations, are carefully chosen and vetted, with proven track records in prime residential property management.*

*Due to the high volume of business we generate for our partners, we benefit from economies of scale, enabling us to negotiate discounted rates which we pass on transparently to our clients.*

*Through continuity of provider and a continual focus on cost reduction, our clients are left feeling supported, trusting, richer in time and money, and hassle-free.*

**Our approach to the asset management of luxury homes is centred around proactivity and continuity of knowledge.**

At Bold & Reeves we take responsibility for the implementation and expenditure of all maintenance activities, working with our partners to oversee the details of every intervention, generating data supported savings as we do so.

A service is only ever as good as the professionals that deliver it, and our trusted partners are best in class, having come via client recommendations and passed a rigorous screening and vetting process, before proving their capabilities again and again in practice. Completing every task to an exacting standard, for the right price, is the Bold & Reeves way.







# WHO?

**Bold & Reeves clients are luxury homeowners, some of whom are permanently in residence and others who live overseas. Like many high net worth people they are time-poor and cost-conscious, and vulnerable to exploitation from their supplier network.**

Our team of experienced Property Managers helps to mitigate these risks, by working with our partner network to minimise our client's exposure, and consistently reduce the total cost of ownership as they do so.

Your home should be a haven of calm, comfort and contentment – a place to spend quality time with family and friends, free from the problems of repair, management and maintenance.

At Bold & Reeves we ensure it remains so, by shouldering responsibility for your home and solving these issues for you. Our service is bespoke, proactive, meticulously managed and expertly delivered. The result is a totally new level of convenience, peace of mind and value.



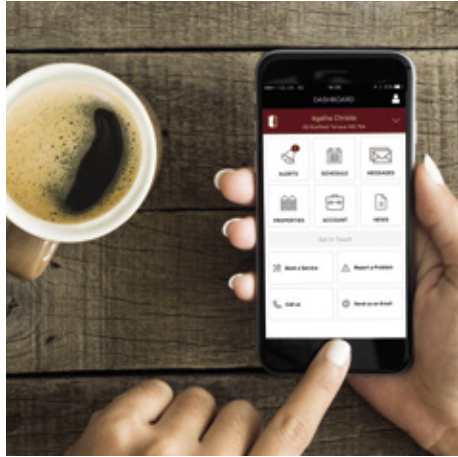
## *OUR PROPERTY MANAGERS*

*Our clients are assigned a team of two property managers to whom they have direct access 24/7, as opposed to having to deal with a faceless call centre.*

*Our property managers are experienced, mature operators who come from a relevant trade background and are expert in procuring the best planned and reactive maintenance contractors.*

*They understand both the complexities of the properties they manage as well as the demanding requirements and lifestyles of our clients. In so doing they consistently save our clients time, money and stress.*





# HOW?

## THE PROPERTY LOGBOOK

*Our unique software system, built bespoke in-house, is truly world leading.*

*It facilitates continuity of knowledge, accountability and transparency.*

*Features include:*

- *Room by Room information*
- *A record of every task planned and completed*
- *A forecast of upcoming maintenance*
- *Aggregated payment of third parties*
- *Invoice management & cost analysis*
- *Document storage*
- *Remote monitoring*
- *Service certification*
- *Messaging*

**In the same way as a full service history improves the value and saleability of your car, the Bold & Reeves Logbook utilises technology to record the dynamics of every intervention that is made on our client's behalf, supporting our people to identify and service all requirements with immediacy, while presenting this activity back to our clients in real time.**

Over time not only does this demonstrate unparalleled levels of care and upkeep for our client's homes to potential buyers, but also uniquely consistent savings in ownership costs, as their properties are enhanced. They are left feeling supported, trusting, relieved, and freed up to focus on other areas of life.

Whether producing a Property Service Certificate or working closely with you on a full Audit & Assessment of your home and the associated running costs, we draw up detailed schedules of urgent, routine and forthcoming tasks. In addition to this you have 24/7 online visibility of all periodic schedules, ensuring fixtures and fittings are operating efficiently, as well as a plan for delivery that means fewer surprises, less stress, and more capacity for other things.







# HOW MUCH?

**Bold & Reeves is a spend-to-save model, with potentially significant returns on investment. Throughout their journey with us, we work to save our clients time, money and stress, while protecting the value of their properties as we do so.**

In divesting the management of their residential assets to our team of passionate, seasoned and accountable professionals, clients relieve themselves of a major responsibility of care. In doing so, they are empowered to focus on their priorities, safe in the knowledge that another area of life is being handled in an optimal way.

We know that your home is precious to you, as is your time. With Bold & Reeves you only ever have one invoice to pay, and we are only ever one phone call away. Via your online Property Logbook you'll have access to complete records of all activity at your property, as well as detailed cost breakdowns so you can manage your expenses and budgets in an optimal way.



## *REMOTE MONITORING*

*At the outset we fit monitors to our client's plant room to ensure that activity is online and fully visible to our whole team and to our clients.*

*Internet-connected hardware is physically attached to critical assets (e.g. pumps, boilers, lifts) and sends signals about their performance to our alert system. If an asset's vitals divert from their normal trends, we are immediately notified.*

*It is always our objective to fix faults before failure, and we are even working with insurers to bring down premiums, as underwriters have been so impressed by this proactive approach.*





# WHAT OUR CLIENTS SAY



*My principle sense of value from Bold & Reeves lies in the fact that I am less exposed to exploitation from my supplier network. Our property manager handles all contractors on our behalf – which means we are no longer liable for complex negotiations in areas outside of our expertise.*



*Simplicity is a key feature of the Bold & Reeves service. I may pay a premium for it – but you get what you pay for. I have one point of contact, no complex supplier network to manage, and I pay one invoice that is always fair and easy to understand.*



*Our Bold & Reeves property manager is a breath of fresh air – professional, approachable, efficient, adaptable and, most importantly, able to work with us. Congratulations on an excellent fit – it's great to finally have the house running in a hassle free manner.*



*Having Bold & Reeves onside significantly reduces my need for permanent staff. My property manager is usually somewhere local to me and can arrive in minutes if there is an emergency, and he absorbs many of the duties of care that used to occupy my time – or members of my team. It's a palpable sense of relief.*



*If anything goes wrong with a job and a repair or refund is needed, my property manager picks up the slack, and they have the same attitude towards costs as we do – never overpay. This gives me priceless peace of mind.*



*A big advantage to the Bold & Reeves service is anonymity, which relates directly to security and peace of mind. My property manager represents me and my home, and takes care of the admin, which means I get to stay off the radar.*







# WHERE?

Bold & Reeves operates primarily in and around London. Our team is based in central London and we are often walking distance from our clients' properties – ideally placed to focus on managing, maintaining and monitoring our portfolio.

For further information about Bold & Reeves and our services please contact our London offices:

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W. [boldandreeves.co.uk](http://boldandreeves.co.uk)



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