



RogerHannah

# Independent Property Consultants

A Leading Independent firm  
of Chartered Surveyors and  
Commercial Property Managers.

People are at the heart of our business. We strive to  
provide a first class service to our clients, and we have  
an excellent track record of retaining clients.

[ROGER-HANNAH.CO.UK](http://ROGER-HANNAH.CO.UK)





# Property Management Overview

Roger Hannah are a leading independent firm of Chartered Surveyors & Commercial Property Managers.

Our team is vastly experienced in managing commercial property. We have the experience and capabilities to manage single instructions or portfolios of offices, retail and industrial assets.



OVER 200 PROPERTIES  
UNDER MANAGEMENT



OVER 1,500 OCCUPIERS



OVER 20 DEDICATED PROPERTY  
MANAGEMENT PROFESSIONALS



OVER £500M PORTFOLIO  
UNDER MANAGEMENT



QMS<sup>®</sup>  
ISO 9001  
REGISTERED



QMS<sup>®</sup>  
ISO 14001  
REGISTERED



We are ISO9001 Quality Management and  
ISO14001 Environmental Management accredited.



# Who We Work With

We currently act for a wide and expanding range of clients who rely on Roger Hannah to managed their property interests.

Our Property Management department works with Property Companies, Developers, Investors, High Net Worth Individuals, Local Authorities and Pension Funds.

“

OUR EXPERIENCE WORKING WITH ROGER HANNAH HAS BEEN NOTHING BUT POSITIVE. THE TEAM INVEST TIME INTO UNDERSTANDING THE INTRICACIES OF THE BUILDING AND ARE DILIGENT AND PROACTIVE IN THEIR APPROACH.

MAX BENTHAM, CAPITAL & CENTRIC



# Property Management

At Roger Hannah we have a fully integrated property management team who provide an excellent service to our clients, and their occupiers.

The team take pride in managing our client's assets and ensuring that they are 'sale ready' for when the time comes for our client's to dispose of the asset, whether the investment strategy be a short, medium or long term hold. We will agree at the outset of our property management instructions what is important to our clients and our team will make sure we hit those agreed KPI's to provide a first class service.

Our property Management team has the capabilities to manage large scale developments, complex portfolio's comprising of mixed-use and multi-occupied properties and single-let properties. Our service delivery will maximise the performance of our client's portfolio, and we can provide this service throughout the United Kingdom.

“  
**ROGER HANNAH HAVE SERVICED OUR INSTRUCTION WITH SENIOR STAFF WHO HAVE HANDLED A COMPLEX BUILDING WITH EXPERTISE AND AUTHORITY. THEIR DAY-TO-DAY WORK INCLUDING CREDIT CONTROL HAS BEEN SUPERB.**  
ASHLEY BLAKE, CEO - OTIUM REAL ESTATE



PROPERTY  
MANAGEMENT



FACILITIES  
MANAGEMENT



CREDIT CONTROL &  
DEBT MANAGEMENT



AGENCY &  
MARKETING



ASSET MANAGEMENT



H&S COMPLIANCE



PROPERTY FINANCIAL  
ACCOUNTING



SERVICE CHARGE  
ACCOUNTING



SERVICE CHARGE  
MANAGEMENT &  
CONSULTANCY



VOID PROPERTY  
MANAGEMENT



PROCUREMENT



INSURANCE DISTRIBUTION  
ACTIVITY - DPB  
REGISTERED



24/7 HELPDESK  
SERVICE



CLIENT REPORTING



UTILITIES MANAGEMENT  
& RECHARGING



INSPECTIONS



# A Sustainable Future and Environmental, Social & Governance (ESG)

At Roger Hannah we are aware of the impact that buildings have on the environment and the social and economic benefits that can be attained by having the appropriate sustainability strategy in place to suit the asset.

We work with our clients and consultants to manage their buildings in an environmentally responsible manner.

The Government has a target of net zero by 2050 and it is estimated that 70% of all commercial buildings built today will still be in use, so improving energy efficiency is crucial. The Minimum Energy Efficiency Standards (MEES) were introduced on 1 April 2018 to improve the energy performance of commercial buildings with minimum EPC ratings in place. Currently all commercially rented properties must achieve a rating of at least C by 1st April 2027, and a B rating by 1st April 2030.

We see that a lot of our clients are facing increasing pressure from occupiers and investors wanting to ensure ESG credentials throughout their businesses and how an asset is managed, and we are actively working with our clients and consultants to achieve these goals.

We will implement a sustainable and ESG-focused property management strategy to support our clients' goals which help them get maximum return from their investment.

The property management team has experience of playing a role in achieving certificates below and setting up building initiatives:

- Building Research Establishment Environmental Assessment Method (BREEAM)
- Cycling Score
- The WELL Building Standard (WELL)
- Electricity – Renewable Sources
- Solar panels and Power Purchase Agreements
- Biodiversity Initiatives
- Green Apple Awards
- Occupier Engagement Initiatives
- Charitable Initiatives





# Property Finance & Service Charge Management

Roger Hannah have an internal property finance team including Client Accountants, Credit Control, Purchase Ledger and dedicated Service Charge Accounting resource.

Our team have the experience and knowledge to process financial transactions, provide client reporting and to ensure compliance with the RICS service charge regulations on single assets or for a property portfolio consisting of all asset types.

We are a Member of RICS Client Monies Protection Scheme which includes three-way bank reconciliation, control of client monies and the segregation of duties across property management through roles & responsibilities.

We partner with Websters Chartered Accountants who provide additional support and an Independent Expert Review of the whole service charge budget and reconciliation process from start to finish. Websters verify and ensure compliance with the RICS professional standard for service charges in commercial property.

We work closely with Websters to ensure the KPI's that we have agreed with our client's are adhered too. All of the reconciliations and follow The Institute of Chartered Accountants in England & Wales guidelines and are reviewed in accordance with the International Standard on Review Engagements (ISRE) 2400 (Revised).

To ensure a smooth reconciliation process we utilize an online platform called InLine; which is a user-friendly workflow tool guiding accountants, property managers and all other personnel through the end to end service charge process. The system's workflow co-ordinates all users from budget setting through to the distribution of year end accounts to occupiers to ensure industry standards are met.

This process gives us real time data with a user dashboard and supports us with our management control and reporting. Here at Roger Hannah we are striving for excellence when it comes to service charge management and our agreed client KPI's are more time sensitive than the industry standards.





# Facilities Management & Health and Safety

Roger Hannah have a dedicated Facilities Management team who provide fantastic service to our client's and their occupiers.

We will ensure the day to day delivery of services for multi occupied assets and make sure compliance with relevant legislation to ensure that the occupier & visitor safety and experience is kept to a high standard, whilst also ensuring that the owner is protected. All of our Facilities Managers are IOSH or NEBOSH qualified.

## Supplier Accreditation

We have a carefully vetted panel of independent contractors who are able to provide reactive maintenance or planned preventative maintenance regimes. We ensure all contractors appointed by Roger Hannah are safe, accredited and appropriate for the asset.

## Property Inspection

We will agree an inspection frequency on instruction and our Facilities Manager's will carry out a thorough property inspection whilst engaging with occupiers to assess the experience level at the asset. All inspections are recorded and logged on our H&S Portal.

## H&S Portal

Our H&S Portal is a key tool that we use to manage statutory compliance. No dates will be missed and we will ensure compliance is delivered in line with legislation and industry standards. We outsource all H&S Risk assessment's to a third party to ensure independence.

## Helpdesk

We provide a 24/7 Helpdesk Service for all occupiers on multi occupied estates. Occupier's can contact us around the clock to report any issues, and in an emergency situation this appropriate contractor will be appointed out of hours to protect the asset from a threat or for an emergency repair.

## Computer Aided Facilities Management

Our CAFM system is how we operate so efficiently. The system we use helps us keep our maintenance log accurate, raising all work orders and provides a great tool to approve or reject invoices as necessary.

Between our Facilities Management, Property Management and Property Finance Team we will delivery a first class service and assist our client's in having their asset or portfolio 'sale ready'.





# Insurance

At Roger Hannah, we are a licensed firm with the Designated Professional Body Scheme (DPB), which is regulated by The Royal Institution of Chartered Surveyors (RICS).

We are committed to delivering exceptional service to our clients, which is why we partner with Lockton Companies (Lockton), who lead the London market with the largest real estate and construction insurance brokerage Regulated by the FCA.

Lockton stays ahead of emerging trends and regulations, delivering creative solutions built around our client's needs. They've built an offering that empowers our clients to become more strategic and to make efficiencies – and to get access to better value. Roger Hannah will manage all insurance claims on behalf of our client's and when a claim is made, we are working with a team that already understands our client's business, providing seamless support.

All documentation and business critical information is available 24/7. This is a service that evolves alongside Roger Hannah's, and our client's needs.



As a valued client we can ensure that you receive the below to put your mind at ease.

- **Market-leading policy wording**  
Tailored, bespoke policies that provide optimal coverage
- **Wide panel of major insurer markets**  
Access to the best insurer options
- **Skilled claims advocates**  
Expert professionals working on your behalf to simplify the claims process
- **Experienced technical experts**  
Bespoke solutions designed around your specific needs

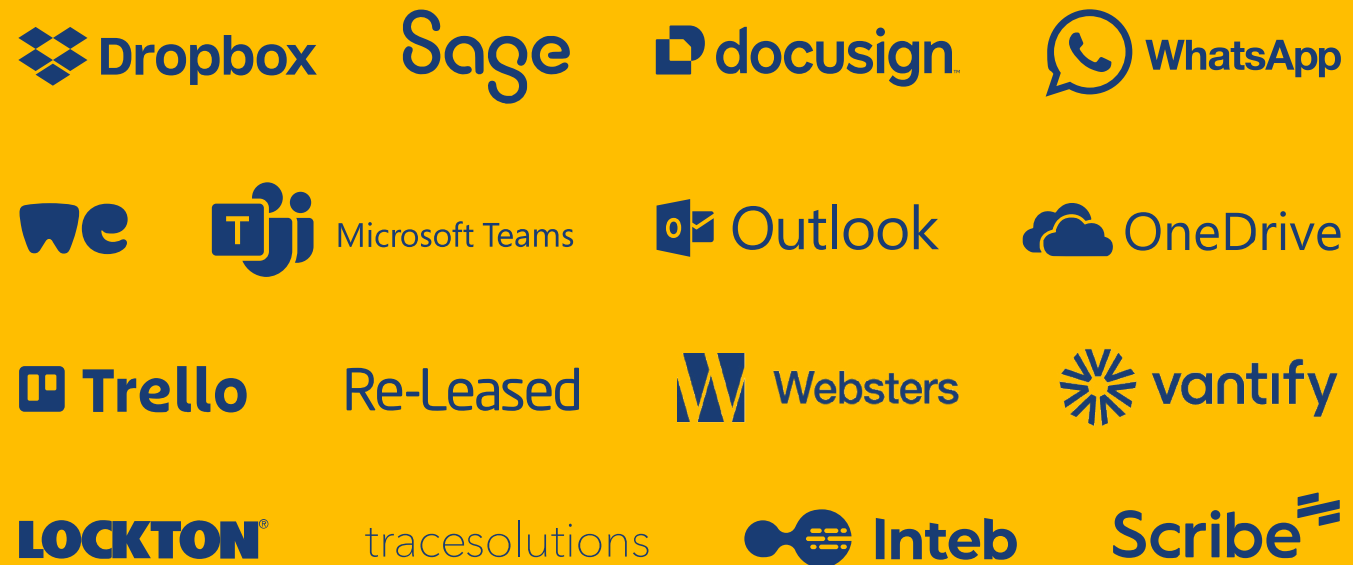
All of our clients have the option to have their insurance matters dealt with on their behalf, whether that be Asset Managers, Developers, Family Offices, Financiers, Institutional Investors or High Net Worth Individual's.





# Tech-Stack & Partners

Here at Roger Hannah we are embracing PropTech and using our Tech-Stack to ensure we are managing our client's portfolios in the most efficient and responsible way. We are transparent with our clients and can grant remote access to some of our applications to have access to real-time data around the clock.





# Smarter Property Management with Re-Leased

At Roger Hannah, we're committed to providing the best service for our clients. That's why we use Re-Leased, a cloud-based property management platform that enhances efficiency, reduces risk, and ensures compliance.

With Re-Leased, we streamline operations, stay ahead of key lease dates, and automate financial processes, giving our clients faster insights and better decision-making.

How this technology benefits our client's:

**Real-time portfolio visibility** – Access critical data anytime, anywhere via mobile and web.

**Proactive asset management** – Automation workflows for lease events and compliance deadlines.

**Stronger financial oversight** – Seamless rent tracking, arrears management, and streamlined reporting.

**Great tenant experiences** – Timely communication, simplified payments, and proactive issue resolution.

**Reduced risk** – Ensuring full compliance with regulatory and lease obligations.

Exclusive Client Access:

- Landlord Mobile App
- Landlord Portal
- Enhanced Reporting

With Re-Leased, we deliver smarter, more responsive property management — helping our client's maximise returns with confidence and control.

# RE-LEASED

Rent Review

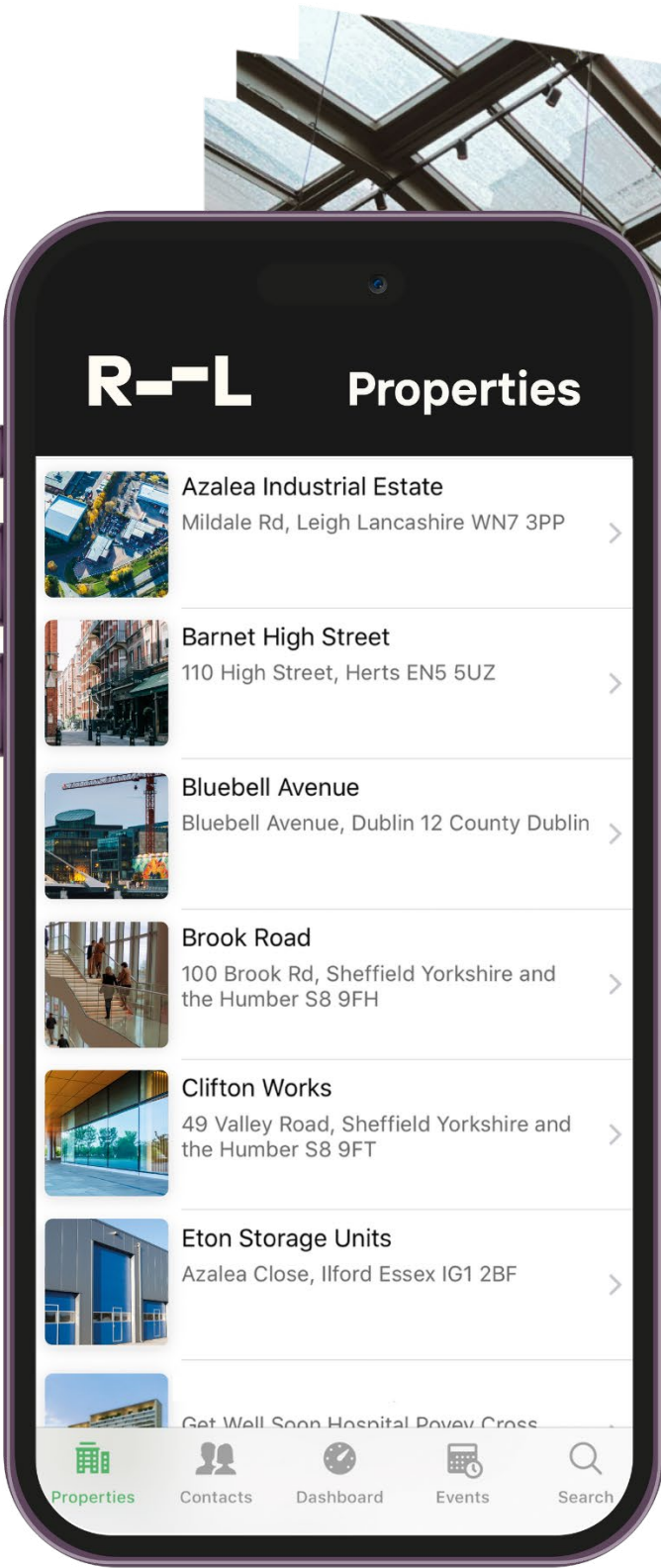
Industrial Estate  
May 10

Renewal

Bluebell Ave  
May 16

Inspection

Clifton Works  
May 20





# So Why Choose Us?

- » We are an established and experienced team.
- » We are independent of third party ownership or influence.
- » We are open minded and can tailor services to all clients.
- » We have robust systems and efficient procedures in place.
- » We embrace PropTech and use our Tech-Stack to deliver a forward thinking service.

Some of our other services include:



AGENCY SERVICES



AUCTIONS



BUILDING & PROJECT  
CONSULTANCY



BUSINESS RATES



DEVELOPMENT & CPO



INVESTMENT



LEASE ADVISORY



VALUATIONS



## Get in touch

**Andrew Sutcliffe**

**Director – Head of Property Management**

0161 302 1707 / 07548 232 852

andrewsutcliffe@roger-hannah.co.uk

