



XENIA
ESTATES

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Who We Are

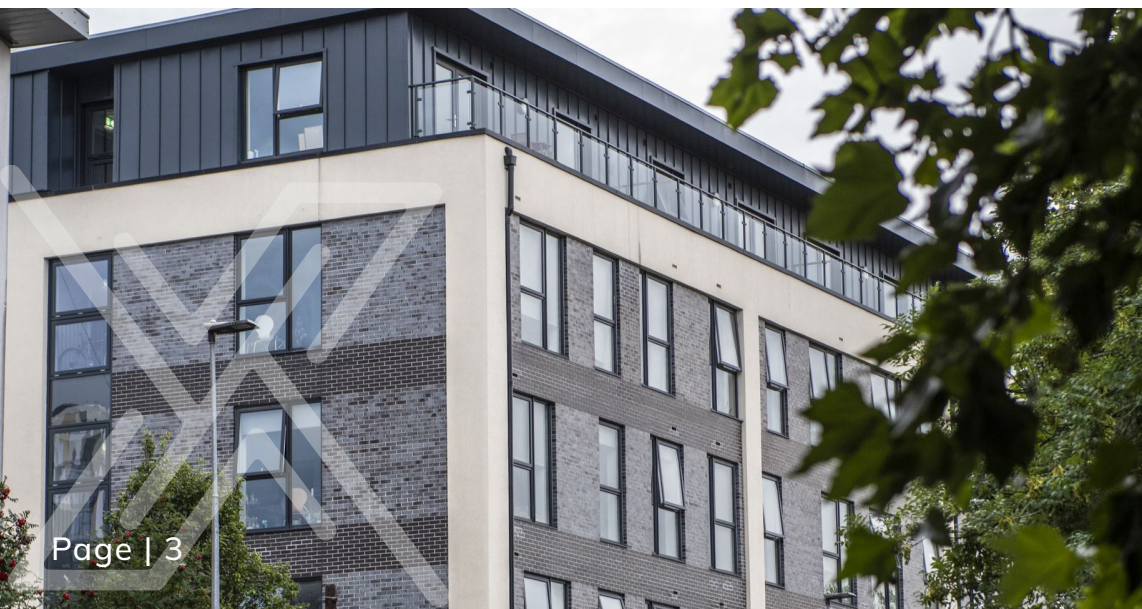
Over the past decade we've seen a transformation in how the Property Industry is driven; moving away from the numbers game of building as many homes as possible, to prioritising and sincerely considering quality of life, place-making, and what impact we are having on our environment in the long term.

More than property management- delivering a fusion of traditional yet innovative solutions to our nationwide client base, Xenia Estates endeavour to do things differently. We are conscious of how the industry is evolving and mould our service based on its demands.

We have a genuine passion for the service we provide, how we interact with our clients at all levels and how we treat our staff. We are devoted to creating the best possible Company Culture for the Xenia Team as their happiness translates through the service we provide and ultimately the success of the operation.

We aspire to be recognised for delivering an alternate approach to property management, working collaboratively with our clients, ensuring positivity, innovation and eco-conscious methods are at the forefront of our delivery.

In addition to our reactive everyday responsibilities, Xenia Estates pride ourselves in the proactive approach we take to property management and above all, the care we take and enthusiasm we bring to provide a personable service to all who are directly impacted by our management.



RICS

Member of the
Royal Institution of
Chartered Surveyors

TPO

Member of The
Property Oudsmen

IRPM

Residential Property
Management Qualified



Our Locations

Our portfolio spans the UK, with a range of Residential and student schemes in a number of influential locations including Greater Manchester, Liverpool, Birmingham, Nottingham, Newcastle and Glasgow. Wherever you are based and whatever your requirement, Xenia Estates are here to help.

Our Services

Xenia Estates are proud to offer a variety of dependable and innovative services to our clients. We strive to provide the most premium, honest and accountable service we can, to create desirable places to live and building communities, whilst protecting and enhancing the investment of all parties involved.

Our core services include day-to-day management such as cleaning, window cleaning, grounds maintenance, management of the development's mechanical & electrical assets and any general maintenance required whilst ensuring any buildings or estates managed are sufficiently insured, health & safety compliant and financially stable.

In addition to our reactive, everyday, responsibilities, Xenia Estates pride ourselves in the modern and proactive approach we take to property management. An average managing agent will address the routine responsibilities, while an exceptional agent will be on their toes, delivering advanced property management solutions to take a development to the 'next level'. This is the type of management Xenia Estates will always aim to provide.



Residential Management

The management of communal areas within a Residential Development, creating a desirable place to live while ensuring your investment is well maintained.



Right To Manage

Empowering the Leaseholders of a property to take over the management and maintenance of the building.



Facilities Management & Compliance Testing

Offering hard and soft Facilities Management Solutions and Compliance Testing for our clients.



Asset Management

The strategic Management of your investment, effectively adding value through bespoke and innovative solutions.



Private Rented Sector Management

Offering tailored Build To Rent Management with a focus on excellent customer services and satisfaction- with the aim of achieving increased return or investment.



Ground Rent Collection

Prompt and compliant issuance of Ground Rent demands and collection on behalf of Freeholders.

Residential Management

Bespoke Residential Management Services

Residential Management is the management of communal areas either within an individual building or public open spaces within a private estate.

Xenia Estates excel in Residential Management through creating bespoke management packages, ensuring all developments are safe and maintained to the highest standards, with the objective of creating desirable places to live while adding value to your investment. Operating throughout the UK, Xenia Estates offer a premium, proactive service to a range of clients including Leaseholders, Developers, Freeholders and Residential Management Companies.

Right To Manage

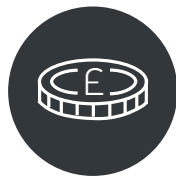
Want To Take Control Of The Management Of Your Building?

Right To Manage (RTM) is the legal process which empowers the Leaseholders of a building to take over the Property Management and maintenance of the building.

Xenia Estates are able to guide Leaseholders through this process and can assist in the formation of a RTM Company, to allow the control to be taken back from the overall Landlord. Once the RTM Company is successfully incorporated, the residents will have the freedom to manage the building in the way they wish. Xenia Estates will work with the Directors to fulfil their management requirements, overriding the previous authority of the Freeholder of the building.



Bespoke Management Packages



Adding Value To Your Investment



Assist in the formation of a RTM Company



Freedom to Manage the building



Facilities Management & Compliance Testing

Asset Management

Compliance Is Crucial

Facilities Management encompasses a range of hard and soft services to ensure the health and safety, efficiency, welfare, comfort, and functionality of a building, its Residents and employees and the grounds it sits on.

Xenia Estates understands that Facilities Management & Compliance Testing is at the core of a successful building – we therefore offer bespoke solutions for our clients to ensure value for money, compliance and sustainability.

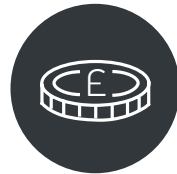
Adding Value To Your Investment

Asset Management can be described as the strategic Management of your investment, with the aim of effectively adding value through bespoke and innovative solutions.

Xenia Estates are experienced in offering fully tailored Asset Management packages for clients, from developing innovative Property Management solutions to effectively handling Service Charge and Ground Rent collection.



Bespoke solutions for our clients



Value for money



Adding value through bespoke solutions



Fully tailored packages



Private Rented Sector Management

A Unique Style Of Management

The Private Rented Sector (PRS), also known as Build To Rent (BTR) Sector, is rapidly increasing throughout the UK, requiring a completely different calibre of Property Management.

Xenia Estates deliver a different calibre of Property Management in the Private Rented Sector including Build To Rent Schemes. We appreciate it's crucial for the most premium service to be provided, to sustain our Client's interest and return through an alternative, enhanced style of management compared to the typical residential development.

Ground Rent Collection

Hassle-Free Income For Freeholders

As an independent service to the overall management of any leasehold building, Xenia Estates can facilitate the Ground Rent collection as per the terms of the lease, through compliant and prompt Ground Rent demands. This allows Freeholders to detach themselves from the administration of the Ground Rent collection whilst still receiving the income.

If you are a Freeholder looking for assistance with Ground Rent collection, please do not hesitate to get in touch to discuss our services further.



**A different calibre
of Property
Management**



**Premium
Services**



**Hassle-free
income**



**Compliant
ground rent
demands**



Case Study

Case Study

Building: The Gables

Location: Crosby, Liverpool

Units: 30 new build houses

Building Overview:

The Gables, designed by DK-Architects is a development of 30 new-build houses located on a redundant former factory site in Crosby, Liverpool. Commissioned by Musker Developments, the scheme combines affordable and open market homes in a combination of two, three and four-bedroom units.

The project is designed to contribute to the development of a wider sustainable neighbourhood in Crosby, delivering higher densities and varied accommodation types that cater for different living circumstances



Solution:

The developer had not instructed a managing agent upon completion of the development, leaving the residents to fend for themselves with no property management experience. This meant there was an extended period of time where the development did not have a managing agent or resident directors, resulting in the development not being maintained, uninsured and left at high risk for H&S compliance matters.

Management of the site commenced in August and since then we have completed all primary concerns for the Directors, adequately insured the development and ensured compliance from a health and safety point of view.

We have begun to tackle the parking issues and are taking a collaborative approach with the Directors and Housing Association onsite.



Insured the development



Ensured compliance from H&S point of view

Case Study

Building: Bridgewater Point

Location: Salford, Greater Manchester

Units: 220 Properties

Building Overview:

Bridgewater Point is a residential scheme located on the waterfront in the heart of Salford, Greater Manchester. The building contains a mixture of 1,2 and 3 bed apartments, as well as a number of townhouses.

Xenia Estates were appointed managing agent of Bridgewater Point by the developer, Fortis Group Holdings, in 2018. Since handover from the developer, Xenia Estates have addressed several issues including negative hearsay regarding elements of the cladding construction on the building that were not compliant with the required building regulations.



Solution:

Xenia Estates approached the problem by issuing communications with residents and leaseholders, confirming the safety of the building with written confirmation from the sub-contractors who installed the cladding.

It was confirmed that the construction of the cladding was reviewed and accepted by the Building Control Approved Inspector; the Fire Officer; the Fire Engineer; the Structural Warranty provider (Premier Guarantee) and their own specialist façade consultant; and the fire safety specialists of other third party stakeholders. Following the Grenfell Tower tragedy, the construction was further reviewed and confirmed as compliant.

In addition to the communications to tenants and leaseholders, Xenia Estates established an approved fire strategy, which is supported and adapted to changing guidance as part of the building management's annual review of the building's Fire Risk Assessment.



**Approved
Fire Strategy**



**Reviewed & Accepted
Cladding Construction**

Testimonials

“The new property management company Xenia Estates is much more proactive and has people on-site to look after building affairs which is highly effective.”

Leaseholder - 2019

“The building and material is good quality as we enter into our 2nd year of being associated with this property. Our tenants have never complained to the estate management or property management organisation and we did not find anything deteriorated due to its quality.”

Leaseholder - 2019

Case Study

Building: St Cyprians

Location: Liverpool

Units: 119 Studio Apartments

Building Overview:

St Cyprians is a historic building located on Edge Lane in Liverpool and consists of 2 blocks: a refurbished church containing many of the original features and a stylish modern new build.

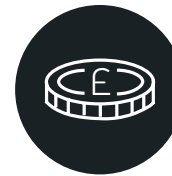
The building comprises of 119 student studios, each is fitted with a personal kitchen and en-suite shower facilities. Located close to a number of the city's Higher Educational Institutes, St Cyprians is a desirable home for students studying within the city.



Strategy:

Xenia Estates was approached by the RTM Director of St Cyprians in 2018. St Cyprians was a failing building with a poor standard of maintenance and service charge management.

Due to this poor management, rental values for the properties were falling and furthermore occupancy levels were under 50%, with some leaseholders not receiving rental income for 3 years. Once instructed as the new managing agent, and working closely with the Leaseholders, Xenia Estates set about implementing changes and making key strategic improvements to the building.



12% Rental Increase



Full occupancy for 20/21 Academic Year

Testimonials

“When Xenia first became involved with the management of St Cyprians it was a failing development with about 50% occupancy with owners having to pay council tax for the privilege of owning an unoccupied property. Xenia have managed to turn things around and we now have 100% occupancy for the new student intake. Xenia have an exceptional understanding of the market place and we are in safe hands within a challenging market.”

Leaseholder - 2019

“Following our initial face to face meetings with Xenia we were impressed with their professionalism. Once the new management structure and clear marketing strategy was in place, the occupancy levels have been increasing over the last two years. Currently the development is fully occupied with a waiting list and is now gaining market reputation as a premier student accommodation. With good clear lines of communication, Xenia have managed to establish a steady base to continue the success of our investment in Liverpool.”

Leaseholder - 2019

FAQ'S

Who do Xenia Estates act on behalf of and provide services to?

Xenia Estates partner with and act on behalf of Developers, Freeholders, Residential Management Companies and Right To Manage Companies. Whilst acting on behalf of various different clients, we provide services to both our clients, the leaseholders and residents residing within the developments we manage.

What are Xenia Estates' opening hours?

You can speak to a member of the team 24 Hours a day, 7 days a week. Normal office hours operate from 9am to 5pm, Monday to Friday however, should you need to speak to a member of the team outside of these ours in relation to an emergency, we operate an Out of Hours service. No matter the time of day or night, you can get in touch via phone on 0330 995 8010.

Who are Xenia Lettings?

Xenia Lettings are a specialist student and residential lettings company, who along with Xenia Estates, operate the brand Xenia Students. Please visit xenialetings.com for more information on the services provided by Xenia Lettings.

Who are Xenia Students?

If you are the leaseholder for a student apartment, the property is managed through Xenia Estates. Who, along with Xenia Lettings, operate the brand Xenia Students. Please visit xeniastudents.com for more information.

What is Residential Block Management?

Residential Block Management is the management of the communal areas within a Residential Property. The management ensures the property is well maintained, safe, and compliant, whilst also delivering a high level of customer service and value for money to leaseholders.

What is Right To Manage?

Right To Manage is when the leaseholders of a Property take over the Management and Maintenance of the building. Please get in touch if you require any advice on this subject.



What is Facilities Management?

Facilities Management can be split into 'hard' and 'soft' services. 'Hard' services relate to the fabric of the building and ensure the health, safety and welfare of employees and tenants within the building. Examples of hard services include lighting, plumbing, heating, and fire safety systems. 'Soft' services make a building a better place to live in, examples include cleaning, security, car parking, post management and landscaping.

What is Asset Management?

Asset Management the strategic management of your investment, effectively adding value to your investment through bespoke and innovative solutions.

What is Ground Rent?

Ground Rent is a chargeable amount of which the majority of leaseholders pay to the Freeholder as per the conditions of the lease. Xenia Estates can offer the collection of Ground Rent on behalf of the Freeholder without having an involvement with the Block Management.

How do I change my Managing Agent?

As each developments' situation is unique, varying approaches are potentially needed to be taken to make the change of Managing Agent. To discuss how to appoint Xenia Estates for any individual or portfolio of developments, please get in touch.

