



**Preston Rowe Paterson**  
International Property Consultants and Valuers

# Property, Asset & Facilities Management Services

We have **property** covered



# We have **property** covered

Investment. Development. Asset, Plant & Machinery.

Corporate Real Estate. Mortgage. Government.

Insurance. Occupancy. Sustainability. Research.



# We have **property** covered



## Our Story

Established in Sydney in 1988, Preston Rowe Paterson Sydney is a leading firm of property valuers, analysts, advisers and consultants who operate throughout Australia and New Zealand, with links globally. Since our inception, it has been our philosophy to be recognised as an elite supplier of investment, development and asset property services.

To us, 'property' means all forms of real estate and infrastructure, asset, plant machinery and equipment. We aim to provide superior property advisory services specialising in consulting, valuation, property and asset management, facilities management, transaction management, as well as property market and economic research.

Our fundamental business and service principles are knowledge, experience, professionalism and innovation we demonstrate in our daily operations. At Preston Rowe Paterson Sydney, we employ well-educated professionals who are committed to delivering an unforgettable service. We utilise our in-house developed client connectivity system 'PRPOnline' as a state of the art, web services-based system, that has significantly enhanced connectivity between our clients and our service offerings. In addition, we have Yardi Voyager as the primary platform of our Asset, Property and Facilities Management Division.

Whether looking at:

- The clients we represent,
- The property classifications we deal with,
- The locations we cover, or;
- The reasons clients use us

We have **property** covered

## Property, Asset & Facilities Management

### Our approach

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Preston Rowe Paterson is an elite supplier of investment, development and professional property services. Our clients have access to a team of specialised asset managers, property advisers, property valuers and research analysts who are experts in the commercial, office, retail, industrial, medical, residential and special use property sectors.

Our Property, Asset and Facilities Management approach is innovative and proactive. Supported by our leading industry web-based software system, Yardi Voyager, our clients receive clear, frequent and transparent communication to enhance and protect property value, reduce operating costs, minimise risk, and ensure tenant retention is optimised.

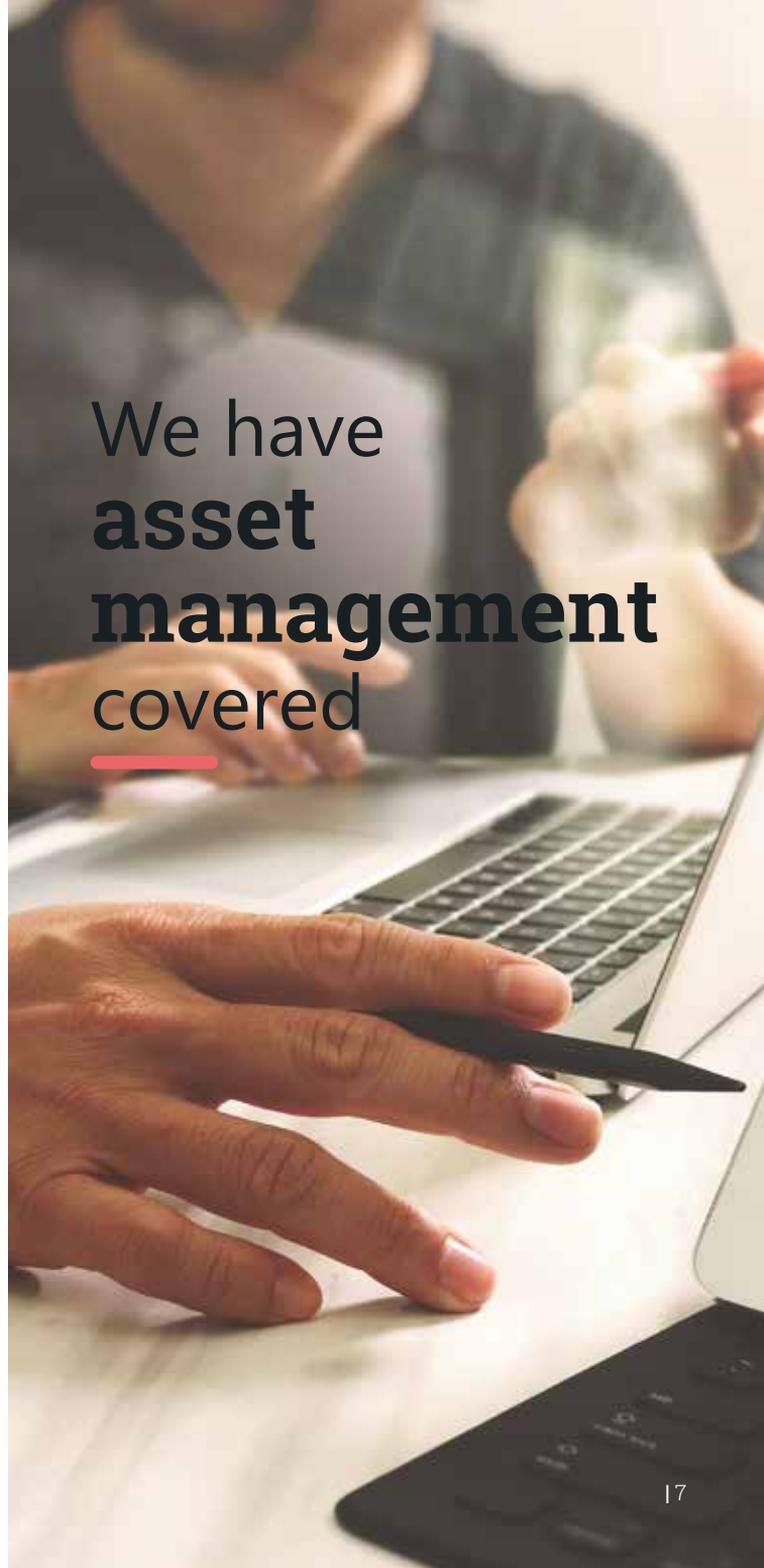
In summary, our asset management services include:

- Strategic Asset Management;
- Property Management;
- Facilities Management;
- Risk & Compliance Management;
- Financial Management and Accounting; and
- Sustainability.

We invest heavily in our people, processes and technology to ensure clients receive the highest standard of service possible with maximum transparency.

We are international property consultants who operate across Australia via 28 metropolitan and regional offices, 4 offices in New Zealand, and we have strategic partnership agreements in China, Japan and Thailand.

Find out more about our services at;  
[www.prpsydney.com.au](http://www.prpsydney.com.au)



## Strategic Asset Management

Innovative and integrated tailored solutions

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We individually tailor our approach to asset management which maximises income and ultimately asset value.

Our team works alongside our Valuation, Advisory and Research Department providing our clients with access to:

- Preston Rowe Paterson's Research Division to constantly monitor market conditions and trends;
- Preston Rowe Paterson's Advisory Division who are specialised in providing expert knowledge and resources for the most complex of situations; and
- Preston Rowe Paterson's Valuations Division to ensure that new leasing, lease renewals and market rent negotiations are reaching the best possible outcome for our clients' individual needs.

Keep up to date with our research & our impressions blog;  
[www.prpsydney.com.au](http://www.prpsydney.com.au)

# We have strategic asset management covered

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# We have property management covered

## Property Management Maximising income, reducing operating expenses and ensuring optimal tenant retention

Clients receive proactive property management services including:

- Lease administration and compliance;
- Monthly invoice delivery and management;
- Budgeting and re-forecasting;
- Rent collection, arrears management and reporting;
- Management of all critical dates, insurance, expiries, rent reviews, options, budgeting, and reconciliations;
- Management of preventative and emergency maintenance;
- Management of capital works; and
- A sophisticated level of service to attract and retain tenants.

We provide property, asset and facilities management for:

- CBD and metropolitan commercial office buildings;
- Shopping centres & retail shops;
- Industrial facilities;
- Residential Properties
- Business parks; and
- Hospitality.

View our case studies at;  
[www.prpsydney.com.au](http://www.prpsydney.com.au)

## Property Management

### Maximising income through efficient and service orientated management

Clients benefit from our strategic advisory expertise including:

#### Leasing Strategies

- Comprehensive leasing strategies;
- Strategic leasing, lease negotiation and tenant selection;
- Co-ordination and management of leasing agents; and
- Formalising lease negotiations and liaising with stakeholders to prepare lease documentation.

#### Tenant Retention

- Efficient tenant management strategies to maximise income;
- Attracting and retaining tenants by building strong relationships to ensure we have a thorough understanding of their requirements;
- Value enhancement recommendations to improve income;
- Independent tenant feedback via surveys, documented tenant meetings, promotions, newsletters and building website functionality; and
- A high level of customer service to attract and retain tenants.

#### Operations

- Management of preventative and emergency building maintenance;
- Co-ordination of specialist services including procurement;
- Monitoring of trade services and compliance;
- Capital expenditure advice and management;
- Value enhancement recommendations to reduce expenses; and
- Contract management.

View our case studies at;  
[www.prpsydny.com.au](http://www.prpsydny.com.au)

# We have **value enhancement covered**



# We have facilities management covered

## Facilities Management

### Managing risk, compliance and occupational health and safety

Clients feel at ease with our comprehensive facilities management systems that cover compliance, minimise risk and exposure to their property portfolio.

These services include:

- Concierge;
- On-site operations;
- Comprehensive advice on planned, preventative and emergency maintenance activity to ensure accurate budgeting and cost recovery;
- Ability to schedule, track and manage all maintenance with a complete history of work orders and fixed assets;
- Fast response times to all requests with mobile access and ability to track maintenance jobs and personnel;
- Contract, insurance and trade monitoring management and compliance;
- Work, Health and Safety (WHS) compliance;
- Procurement services such as security and energy; and
- Responsible on-site staff if required.

## Customer Service Centre

Preston Rowe Paterson customer service centre is available 24/7 to attend to any emergency issues that may arise or occur on a client's property. This can significantly minimise disruption to the owner, property and tenant(s).

View our case studies at:  
[www.prpsydny.com.au](http://www.prpsydny.com.au)



We have **risk management covered**



## Risk Management and Compliance

### Risk Management is a critical component of Real Estate Asset Management

Preston Rowe Paterson risk management and compliance for Asset Management identifies a revealing insight into the unique set of challenges currently confronting our industry's risk management professionals.

There is increased demand for greater transparency, risk management and compliance. Critical dates and statutory compliance form a critical part of this.

The record-keeping function must be carefully managed and, the greater the level of detail, the better the likely results and reduced risk and exposure.

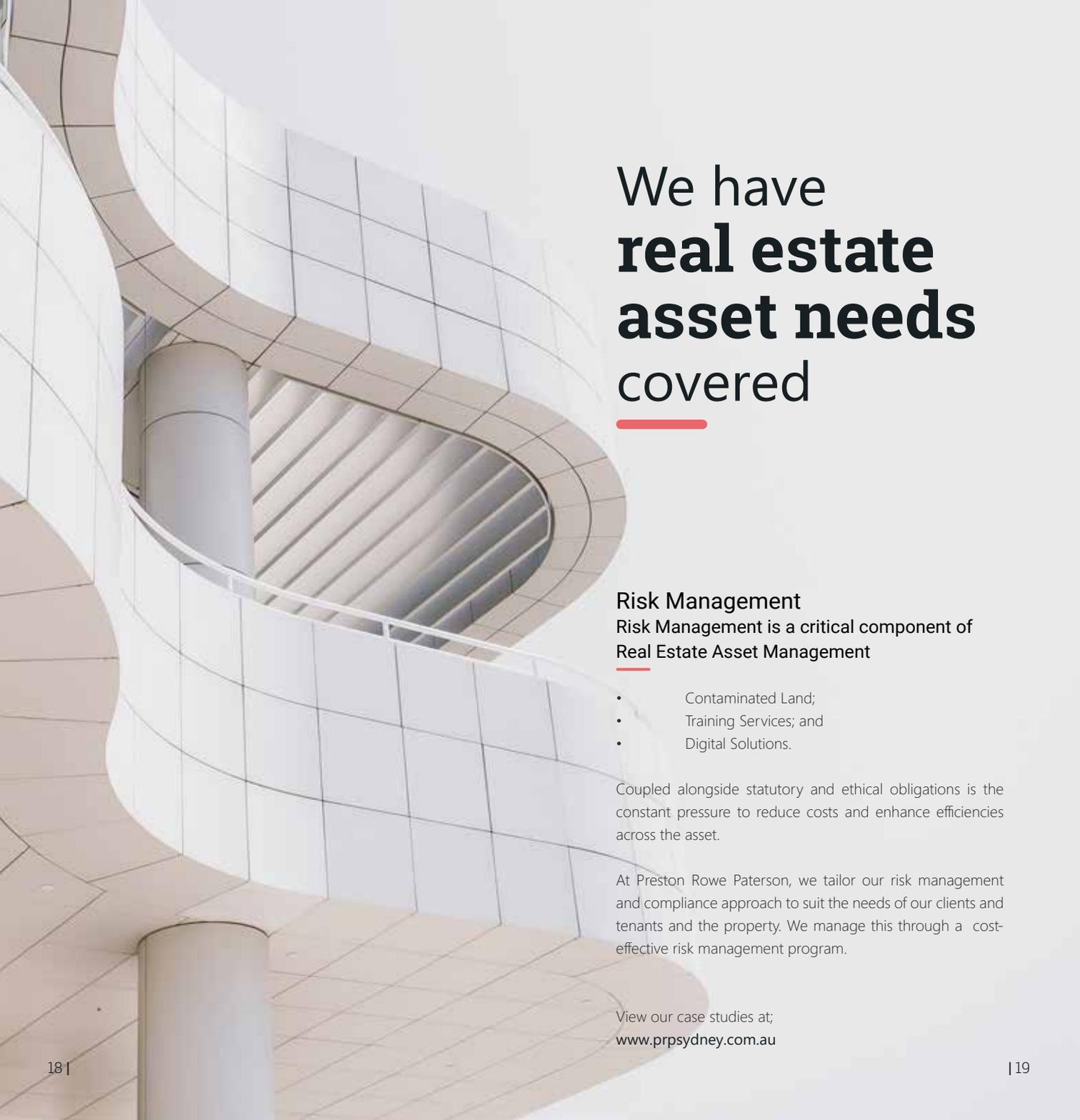
Building owners and tenants seek and demand enhanced quality of building services and environmental sustainability services.

We recognise that risk management is integral to key stakeholders which includes clients, prospective clients, suppliers and employees, and we believe our program is global best practice.

Our integrated services include:

- Environmental Management;
- Base Building Property;
- Health & Safety;
- Hazardous Materials;
- Work Health and Safety;
- Hygiene; and
- Waste Management.

View our case studies at:  
[www.prpsydney.com.au](http://www.prpsydney.com.au)



# We have **real estate asset needs covered**

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## Risk Management

Risk Management is a critical component of  
Real Estate Asset Management

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- Contaminated Land;
- Training Services; and
- Digital Solutions.

Coupled alongside statutory and ethical obligations is the constant pressure to reduce costs and enhance efficiencies across the asset.

At Preston Rowe Paterson, we tailor our risk management and compliance approach to suit the needs of our clients and tenants and the property. We manage this through a cost-effective risk management program.

View our case studies at;  
[www.prpsydney.com.au](http://www.prpsydney.com.au)

## Financial Management and Accounting

### Real-time and transparent property accounting

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We provide accurate, transparent and detailed real-time reporting that efficiently maximises financial performance.

These services include:

- Trust processing, property accounting, entity accounting, specialised retail reporting, lease audits, lease administration and transition management;
- Income and expense distribution, full reconciliation and analysis of charges, GST and credit control;
- Cash flow management of property performance against operational budget and strategic plans;
- Reporting for an individual property through to consolidated fund reporting at a portfolio or cross entity level;
- Quarterly re-forecasting;
- Comprehensive budgeting platform of operational and capital expenditure;
- Various customised and specialised reporting services including specialised budgets and forecasting;
- Ability to provide clients with an integrated reporting service that matches their internal applications and processes; and
- A web-based platform, which provides property owners direct access to their property data.

View our case studies at;  
[www.prpsydney.com.au](http://www.prpsydney.com.au)

# We have financial management and reporting covered

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# We have **sustainability** covered

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## Sustainability

### Improving sustainability through reducing your operational costs

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Energy and sustainability management is a key focus for all organisations and at Preston Rowe Paterson we offer expertise in NABERS building ratings and strategies and recommendations on improving energy savings.

We offer a range of sustainability services including:

- Reporting on the cost, consumption or emissions;
- Ratings and certifications;
- Green star building valuations;
- New building transitions;
- Cost/benefit analysis of green development;
- Energy audits;
- Green leases;
- Strategy and planning;
- Base-lining and assessment;
- Energy Management Plans;
- Water Management Plans;
- Indoor Air Quality Assessment;
- Greenhouse Gas Emission Management Plan;
- NABERS Assessments;
- Sustainability monitoring; and
- Chemical Environmental Impact Assessment.

View our case studies at;  
[www.prpsydne.com.au](http://www.prpsydne.com.au)

## Technology

### Fully integrated and continually evolving property management systems

Clients gain access to our industry-leading technology, Yardi Voyager, which is our primary software for our Property, Asset and Facilities Management Division.

This platform allows us to tailor processes to our client's specific requirements and provides:

- Web-based platform with 24/7 access to crucial property information, enabling quality decisions to be made anytime, anywhere;

- Fully integrated web-based reporting and analytics;
- Graphical presentation and dashboard summary;
- Flexible drill-down analysis;
- Multiple analytics and consolidation capabilities;
- Reporting available in Excel, Word and PDF;
- Central document storage for all tenant and property information; and
- Protection of data integrity through ongoing data management and security measures.

## YARDI Commercial Solution

### Business Intelligence



# We have **property** covered

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## Our Clients

Preston Rowe Paterson Sydney has provided superior property, asset and facilities management services to a diverse range of clients. Through our highly professional and service orientated Asset Management Team, we have facilitated excellent property outcomes for a range of clients, such as:

- Local, state & federal government departments & agencies;
- Private investors;
- Self-managed super funds;
- Property syndication managers (REITS – unlisted);
- Real Estate Investment Trusts (REITS – listed);
- Hotel owners & operators;
- Trustee & custodial companies.
- Superannuation funds;
- Solicitors & barristers;
- Listed & private companies & corporations;
- Listed property trusts;
- Accountants, auditors, insolvency practitioners;
- Banks, finance companies & lending Institutions;
- Commercial & residential non-bank lenders;
- Co-operatives;
- Developers;
- Finance & mortgage brokers;
- Rural landholders;
- Institutional investors;
- Insurance brokers & companies;
- Investment advisors;
- Lessors & lessees;
- Mining companies;
- Mortgage trusts;
- Overseas clients;
- Sovereign wealth funds; and
- Stockbrokers.

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