



New Developments Team (NDT)



Understanding today's property market

Our homes convey our individuality, style and diversity as human beings.

Modern house builders equally reflect this through the wide variety of new developments being brought to the market. Once these schemes have been completed and residents move in, the experience enters a new delicate phase with the emphasis on customer service. This is at the heart of our philosophy at CEM and our strategic partnerships with residential property developers.

A well managed estate ought to come naturally as a value-added service extension, reinforcing house builders' brand and reputation. At CEM, we have extensive experience in the management of new developments and currently handle over 100 schemes, which are less than 10 years old.



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The New Developments Team at CEM

Our specialist New Developments Team (NDT) has extensive experience in setting up and managing new schemes. The team is based in our central London office and provides dedicated management to newly or partly built estates.

Our expertise covers all types of residential and mixed-use schemes ranging from exclusive highly-serviced city centre developments with substantial leisure facilities through to large sprawling suburban sites incorporating features such as parkland and children's play areas.

Whatever the size and specification of the development, our team can add real value by managing the buildings to a standard house builders can be proud of.



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Services available to residential developers

The primary roles of the NDT are to provide pre-development advice to residential developers and manage newly developed schemes. Once established, these schemes are transferred to one of our other property teams or to a more local CEM office to ensure continued efficient management and personal service.

Our involvement usually begins at the drawing-board stage when developers look to us for advice on issues such as staffing, security, and the phasing-in of services. We also prepare service charge budgets at an early stage to assist the sales team in providing accurate marketing details. To achieve this, we look to have a thorough understanding of the developer's aims in terms of the extent and standard of services to be provided. We then advise on how these might impact on service charge levels.

As the development nears completion, we start to prepare for the first residents taking up occupation. Staff may need to be recruited, insurance cover put in place and service contracts tendered. Immediately prior to handover, we liaise with sales negotiators to sort out management queries and consult with the site project team in order to achieve the best time for handover of the management.

With regard to legal formalities, CEM can be involved in several ways. We issue management agreements, offer advice on freehold transfer and broadly assist with solicitors' enquiries related to legal documentation, management responsibility and explanation of covenants. All these elements are discussed in more detail in our two core service areas (Pre-Development Consultancy and Post-Development Consultancy).



Post-Development Consultancy

By this time, our NDT will have already introduced local offices where necessary, and would have fully briefed the team on the scheme.

- The relevant lessee details, percentages, apportionment of charges etc. will be provided by the solicitor acting for the developer and the information will be entered onto our management system. Welcome letters will be sent.
- Site hand-over takes place when the developer has substantially completed the common areas. A joint inspection will be undertaken and any outstanding snagging agreed.
- Our NDT and the Accounts Manager will retain a close working relationship with the client and will provide regular financial reporting.
- Regular site visits will be undertaken and over a period of time, the input of our NDT will diminish as full management control is handed to another team or local CEM office.
- Where there is a requirement for staffing, our NDT and local team will arrange the necessary interviews and appointments as per client instruction.

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Common mistakes that can be easily avoided

Before embarking on a project, adequate thought must be given to management strategy and structure for the scheme. The agent may then take over management control in a smooth and structured way. It is also important to remember that when residents are happy both the developer and agent will benefit.

Some examples of positive planning include carefully considering the management issues that will affect the site, how the legal structure should be formed, what level of service is to be provided and at what cost level. By closely monitoring and controlling the whole process from start to finish, both parties can enjoy a responsible and professional reputation in the local area.

Our NDT expertise can really make a difference. All of the above can be discussed in detail well before development begins and will ensure the site has a head start for the future management.

Whether you are a leaseholder, a freeholder, a professional landlord or a property developer, at CEM we have the right management solution for you. CEM works in partnership with an extensive base of highly respected residential developers, offering a complete service and peace of mind for our clients.

To find out how you can benefit from our specialist new developments management skills, please call our **New Developments Team** on **020 7436 2080** or email us at ndt@countystate.co.uk

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