



BOLD & REEVES

L O N D O N

Managing London's Finest Properties



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CONVENIENCE
PEACE OF MIND
VALUE

Managing London's Finest Properties



YOUR HOME OUR UNDIVIDED ATTENTION

You and your home are special...
why settle for a property maintenance
service that isn't?

We all know that prevention is better
than cure. It's why you proactively
look after your health – usually with
the help of experts, with a service
and maintenance routine tailored to
suit your lifestyle. No doubt you do
the same for your car.

So why not try a new, unique way of
managing and maintaining your home?

Our service means fewer potential
problems go unnoticed and fewer
things break down, so your home's
running costs will be minimised and the
return on your investment maximised.

What's more, you'll have your own
Personal Property Manager and
access to our '**Black Book**' of skilled,
experienced and knowledgeable
professional partners 24/7.

And, we'll provide you with your own
electronic **Property Maintenance
Log Book** – a full audit of running costs
and a detailed record of your home's
servicing and care. A valuable asset
should you ever sell your property.



A PHILOSOPHY PROVEN IN PRACTICE

Your London home is your haven in a busy city. It should be a place of calm, comfort and contentment. A place where you're free to relax; free to spend time with family and friends; and especially free from the problems of repairs and maintenance.

Our unique approach to manage your property means we'll shoulder and solve those problems for you. You simply rely on us, and relax.

Our service is bespoke, proactive, carefully planned, meticulously managed and expertly delivered to enhance the value of your home and the working life of everything within it.

And as what we do is supported by our own leading edge technology, you have total transparency and control over how we work for you.

The result? A totally new level of convenience, peace of mind and value.



FULLY FITTED AROUND YOUR LIFESTYLE

We know your home is precious to you. We know your time is as well. So all we do is designed to be convenient for you.

For example, you don't have to search for expert tradespeople. Our '**Black Book**' of skilled, experienced and professional partners is available to you, around the clock and calendar.

You only ever have one phone call to make and one invoice to pay. Your **Personal Property Manager** will plan, organise and oversee every aspect of your service and deal with contractors.

Plus, your electronic **Property Maintenance Log Book** records all the activities we undertake at your property. This provides valuable continuity but also enables you to check and change your schedule for complete convenience and control.





PEACE OF MIND AT EVERY STEP

If you have a problem, our dedicated property team is available 24/7 to solve it. And with only one number to call – to your **Personal Property Manager** – you can relax and let us liaise with everyone to handle everything quickly, expertly and discretely.

Of course, a service is only ever as good as the professionals who deliver it. And our trusted partners are very good indeed.

They all come via recommendation, are carefully chosen and vetted and have proven their capabilities in practice. Our talented tradespeople complete every task to an exacting standard, delivering the highest quality of service on every job undertaken in your home.

However, it's our carefully planned management, preventative maintenance and proactive approach that really pays dividends. It means fewer issues ever become problems, reducing breakdowns and disruption to your life.



DELIVERING VALUE WHILE ENHANCING YOUR HOME

You'll have invested a lot in your home. Money and time, of course. But choices and emotions too. You put your soul into it.

We're sure the one thing there's no room for in your home is compromise – especially when it comes to the quality and cost efficiency of your property's maintenance. That's why our service is designed to deliver excellence as well as value.

For example, we negotiate preferential rates with all our partners and pass these savings directly on to you.

In addition, the way we help care for your property and our 'risk management' approach to its maintenance could result in your paying reduced home insurance premiums.

Last but far from least, the audit of running costs and **Property Service Certificate** – a detailed track record of your home's maintenance and care taken from your electronic **Property Maintenance Log Book** – will impress any future purchaser, optimising your property's value.



ATTENTIVE TO EVERY LAST DETAIL

We start as we mean to go on, working closely with you on a full **Audit & Assessment** of your home. What we do depends entirely on your needs and those of your property.

The first stage could involve creating floor plans, reviewing current Service Maintenance Agreements and suppliers, identifying all preventative maintenance tasks and a general check on your property's fabric.

Then we draw up a detailed schedule of urgent, routine and future tasks, as well as a plan for delivering them.

This forms the basis of your electronic **Property Maintenance Log Book**, which you can access via our unique secure online client portal. Thereafter, every task is carefully recorded, giving you a comprehensive and valuable history of your home.

Our aim is to provide you with a problem-free home. Helping you to save time and eliminate inconvenience. Key to this is the regular, preventative servicing of your appliances such as your central heating boiler. We'll recommend and implement a **Periodic Schedule** to ensure all fixtures and fittings operate efficiently.



METICULOUSLY MANAGED

We'll take the utmost care of what you most value.

Our service is proactive, carefully planned, meticulously managed and expertly delivered to ensure your home is maintained in peak condition providing complete peace of mind and total control while saving you time, money, inconvenience and disruption.

Your own Personal Property Manager

A dedicated, **Personal Property Manager** available 24/7 to provide you with a **'one call' solution** to any problem you may have at home.

Fully fitted around your lifestyle

Our service, like your home, is highly personal. We tailor what we do to your needs and those of your property.

Access to our professional Partners

We call our expert tradespeople 'partners', as they share our passion for excellence and extraordinary customer service and our reputation is in their hands.

Total transparency & control

Via your electronic **Property Maintenance Log Book** you'll have access to complete activity records and reports, as well as detailed cost breakdowns so you can manage your property maintenance expenses. Plus, we'll provide our unique **Property Service Certificate** for mortgage companies, potential buyers, surveyors and insurers.

And all of that is available at the tap of a screen or click of a mouse – whether you're using a laptop, mobile phone or another device.





Bill

Peter

Georgina

Mark

Paul

WE'LL LOOK
AFTER YOUR
HOME AS IF IT'S
OUR OWN.

Bill Shipton

Bill Shipton

Managing Director

After a successful career in the British army, Bill has built businesses that embrace technology to change the status quo. With a track record of innovation in the business information and recruitment arenas, Bill has spent the last few years focusing on London super prime residential property. This experience combined with an understanding of the challenges faced by property owners led to the creation of Bold & Reeves.

Peter Gossington

Operations Director

Peter has over 30 years operational experience in lead roles on numerous high value residential and commercial projects both with private clients and residential developers. Having managed various prestigious projects across London, Peter has brought a wealth of experience to the company and is responsible for all aspects of our operational commitments and management teams.

Mark King

Senior Property Manager

Mark has 25 years experience within facilities and estate management. His most recent role before joining Bold & Reeves in 2014 was managing an outstanding Grade II heritage property situated in Royal Berkshire. He leads our team managing some of the prestigious apartment buildings on our books in Mayfair, Belgravia, Kensington and Chelsea.

Georgina Rabl

Sales & Marketing Manager

Georgina joined us after a very successful career in Real Estate & Property Management. She has a wealth of experience in Prime Central London and in knowing the service homeowners are looking for. Her attention to detail and comprehensive list of contacts enables us to promote our unique service.

Paul Caley

Senior Property Manager

Paul has over 35 years construction industry experience. He started in Local Authority Building Control, before roles in the private sector involving the formation and day to day running of Customer Service teams for some of the UK's major house builders. He has brought a great wealth of technical knowledge and project management skills since joining us in January 2013.



OUR PEOPLE AT YOUR SERVICE



GET IN TOUCH OUR DETAILS

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

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TOP RECOMMENDED
SPEAR'S 500
2017





BOLD & REEVES

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