



Our Management Services

Galbraith
PROPERTY SERVICES

galbraithproperty.com

Galbraith Property Services is a Trading Name of Galbraith Property Services Limited and is Registered in England.
Company Registration Number 06807971. Registered office: Northampton Science Park, Newton House, Kings Park Road, Moulton Park, NN3 6LG



Galbraith

Our services

Block Management
Retirement Property Management
Consultancy Service
Right to Manage
Company Secretarial Service
Back office Accounts Support
Service for Developers





Galbraith About us

Galbraith Property Services is an innovative, privately owned company, providing a straightforward, flexible and professional approach to Property Management.

We provide a full range of services to all sectors of the property management market, including: Block Management, Estate Management; including mix use schemes, Lettings Management, A Right to Manage service, Accounting support services, and a comprehensive consultancy advice service to Landlords, Developers and Occupiers.

We adopt a flexible and professional approach to all our services and our policy is only to do what we are confident we can do well. We constantly review our own procedures by benchmarking and

most importantly we take the time to listen to our occupiers and clients and we communicate with them at all times. We promote our business as a “safe pair of hands” to potential clients and occupiers and we stand by our statement of “Providing a straightforward approach to transparent professional property management services”.

Our services are underpinned by a “Service Level Agreement” which we feel engenders a sense of commitment to the level of service we provide and is paramount for the delivery of best practice.

If you would like to know more about **Galbraith...**
email us info@galbraithproperty.com or call us on **08452 571164**



Galbraith

Why change to Galbraith?

Moving from your existing Managing Agents does not have to be a stressful event.

Galbraith can deal with all aspects of the handover on your behalf, from the initial communication with your current provider, to the collection and collation of information both financial and operational. We will ensure a smooth transition and will keep you updated at every stage.

We believe that communication with occupiers is the key to successful Property Management. Dialogue is Important – In our experience people do not mind paying for services if they understand what they are getting and believe that the costs are reasonable.

We offer a comprehensive Service Level Agreement, the terms of which can be tailored to each individual property.

We understand that there are a number of occupiers and clients who have different requirements in terms of service level provision. Offering a platform such as a Service Level Agreement allows us to provide alternative levels of services with a varying costs scale.

Also if you are a small development we can offer a fixed fee arrangement to help keep costs to a minimum.

The strong culture of our firm is also a genuine feature that influences the quality of our service and advice - borne of a “can do” attitude and an eagerness to respond with the service that the client or Occupier requires.

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Galbraith

Working in partnership

The development of our service provision has been achieved through listening to both occupiers and clients alike.

The partnership has enabled us to utilise our experience to devise a number of services which not only add value but also address common problems that can affect occupiers living in a residential close managed property.

COMMUNICATION

Frequent resident updates uploaded online or emailed directly. Quarterly resident newsletters and dedicated residents websites.

CUSTOMER FOCUS

Service Level Agreement tailored for each property to determine best practice, guide response times and financial management.

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ADDED VALUE

Key services website. 24 hour dedicated helpdesk for assistance with fault reporting for both common parts and individual apartments.

TRANSPARENT FINANCIAL INFORMATION

Ability to pay online, by credit or debit card with instant access to online financial information through our 'Key Services' web Portal.

ACCESSIBILITY

Locally based dedicated Property Manager - with contact via direct mobile, email and via our dedicated help desk.

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Galbraith Key Solutions

We have created a dedicated service which enables residents to access their property information via our “My Property” web site portal; through a secure link.

We will provide you with a log in name and password; this enables you to access a number of documents which relate to your property, such as; Service Charge Statements, Current Balance, Latest Budget, Insurance schedules, Inspection reports, Newsletters, Urgent matters for attention.

The site will give you an opportunity to set up a number of preferences, so that you can opt to receive messages via sms text or email or both, update your address and telephone numbers or email address.

Through our on-line payment system in the “My Property” web site portal; you can log on to your account and pay your **Service Charges** and **Ground Rent** at any time.

The service can also be accessed via a Mobile Phone where you can obtain service charge information and we can also provide a reminder service to highlight payments due. This reminder service includes a link where you will be able to settle your account by credit or Debit card payment through a secure link.

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Galbraith

Service standards

We are a specialist provider of Property Management services and our future strategy is focused on our core service. We are in this market for the long term.

Our policy is only to do what we are confident we can do and we are committed to providing our clients with an excellent standard of customer service.

We take responsibility. We believe we have a very open and honest relationship with all our clients – issues that arise are discussed in a spirit of partnership not confrontation.

We meet regularly. We believe it is essential to meet regularly with clients. Particularly if things are going well, there is often a temptation not to meet but we feel that it is essential to meet regularly to ensure that everyone remains focussed.

We concentrate on reporting.

Our Property Management system allows clients and residents to access detailed information about their property and obtain a number of specific reports.

We place high importance on accounting guidelines issues by RICS and adopt a completely transparent accounting process. The profession is constantly changing with an insistence of strict compliance and we encourage this and openly embrace change for the benefit of the occupier and client alike.



Contact us

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