



James Gibb
residential factors

Independent Living Developments
for the semi-retired and retired.



doing it the
right way

The Retirement Living market has evolved over the last two decades into two distinct types. Retirement Housing with limited on-site support makes up 70% of the marketplace. Housing with Care and Assisted Living accounts for the balance and has increased amenities, management and on-site support and care.

Retirement Living

This option allows semi-retired and retired homeowners to live independently for longer in their own home, in a safe environment with access to many amenities. These are major draws in the decision-making process when choosing to move into specialised independent semi and retired living accommodation.

In a Retirement Living development, the need for property maintenance and repairs are reduced, potentially releasing more time and money for those living here to enjoy life to the maximum.

Modern 'later living' developments

Later living developments provide several 'pull' factors for homeowners and tenants.

- High quality amenity and specifications that rival new residential schemes and provide a safe, secure, 'fit for purpose' built environment.
- Development management and maintenance services give peace of mind and allow residents to enjoy life to the full.
- The scale and size of developments means service charges are affordable and allows for increased amenity provision.

Occupancy options - either to purchase a property or privately rent through a letting agent, means a greater choice of services and flexibility on cost and length of stay.



James Gibb doing it the right way

At **James Gibb** we consistently apply our unique business model, making a difference in property management and factoring service provision, by '*doing it the right way*'.

In '*doing it the right way*' **James Gibb** consistently delivers a property management and factoring service underpinned by our core values of listening and learning, transparency and honesty in all interactions with homeowners, homebuilders, suppliers and colleagues. These values, together with the strength and capability of the **James Gibb** team, are demonstrated through the passion for the work that we do, every single day.

To us, property factoring is not just about looking after the building. It is a people business and we are hugely proud of the relationships that we have fostered over the years with our customers and of the level of trust they place in us.

At **James Gibb** we are committed to ensuring the principle of treating customers fairly is applied responsibly and with integrity throughout all aspects of our business. This means that everyone in our company upholds a commitment to offering the highest levels of customer service.

Retirement living pedigree

James Gibb manages many Retirement Living developments throughout Scotland. Consistently providing the highest levels of customer service at our Retirement Living developments, we have retained 100% of these developments over many years.

In doing it the right way, we provide a wide range of services which differentiate us from our competitors in residential property management and factoring, but most importantly in the Retirement Living marketplace. **James Gibb** is one of the very few property management companies in Scotland to have true knowledge and experience for managing these developments.

doing it the right way

Communication and Best Practice

In our experience, informative communication and best operational practice in how we deliver property management and factoring services, are important to all homeowners, but more so to those in our Retirement Living developments. So, it is important that we fully demonstrate our understanding of the issues of most importance. For example:

Safety and Security and Development Management

In our busy lives, it is important that we are as mobile as possible as we go about our daily business. To this end, we ensure well maintained landscaping of your development. You can be secure in the knowledge that communal grounds, pathways, roads and buildings are fully maintained, kept safe for your use and are fully compliant with Health and Safety regulations. Risk assessments of common areas are carried out.

Development Managers

Development Managers provide guidance and support in arranging or continuing to manage Residents Associations and Committees, liaising with the on-site Management.

A Development Manager is dedicated to each development, will visit monthly and organise Residents' Meetings to take place either during the day, or in the evening.

After switching to James Gibb Property Factors in June 2020 (having managed negotiations prior to the Lockdown) we have found them to be an excellent company. Transition arrangements were undertaken on our behalf, effective consultation conducted through meetings before lockdown and maintained electronically following the Covid restrictions.

Charges are less, services are well-implemented and supervised. Access and communication are good and there is confidence that our property is now in good hands.

Howell Jones, Fairview Court, Milngavie, Glasgow
Managed by James Gibb since 1st June 2020.



Fairview Court, Milngavie



Online customer portal James Gibb+

James Gibb+ and the James Gibb+ App allows you to view invoices and pay and control your account online and in real time. You can also view and download development specific information such as your Development Manager's site inspection visit schedules, Financial Information, Contracts and Specifications, Contractor Reports, Insurance Documentation and Client Notices.

We understand not all homeowners feel comfortable with technology, so in addition to online services, we offer various other ways to pay and to access important development information.



Emergency Assistance

In addition to the call monitoring services in place at some Retirement Living developments, we also have an Emergency Control Centre available 24 hours/365 days a year. This service provides homeowners with peace of mind that we can respond immediately in the event of an emergency.



Insurance and Mediation

Insurance cover, making sure homeowners are fully informed about accident prevention and fully protected against loss or damages is important. Also, we ensure homeowners know that we are there for them in respect of Insurance Mediation should the need arise to make an insurance claim or if they need to approach the development builder.



In January 2019, the Residents Association and Committee at Roseburn House, due to numerous complaints about extremely poor service levels being delivered to them, looked at options for alternative property management companies. We became aware of James Gibb / Life Property Management Limited, who manage numerous retirement developments, many previous Peverel/First Port developments and the feedback was positive from our investigations. We transferred to James Gibb on 1st May 2019 and we have benefitted from monthly site inspections from a Development Manager, a budget meeting for the forthcoming year, savings in management fees, removal of administration fees, savings in electricity and building insurance. Our committee meets regularly with the Development Manager and so far, 5 months on, we are extremely happy with having made the move to this company. We also deal with individuals for development management, finance and business support services. They assisted us with our change in management ensuring we followed the correct process in doing so.



Murrayfield View, Edinburgh

**Kate Urquhart, Chair of Roseburn Residents Association, Murrayfield, Edinburgh.
Managed by lpm/James Gibb since 1st May 2019**

I have owned my property in Strathmore Court since 2007. In 2011 we chose to employ Life Property Management Limited, now known as James Gibb Residential Factors, as our factor. This has proved to be a very satisfactory arrangement for our retirement development. We have a monthly Development Manager inspection, annual budget meeting and annual accounts meeting. We deal with a Scottish finance department, which understands our geographical location. There are no additional administrative fees and we have made savings in a number of services. Our House Manager has been released from many of her administrative tasks to allow time for other duties. The staff at James Gibb are approachable. Lorraine Stead has been particularly helpful to me.



Strathmore Court, Glasgow

**Mrs D McGill, Flat 28 Strathmore Court, Jordanhill. Glasgow - November 2019
Managed by lpm/James Gibb since 1st September 2011**

Financial Management ensures Value for Money

Our extensive portfolio allows us to secure contracts and negotiate competitive rates for many services via our trusted contractors. In all cases, from routine maintenance to major projects, the price you pay is the price we pay. We do not take any premium, mark up or commission from any of our contractors. This approach is informed by our values as we constantly work to ensure our homeowners are receiving the best value for money for the level and standard of work requested. The financial management of your development is regularly reported and discussed with you on a regular basis.

- **Trust Bank Accounts**

We manage separate trust bank accounts, which are ring fenced for managing our homeowners' funds and not classed as an asset of our organisation.

- **Annual Budgets**

We liaise on annual budgets and year-end accounts, arranging meetings to discuss with the homeowners.

- **Service Level Agreements**

We arrange clear service level agreements based on specifications with our suppliers and contractors, to ensure value for money.

At **James Gibb**, we actively promote honest, transparent and accountable property management and factoring services and always keep our Retirement Living homeowners fully informed.

Our team ensures that all non-operational aspects of our business are managed in a fair, efficient and professional manner. From receipt of payments, income recovery and ensuring our contractors are paid on time, the team is committed to ensuring the smooth running of our business.



Please speak to our business development team for further information.

Sandra Maitland Business Development Director

With over 12 years' experience in residential and commercial property management, Sandra has a proven track record in working with a wide-ranging client base, homeowners, technical, construction, legal and sales teams and much more. Passionate about her professional role, Sandra always strives to deliver the best service. A comfortable problem-solving individual with exceptional customer service delivery.



David Reid Deputy Chief Executive

David has been working in the property management industry for most of his career. David successfully owned and managed a factoring business from start up in 2003, through to the merger of his business with **James Gibb residential factors** in 2019. He has vast experience within the industry and has also been President of the Property Managers Association Scotland (PMAS) from 2018 to 2020, working with Scottish Government on a range of projects. David's priority is to ensure the highest service delivery standards and he has been involved from start to end on some of the largest, most technically built developments ever constructed in Scotland.



Nic Mayall MIRPM Executive Director for Operations

Nic heads up our operational side of the business and brings with him great management and business development experience. Nic has worked in property all his working life and now serves as President of the Property Managers Association Scotland (PMAS), the industry body representing property factors in Scotland



About James Gibb

James Gibb is currently the second largest property management company in Scotland. We specialise in residential, retirement & commercial property management services. We have developments in Glasgow, Ayr, Edinburgh, Central Scotland, Aberdeen, Inverness and the Borders. Our Head Office is in Glasgow, with operating offices in Glasgow, Dundee, Edinburgh and Aberdeen and are compliant with the Property Factors (Scotland) Act 2011, Code of Conduct. We are FCA regulated for insurance services and work with local suppliers. We have regional and central teams who are available to assist with any queries you may have.

Delivering on the expectations of honesty, clarity, quality and operational performance, our customer centred culture concentrates on creating positive and effective communications with our customers, resulting in more constructive customer service interactions and beneficial outcomes.

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