

Commercial Property & Facilities Management



WHY D2 REAL ESTATE?

- D2 are the only real estate advisor with RICS qualified chartered surveyors based in both Jersey and Guernsey
- Full range of services, backed up by an experienced team
- An alliance member of the BNP Paribas Group
- D2 utilise the latest cloud based systems and have the expertise to ensure the properties are fully compliant, any risks are mitigated and the buildings are “ready for sale”
- Highly proactive and transparent approach with a key focus on landlord and tenant care

GENERAL BACKGROUND

D2 Real Estate are the market leaders in the Channel Islands for property management services with a team of 11 professionals based in Jersey and Guernsey.

D2 is the only practice in the Channel Islands to have full time qualified Chartered Surveyors based in both Islands. We also benefit from access to support from specialist teams and UK suppliers under a formalised alliance agreement with BNP Paribas Real Estate.



TRACK RECORD

The D2 management mandate has grown significantly during the last 3 years which demonstrates the confidence of both our established and new clients in delivering a best in class service.

As a result, D2 are now the largest commercial property and facilities managers in the islands with in excess of £480M (capital value) under management.

Members of the team have the benefit of a combination of local, UK and International management experience.

Our client base varies from established funds to States owned entities and high net worth individuals across all property asset classes, including but not limited to multi-let and FRI grade A offices, secondary offices, leisure and restaurant facilities and prime and secondary retail units.

BNP PARIBAS ALLIANCE

Under the formal alliance agreement in place with BNP Paribas Real Estate, they are committed to provide their alliance members with access to central professional services and training. Furthermore, the team at D2 Real Estate continue to work closely with members of BNPPRE staff on a number of joint agency instructions and research initiatives thereby retaining good working relations with principal contacts across the wider business.

In respect of the property and facilities management business line we are able to call on the UK management team for general advice and support, benefit from their national contracts with suppliers and are kept up to speed with the latest technology, training and standards.

PROPERTY & FACILITIES MANAGEMENT SERVICES

Property management is a key part of our business and we are 100% committed to provide a “best in class” service. We have a first rate team, some of whom have worked in a Client capacity, so are aware of the challenges and also well versed with identifying opportunities within a portfolio.

The following provides an overview of our service and where we differ from our competitors:

- D2 are the only real estate advisor with qualified surveyors being based in the Islands
- Property Management by Chartered Surveyors (MRICS) and a NEBOSH Certificate (Parts 1&2) qualified Facilities Manager, with expertise in all aspects of commercial property management
- Ability to maximise value and implement asset management initiatives, given first-hand experience of working in a Client capacity
- Compilation, management and execution of 5 and 10 yearly planned preventative maintenance schedules to ensure that heavy maintenance is undertaken efficiently. This proactive approach ensures the properties are “ready for sale”
- Mitigating risks through use of market leading web based compliance software and staff training
- Management Accountants with effective risk management processes in place
- Bespoke management service to include regular reporting as agreed
- Transparency with Clients and Tenants
- Maintenance and servicing works that are undertaken by suppliers are monitored by our internal FM

- Continued monitoring of the Key Performance Indicators (KPI's) as contracted with our suppliers
- Bespoke SLA's in place with our Suppliers who therefore sign up to our T&C's, so response times etc are determined by the managing agent and not the supplier
- A full annual external audit of the service charge reconciliations by an independent firm of chartered accountants
- Tenant engagement via one to one meetings, quarterly group meetings, online Teams video calls and tenant satisfaction surveys
- Pan Island FM partners who work closely with the property and facilities manager to ensure that the properties are being well maintained and are compliant with all regulations
- Assist Clients in meeting Environmental Social Governance (ESG) goals through building initiatives
- 24/7, 365 days Helpdesk

PROPERTY & FACILITIES MANAGEMENT SOFTWARE

D2 Real Estate employ a systems-based approach. All staff have ability to work anywhere in the world and have access to all systems at all times as they are web based.

D2 use the latest versions of Tramps (property management software), Meridian (Risk based system which retains all of our facilities management documentation), Snapshot which monitors the service charge reconciliations and all parties have access to a 24/7, 365 days per annum helpdesk (manned by BNP Paribas Real Estate).

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