



Winters Property – Business Overview

Winters Property Management DAC (WPM) was established in 1997 and is widely regarded as one of Ireland's leading Property Services Providers. We have 48 staff operating from five offices managing property assets across the country. We have in excess of 7,500 commercial and residential units under our estate and facility management division and over 800 properties leased and managed. Winters are also the largest private Student Accommodation Managers in the country with almost 3,000 student beds in 6 sites. Over the last eighteen months we have provided consultancy services to existing and planned student developments in Galway, Dublin, Sligo, Letterkenny, Cork, Tralee and Limerick with a total bed count of 6,000.

Winters Property Management DAC have been working at the forefront of the Property Management and Property Consultancy business for almost 20 years. Our agency is recognised for our knowledge, experience, expertise and service levels in this field and we have become one of Ireland's leading & largest property management agency & consultancy firms. The Company's head office is located at Liosban Business Park on the Tuam Road in Galway and the Company has the full PSR Licence to provide property services in all categories A to D (*Licence No: 001876*). We have 18 licenced staff members working across all practise areas.

All our Property Managers, Valuers, Sales and Letting Agents hold individual PSRA licenses which reflects their education and industry experience. Winters and our team are affiliated with the appropriate professional organisations such as the Society of Chartered Surveyors Ireland (SCSI) and the Royal Institution of Chartered Surveyors (RICS) in the areas of Property and Facilities Management and aim to continue to create suitable links in our profession.

We have an expert team of specialist Property and Facility Managers who manage approx. 100 Commercial and Multi Unit Development sites, varying from a few units to a few hundred units in size be they residential, commercial, retail or office developments, business parks, shopping centres and student villages. We continually critically analyse and improve our services to ensure that our company adapts positively to meet our client's needs in an ever-changing market place. Our staff are legally knowledgeable on property related matters including Private Residential Tenancies Board (PRTB), Multi Unit Development Bill (MUD), CRO requirements etc.

Each site has a designated Property Manager who works closely with the owners or their representatives. In addition, our Property Managers are backed up by designated Financial, Credit Control and Field Services staffs who ensure that all Companies receive expert professional attention in all aspects of their operations. Commercial properties under management include Knock Airport Business Park, Oranmore Business Park, Bridge Centre and the Centrepoint Centre. In addition, we currently provide Asset Management and Sales services to clients such as Grant Thornton, BDO, KPMG, Mazars and McStay Luby.

At Winters, we have expertise and a depth of knowledge to ensure that we are equipped to manage all property issues that may arise. We not only provide the management services but also the strategic advice and comprehensive and valuable financial and advisory services and we believe in investing in our company and our people to achieve efficiencies for our clients through our infrastructure. Winters assign a team of highly skilled people to each property/site who are supported by senior management. Winters assign a team of highly skilled people to each property/OMC who are supported by senior management. Our unique team-based approach to Property management is illustrated below and it ensure that the client's properties are effectively managed while obtaining value for money.



Team Based Property Management

This strategy is based on our team's expertise in the following key areas:

Property Manager - Considerable experience of managing properties/portfolios at various stages of construction as well as completed portfolios. They are able to use this experience to profile properties and to develop individual asset management strategies. They manage the relationship between the Contractor & the Client. Our Property Managers work closely with the Company Directors, Property Owners, Landlords & Tenants.

Finance Team - An extensive background in managing the finances of commercial and residential property portfolios as well as in financial planning and strategic asset management.

Credit Control Team - Specialist experience in managing distressed portfolios with high arrears and delivering cost effective and practical debt collection solutions.

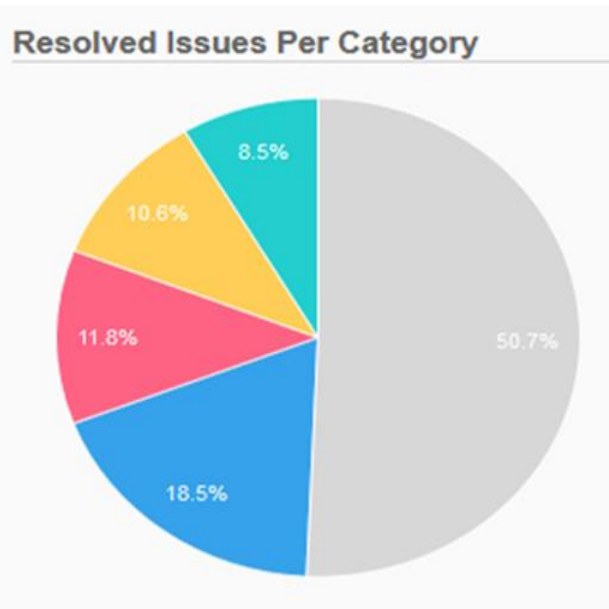
Field Services - Our Field Services team provide a prompt response to the everyday maintenance issues which go with managing property.

Customer Service Team - Our experienced customer service team have extensive administration & customer service experience and are the first point of contact in a customer service role. We use the most up to date property software (*BlockMan, LetMan, TCAS*) to track and resolve issues in a timely and efficient manner.

3rd Party Contractors - Winters provide facility services to clients through an approved contractor system. The contractors whom we engage on behalf of our clients are carefully vetted to ensure they have the necessary insurance cover, provide health & safety statements, method & risk assessment statements of work & any relevant certification as applicable

We have built strong relationships with Contractors nationwide and demand a high-quality service as we know the standards expected by our clients. In addition, the volume of business we manage also allows for better buying power of facility services, thus resulting in lower costs for our clients. An example of some of the 3rd party contractors whom we have developed strong relationships with & engage for our clients; *ARUP, Ryan & Associates, Ennis Lifts, Kone Ireland, Mid Western Lifts, Otis, Schindler Group, G4S, Apex, Henderson Fire, Precision Fire & Safety, Radharc Landscaping, Wortmann Landscapes, Barna Waste & City Bin*. We aggressively utilise our size and scale when it comes to procuring services and materials for our clients. In 2017 we conducted a detailed review of the energy market on behalf of all our OMC's. As a result, we have partnered with Bord Gais Energy on an initiative which has reduced our sites electricity bills by an average of 5%. This has delivered significant savings to all our owners on their Common Area lighting bills.

Our Customer Service Team are the first point of contact and focus on resolving 90% of property issues within a 2-day period. In 2017 we resolved over 10,000 issues within that time frame as illustrated below. This information is now being used to help to set budgets and identify recurring issues on sites that can be resolved more effectively through a large maintenance project.



Issue	Percentage	Number
General Property	18.5%	1983
Accounts	11.8%	1264
Title Transfer	10.6%	1137
Information Query	8.5%	911
Miscellaneous – Refuse, Anti-Social, Damage, Water, Fire	50.4%	5443
		10,738

Our customer service and property management teams are supported by a variety of IT systems which are deployed subject to best fitting the client's needs. Currently we utilise Top floors Blockman and Letman product for standard property management and letting. Both of these products feature a client portal. In the Purpose-Built Student Accommodation (PBSA) space we utilise T Cas and S Cas again with client portals. From a repairs/maintenance tracking perspective we utilise Fix Flow and Property Button.

Our Letting Team is responsible for the largest residential portfolio outside Dublin (800+). The extensive portfolio extends from Limerick to Leitrim and Athlone. In recent years we have specialised in providing a complete Management and Letting service to SME and family pension funds. This included sourcing appropriate properties and assisting in the purchase of same. We identified a site comprising 30 residential units for a pension fund and produced a detailed analysis of how we felt the site could be improved from a Capital Value and Yield perspective. We advised our clients through the purchase process and upon our appointment commenced regularising the leases in place and refurbishing the site. As a result, we have grown the rental yield by 20% and increased the capital value of the asset by 15% since our appointment.

Our Valuation and Sales arm is the fastest growing in the West of Ireland. Our ability to provide potential investors with accurate and up to date figures relating to the operating costs and potential yields from any commercial/residential property is a major factor in us achieving consistently above average sale prices. Our Sales team have had long term association with many Government Departments, State Bodies and major Financial Institutions. Among such clients may be listed;

- Capita Assets
- Galway County Council
- Shannon Commercial Properties
- The Revenue Commissioners
- Allied Irish Bank PLC (AIB)
- Galway City Council
- Limerick City and County Council
- Co-Operative Housing Ireland
- The Housing Agency
- Ulster Bank PLC.

Over the last four years, Winters Property have been won ten national awards for our services and completed projects at the Irish Facilities Management Awards. This includes the Property Management Company of the year in 2016, 2017 and 2018. Our Property Management team have won the project of the year award twice while our Customer Services team which handles all initial property management calls was recognised for its excellence and prompt response times. We are currently a finalist in the Irish Property Excellence Awards 2018.

Awards



in association with



WINNER

Property Management Company of the Year



in association with



WINNER

Specialist FM Service Provider of the Year



Property Management Company of the Year

WINNER



FM Team of the Year – Service Provider

WINNER



Property Management Team of the Year

WINNER



WINNER

Overall Excellence in Facilities Management



WINNER

Property Management Company of the Year



WINNER

FM Project of the Year – Residential



WINNER

Excellence in Customer Service

