



Developer Services



Passionate about property since 1890

Why Choose Watsons?

At Watsons, we understand the commitment required to maintain buildings and developments, creating maintenance plans, prepare and report against a credible budget, manage tradespeople and keep to the terms of a lease and the law.

Our industry expertise helps us provide consultancy services to developers from site preparation through to completion and ongoing management. We develop relationships with all our key stakeholders at an early stage and create management strategies that work for everybody.

Watsons are specialists in new build property management, collaborating with freeholders, leaseholders, residential management and right to manage companies, as well as developers of new homes. We can provide peace of mind that your property is managed professionally and knowledgeably through our in-depth understanding of land valuation, property sales to block and estate management and the external adjudication of our processes and our client account financial transactions.

We pride ourselves on the reputation that we have achieved amongst the freeholders and

leaseholders of our residential sites. We can manage a portfolio of small blocks through to large purpose-built blocks and estates. Underlying all this is a determination to ensure a comfortable living environment for all leaseholders and residents in the blocks and estates we manage.

Our dedicated service teams will support freeholders, leaseholders and tenants and our multi-disciplinary package will cover all your service needs. Our property professionals are regulated by the Royal Institution of Chartered Surveyors and our people are qualified through the RICS, IRPM, ARMA, ARLA or NAEA representing commercial expertise with a detailed understanding of the local market, which represents excellent value for money when taking on your property management processes and maintaining a vigilant risk of assessment for our clients.



“

A top quality service. Excellent service, knowledgeable, helpful and hardworking staff that made our sale easy for us. Well done.

— Feefo 5 Star

“

Very pleased. Would highly recommend, very detailed and helpful. If I ever need another one in the future I would not hesitate to use them.

— Feefo 5 Star

Our Company

About Watsons

As one of the East of England's leading property firms, Watsons have a first-class reputation for providing the very best in people, expertise and experience, whatever your property needs.

Watsons are one of the region's leading firms of property professionals. We are experts in all aspects of property ownership in both the residential and commercial markets.

We have been helping homeowners, investors and professionals with their property needs since 1890. Our reputation for high-quality service has grown as our business has developed and we continue to grow in supporting counties across the UK.

Providing Peace of Mind Since 1890

We are proud to be an independent company. This independence means we are able to offer you the personal and bespoke service you deserve.

Our property professionals ensure that we allocate an experienced regional professional that provides local support to your development.

Our head office is based in Norwich where our friendly and professional support teams are always on hand to provide you with a seamless service, from the initial enquiry right through to the site management.

We strive to give you the best possible customer service and are always delighted to discuss any queries you may have, with regards to your experience with Watsons.

A Personal Service, Tailored to You

We offer a broad range of services to give you peace of mind when it matters. We offer a personal service tailored to the homeowner or business owner throughout the property purchase process and beyond.

We have the expertise you need to be confident you're receiving the very best advice. Our experience and knowledge mean you can trust us to conduct a reliable and accurate review of any property, quickly and efficiently.

We are quality assured via the British Standards Institution, a member body of the International Organisation for Standardisation (ISO), which sets out the criteria for a quality management system. Being certified helps ensure that our customers receive a consistent, quality service.

RICS Accreditation



Founded in 1868 in London, the Royal Institution of Chartered Surveyors (RICS) is a global professional body with over 125,000 members worldwide, active in promoting and enforcing the highest international standards in the valuation, management and development of property, land construction and infrastructure.

Regulation also extends to companies, as well as their employees who are professional members.

There are a number of reasons why it's important to work with an RICS-accredited firm. This should give you the confidence that you are working with a firm whose employees have gone through the best possible training and been awarded the highest possible accreditation.

Accreditation means Watsons is held to a higher standard, in areas such as:

- Staff Training
- Continuous Professional Development (CPD)
- Client Money Protection
- Complaints Handling
- Professional Indemnity Insurance

By working with us, you can expect a working relationship that mirrors the core principles of the RICS, and that as a firm we have been recognised by the most trusted and respected professional authority within the property industry and continue to be audited against their standards.

By using the industry respected 'Regulated by RICS' designation, we convey to the marketplace that our firm:

- Practices to globally recognised standards
- Behaves ethically and acts with integrity and honesty
- Has the required skills and competencies to do the job
- Manages conflicts of interests transparently
- Safeguards the security of client money
- Manages its finances appropriately
- Provides appropriate indemnity for our work
- Handles complaints and disputes fairly

By following these standards, Watsons delivers a consistent message of confidence and quality to all of our clients.



Establishing a Site for the Future

Our aim is to take the strain from you, whilst giving residents control over their homes. We offer five service packages to clients, with the option to provide a bespoke service and ensure our support is right for you and your property needs.

Your development will work with an experienced and pro-active property manager, with a customer contact team servicing all your needs. We are familiar with the complexities of managing new and established developments.

1 Lettings

Portfolio Management for Prospective Landlords

2 Valuation & Survey

Land and New Homes Valuation and Surveying across a Network of Chartered Valuation Surveyors and Registered Valuers

3 Building Consultancy

Consultancy Services on Due Diligence and Inspections, advising on issues such as Insurance Reinstatement Assessments to Planned Preventative Maintenance Schedules

4 Block & Estate Management

Estate Management from Complex Mixed-Use Developments, to Large Private Housing Estates and all Types of Buildings

5 Residential Sales

National Independent Estate Agents Network collaborating with Award Winning Mortgage Services

1 Lettings

Buy to let on new builds requires an efficient service in demonstrating to investors the benefits of managing tenants and the yield that property can provide. The service provided by our experienced team includes:

- Advice on rental value
- Generating the letting brochure to include photographs and floor plan
- Promotion of the property via our branch offices, internet promotion via Rightmove, On the Market, Watsons website and the Guild of Property Professionals
- Accompanied viewings by dedicated viewing specialists
- Full and comprehensive third-party referencing carried out on Tenants and Guarantors
- Carrying out Right to Rent checks
- Preparation of an ARLA (Association of Residential Letting Agents) approved Assured Shorthold Tenancy Agreement
- Collection of the holding deposit
- Organising a detailed inventory to be conducted by an independent and qualified inventory clerk
- Collecting the balance of the first month's rent and deposit
- Informing utilities of new tenant information and meter readings
- Serving deposit certificate and prescribed information
- Processing the monthly rent payments
- Providing monthly statements to include any necessary itemised and agreed expenditure
- Holding agreed funds in our client account to carry out works on the landlord's behalf
- Ensuring compliance with ARLA and the RICS Client Money Protection Scheme
- Holding monies for the payment of tax where the property owner is resident abroad for six months or more and has not been approved under the Non-Resident Landlord Scheme
- Organising move-in appointments and, where requested, on-site check-ins



2 Valuation & Survey

In a property development feasibility analysis, a construction valuation is essential to determining the viability of a project and can also identify any irregularities in regard to building costs and risk of over capitalisation.

Whether it is a construction or renovation to a single residential dwelling, through to a large-scale land redevelopment and sub-division, Watsons have experienced Valuation Surveyors and Registered Valuers and who can estimate the complete value of a property development project at its completion.

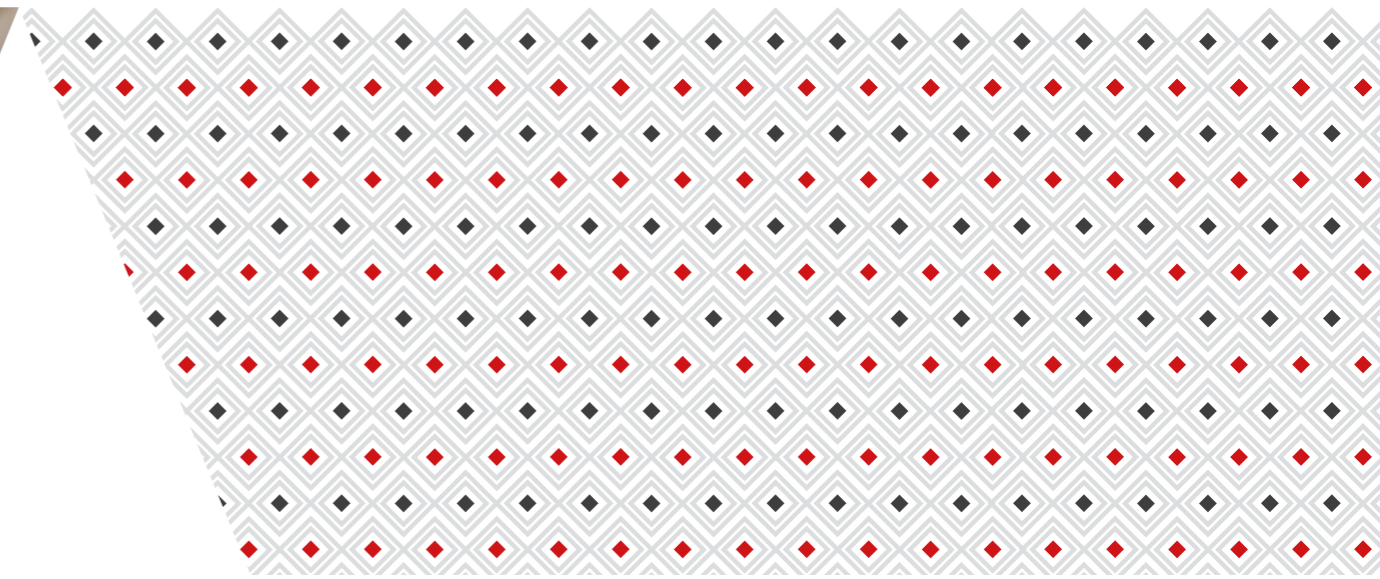
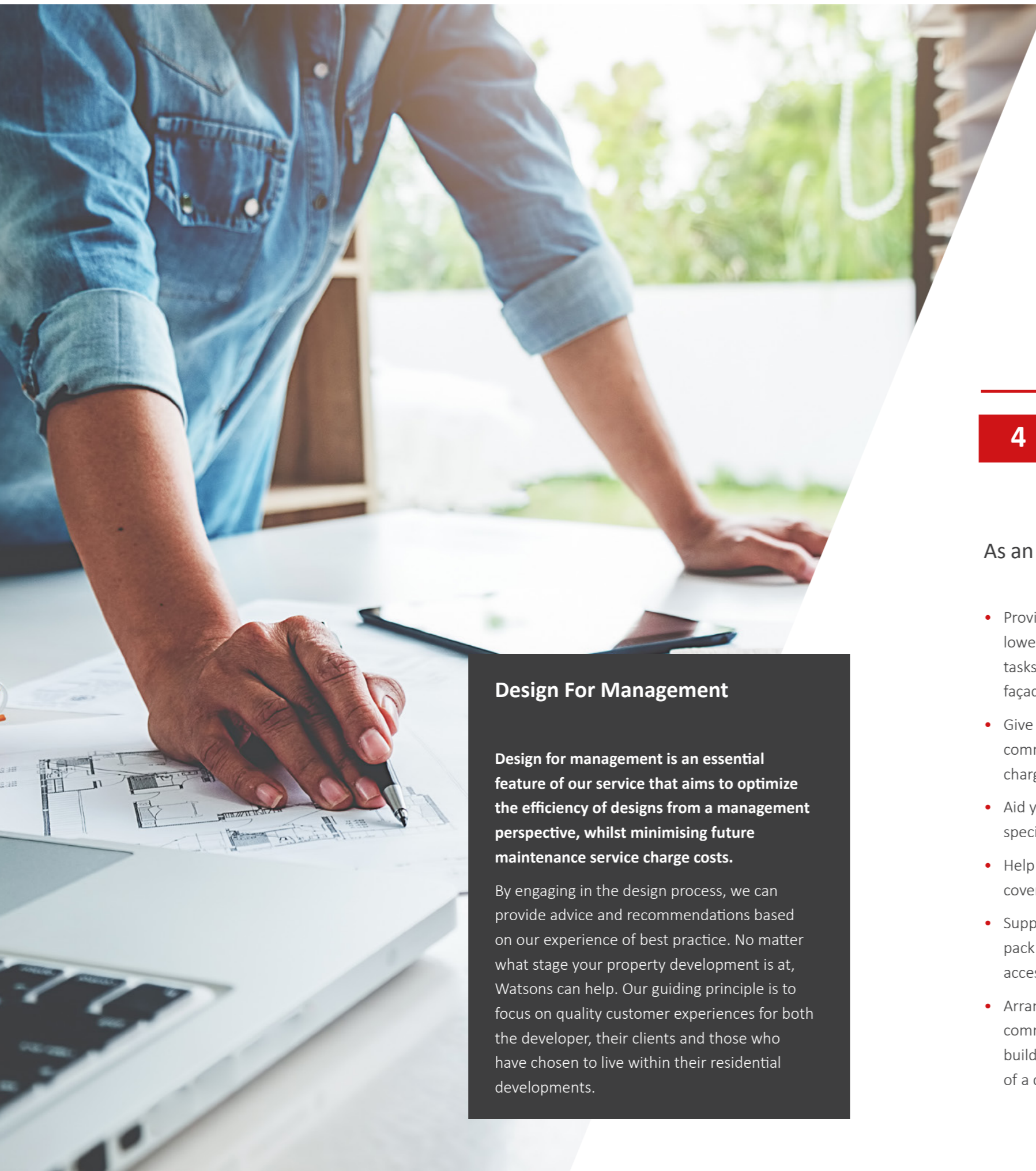
Our specialist teams will ensure that all relevant factors are considered in the overall end value, including undertaking a detailed review of the building plans, specifications, building tender/contract, planning approvals and market analysis and projections.

Our professionals provide clients with an informed, quality property development report that includes a risk and compliance review.

3 Building Consultancy

As well as undertaking due diligence surveys and inspections, we also advise on party wall matters, snagging inspections pre and post construction, insurance reinstatement, planned preventative maintenance schedules and can support contract administration – overseeing final sign-off and remedying any defects.

Our strong relationship with a wide range of specialist sub consultants, means we can also assemble a complete project team to deliver all pre and post contract services. We consider ourselves as a key stakeholder and provide a service that is aimed to ensure our clients are always provided with the best advice.



4 Block & Estate Management

As an experienced management agent, our aim is to:

- Provide you with pre-build recommendations to lower ongoing maintenance costs for management tasks such as refuse, window cleaning, external façade cleaning, fire, insurances and security
- Give advice on the design of internal and external common areas and the resultant impact on service charges and day to day management
- Aid you and your solicitors in drafting development specific leases and reviewing planning agreements
- Help you to ensure individual leases and/or freehold covenants are correctly considered
- Supply potential new home buyers with a welcome pack about their new managing agents and easy access to their service charges
- Arrange regular residents' meetings and communicate with your purchasers throughout the build phase to explain in detail how the management of a development is supported

- Produce transparent service charge budgets for you and the purchasers, with any necessary amendments being completed promptly

The property market is a forever-evolving world, and with more complex developments being built, greater demands are being placed upon both the development and managing agents. It's essential that you choose a property management company that will work with you to achieve your objectives and support your reputation.

At Watsons we understand buildings, the construction process, project management and asset management. The project management of building works is a complex web of regulations, tender processes, contractual agreements, management of concurrent contracts and, above all, cost efficiency. Through strong collaboration, we can present a seamless service.

Design For Management

Design for management is an essential feature of our service that aims to optimize the efficiency of designs from a management perspective, whilst minimising future maintenance service charge costs.

By engaging in the design process, we can provide advice and recommendations based on our experience of best practice. No matter what stage your property development is at, Watsons can help. Our guiding principle is to focus on quality customer experiences for both the developer, their clients and those who have chosen to live within their residential developments.

Residential Sales

To ensure properties are marketed to their absolute best and optimum results are achieved, the service provided by our experienced team includes:

- Promotion of the property via our offices and portals such as Rightmove, On the Market, Watsons website and the Guild of Property Professionals
- Local media advertising, internet coverage, social media engagement and screen advertising
- Accompanied viewings by experienced staff who will have a good working knowledge of the development and its location
- Out-of-hours viewings by appointment
- Hi-resolution quality (realistic) photographs and floor plans

Green Credentials

Developing our Brief

Managing agents have a critical role to play in improving the sustainability performance of the estates and the buildings they manage. They are an intrinsic part of the day-to-day management of property and addressing sustainability in the built environment.

Thankfully today there is a renewed focus on saving the planet by making environmentally friendly changes and using sustainable materials wherever possible. Property managers, freeholders leaseholders, landlords and residents should feel that they are able to contribute and Watsons can provide support in helping sites become more environmentally friendly which not only helps the natural world, but can also be an appealing factor for buyers of new homes, saving both you and your residents money with eco-friendly solutions when we are appointing contractors and developing services to the site.

Watsons Services

Watsons has a proven track record of providing the very best client care and the testament to this is the fact that a large percentage of our clients have been with us over many years and the testimonials we received. Every member of the team is encouraged to 'go the extra mile', by delivering more, adding value and exceeding the expectations of our clients.

Watsons is a firm of independent property professionals. Established since 1890, Watsons is a multi-disciplined firm providing residential and commercial property services covering sales, management, lettings, valuations, surveys and a range of specialist professional services. Our Head Office is Norwich based, but our services extend over a wider geographical area. It is through our local knowledge of the areas we operate in and our experience of property that we have built a positive reputation in the industry.

The firm and our employees are members of professional and regulatory bodies. These include the Royal Institution of Chartered Surveyors (RICS), the National Association of Estate Agents (NAEA), the Association of Residential Letting Agents (ARLA), the Association of Accounting Technicians (AAT), the Chartered Institute of Personnel & Development (CIPD), the Chartered Institute of Marketing (CIM), the Institute of Residential Property Management (IRPM) and the Association of Residential Managing Agents (ARMA).

To all our customers and clients, we are able to offer property services:

Lettings & Property Management

Valuation & Survey, Residential or Commercial Services

Building Consultancy

Block & Estate Management

Residential Sales



watsons

Regulated by RICS



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www.watsons-property.co.uk