



Managing Agent Case Study

Neil Thomas
Managing Director
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Chartered Surveyors

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Thomas Stevenson Chartered Surveyors

Thomas Stevenson was established in January 2004 by Neil Thomas and Paul Stevenson, well known chartered surveyors within the North East commercial property industry. Focusing on commercial property consultancy, Thomas Stevenson primarily deals with shops, offices, industrial property and land.

The team have over 40 years combined experience in the commercial property market and have a proven track record within Sales and Lettings, Acquisition, Investment Property, Valuations, Rent Reviews and Lease Renewals, Property Management, Property Development and Compulsory Purchase Negotiations.

Before implementing Propman, we were using Excel spreadsheets but these were inefficient for anything other than a handful of properties.

We knew that if we were to grow our property management into a profit centre for the business in its own right we needed a purpose built software package to do the job. As a small new practice looking to develop a property management department almost from a standing start, achieving value for money was important to us.

We were impressed by the quality of the staff at Grosvenor Systems from the point of first enquiring about the package and from the demonstration it was clear they were passionate about their product and we felt confident in them. We found the user interface of the product was very logical and easy to navigate compared to other products.

INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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Our clients find the statements they receive very easy to understand compared to what they get from other agents using different software packages. The ability to set up the entire rent and service charge regime for a new instruction on a 20 unit industrial estate in less than a day means that we don't waste time unnecessarily on setting up new instructions. We regularly have RICS Client Regulatory Inspections and the reporting in Propman enables us to easily produce this information in order to obtain our bill of health.

We have found the implementation, training and support to be very good. With the quality of the initial training we were able to go live on our target date without difficulty. We have subsequently used the support desk as and when something has cropped up that we weren't familiar with and we have always managed to resolve whatever problem had arisen with their help. As a consequence of investing in Propman we have had the confidence to pitch for and win new management instructions in the knowledge we would not be let down by any limitations in our software package.

Propman has certainly enabled us to achieve our objective of developing and growing our property management department.