

MANAGING AGENT

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Fisher Hargreaves Proctor

Fisher Hargreaves Proctor are a firm of chartered surveyors who offer a full property management service including rent collection, service charge administration, VAT accounting, property inspections, lease compliance, maintaining insurance cover, property maintenance, rent reviews, lease renewals and valuations including reinstatement valuations.

Our current rent collection is in excess of £11m with service charge administration in excess of £1m. We have 229 properties in total spread across all sectors of the commercial and residential markets. With a total of 1731 active tenancies it is critical for us to be able to manage our portfolio effectively.

Our experience in using Propman has been extremely positive. Before implementing Propman we were using a mixture of excel spreadsheets, access databases, and a more restricted property management system that was not a fully integrated accounts and database package.



We chose Propman over other systems because of the comprehensive integration of accounting functionality with property management functionality, particularly the lease and tenant information being stored in one place combined with a diary reminder system.

“ Using Propman has helped us to achieve a significant increase in our managed portfolio with each surveyor being able to work more effectively and enabling us to improve rent collection times and provide greater credit control. ”

The key features in Propman we find most useful include client reporting where we can provide clients with quick and accurate details of their income and expenditure. Tenant invoicing within Propman gives us the ability to automatically invoice periodic charges well in advance of due dates allowing our tenants the time to budget. There is also the flexibility to raise ad hoc charges.

The powerful service charge budgeting and reporting has enabled us to move away from logging financial information on Excel spreadsheets and has freed up more of our surveyors time. It has also enabled us to adopt industry codes of practice ensuring we

provide consistently high levels of service. There is also an integrated diary facility that flags key lease dates requiring action.

The training has been useful and is very much required in order to fully utilise the full functionality of Propman. Support is always available and any problems are quickly resolved.

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Fisher Hargreaves Proctor look to provide a proactive and responsive management service, geared towards our client's short and long term objectives. We continually strive to achieve this to a consistently high standard, and Propman and Grosvenor Systems have fully integrated with our beliefs and have enhanced the service we offer to our clients and their tenants.

David Powell

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For more information on how Propman can benefit your organisation or for a demo please contact our sales team on 020 7378 8358.

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