



The Four Phases of Build To Rent

There are many stages that a development will go through and certainly more than four, but if we take a look at how and what type of services are required throughout the lifetime of a scheme there are in our mind four distinct phases.

- Phase 1 – Pre Construction
- Phase 2 - Construction
- Phase 3 – Handover & Transition
- Phase 4 – Asset Management

At Harris Associates we have developed our skills and services as building surveyors to dovetail with each of the four phases. Our skills enable us to be embedded in the management process from scheme design inception stage right through to the management of cyclical repairs and maintenance of the finished asset. As with our more traditional services we never adopt a one size fits all approach and our Build To Rent services are very much honed to suit the client and the development in question.

Harris Services

There are of course a range of services on offer and some of our services will overlap with other service providers such as property and portfolio managers, architects, construction professionals, tenant services and so on. As a general guide a summary of our services for each of the four phases is provided for below.

Pre-Construction Services

- Attendance at pre-design / design stage meetings
- Liaison with developer team & preferred asset manager
- Direct input on design proposals where impact on occupation & maintenance likely
- Advice in connection with planned future maintenance & expenditure
- Identify improvements that will enhance the effective management of the development
- Drafting & agreement of maintenance protocols
- Jointly with asset manager produce the initial mid / long term maintenance plan

Construction Services

- Carrying out third party checks on quality and design
- Cross checking any design changes that may impact the asset management of the development
- Development of the mid / long term plan as development is constructed
- Development of the protocols where necessary due to construction / design changes



Handover & Transition

- Full liaison with developer / construction team ahead of practical completion
- Receipt, checking & collation of all handover information including contractual parties contact details, warranties, guarantees, O&M information & as-built drawings
- Cross checking that all statutory approvals are in place
- Oversee completion of systems training and finalisation of manuals / guidance and maintenance procedures / protocols including scaffold / access requirements, planned maintenance frequency, refuse management, means of escape, emergency procedures etc
- Finalising of the planned maintenance plan and expenditure forecast
- Preparation of Tenant User Guide

Asset Management

- Put in place dynamic & effective service agreement contracts
 - Adopt an effective inspection and testing regime
 - Identify key maintenance milestones
 - Maintain the core Tenant services at all times
 - Agree the Plan, Stick to the Plan & Communicate the Plan
- It is the asset management, the delivery of tenant services and the effective maintenance of the services and fabric that will be on show for the longest period and it is imperative.

It is therefore imperative that all service providers buy in to the fact that Tenants are the customers and need to be treated as such. From front of house to the team that deals with refuse, the onus must be on making the experience of living at the property a positive one and one where the Tenant feels central to all parties' efforts and attention.

4 Phase Supply

Build To Rent, as an asset class encompasses a range of characteristics; most notably it is a mix of residential investment, the leisure and hotel sector, residential property management and bespoke tenant care. The UK Build To Rent market is set to become an outstanding investment choice whilst delivering high levels of tenant services. Harris Associates has always been able and willing to develop its services to best suit industry trends and client expectations. The Build To Rent market is no different and our "4 Phase Supply" services have been developed to meet the challenges and opportunities of this burgeoning market.

For more information on Build To Rent services, please contact Shaun Harris or Steven McCormack.

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