

CASE STUDY

PROPERTY MANAGEMENT



LOCH LOMOND SHORES

PROJECT SUMMARY

Provision of general management services for common areas of the LLS site

TEAM
Property Management and Carbon + Sustainability

CLIENT
Loch Lomond Shores Management Company Ltd

LOCATION
Loch Lomond Shores, Balloch,
G83 8QL

DATES
October 2021 - Present

Graham + Sibbald were successfully appointed to provide management services for common areas of LLS. The service offering included; agreeing the service charge budget with the co-proprietors, reporting all financial and site updates on a quarterly basis, setting site tasks to ensure the property retains its five star visitor attraction rating while complying with all relevant health and safety legislation.





RESULTS

The service charge has remained on budget to date, with plans in place to reduce the budget going forward while maintaining the high standard of maintenance and attractiveness of the property.

ADDED VALUE

A quarterly report is provided to the management committee which includes financial performance, footfall numbers (taken on a monthly basis), upcoming events information, social media performance and site infrastructure projects.

Our in-house Carbon + Sustainability department have been instructed to undertake an assessment of all areas to provide options to reduce the carbon footprint of the site and reduce utility and running costs.

WHY G+S

At Graham + Sibbald, we manage a wide variety of commercial properties on behalf of our clients, including individual retail units, shopping centres, business parks, office blocks, industrial estates and petrol stations. Our client base ranges from blue chip companies and public sector organisations to single property investors.

Everything we do is designed to add value to your business. We'll work closely with you to provide a bespoke solution to your specific needs.

APPROACH

Initially, we retendered all existing contracts and identified an opportunity to provide further training for onsite staff, thus allowing them to undertake more maintenance. This led to a reduction in costs and provided more control of site tasks. We then proposed alterations to the existing set-up of site contracts and operations.

To ensure the safety of all visitors to site, a range of robust measures have been introduced together with the site facilities manager which included; the instruction of PPMs, site inspections, staff training and external health and safety inspections, after which all recommendations are acted upon immediately.

Events and activities are arranged throughout the year and promoted on various social media channels to increase footfall and dwell time on site to the benefit of the onsite operators.

KEY CHALLENGES

A high priority was placed on ensuring that the property continues to grow in terms of visitor numbers, the service charge remains under budget and the site performs highly compared to alternative visitor attractions throughout Scotland.

Due to the unique mix of outdoor activity, retail space and the sites ability to attract over 1.5million visitors per annum, safety on site is absolutely paramount.

"Graham + Sibbald are a great managing agent. They are able to maintain balance both approachable, and acute with a formidable administrative structure."

Doug Slater, SLR Outlets

Key contact:



Graham Downes
Associate
Graham.downes@g-s.co.uk
07917 056 709