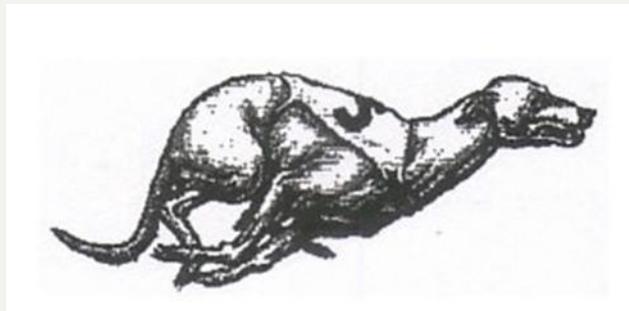




Myreside Management Tender

Powderhall Village



6th March 2026

Myreside Management Ltd.

Index

- **Welcome to Myreside Management**
- **Our Management Approach**
- **Why Powderhall Village Matters to Us**
- **Working with the Powderhall Owners Association & PVOL**
- **Routine Services at Powderhall Village**
- **Management Structure for Powderhall Village**
- **Maintenance Management & Contractor Oversight**
- **Buildings Insurance**
- **Financial Management & Accounting**
- **Transition to Myreside Management**
- **Added Value Services**
- **Conclusion**
- **Why Myreside is the Right Choice for Powderhall Village**

Welcome to Myreside Management

Thank you for the opportunity to present our proposal for the management of Powderhall Village.

Myreside Management is an Edinburgh-based property factor providing professional management services to residential developments across the city. Our approach combines practical property management experience with a strong focus on transparency, communication and long-term maintenance planning.

We understand that Powderhall Village is a well-established development with an active and engaged owners' association. Developments such as this benefit from a factor that works collaboratively with owners and committee members, providing clear advice, responsive service and careful financial management.

Our role as factor is straightforward: to ensure the development is maintained to a high standard, that services are delivered efficiently, and that owners have complete clarity over how their property is being managed.

This document outlines our proposed approach to managing Powderhall Village and the services we would provide should we be appointed.



Our Management Approach

The management of a large residential development such as Powderhall Village requires a structured and proactive approach. Our focus is to ensure that the development is maintained to a high standard, that services operate efficiently and that owners have clear visibility over how their property is being managed.

Our approach to property management is guided by several key principles.

Proactive Maintenance

Well-maintained developments retain their value and remain attractive places to live. We aim to identify potential maintenance issues early and ensure that routine services and repairs are carried out efficiently.

Clear Communication

Open and responsive communication with owners and committee representatives is essential. We ensure that enquiries are handled promptly and that owners receive clear information regarding works, services and expenditure.

Transparent Financial Management

Owners should have confidence that funds relating to the development are managed carefully and transparently. Our accounting processes provide clear itemised statements and full visibility of expenditure.

Collaborative Management

Developments such as Powderhall Village benefit from active owner involvement through the PVOA Committee and PVOL representatives. We work collaboratively with committee members to ensure that decisions relating to the development reflect the priorities of owners.

Practical Property Management

Our management team combines professional property management expertise with practical operational experience. This allows us to provide practical solutions to maintenance issues and ensure that contractors and services are effectively coordinated.

Why Powderhall Village Matters to Us

Powderhall Village is one of the more distinctive residential developments in the Canonmills area of Edinburgh. Situated along the south bank of the Water of Leith, the development benefits from an attractive setting and a well-established residential community.

With 335 properties across Powderhall Brae, Powderhall Rigg, Powderhall Road and the Townhouses, the development represents a significant and well-managed residential estate which has evolved over more than twenty years.

Having been established for over twenty years, Powderhall Village has developed into a mature and well-maintained residential environment with a strong community identity. The development is home to a mix of owner-occupiers and rented accommodation, reflecting a diverse and active residential community.

The development comprises a number of residential blocks supported by shared infrastructure and landscaped grounds which contribute significantly to the character and attractiveness of the area.

The continued upkeep of the development relies on the effective management of a range of shared services including:

- Cleaning of communal areas
- Maintenance of landscaped grounds
- Servicing of lifts and building safety systems
- Maintenance of lighting and common services
- Building insurance and compliance obligations
- Coordination of reactive repairs and long-term maintenance

In developments such as Powderhall Village, the role of the factor extends beyond routine administration. Effective management requires a proactive approach to maintenance planning, clear communication with owners and the ability to respond quickly when issues arise.

A notable feature of Powderhall Village is the active involvement of owners through the Powderhall Village Owners Association (PVOA) and Powderhall Village Owners Limited (PVOL). Developments that benefit from this level of owner engagement tend to maintain high standards and a strong sense of community.

Powderhall Village Owners Association (PVOA)

which represents the interests of the owners and works collaboratively with the appointed property factor.

Powderhall Village Owners Limited (PVOL)

a company limited by guarantee which owns the common land and parking bays within the development. The officers of PVOL are also members of the PVOA Committee, ensuring a coordinated approach to the management of the estate.

Our aim would be to work closely with the Powderhall Village Owners Association and committee members to ensure the development continues to be maintained to a high standard for the benefit of all residents.

Working with the Powderhall Owners Association & PVOL

Effective management of a development the size and complexity of Powderhall Village relies on a strong working relationship between the appointed factor and the owners' representatives.

We understand that Powderhall Village benefits from an established governance structure through the Powderhall Village Owners Association (PVOA) and Powderhall Village Owners Limited (PVOL), which plays an important role in overseeing the common land and shared infrastructure across the development.

Our approach would be to work collaboratively with both organisations to ensure that the management of the development reflects the priorities of the owners while maintaining a clear and structured decision-making process.

Supporting the Owners Committee

The PVOA Committee provides an important link between the owners and the factor. We recognise that an engaged and informed committee helps ensure that decisions relating to the development are made efficiently and transparently.

We would work closely with committee members by:

- Maintaining regular communication regarding maintenance and operational matters
- Providing clear advice on building maintenance and contractor works
- Supporting the committee with long-term maintenance planning
- Providing financial reporting and budget guidance where required
- Assisting with the organisation of owner meetings when necessary

Clear Decision-Making

For developments such as Powderhall Village, it is helpful to establish agreed parameters for how routine matters are managed. At the outset of our appointment, we would work with the committee to agree:

- Cost thresholds for routine repairs that may be carried out without wider consultation
- The preferred process for approving larger works
- Communication channels between the factor and committee members
- The frequency of development inspections and reporting

Establishing these arrangements early helps ensure that maintenance issues can be addressed quickly while maintaining appropriate oversight from owners.

Transparency and Accountability

Our role as factor is to act on behalf of the owners and to ensure that the development is managed in a transparent and accountable manner.

We believe that open communication with the PVOA Committee and PVOL representatives is essential to achieving this. Our management team would therefore ensure that all relevant information relating to maintenance works, contractor appointments and financial expenditure is communicated clearly to the appropriate representatives.

Through this collaborative approach, our aim would be to support the continued effective management of Powderhall Village while ensuring that owners remain fully informed and engaged in decisions affecting their development.

Routine Services at Powderhall Village

The effective management of Powderhall Village relies on the consistent delivery of a number of routine services which maintain both the appearance of the development and the safe operation of its shared infrastructure.

As managing agents, our role would be to coordinate, supervise and review these services to ensure they are delivered to an appropriate standard and provide value for money for all owners.

The principal routine services we would oversee include the following:

Cleaning of Communal Areas

Regular cleaning of the communal stairways and shared internal areas helps ensure that the development remains clean, safe and well presented.

Cleaning schedules would typically include:

- Floor cleaning and vacuuming
- Dusting and wiping of surfaces and handrails
- Cleaning of entrance doors and internal glazing
- Removal of litter from communal areas
- Regular inspection of lighting and fixtures

Cleaning standards and visit frequencies would be agreed with the PVOA Committee to ensure they reflect the expectations of residents.

Grounds Maintenance

The landscaped areas form an important part of the character of Powderhall Village. Proper maintenance of these areas helps preserve the visual quality of the development and the enjoyment of the outdoor spaces by residents.

Ground maintenance would typically include:

- Grass cutting during the growing season
- Pruning and maintenance of shrubs and planted areas
- Weed control on hard surfaces and paths
- Removal of leaves and seasonal debris
- General inspection of landscaped areas

We understand the development has an active interest in maintaining attractive grounds and we would work closely with the committee to ensure the agreed specification is maintained.

Building Systems and Compliance

A number of building systems require regular inspection and servicing to ensure compliance with safety regulations and continued reliable operation.

These may include:

- Lift servicing and statutory inspections
- Fire alarm and smoke detection systems
- Emergency lighting systems

Our role would be to arrange appropriate servicing contracts, ensure compliance with statutory requirements and coordinate any repairs required.

Routine Services at Powderhall Village

Lighting and Landlord Services

Communal lighting and electrical supplies serving the development require ongoing monitoring and maintenance.

We would oversee:

- Maintenance of communal lighting
- Monitoring of landlord electricity supplies
- Replacement of lamps and fittings where required
- Investigation of electrical faults affecting communal areas

Reactive Maintenance

In addition to routine services, repairs will occasionally be required due to wear, damage or unforeseen issues.

When reactive repairs are required we would:

- Inspect the issue where necessary
- Obtain quotations from appropriate contractors
- Arrange repairs once authorised
- Supervise works where required

Provide owners with clear information regarding costs and works carried out

For larger repairs or projects we would normally obtain quotations from multiple contractors to ensure competitive pricing and value for owners.

Management Structure for Powderhall Village

The management of Powderhall Village would be supported by a dedicated team within Myreside Management, combining day-to-day operational management with senior oversight from the company directors.

This structure ensures that the development benefits from responsive management while also having access to wider organisational support where required.

Directors – Strategic Oversight

Leigh Collins – Managing Director

Keith Hunter – Director

Cory Kennedy – Director

The Directors provide strategic oversight of the company and remain involved in major operational decisions affecting the developments we manage. Their involvement ensures that management standards are maintained and that support is available to the property management team when required.

Director involvement is particularly important during the early stages of an appointment and for larger developments requiring additional oversight.

Senior Property Manager – Day-to-Day Management

Richard Power – Senior Property Manager

Richard would be responsible for the day-to-day management of Powderhall Village and would act as the primary point of contact for the PVOA Committee, PVOL representatives and owners.

Richard has already been introduced to owners during the initial presentation meeting and brings significant experience in residential property management. As a Senior Property Manager, he has extensive experience managing large residential developments and coordinating the services and maintenance required to ensure developments operate effectively.

His responsibilities would include:

- coordinating routine services across the development
- overseeing maintenance and repair works
- liaising with contractors and service providers
- responding to owner enquiries
- supporting communication with the PVOA Committee and PVOL representatives
- monitoring the overall condition of the development through regular inspections

Accounts & Administration Support

Our accounts and administration team support the property management function by managing financial records, issuing invoices and assisting with administrative matters relating to the development.

This support structure ensures that financial information is managed accurately and that owners receive clear and timely statements relating to development expenditure.

Management Structure for Powderhall Village

Contractors & Service Providers

A range of approved contractors and service providers support the ongoing maintenance of the development.

These may include contractors responsible for:

- cleaning services (In-house service)
- grounds maintenance (In-house service)
- lift servicing
- fire and safety systems
- electrical maintenance
- general building repairs

Contractors are selected based on experience, reliability and competitive pricing to ensure that works carried out at the development provide value for money for owners.

Management Fee

The annual management fees proposed by Myreside Management for Powderhall Village are:

- **£145 per annum per flat (plus VAT)**
- **£80 per annum per townhouse (plus VAT)**
- **These fees will be fixed until December 2027**

This fee covers the core property management services outlined within this proposal, including day-to-day management of the development, coordination of maintenance and contractor services, financial administration, insurance administration and communication with owners.

The management fee reflects the scale of the development and the services provided and will be reviewed periodically to take account of changes in operating costs, regulatory requirements and the needs of the development.

Our objective is to provide a high level of service and responsive management while maintaining a competitive and transparent fee structure for owners.

Maintenance Management & Contractor Oversight

The long-term condition of any development depends on the effective management of maintenance and repair works. Our role as factor is to ensure that issues are identified promptly, appropriate contractors are appointed, and works are carried out efficiently and transparently.

Planned and Reactive Maintenance

Maintenance works typically fall into two categories:

Routine / reactive repairs

These include smaller works that arise from normal wear and tear or occasional faults within the development, such as lighting failures, door entry issues or minor building repairs.

Larger maintenance projects

From time to time, developments require more substantial works such as roof repairs, structural maintenance or upgrades to shared building systems.

Our role is to manage both types of work in a structured and transparent manner.

Contractor Procurement

Where works are required, we would normally obtain quotations from appropriately qualified contractors.

For larger works, it is standard practice to obtain multiple competitive quotations, allowing the owners or committee representatives to review the options available before a decision is made.

Contractors used for works at the development are selected based on:

- Relevant trade qualifications
- Proven experience in similar works
- Quality of previous work
- Competitive pricing
- This ensures that owners receive both reliable workmanship and value for money.

Oversight of Works

Once contractors are appointed, we would coordinate the works and remain available to assist with communication between contractors and owners where required.

Our responsibilities typically include:

- Issuing work instructions to contractors
- Coordinating site access where required
- Monitoring progress of works
- Confirming completion of works
- Arranging payment of contractor invoices once works are completed

Transparency

Transparency is an important principle of our management approach.

Owners and committee representatives are able to review contractor quotations and invoices relating to works carried out at the development. This ensures that expenditure relating to the development is clear and accountable.

Supporting Long-Term Maintenance Planning

For developments such as Powderhall Village, it is beneficial to adopt a proactive approach to longer-term maintenance planning.

Working with the PVOA Committee and PVOL representatives, we would be happy to assist with identifying potential future maintenance requirements and helping the owners plan for these over time.

Buildings Insurance

Buildings insurance represents one of the most significant annual costs for owners within Powderhall Village. Ensuring that the development benefits from appropriate cover at competitive terms is therefore a key responsibility of the managing agent.

Based on the declared value and claims history provided during the tender process, we secured a confirmed buildings insurance premium of £99,000 per annum.

This represents a substantial reduction compared with the premium currently understood to be in place for the development.

The proposed arrangement provides owners with greater cost certainty and stability in a market where insurance premiums for residential developments have experienced significant volatility in recent years.

Premium Stability

The insurance terms secured include the following structure:

2025/26 policy year: premium fixed at £99,000, subject to normal underwriting expectations regarding claims experience.

2026/27 policy year: renewal limited to an inflation-linked adjustment only, providing continued cost stability.

This approach provides the development with two years of relative certainty in insurance costs, which is uncommon in the current insurance market.

Claims Profile

A review of the development's claims history over recent years shows that the majority of insurance claims arise from escape-of-water incidents.

This pattern is consistent with trends across many flatted residential developments where water leaks originating within individual flats can cause damage to neighbouring properties and common areas.

While many of the claims recorded at Powderhall Village have been relatively modest in value, a small number of larger escape-of-water incidents account for a significant proportion of the total claims cost.

This type of claims profile highlights the importance of early leak detection and rapid isolation of water supplies to minimise damage.

Water Leak Detection

To help address this risk, Myreside Management has developed its own Water Leak Protection System, which has been successfully operating within residential properties across Edinburgh for more than fifteen years.

The system uses sensor probes installed in high-risk areas such as beneath baths, washing machines and boilers. If a leak is detected, the system automatically activates a motorised valve which isolates the mains water supply within approximately three seconds, preventing further damage.

The system can also send an SMS notification confirming that a leak has been detected and the water supply has been isolated.

Buildings Insurance

Installation Programme

As part of our proposal for Powderhall Village, we would introduce a structured installation programme for leak detection systems.

This would include:

- 20 installations per year, subject to survey
- 40 systems installed over the two-year insurance period

Escape-of-water incidents represent the largest driver of insurance claims within flatted developments. By introducing proactive leak detection measures, the development benefits from a practical approach to reducing both the frequency and severity of water-related incidents.

Long-Term Risk Management

The combination of a competitive insurance premium together with a proactive leak detection programme provides Powderhall Village with a structured risk management approach.

This helps to:

- reduce the likelihood of major escape-of-water incidents
- protect neighbouring properties from damage
- minimise disruption for residents
- support the long-term stability of insurance costs for owners.

Our objective is not simply to arrange insurance for the development, but to ensure that the underlying risks are managed effectively, helping protect both the buildings and the financial interests of the owners.

Update on Insurance Broker and Market Review

Since our initial presentation to owners, Myreside Management has completed a review of its own block insurance arrangements and has appointed Spence Insurance Brokers as our insurance broker. As part of this process we have also moved our own portfolio to a new insurer.

This change provides us with the opportunity to review the insurance quotation previously obtained for Powderhall Village and confirm that the development continues to benefit from the most competitive terms available.

Spence Insurance Brokers are an independent specialist broker, with significant experience in arranging insurance for residential developments across Scotland. Their access to a wide panel of insurers enables them to test the market thoroughly to ensure that appropriate cover is obtained at competitive terms.

Following this change, we have revisited the Powderhall Village quotation with Spence to confirm the final premium and policy structure based on the same declared value and claims history previously provided.

The objective remained to ensure that the development benefits from:

- appropriate and comprehensive insurance cover
- competitive market terms
- clarity and transparency in the policy structure

Building Insurance

Insurance Claims Management

In the event of an insurance claim, the managing agent plays an important coordinating role between the insurer, loss adjusters, contractors and affected owners.

Our objective is to ensure that claims are progressed efficiently while keeping owners informed throughout the process.

Initial Reporting

Where damage occurs which may give rise to an insurance claim, owners should notify the property manager as soon as possible. We will then assess the circumstances and confirm whether the matter should be referred to the insurer.

Where appropriate, we will assist in gathering the information required by the insurer, which may include:

- photographs of the damage
- incident reports
- contractor quotations
- details of any emergency works required to prevent further damage.

Emergency Measures

Where an incident requires immediate action, we will arrange appropriate emergency works to prevent further damage to the property or neighbouring flats.

Our in-house maintenance team allows us to respond quickly where immediate assistance is required.

Claim Submission

Once the relevant information has been gathered, the claim will be submitted to the insurer through the development's insurance broker.

At this stage the insurer may appoint a loss adjuster to investigate the claim and assess the extent of the damage.

Claims Coordination

During the claims process we will:

- act as the primary point of contact between the insurer, loss adjuster and owners
- assist with access arrangements for inspections
- coordinate communication between affected residents and contractors
- monitor the progress of the claim
- repairs and completion

Once the insurer has approved the claim, repairs can proceed in accordance with the insurer's instructions. Contractors will then be instructed to carry out the necessary works.

Our role is to ensure that repairs are completed and the claim is brought to a satisfactory conclusion for the development.

Financial Management & Accounting

Transparent financial management is a core part of our role as managing agent. Our accounting systems allow owners and the Owners' Association to clearly understand how funds are collected, managed, and spent on behalf of the development.

Different developments prefer different financial arrangements depending on their size and governance structure. For Powderhall Village, we would be happy to operate under any of the following financial models.

Itemised Statements

Owners would receive regular itemised statements detailing the expenditure incurred on behalf of the development. These statements provide a clear breakdown of all costs relating to services, maintenance works and other expenditure.

This allows owners to understand precisely how funds have been applied during each accounting period.

Maintenance Float

It is common practice for developments to maintain a working float which allows routine services and urgent repairs to be carried out without delay.

The float provides the working capital required to fund maintenance expenditure between accounting periods and ensures that contractors can be paid promptly for works carried out on behalf of the development.

Any float held on behalf of the development remains the property of the owners and is refundable if the factoring arrangement comes to an end.

Financial Management Options

To provide flexibility for the Owners' Association, we can operate under several financial management models depending on the preferences of the development.

Overview of Available Options

Financial Model	Description	Key Features
Float System (Standard)	Owners contribute to a float used to pay development expenses as they arise.	Quarterly invoicing based on actual expenditure. No year-end reconciliation required.
Annual Budget System	A full annual budget is prepared and owners contribute through instalments during the year.	Budget issued at start of year with year-end reconciliation showing surplus or deficit.
Hybrid System	Combines a float account with an annual budget overview.	Budget provides annual cost visibility while invoices are still based on actual expenditure. No reconciliation required.

Financial Management & Accounting

Option 1 – Float System (Standard Model)

This is the financial model currently used across the majority of developments managed by Myreside.

Under this approach, owners contribute to a working float account which is used to pay development costs as they arise.

Owners receive quarterly invoices reflecting the expenditure incurred during the previous period.

Advantages

- invoices based on actual expenditure
- no year-end reconciliation required
- flexible for unexpected repairs or maintenance
- efficient financial administration.

Option 2 – Annual Budget with Reconciliation

Some developments prefer a more traditional budgeting model.

Under this approach:

- an annual budget is prepared at the beginning of the financial year
- owners contribute to the budget through quarterly instalments
- a year-end reconciliation compares budgeted costs against actual expenditure.

Any surplus or deficit is then carried forward into the following year.

Advantages

- clear view of expected annual costs
- structured budgeting approach
- commonly used in larger developments.

Option 3 – Hybrid Model

A hybrid system can also be used which combines elements of both models.

Under this approach:

- an annual budget is prepared to give owners visibility of expected costs
- a float account is maintained to manage day-to-day expenditure
- owners receive quarterly invoices based on actual costs.

Unlike the full budget model, this system does not require a year-end reconciliation, simplifying administration while still providing transparency.

Financial Management & Accounting

Payment Options

We recognise that clear, efficient financial management is important to owners. Our systems are designed to provide flexible payment options while also encouraging more efficient and environmentally responsible methods of billing.

Owners are able to settle factoring invoices through a range of convenient payment methods including:

- bank transfer
- direct debit
- online payment
- card payment

Where owners prefer, regular payments can be arranged through direct debit to spread costs evenly across the year.

Debt Management

The timely payment of factoring charges is important to ensure that the development has sufficient funds to maintain services and carry out repairs.

Where accounts fall into arrears we operate a structured debt recovery process, beginning with reminder notices and progressing through formal recovery procedures where required. Our approach aims to resolve payment issues fairly while protecting the financial position of the development as a whole.

Transition to Myreside Management

A change of property factor can appear complex for large developments; however, with a structured transition process the handover can be managed smoothly with minimal disruption to owners or services.

Myreside Management has experience taking over developments from existing managing agents and we follow a clear process to ensure continuity of services and effective communication with owners.

Transition Leadership

The transition process would be overseen by one of the Directors of Myreside Management, working alongside Richard Power, who would be the dedicated Property Manager for Powderhall Village.

Richard has already been introduced to owners during the initial presentation meeting and would act as the primary day-to-day point of contact for the development once management commences.

Director involvement during the transition period ensures that the handover process is carefully managed and that any operational matters arising during the early stages of the appointment can be addressed quickly.

Initial Handover Process

Following appointment, we would formally notify the outgoing factor and request the transfer of operational information relating to the development.

This would typically include:

- contractor details and service specifications
- maintenance history and ongoing works
- compliance documentation for building systems
- relevant development documentation
- contact information for owners where available

This information allows us to gain a clear understanding of the development and ensure that services continue without disruption.

Financial Arrangements

In most transitions between managing agents, the outgoing factor will finalise the development accounts and return any remaining balances or float funds directly to owners.

Following appointment, Myreside Management would establish new accounting arrangements for the development and provide owners with clear information regarding future invoicing and payment arrangements.

Continuity of Services

Our priority during the transition period is to ensure that routine services continue without interruption. Where appropriate, existing service contracts may be continued during the initial transition period to maintain continuity while we review current arrangements with the committee.

This approach avoids disruption to essential services such as cleaning, grounds maintenance and safety system servicing.

Transition to Myreside Management

Communication with Owners

Clear communication with owners is an important part of the transition process. Once appointed, owners would receive a welcome pack containing key information about the new management arrangements, including:

- contact details for the management team
- payment information and accounting arrangements
- procedures for reporting maintenance issues
- details of routine services provided at the development

This ensures that all owners understand how to contact the factor and how services will operate going forward.

Working with the Committee

During the early stages of the appointment, we would meet with the PVOA Committee and PVOL representatives to review existing arrangements and confirm the preferred working structure for the development.

This would typically include discussions regarding:

- communication arrangements with committee members
- cost thresholds for routine repairs
- review of existing service contracts
- any immediate maintenance priorities

Establishing these arrangements early helps ensure that the management of the development continues smoothly following the transition.

Added Value Services

Additional Services & In-House Capability

One of the key differences in Myreside's management model is our ability to deliver a number of core services through our own in-house operational teams. This approach allows us to maintain greater control over service quality, ensure consistent standards, and respond quickly to issues as they arise within a development.

Our in-house teams include:

- Cleaning Team – 9 staff
- Gardening Team – 8 staff
- Maintenance Team – 3 staff

These teams operate under the direct supervision of our property management and operations team, enabling us to deliver services efficiently and maintain strong communication between the property manager and operational staff.

Benefits of In-House Service Delivery

Greater Quality Control

By employing our own teams, we are able to monitor standards directly and address any issues quickly without relying on external contractors.

Faster Response Times

Routine maintenance or reactive issues can often be dealt with immediately by our team without the delays associated with obtaining contractor availability.

Cost Control and Transparency

Using in-house teams allows us to maintain competitive costs while ensuring owners only pay for the services that are actually required.

Consistency of Service

Because the same teams regularly attend the development, they become familiar with the property and are better able to identify potential maintenance issues early.

Use of Specialist Contractors

Where specialist works are required— such as lift maintenance, fire safety compliance, electrical works, roofing or structural repairs — we appoint appropriately qualified external contractors.

All contractors are required to hold appropriate insurance and relevant professional certifications before being instructed.

Flexibility for the Owners' Association

While our in-house teams provide many of the routine services, we remain flexible and are always open to working with contractors recommended by the Owners' Association where appropriate.

Direct Debit Incentive

To encourage uptake of Direct Debit and reduce administrative costs associated with manual payment processing, Myreside offers a small annual discount on the management fee for owners who choose to pay by Direct Debit.

Electronic Billing Incentive

Owners who choose to receive invoices and communications electronically may also receive a small management fee discount.

Myreside Connect – Owner Portal & Communication Platform

Myreside Connect is our online client portal designed to provide owners with **simple, transparent access to information about their property and development**. The platform allows owners to stay informed, communicate with our team and access key documents in one central location.

Accessible via desktop, tablet or mobile device, Myreside Connect helps ensure that owners have convenient access to important information whenever they need it.

Key Features

Account Information

Owners can view account balances, invoices and payment history at any time, providing clear visibility of their property account.

Secure Online Payments

Payments can be made securely through the portal, and owners can manage their preferred payment method.

Maintenance Reporting & Tracking

Owners can report maintenance issues directly through the portal. Requests are logged and directed to the appropriate member of our team, allowing them to be monitored and managed efficiently.

Development Updates & Communications

Important notices, updates and information relating to the development can be shared quickly with all owners.

Document Library

Key documents such as insurance certificates, development notices, meeting information and other relevant documents can be accessed easily in one place.

Access to Contractor Invoices

Where requested, contractor invoices relating to development expenditure can be made available, ensuring transparency around costs incurred on behalf of owners.

Supporting Transparency and Communication

Myreside Connect is designed to improve communication and ensure owners have **clear visibility of how their development is managed**. By providing easy access to financial information, documents and updates, the platform helps reduce unnecessary administration while allowing owners to remain fully informed.

This forms part of Myreside Management's commitment to delivering a **modern, transparent and responsive approach to property management**.

Conclusion

Myreside Management is pleased to present this proposal to provide property management services for Powderhall Village.

Powderhall Village is a substantial and well-established residential development comprising 335 homes across several buildings and townhouse areas, with significant shared infrastructure and common areas requiring consistent and proactive management.

Our approach to managing developments of this scale is based on hands-on property management, operational flexibility, and transparent financial administration. Unlike many larger factors, our directors remain closely involved in the day-to-day running of the business, ensuring that developments receive consistent oversight and responsive service.

Why Myreside is the Right Choice for Powderhall Village

Choosing a managing agent is an important decision for any residential development. Our approach focuses on practical management, financial transparency, and proactive maintenance, ensuring that Powderhall Village continues to be well maintained and effectively managed for the long term.

Proven Property Management Experience

Myreside Management has been providing residential property management services for over 25 years. Our directors and management team collectively bring more than 50 years of experience in managing flatted developments across Edinburgh and the surrounding areas.

The development would be managed by Richard Power, Senior Property Manager, who has over 17 years of experience in residential property management, including managing large developments such as Quartermile in Edinburgh.

Competitive Insurance with Added Protection

We have secured a confirmed buildings insurance premium of approximately £99,000 per annum, representing a substantial saving compared with the current premium for the development.

In addition to securing competitive terms, our proposal includes the introduction of a water leak detection programme to help reduce the risk of escape-of-water incidents — the most common cause of insurance claims within flatted developments.

Bespoke Water Leak Protection System

Myreside Management has developed its own Water Leak Protection System, designed to detect leaks early and automatically isolate the water supply to prevent further damage.

As part of our proposal for Powderhall Village, we would introduce a phased installation programme providing:

- 20 systems per year
- 40 systems over the two-year insurance period

This proactive approach helps reduce damage to neighbouring properties and supports long-term stability in insurance costs.

In-House Operational Teams

Unlike many managing agents, Myreside Management operates with in-house cleaning, gardening and maintenance teams.

This structure allows us to maintain consistent service standards and respond quickly when issues arise, while also giving us greater control over costs for the development.

Why Myreside is the Right Choice for Powderhall Village

Hands-On Management

Our directors remain closely involved in the day-to-day running of the business rather than operating purely at board level.

This ensures that developments receive direct oversight, responsive decision-making, and consistent management support.

Transparent Financial Management

We offer flexible financial management structures, allowing the Owners' Association to choose the system that best suits the development. Options include:

- float-based quarterly accounting
- annual budget with year-end reconciliation
- a hybrid system combining both approaches.

All options provide clear reporting and transparency for owners.

Supporting the Long-Term Success of the Development

Our objective is to work with the Owners' Association to ensure that Powderhall Village remains well maintained, financially stable, and professionally managed.

We believe our combination of experienced management, proactive risk reduction, operational capability and transparent financial management provides a strong foundation for the continued success of the development.

A Different Standard of Property Management



At Myreside Management, we believe property management should be proactive, transparent and accountable.

Myreside are the only Factor which operates with in-house cleaning, gardening and maintenance teams. This allows us to respond quickly to issues, maintain consistent service standards and ensure that routine matters are addressed without unnecessary delays.

We also place a strong emphasis on financial transparency and responsible cost management. Owners should have confidence that decisions are made in the best interests of the development and that costs are carefully controlled.

Myreside Management is committed to providing a service that goes beyond the traditional model of property factoring — combining professional management with practical operational support.

We would welcome the opportunity to work with the Powderhall Village community and support the continued care and management of the development.

Contact details



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Myreside Management Limited

Registered in accordance with the Property
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