

Taylor & Martin

Bespoke Property Management



Powderhall Village Management Proposal



Powderhall Village

Taylor & Martin has a strong presence in Canonmills, managing several developments across the area.

This local knowledge and proximity allow us to efficiently coordinate both our own team and trusted contractors—maximising time on site and ensuring a responsive, hands-on service.

We recognise that every development is unique, and this is especially true at Powderhall Village. That is why we take a proactive, collaborative approach to property management, working closely with homeowners to ensure all shared spaces are maintained to the highest possible standard.



Why choose Taylor & Martin?

Taylor & Martin offers a bespoke management service tailored to your development's unique needs. Founded on personalised service principles, we maintain a strong on-site presence and clear communication. Our property managers have smaller portfolios, ensuring every homeowner receives deserved attention and care. Unlike industry norms, we provide fully transparent service without charging insurance commissions, delivering a responsive and proactive approach that truly stands apart.



A Personal Point of Contact

We know how important continuity is. That's why every development has a dedicated Property Manager who understands the ins and outs of your site. No call centres or multiple teams managing a development, just someone who knows your property and is available when you need them.



Smaller Portfolios, Better Service

Each of our Property Managers looks after a select number of developments, allowing them to give each site the time and attention it deserves. This ensures proactive management, regular inspections, and a truly responsive service.



No Hidden Costs

We are fully transparent—there are no mark-ups or commissions on buildings insurance or contractor services. Every cost is passed on at the rate we pay, and original invoices are always available on request.



Hands-On Maintenance Management

We provide a proactive, hands-on maintenance service, coordinating routine works and addressing issues promptly to help ensure properties remain in good condition. Where large scale works have been undertaken, systems can be put in place so that a final invoice is not settled until agreement is provided by homeowners.



Regular Site Visits & Meetings

We conduct regular site visits to stay on top of property upkeep and arrange regular owners' meetings to keep you informed. We handle all the aspects of the meeting from preparing agendas to sharing detailed minutes afterward.



24/7 Emergency Support

We know issues don't always happen during office hours. That's why we have a team member on call around the clock to respond quickly in the event of an emergency.



Tailored & Thoughtful Management

From modern urban apartments to heritage conversions, we manage developments of all shapes and sizes. Our flexible, bespoke approach means we're able to meet the specific needs of your property.



A Factor That Works for You

At Taylor & Martin, we don't just manage buildings—we care for homes. Our goal is to protect and enhance your investment now and into the future, while delivering service that feels personal, dependable, and genuinely helpful.

Exceptional Property Management You Can Trust

Our high staff retention rates mean you get dedicated managers with in depth knowledge of your development, providing continuity of service. We build lasting relationships with homeowners while maintaining consistent service standards year after year.

With a diverse team from a variety of backgrounds, we understand the value of knowledge sharing. To support this, we've established an internal chat system among property managers to collaborate on more complex enquiries and maintenance-related matters



Investing in our team training

At Taylor & Martin, we believe that the strength of our service is built on the capability and commitment of our team. We continuously invest in the professional development to ensure they are equipped with the knowledge, skills, and confidence to deliver exceptional property management services.

Professional Qualifications

All property managers are actively encouraged and supported in pursuing the *Scottish Diploma in Property Factoring* through The Property Institute.

Regulatory and Best Practice Updates

Our team receives frequent briefings on regulatory developments and industry best practices to ensure full compliance with current legislation.

Learning Through Collaboration

We host regular training sessions featuring expert speakers from across the property management sector. These include legal professionals, insurance specialists and contractors from various trades which offers practical insights and promotes continuous learning and collaboration across disciplines.

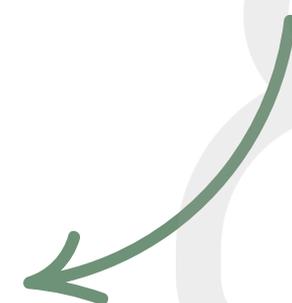
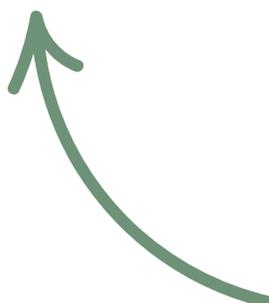
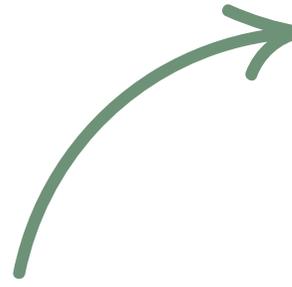
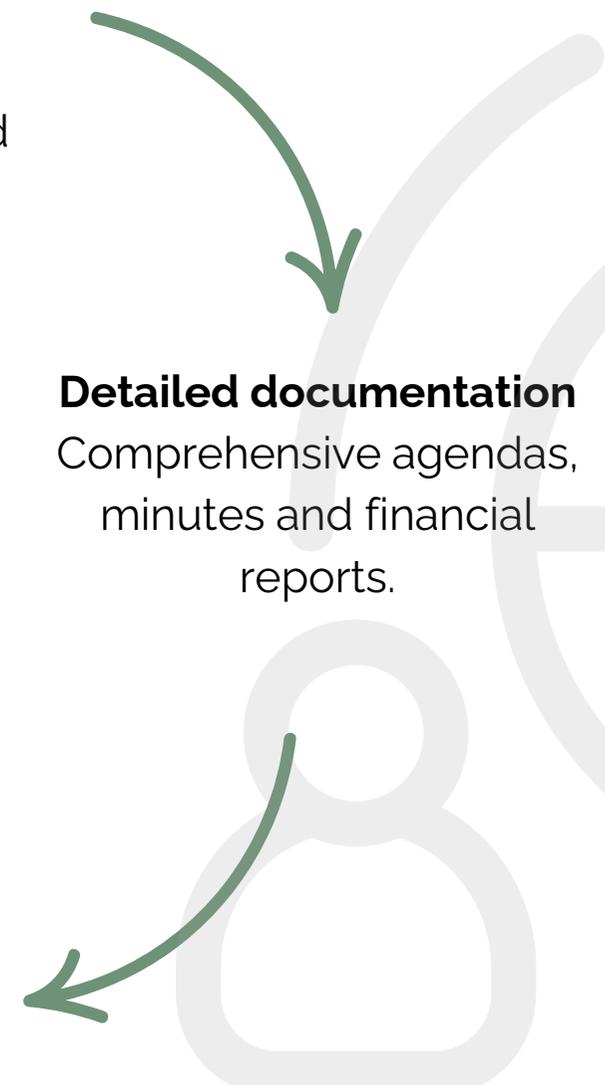
Communication & Collaboration

Annual general meetings
Forum for all homeowners to discuss development progress.

Quarterly committee meetings
Regular updates on maintenance, finances, and ongoing projects.

Detailed documentation
Comprehensive agendas, minutes and financial reports.

Strategic planning
Forward-looking plan in collaboration with the committee/owners.



Proactive Maintenance Approach



Regular Inspections

Frequent site visits to monitor contracts & identify maintenance requirements proactively



Preventative Maintenance

Regular servicing & maintenance of communal systems.



Maintenance Planner

A comprehensive maintenance planner is created with homeowners to plan for future works



Major Works Management

Clear and transparent process with funds taken in advance for smoother process.



Billing & Accounts

Structured Maintenance & Transparent Invoicing

Taylor & Martin would ensure structure to both the maintenance and invoicing at Powderhall Village. We will ensure that all maintenance is carried out over agreed periods and are committed to full transparency. Every invoice will clearly itemise services and works completed, ensuring homeowners understand exactly what they are paying for. There should never be any surprises on your invoices with homeowners receiving notification of additional works prior to invoicing.

As part of our 100% transparency policy, all contractor charges will be passed to homeowners at cost—Taylor & Martin applies no mark-up on third-party services. Original contractor invoices are readily available upon request for complete peace of mind.

Float Fund & Payment Structure

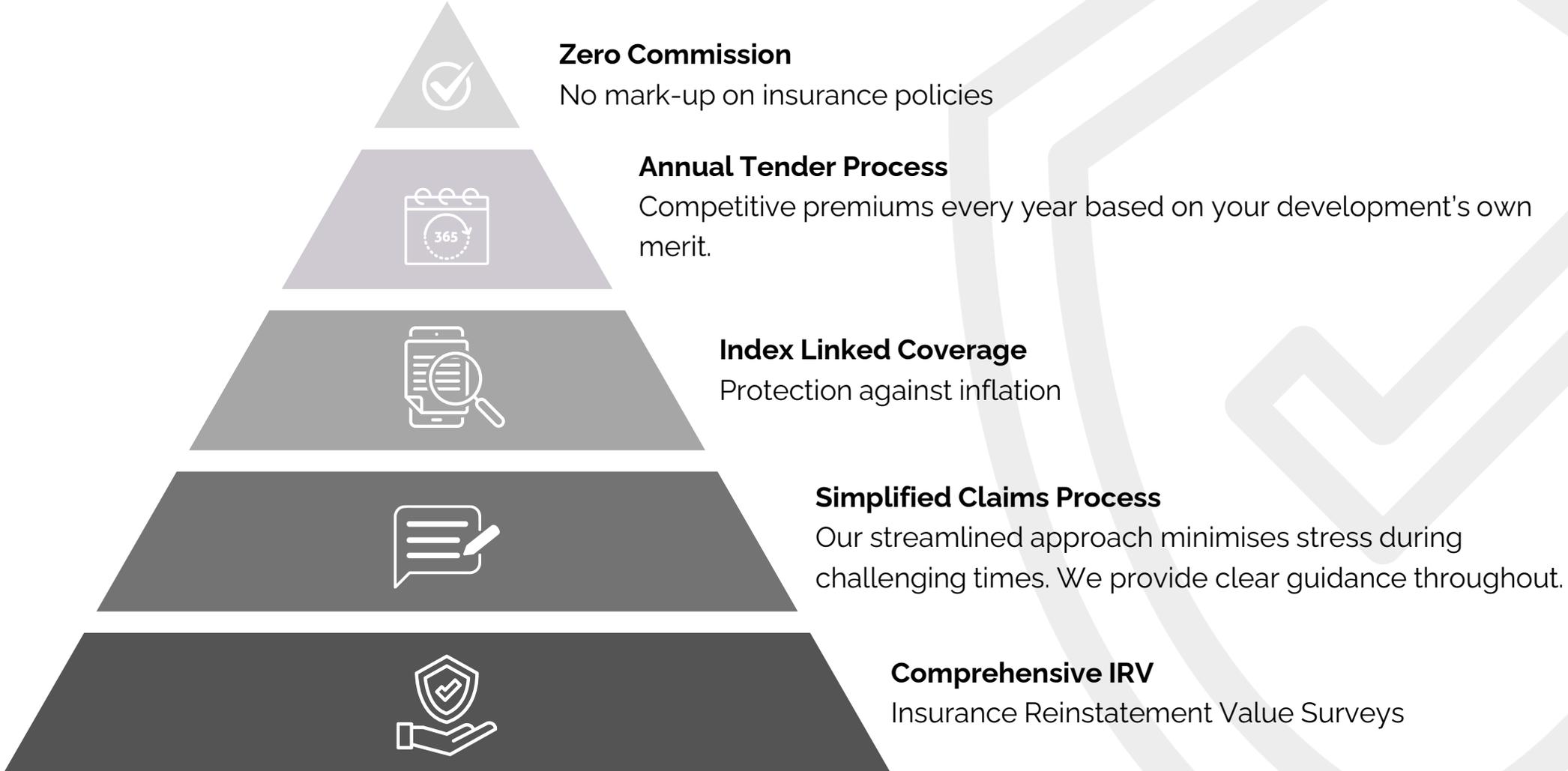
To facilitate efficient maintenance and timely payments to contractors, Taylor & Martin will maintain a float fund on behalf of all homeowners. This fund ensures that essential works can be carried out without delay and is replenished through regular invoice settlements. The float is returned to the homeowner if/when the property is sold.

The float balances will remain the same as Charles White presently hold on your behalf.

Invoices will be issued quarterly and will include charges for routine services, as well as any ad hoc repairs or works completed during the prior period. Homeowners can choose from a variety of payment methods, including standing order, online bank transfer, payments via our online portal, phone and cheque.

We encourage homeowners to set up a Direct Debit as their preferred payment method. It offers a simple, automatic way to stay on top of payments, helping avoid missed invoices and ensuring your account remains up to date. Payments are protected by the Direct Debit Guarantee and can be amended or cancelled at any time, offering both convenience and peace of mind.

Insurance Management Model



Zero Commission

No mark-up on insurance policies

Annual Tender Process

Competitive premiums every year based on your development's own merit.

Index Linked Coverage

Protection against inflation

Simplified Claims Process

Our streamlined approach minimises stress during challenging times. We provide clear guidance throughout.

Comprehensive IRV

Insurance Reinstatement Value Surveys

All insurance information is readily available on our homeowner portal for complete transparency and ease of access.

Proposed Costs

As part of our proposal for the development project, we recommend retaining all existing contracts to ensure a seamless transition with minimal disruption. This approach will help avoid any potential teething issues when moving forward. Upon our appointment, we would be happy to initiate a transparent tendering process for any necessary contracts.

Homeowners will have full oversight, with complete visibility into the scope of work, contractors approached, and the selection process. This ensures that all parties are informed and involved every step of the way.

All costs noted are inclusive of VAT

Insurance & Management Fee Costs

| Maintenance Item | Contractor | Total Annual Charge |
|--------------------------------|-----------------|---------------------|
| Block Insurance Policy | Allianz | £86,503.99 |
| Management Fee - Per Apartment | Taylor & Martin | £360.00 |
| Management Fee- Per Townhouse | Taylor & Martin | £72.00 |

Common Buildings Insurance:

Taylor & Martin propose a common buildings insurance policy covering all properties within development. The proposed policy is with Allianz placed via Marsh Brokers. The quote is based on a building reinstatement value of £104,316,000.00 as provided.

The proposed policy is inclusive of alternative accommodation/loss of rent cover for 25% buildings sum insured, an indemnity period of 24 months and all excesses will be £500 with the exception of subsidence, which will be £1,500 and EOW at £1000.

I can confirm that Taylor & Martin receive no commission on arranging the buildings insurance premium.

Similar Developments



Riverside @ Cathcart



Park Quadrant



Rowanbank Gardens



Princes' Quay



The Wireworks



Riverford Gardens

Developers We Work With



MyTaylor&Martin - User Portal

The My Taylor & Martin Account portal is an online platform for our homeowners to access to a wide range of information relating to their property. This includes access to our Terms of Service, Development Schedule, meeting minutes, proposed works and invoices.

Clients can access the portal through our website via the My Taylor & Martin button.

Through the portal, clients can access a variety of information and documents such as:

Statement of Account

Customers can access and download their recent quarterly charge invoices, see the latest payments applied to their factoring accounts and check their current account balance.

Documents

- Written Statement of Services
- Insurance policies and summary of cover
- Meeting agendas and minutes
- Development plans

Proposed Work

- All common works proposed, including the progress of votes or funds ingathered as applicable – offering full transparency on progress, whilst votes and payments remain anonymous.
- Votes for or against common works, or payments towards agreed common works can be made through this function.

Payments

Clients can check their current balance and make secure payments through the portal.

Statement of Account

[DOWNLOAD STATEMENT](#)

Welcome to Taylor & Martin's online portal where you can make payments, review invoices and see news updates for your property.

| Transaction Date | Description | Invoice No | Type | Amount | Balance | View Invoice |
|------------------|-----------------------------------|------------|--------|--------|---------|----------------------------------|
| 24/03/2025 | Go Cardless Instant Bank Payment | | Credit | | £0.00 | |
| 24/03/2025 | Money Transfer | | Debit | | | |
| 20/02/2025 | Invoice for Charges to 28/02/2025 | 752441 | Debit | | | Download Invoice |

Documents

Here you can find documents and information relating to your property.

| |
|-------------------------------|
| Insurance |
| Written Statement of Services |
| Client Letters |

Proposed Works

Here you will find communication relating to Proposed Works. You will be able to submit votes and see all documentation relating to a proposed work.

| | | |
|------|---------|-----------|
| List | Details | Documents |
|------|---------|-----------|

No Proposed Works Available

Testimonials

Fantastic factors. Personal, rapid, and thorough service. Gives you so much confidence that your property will be maintained to a high degree. Absolutely worth changing to them. I'm so glad we did this.

We changed to Taylor and Martin acting as our factors about a year ago. Their service has been great and would recommend them to others. The Property Manager assigned to us, Hayley, has particularly stood out, being clear, consistent, thorough and completely reliable in all her work with us.

Taylor and Martin provide a great property management service--prompt communication, helpful advice and a genuine commitment to sorting out issues for residents.

A caring service provider who is always on hand and responds quickly to any property owner queries. Property manager, Sam was particularly helpful recently with an ongoing property issue. Highly recommend this company based on several decades of experience with others.

Excellent service. Good communication and most importantly work undertaken professionally.

Attentive and proactive service. I've had terrible experience with other factors who would be incredibly hard to get in touch with and wouldn't action concerns. Taylor and Martin couldn't be more opposite, and Hayley is a delight.

We changed to Taylor & Martin as our Factor early this year and have been really pleased with the level of service and their professionalism. They have been prompt in responding to requests and the contractors they use have been very good. We appreciate their transparency in costings, with no mark ups added on, and their out of hours service has also been of great reassurance.

Taylor & Martin has provided very responsive and comprehensive service as a property manager for our building (8 flats). The representatives are on top of the latest details (whether related to fibre optic installations, building maintenance, insurance, regulations, etc.); they are knowledgeable and a pleasure to work with!

Had Taylor & Martin as factors for just over 3 years and had a brilliant experience throughout. Communication with both Iain and Craig was clear, concise and questions always answered. Thoroughly recommend!



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