



## Safeguarding value

Mason Owen, through its Asset Management team, offers the experience and expertise necessary to ensure that property assets reach their full potential by maximising rental and capital growth and improving efficiencies through these difficult times.

We offer a comprehensive range of services to ensure that each property or portfolio, whether high street retail, industrial estate, office development, shopping centre or out-of-town retail park, is managed to the highest standards through proactive original thinking. Skilled and experienced surveyors from our multi-disciplined practice work closely together to offer holistic solutions to everyday and more complex issues.

Throughout the UK, every property we manage is regularly and thoroughly inspected. Contact is maintained with tenants to ensure that best practice is always applied, including the

implementation of the ever increasing complexities of health and safety legislation. We strive to ensure that any potential landlord and tenant issue is addressed long before it becomes a problem.

Where instructed to do so, we ensure that there is a planned maintenance strategy in place to safeguard the value of the asset in the long term.

Working hand-in-hand with our surveyors, the experienced Mason Owen accounts team rigorously implements all RICS clients' money regulations.

Our 'Tramps' property management software is used to control all financial matters relating to managed properties; ensuring that our clients are furnished promptly with rental income, financial reports and service charge reconciliations which take into account each client's specific requirement.

## Marshall's Yard, Gainsborough

Mason Owen has been involved with this 212,000 sqft retail and office scheme since day one; setting up management structures on site and implementing a comprehensive service charge account. Marshall's Yard was awarded the BCSC Gold Award for regeneration in December 2007.

Tenants include well known nationals as well as independent local retailers. We have worked with our client and tenants to drive down the occupational costs, reducing the service charge by some 9% last year.

[www.marshallsyard.co.uk](http://www.marshallsyard.co.uk)



## Westmorland Shopping Centre, Kendal

Westmorland Shopping Centre is the only covered shopping centre in the South Lakes region and has an annual footfall of over 4 million. Mason Owen has managed the scheme since 2002. The centre comprises some 81,000 sqft of retail accommodation on three levels with a frontage to Stricklandgate, Kendal's premier shopping address.

A full management structure is in place which covers everything from day-to-day issues on site to the implementation of service charge accounting. Lease renewals, re-gearings, rent reviews and lettings in the shopping centre are all handled by Mason Owen's specialist departments.

[www.westmorlandshopping.com](http://www.westmorlandshopping.com)



## Angel Square, Penrith

Angel Square, a popular Lake District shopping centre, comprises some 15 retail units with occupiers such as Boots, WH Smith, Dorothy Perkins and Specsavers.

Built in the 1980s, this open-air pedestrianised centre extends to some 35,000 sqft of retail and ancillary space which has been managed by Mason Owen's Asset Management team since 2001.

## Maghull Town Centre

Mason Owen was appointed in April 2011 to manage this centre, due to undergo £6m refurbishment next year.

In addition to implementing a full management structure, our Asset Management specialists are tasked with resolving historic issues with the car park and instigating a new car parking strategy.

Mason Owen is re-negotiating the leases to accommodate the redevelopment and expansion of this comprehensive masterplanned mixed commercial and residential project.

## Kirkby Town Centre

On behalf of Tesco we manage this pedestrianised open-air shopping centre which comprises 88 retail & office units.

With a complex service charge and an intended comprehensive redevelopment proposed, our Asset Managers ensure occupiers and shoppers enjoy a consistently high quality of day-to-day and strategic management. Current occupiers include Peacocks, New Look, Superdrug and Specsavers.

## Sanderson Arcade, Morpeth

Redevelopment of the scheme was completed in November 2009. The all-new destination shopping centre comprises 27 retail units extending to 78,000 sqft, anchored by a 33,925 sqft Marks & Spencer.

In addition, first floor office accommodation of 15,345 sqft can be split into various sized suites. In 2011 Phase II was completed providing an additional 9,550 sqft of retail space. All shops are let, predominantly to national multiple operators, but complemented by local independents.

Mason Owen has established new management structures and a service charge for the completed development. Our surveyors constantly review and identify potential cost savings to reduce the cost of occupation on behalf of the tenants without affecting levels of services provided.

[www.sandersonarcade.co.uk](http://www.sandersonarcade.co.uk)



## Mochdre Commerce Parc

Mochdre Commerce Parc is a new commercial development on the outskirts of Colwyn Bay adjacent to the A55, North Wales Expressway.

One of the largest industrial developments in North Wales, building works were project managed by Mason Owen which will continue that role through future development phases. 195,000 sqft is already completed with much of the space already occupied. Vacant accommodation and a further 5 acres of expansion land is being marketed by our colleagues in the Business Premises Department.

The quality of the completed site and accommodation can be fully appreciated by visiting: [www.mochdrecommerceparc.co.uk](http://www.mochdrecommerceparc.co.uk)



## 14 Castle Street, Liverpool

Mason Owen has enjoyed a long-term association with this period building; initially acting as joint letting agents for the shops and offices and latterly with our Building Surveying Department project managing an extensive refurbishment of the offices, atrium and entrance lobby in 2008. Our Building Surveyors are now advising on further improvements which will enhance under-utilised space.

The property comprises four retail units fronting Castle Street, together with four floors of office space and basement storage. We are pleased to have been appointed by Kilpatrick Property Group to asset manage the whole property, including service charge and contract administration. Maxwell Hodge, a major office occupier, have taken a new lease with additional office space on the second floor and new secure storage in the basement, negotiated, of course, by Mason Owen.

The Building Surveying Department was again involved with overseeing the basement storage refurbishment which was formerly well known as Tommy Smith's Nightclub.

## 151 Dale Street, Liverpool

With some 40,000 sqft of net lettable space over 6 floors this 1920s edifice was originally built as the headquarters of Blackburn Assurance.

LCVS, the current landlord, acquired the premises in June 2008 and immediately appointed our Asset Management team to manage the property.

Now substantially refurbished to provide high quality office and conference facilities for the voluntary sector, the building has been extensively adapted for full disabled access and Mason Owen advised LCVS throughout the process.



## 10 St John Street, Chester

A former print-works located between two of Chester's most famous historical landmarks, The Walls & The Amphitheatre, the building comprises 14,000 sqft of accommodation over six floors including basement car park.

Our Building Surveyors managed an extensive £1m refurbishment programme and our Asset Management Department continue to look after all management issues for our retained client. Ground and first floor restaurant/retail space of 5,300 sqft is on the market through our agency colleagues who have already let 6,600 sqft of office space on 3 floors above.

## Canada House, Manchester

Acquired by a Mason Owen client in 1982 and managed by our Asset Management team since that date, Canada House lies on Chepstow Street in Manchester's business district.

The seven-storey, Art Nouveau style building was designed by William Higginbottom, a respected civic architect for use in the cotton industry. Now a prestigious office property, Canada House has been comprehensively refurbished under the remit of Mason Owen's surveying teams and now offers some 72,000 sqft of office space. All works have been carefully conceived to create high quality accommodation whilst retaining the original character and many original features.

Anchor tenants include Puma (UK) Ltd, English Heritage and Bannatyne Hotels Ltd who occupy the basement area for a gymnasium/health club use.

Future management projects include a restyling of the reception area and an energy strategy which will consider and seek to reduce the building's carbon footprint through introduction of floor-by-floor heating/cooling plant and a solar panel operated hot water system.



## Llandudno, North Wales

74 Mostyn Street is an ornate two-storey Victorian building – originally a theatre – carefully and effectively converted to a retail property.

Following its purchase ten years ago we negotiated the surrender of the existing lease, enabling a complete refurbishment in readiness for occupation by HMV on a 15 year lease at a greatly enhanced rent.

## Ashford, Kent

Ashford Trade Centre, Kent is an established and popular scheme comprising 10 fully-let units with occupiers including Topps Tiles, Bath Store, Halfords and Carpetright. The Trade Centre has been managed by Mason Owen on behalf of Rex Partners since completion of the development in 2006.

## Porthmadog, North Wales

On behalf of clients we manage a modern purpose-built distribution facility of 76,000 sqft on the Penamser Industrial Estate which is occupied by Gelert, one of the UK's best known outdoor brands.

We have been closely involved with the property since a new 25-year lease was granted in 2003.

## Stafford Street, Edinburgh

One of our first management instructions way back in 1967, we still manage this Grade II Listed Building in Edinburgh city centre for the same client.

The former residential accommodation in the West End of the city was converted to offices and is now occupied by a basement restaurant and dental practice.

### Services offered:

#### Asset management

- Lease management and compliance
- Landlord & Tenant issues
- Regearing of leases
- Rent reviews & renewals
- Vacant property insurance compliance
- Business rates, appeals and audit
- New-build and redevelopment advice
- Health & Safety issues, incorporating fire risk assessments, asbestos surveys and equality compliance
- Building surveying services

#### Financial

- Rent, service charge & insurance collection
- Payment of rent and service charges
- Service charge management and accounting in compliance with the RICS code of good practice
- Insurance advice on all property matters
- Management of tenants' deposits
- In-house clients payroll service
- Credit control

# If you would like to talk to us...

Drop in to our Union Court offices or visit us online at [www.masonowen.com](http://www.masonowen.com)

NB: Whilst all reasonable steps have been taken to ensure the accuracy of written and photographic content, we cannot be held responsible for any inadvertent errors or omissions.

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