



trafalgar

One-stop property solutions

Commercial Property Broking and Management



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About Trafalgar

Broking and property management for office, retail or industrial properties are core businesses for Trafalgar. From a national footprint of seven regional branches, Trafalgar has a fifty year track record providing trusted property management services for landlords and tenants across South Africa. Trafalgar has current registrations with all relevant regulatory authorities and industry bodies, promoting legal compliance and good governance (EAAB, SAPOA, NAMA, Council for Debt Collectors).

For landlords, Trafalgar offers time efficient and legally compliant letting of vacant properties to approved tenant applicants, screening credit histories and prior letting references as standard operating procedure. Reducing vacancies, handling tenant installations, enhancing net rental income and returns, promoting legal compliance, facilitating consistent maintenance and saving time, are the important value propositions for property owners. For tenants looking to find suitable retail, commercial or industrial premises, Trafalgar offers a wide range of vacancies to suit all location, budget and configuration requirements. A team of experienced brokers is trained and available to assist with convenient and efficient leasing and thereafter effective service delivery after occupation.

Commercial Landlord Services

For landlords and property investors, Trafalgar's targeted marketing ensures that your property is quickly and effectively leased to the right tenant, achieving an effective tenant-mix. Trafalgar also ensures that all the correct legal processes are followed. Prompt rental disbursements and detailed financial reporting together with thorough maintenance management are Trafalgar's world class service objectives. A dedicated portfolio manager is assigned as a single point of service delivery and accountability and guided by same day service delivery as an overriding objective, ensures that the commercial property management service explained below, is delivered consistently.



a) Advertising

Making use of printed, outdoor and online media, Trafalgar targets tenants through a variety of media channels and professional networks. With the objective of making vacancies highly visible and accessible, a team of brokers is in place to respond to all enquiries together with arranging site meetings and negotiating tenant installation and other application parameters.

b) Screening of Tenants

Trafalgar thoroughly screens all relevant tenant applications using a TPN credit bureau gold credit enquiry, prior rental references and affordability reviews.

c) Signing of Leases

Experienced brokers ensure a legally binding lease agreement is drawn up to protect the landlord and tenant by clearly defining all relevant expectations and the approach for handling rental payments and collections, increases, deposits, maintenance issues and damages claims as important examples.

d) Inspections

Trafalgar conducts pre and post occupancy inspections of rented properties and arranges quotes for the restoration of the property if necessary – these costs are offset against the deposit balance before being refunded, if appropriate. In this way the condition of the rental property is maintained and damages are recovered from the rental deposit or guarantee to minimise costs for the landlord.

e) Maintenance Facilitation

Trafalgar's maintenance personnel will facilitate any plumbing, electrical, painting or other repairs, within the parameters of the mandate signed with the property owner. Trafalgar will track and project manage the maintenance work, providing regular feedback to all involved parties utilising an electronic maintenance workflow system



f) Rent Collection

Rent is collected at the beginning of the month in terms of the lease agreement. Net rental income is electronically transferred to the landlord's nominated bank account(s) as soon as practically possible. Payments can also be arranged on a landlord's behalf in regard to insurance, municipal services, payroll, SARS, maintenance creditors and others where relevant and authorised

Trafalgar has an accounting team which will prepare an annual budget forecast for the property which can then be used for budget comparison reporting after approval. Detailed monthly management reports are prepared and circulated by email on a monthly basis (also available online) and reflect all relevant management information such as rentals and recoveries raised, rental payments and arrears, creditor payments, municipal recovery percentages and performance to budget analyses.

g) Broking Division

Trafalgar has an experienced team of commercial brokers who can attend to all vacancy and broking needs. Our brokers, who have a large data base of clients, can extend their client base to your properties and can ensure financially sound tenants are screened to fill any available space.

Additionally we offer various advertising platforms whilst making use of printed, outdoor and online media. Trafalgar targets tenants through a variety of media channels and professional networks. With the objective of making vacancies highly visible and accessible, a team of brokers is in place to respond to all enquiries together with arranging site meetings and negotiating tenant installation and other application parameters.

h) Lease agreement

Experienced Portfolio managers ensure a legally binding lease agreement is drawn up to protect the landlord and tenant by clearly defining all relevant expectations and the approach for handling rental payments and collections, increases, deposits, maintenance issues and damages claims as important examples. Trafalgar thoroughly screens all relevant tenant applications using a TPN credit bureau gold credit enquiry, prior rental references and affordability reviews.



i) Owner Reporting And Financial Management

Detailed monthly management reports are prepared and circulated by email on a monthly basis (also available online) and reflect all relevant management information such as:

- Rent Roll – A schedule of rental charges, rental payment received, utility charges as well as the outstanding balance per unit
- Surplus Report - A breakdown of itemised income and expenditure for the calendar month reported
- Creditors Roll – A full breakdown of all creditor payments made during the calendar month reported
- Arrear Report – Shows all outstanding balances with the last 2 months debt collector notes reflected to explain recovery efforts.
- Vat Report – A summary of output Vat and input Vat Transactions for your property for Vat payment and reporting purposes
- Tenancy Schedule – Breakdown of unit types per floor including area and rental parameters providing a detailed property profile report
- Income statement and Variance Report – Performance to budget report indicating budget variances and explanatory notes

j) Bookkeeping

Trafalgar has an accounting team which will prepare an annual budget forecast for the property which can then be used for budget comparison reporting after approval. An assigned bookkeeper also manages monthly management reporting and the preparation of an annual audit file where requested and relevant. Recoveries of municipal services and municipal account reconciliations are also important focus areas.



Sample Management Reports

Examples of rent statements, monthly owner reports and rental building income statements are available to view at www.trafalgar.co.za/commercialreports and illustrate the format and detail of Trafalgar's management reporting. The monthly reports give all relevant management information to property owners and are conveniently emailed on a monthly basis or available online. Trafalgar's assigned portfolio manager uses the management reports as important asset management tools aiming to optimise consistent and sustainable financial performance.

Trafalgar's Registration Certificates

Trafalgar has current registrations with all the necessary regulatory bodies applicable to commercial property broking and management in South Africa: EAAB, SAPOA, NAMA and the Council for Debt Collectors. These are relevant and important from a governance, legal compliance and code of conduct application perspective. All Trafalgar's current year registration certificates are available to view on:

<http://www.trafalgar.co.za/online-services/registration-certificates/>

Written References

Written references from landlords and tenants for comparable properties are available on request. These references confirm Trafalgar's service scope, commitment to service excellence and same day service delivery. A dedicated portfolio manager is assigned as a single point of entry and service accountability for all owners and tenants; supported by a team comprising a maintenance administrator, building inspector, debt collector, accountant and creditors administrator, Trafalgar's service excellence commitment is an overriding priority.



Why Trafalgar should be your preferred Managing Agent

- Trafalgar is a well-established national brand with a 50 year track record, existing national footprint, specialised staff and computer systems focused on broking and commercial property management.
- Trafalgar has all necessary regulatory and industry body registrations in place and in good standing: EAAB, NAMA, SAPOA and Council for Debt Collectors promoting legislative compliance and good governance.
- Trafalgar's teams are trained and equipped to provide broking and property management services to landlords and tenants, from single premises to large buildings, from retail to commercial and industrial property, and within urban centres or surrounds.
- Trafalgar offers effective multi-channel vacancy advertising (Property24, Private Property, Gumtree, Social Media, boards, flyers) to effectively let vacant properties to qualifying tenant applicants. Many of these platforms interface directly with Trafalgar's computer systems
- Tenant applications are thoroughly screened utilising TPN gold credit bureau enquiries, prior lease references and affordability checks. Legally compliant lease agreements are signed with broker guidance and support throughout, including detailed in-inspection reports.
- A dedicated portfolio manager team creates a single point of contact, communication, service delivery and accountability guided by service excellence as an overriding priority.
- Comprehensive financial management reports are circulated to landlords monthly by e-mail and are also available online. These report rentals and recoveries raised, tenant and creditor payments, debt collection notes and performance to budget, clearly describing all elements of a property's performance
- Electronic document management system is in place to archive and secure all property documentation, reports and records (tenant applications, leases, in and out inspections, creditor invoices etc.)
- Real-time text messages confirming all property payments for added security and awareness.
- Facilitation of budget preparation, monthly municipal account reconciliations and annual audit files by a dedicated Trafalgar accounting team.
- Annual maintenance inspections conducted to compile a maintenance plan and budget.
- Take-on health check at the inception of managing a property, applying a detailed legal compliance checklist.
- In-house attorney who oversees arrear rental collections and legal handovers where requested.
- In-house financial services products: refurbishment loans and fixed property insurance.





trafalgar

One-stop property solutions

- Property Managers • Residential Letting
- Property Financial Services • Commercial Brokers

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