

# SAVILLS PROPERTY MANAGEMENT

## LEISURE



# INTRODUCTION

We are Savills Leisure Property Management, the UK's leading leisure property management service provider. Acting for a range of landlords, our portfolio comprises premier indoor and outdoor leisure schemes throughout the UK, including centres, parks and out of town retail.

We provide leisure-specific property management services, from core functions through to consultancy and place shaping initiatives. We act as an extension to our clients' team; onboarding objectives, addressing challenges, offering guidance and presenting solutions to compliment the overall strategy.

## LEISURE-SPECIFIC SERVICE DELIVERY

We believe that leisure-focused property management is fundamental to the success of a scheme and its stakeholders. We have developed specialised, sector-specific capabilities such as service charge benchmarking, tenant compliance audits, footfall reporting, customer journey and tenant trade analysis, and waste management and environmental reporting.

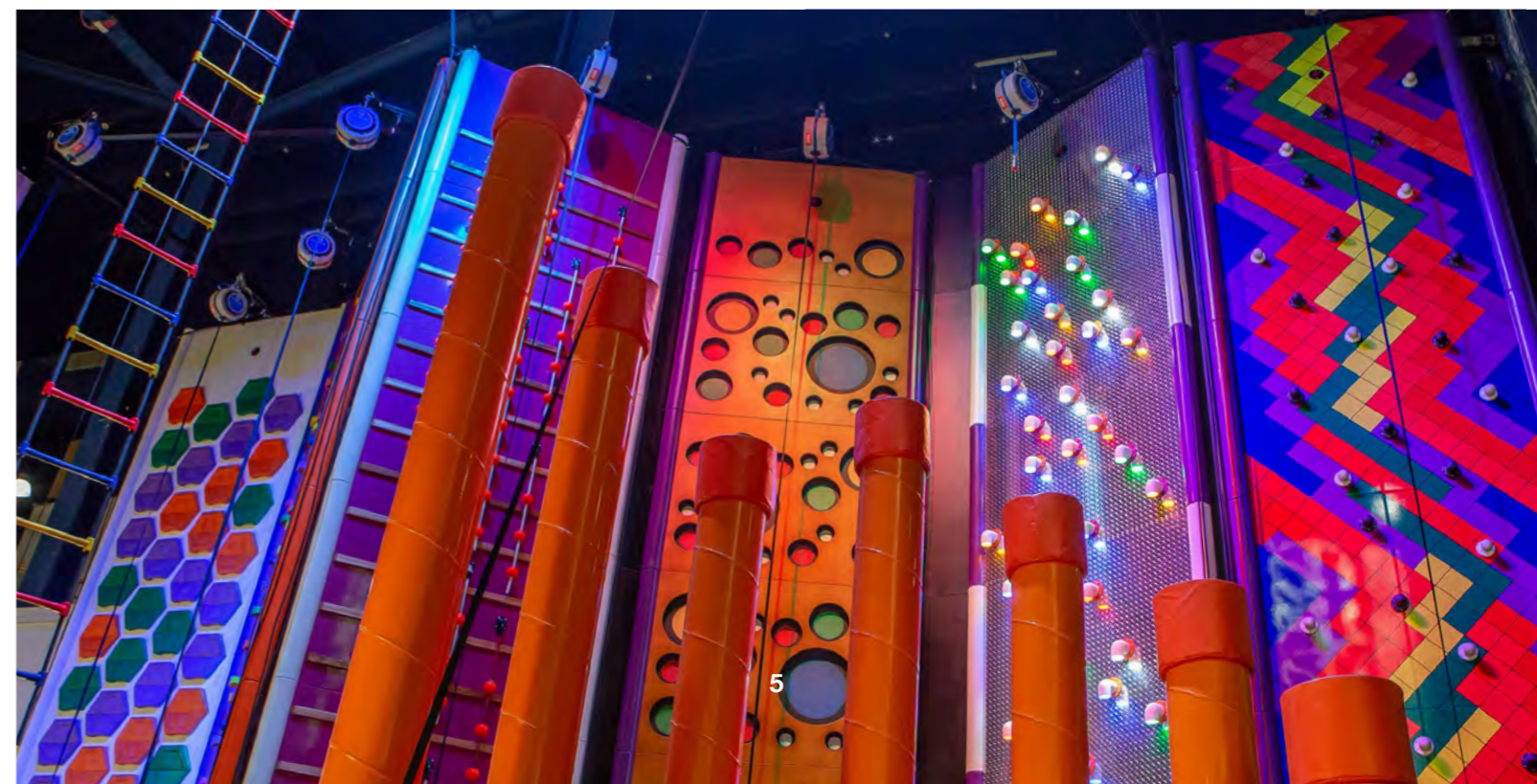
Furthermore, we understand the importance of occupier relations. We have long-term working relationships with key national leisure tenants, maintained through active relationship management and engagement.

## WE GO FURTHER THAN MOST

Our expertise in leisure property management transcends functional service delivery. We work with the end user front of mind to ensure our clients' spaces are best in class. We use and develop the latest technologies to understand performance metrics to aid decision-making and, with the support of our in-house research team, we spearhead industry insight and forecast trends to help future-proof properties in a fast-evolving leisure industry.

### Julie Garsden

Director  
Head of UK Leisure Property Management  
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# UK COVERAGE



**167**  
LEISURE  
UNITS

**39**  
LEISURE  
SCHEMES

**28**  
LEISURE  
PARKS

We have  
teams located  
across the UK  
and Ireland.












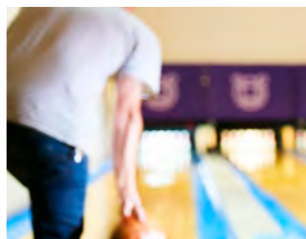






Credit: Gravity Aerial Adventures,  
Xscape Castleford



# OUR SERVICES

Our property management services are tailored to suit leisure business requirements. Making services relevant is essential in providing a solid foundation on which our clients' properties and occupiers can thrive.

 <p>CORE SERVICE FUNCTIONS</p>	 <p>TRAINING AND DEVELOPMENT</p>	 <p>WORKFORCE MANAGEMENT</p>	 <p>CLIENT AND OCCUPIER LIAISON</p>
 <p>LEASING</p>	 <p>ADDED VALUE TECHNOLOGIES</p>	 <p>CONSULTANCY</p>	 <p>REPURPOSING STRATEGIES</p>
 <p>REPURPOSING STRATEGIES</p>	 <p>COMMERCIALISATION</p>	 <p>REPORTING AND BENCHMARK ANALYSIS</p>	 <p>SUSTAINABILITY INITIATIVES</p>
 <p>DESTINATION AND PLACE MARKETING</p>	 <p>DESTINATION AND PLACE MARKETING</p>	 <p>DESTINATION AND PLACE MARKETING</p>	 <p>DESTINATION AND PLACE MARKETING</p>

## TOP 12 SCHEMES

**BRIGHTON MARINA**  
Brighton  
Landsec

**XSCAPE YORKSHIRE**  
Castleford  
Landsec

**XSCAPE MILTON KEYNES**  
Milton Keynes  
Landsec

**THE LIGHT**  
Leeds  
Legal & General

**BROADWAY PLAZA**  
Birmingham  
Legal & General

**WEST INDIA QUAY**  
London  
Landsec

**FOUNTAIN PARK**  
Edinburgh  
Landsec

**BH2**  
Bournemouth  
Legal & General

**STAR CITY**  
Birmingham  
Quadrant

**MANCHESTER ARENA**  
Manchester  
Prestbury Holdings

**THE RED DRAGON CENTRE**  
Cardiff  
The County Council of the City and County of Cardiff

**THE SPRINGS**  
Leeds  
Legal & General

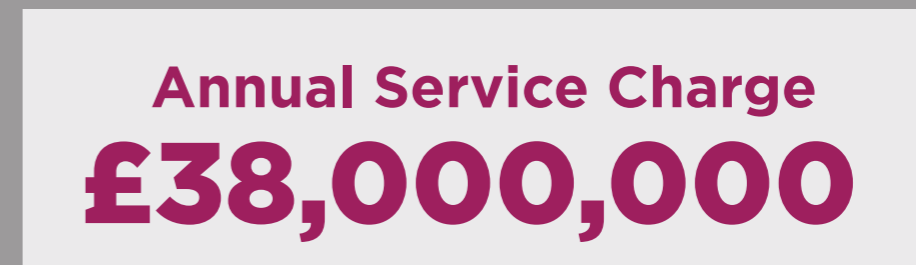
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The Savills team bring a level of expertise and a proactive management strategy that is not only aligned to our business model but ensures that we can be confident our assets remain best in class. In collaboration with our own in-house teams, Savills regularly serve to inform our business decisions. Their research, insights and forward-thinking approach to Property Management is what sets them apart. During the pandemic Savills have made a significant contribution to supporting our brand partners and our guests in safely returning to our locations.

**Bruce Findlay**  
Head of Retail at Landsec



## SAVILLS LEISURE PORTFOLIO MANAGEMENT STATISTICS



## CASE STUDY

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### Client

The Crown Estate

### Property

Rushden Lakes Shopping and  
Leisure Destination

### Service Provided

Management through  
scheme development

We were appointed to manage Rushden Lakes throughout the scheme's development and set up phase. The property comprises retail, leisure and dining, alongside a nature reserve and lake spanning 200 acres.

As part of the instruction, a review of the service charge budget was required to align costs with the phased development and service requirements and apportion to tenants fairly. Budget costs were reviewed and tendered to ensure final costs were competitive, while meeting site requirements, and split fairly between tenants using a weighting method. We advised on associated service charge caps to ensure reduced Landlord liability during development through to completion.

Following the scheme's opening, we continue to work alongside The Crown Estates, initiating projects and strategies across the portfolio including car park initiatives, waste management and tenant engagement programmes.





## CASE STUDY

### Client

Landsec

### Property

30 Leisure Parks and Schemes

### Service Provided

Large-scale leisure  
portfolio onboarding

We were appointed to manage Landsec's Leisure portfolio in 2017, a varied line-up of leisure parks and schemes, including Xscape Milton Keynes and Yorkshire, Fountain Park in Edinburgh and Brighton Marina.

On appointment, we were tasked with mobilising the management takeover of 30+ leisure properties located across the UK within a tight deadline. Set up included employee transfer, consolidation of finance and operational systems, audit of leases and a management strategy to include the client's health and safety agenda and sustainability programme.

Within the first nine months of appointment, a planned maintenance strategy was implemented across the portfolio, service lines tenders were conducted across 50% of the portfolio, and budgets were set for the forthcoming service charge year.

Post-pandemic, we are working with Landsec to reimagine how we manage the client's leisure assets, including service charge budgets, use of technology and data gathering to inform asset management strategies and deliver value for money for the occupiers.



## CASE STUDY

### Client

Legal & General

### Property

Leisure Fund, 18 Leisure Parks and Schemes

### Service Provided

Sustainability  
and environmental innovations

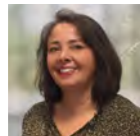
Savills has been working with L&G's Leisure Fund since 2012. The portfolio, comprising prime leisure schemes and parks, demands an innovative and flexible management regime that is tailored to leisure requirements.

Our approach to the instruction is focused on delivering the basics but providing a robust and tailored strategy, meeting the needs of both L&G, their occupiers and end users. Our drive to deliver added value by offering recommendations and presenting new ideas has resulted in cost savings, for both our client and their occupiers, and smarter ways of working by streamlining procedures and improving efficiency across the portfolio.

Sustainability has been a success story of the Leisure Fund, with ISO14001 and GRESB achieved annually since 2015. Savills continues to present new opportunities to compliment carbon reduction and coordinate fund-wide initiatives. We offer guidance on waste management, energy saving initiatives and social value measures as we support our client's journey to Carbon Net Zero.



## OUR TEAM



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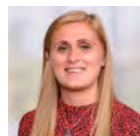
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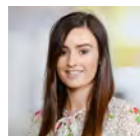
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## ABOUT SAVILLS

Savills Leisure Property Management is part of Savills global real estate organisation, with over 35,000 employees in over 600 offices in over 60 countries. Through advice, property management capabilities and transactional services, we help to fulfil our clients' real estate needs, whatever and wherever they are. For information on all Savills service lines visit our website: savills.co.uk

