



GLENFIELD

PROPERTY MANAGEMENT

Luxury Property Management Services



About

After many years of working with a family office in Edinburgh, Yasmin moved to London in 2004. As a seasoned investor, she understood the complexities involved in managing a portfolio of luxury properties.

Whilst working for a boutique firm, Yasmin was offered an opportunity to work as an Associate for a global real estate firm in their prime/super-prime property management team. She had the privilege of managing some of the most luxurious homes in prime central London. They included One Hyde Park, Ebury Square, The Knightsbridge Apartments, Nova Building and many more.

With a BA and LLB in Law and over 15 years experience in the property industry, there is no one better placed than Yasmin and her team to manage your property.

Yasmin is making a positive impact in property management through her passion, commitment and innovation. After years of working for property management companies, it became evident that the structures and policies meant to manage portfolios often prevented her from going above and beyond. It was incredibly challenging to go the extra mile, whilst being bound by red tape.

Out of this experience, Glenfield Property Management was created. We are a family run, London based property management company. We believe that the personalised touch that larger companies often lack, is achieved by a boutique company who are more agile, responsive and accountable.

Our company's ethos is to provide a reliable, discreet and highly personalised service for discerning clients globally.

Features

- Privately owned and operated
- Property Concierge
- Residential property management and lifestyle services
- ARLA propertymark qualified
- Fully insured
- Fully vetted and in-house cleaning and maintenance teams



Yasmin Ulhaq
Founder and Director

We are passionate about reducing costs, stress and saving time.

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Our inherent passion for real estate allows us to offer our clients the expertise required in managing their property. Our biggest asset is our personal and trusted service; available 24/7, 365 days a year.



Luxury Property Management Services

Personalised & Tailored Service

Luxury property management differs from the management of other residential properties. They require meticulous attention and that's what we are here to deliver.

You don't need to worry about a different person visiting you every time. From the outset you are allocated a dedicated and experienced property manager who is on hand to support you at all times.

We limit the number of properties each property manager has so that they can offer a meticulous and enriching service. We understand the complexities of property investment, development and facilitating compliance within real estate.

We are a boutique property management firm covering prime central and north west London. Specialising in proactively managing a portfolio of high end residential properties owned by private/institutional clients, embassies and family estates.

We are experts in managing high-value real estate assets, but never lose sight of the personal touch that is so important in today's fast-paced world.

We offer 4 types of management:

- Rental Property
- Residence
- Vacant Property
- Homecoming

Rental Property

We offer a bespoke property management service, facilitating luxury clients to achieve a better return on investment.

Fees are **5% plus VAT** on rental achieved. We can offer discount for landlords with multiple properties. Our services include (but are not limited to):



Rent Collect & Deposit Handling

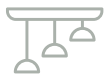
All reliable rent collections and deposits registered with the TDS scheme. Manage and advise on any claims arising from damages arising during the course of the tenancy, including the reconciliation of deposit at the end of the tenancy.



Maintenance

We offer a fully comprehensive service that covers the everyday reactive maintenance issues, planned maintenance to out of hours emergency cover. We have a dedicated emergency line available 24/7, 365 days a year.

We have a black book of contractors which is second to none who can attend same day. They are all Safe Contractor registered and fully vetted.



Redecoration & Refurbishment

Redecorating can breathe life into a property. Every now and then you need to refresh the investment so that it's ready for when you return or the next rental. We can undertake all levels of work from painting a single room to a full refurbishment. We will consult with you from concept stages right through to completion and remain within budget and schedule.



Utilities Management

We will ensure that all the utilities servicing the property are settled and up to date. We offer a float holding service where you will never have to worry about any invoices not being paid.



Compliance

As a Landlord, you have an obligation to ensure that your property complies with all the necessary regulations. These include:

- A full electrical installation condition report (EICR). This must be carried out every 5 years. Insurance companies will not honour claims where the certificate is not present.
- Portable appliance testing is compulsory.
- Smoke alarms must be fitted as standard on each level (or kitchen). Carbon Monoxide alarm recommended installation.
- Annual gas safety checks on all appliances.
- Making sure any furniture or furnishings comply with safety regulations.

Residence Management

We are thrilled to offer a comprehensive service to our owner occupied properties to manage their annual maintenance services. We offer a scheduled planned maintenance programme in order to maintain the equipment and ensure it's kept under warranty and major breakdowns are avoided.

We work quickly,
decisively and
proactively.

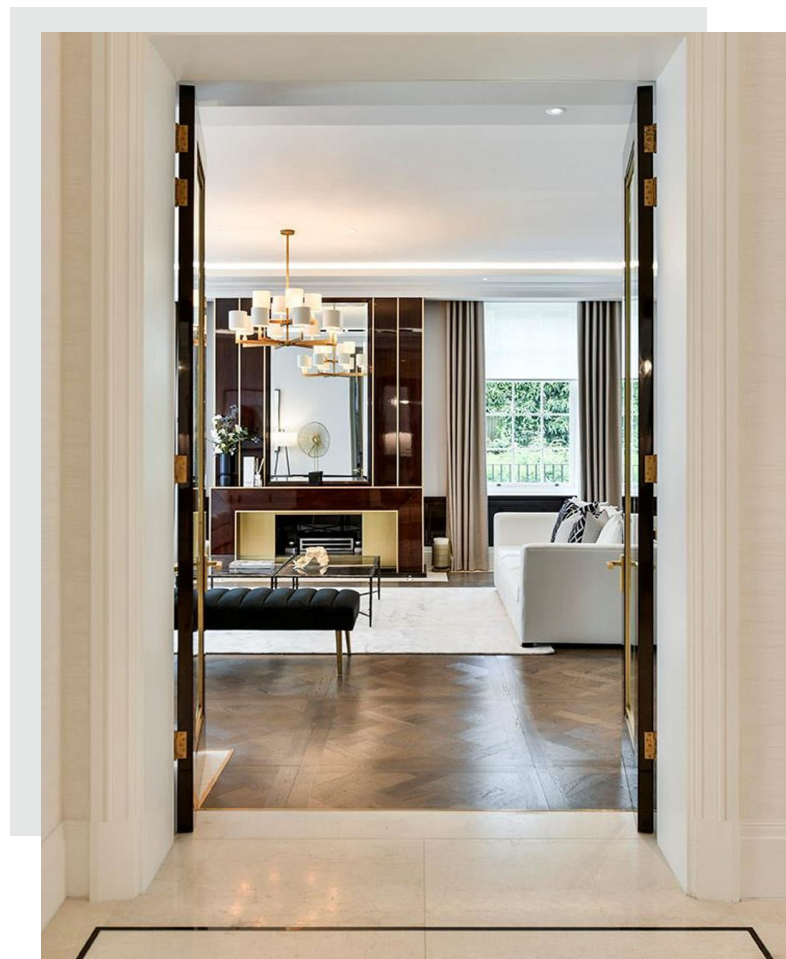
Each residence is appointed a dedicated property manager who is their only point of contact for scheduling services, reporting and assisting with all other reactive maintenance issues.

We are able to offer additional priority services to our clients whereby we are able to recommend professional house keeping services, nannies, and other specialist services such as marble polishing, upholstery cleaning and much more.

In addition, we offer a selection of lifestyle services which compliment living in the best city in the world.

These include:

- Car valeting
- Theatre bookings
- Floristry
- Private chefs
- Booking a massage at home and many more





Vacant Property Management

Our vacant property management is a service designed for homeowners who visit the residence throughout the year and require a reliable team to take care of the upkeep and maintenance of the property.

To ensure our services are tailored to meet your needs we:

- Perform a full assessment of your property to build up an asset register of all the services in the home;
- Meet with you to hear your preferences in order to create a complete picture of your requirements;
- Develop an approach and play this back to you for agreement.

Once agreed, regular visits by our dedicated property manager, at a frequency agreed by you, allows us to identify maintenance issues and uphold the validity of your household insurance. Our inspections include checking household systems, physical upkeep, collecting post and ensuring your property remains in good order.

Looking after your house is more than looking after the fabric of the property, it's about providing that love and attention it truly deserves.

Competitive Fees

Homecoming

Picture this, you're a regular traveller with your residence in London. You've landed into Heathrow and you hope that your property is in a semi decent condition. Well, let Yasmin and her team be your **'Fixers'**.

All you need to do is make one phone call and your residence will be ready for your homecoming. From stocking your fridge, changing your linen to sorting out dinner; all will be dealt with by our in-house qualified staff.



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We were referred Yasmin for her expert knowledge. Yasmin has been impeccable in organising all the maintenance and working closely with Harrods Estates in securing our new tenant. Wishing Yasmin and all her team the best.

Private Client
Oman



TESTIMONIALS

Appointing a property management expert who is experienced in overseeing the plight of luxury homes will go a long way to alleviate the weight of having to do it all yourself; allowing you to think less about leaking pipes, noisy neighbours or tricky tenants and more about the things that matter to you. Don't just take our word for it. Read what our clients say about us.

View more testimonials on [LinkedIn](#) and [Trustpilot](#)

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The team are amazing. There is no way we could have achieved this by ourselves. Their service is first rate and a cut above.

Private Client, Mrs Baldwin

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“I have worked with Yasmin/Amara twice now. Her advice along with her work ethic; discretion and utter professionalism have impressed me.

Ms Vera

Working With Our Partners

A strong network

We have formed partnerships with leading property experts to provide you with in-depth expertise to the complex problems you face as property owners.

You don't just receive our knowledge and expertise, but the support of our Partners too.

Our Partners are some of the most respected and expert service providers globally. They work with us to deliver a seamless, first-rate service. We work with the best in class contractors, mortgage brokers, interior designers, legal support, sales, lettings and much more. We work with each Partner to deliver a genuine added value to our clients. See what our Partners have to say about their experience with GPM.



"Yasmin has proven herself multiple times to work with PEP clients, deliver to their demands, and manage the landlord's expectations. I can say in confidence that I will continue to refer business to Yasmin without hesitating "

- **Rijas Rasheed**



"It has been a pleasure working with Yasmin. She is extremely motivated and driven and I know that she will look after my clients. Trust is the most important thing for me in a business relationship and Yasmin is extremely transparent and communicative."

- **Josh Marks**

"Working with Yasmin has been an absolute pleasure. She understands the property market, and how to maximise value with everything she does. Furnishing is an important part of that process, and we've been able to assist in numerous ways to ensure a property is shown off in the best light. It's great working with somebody who appreciates how to create a perfect show home, and Yasmin's care & attention to detail makes her and her team a fantastic partner to stand alongside."

- **Jude Coleman**



"My clients and the team have enjoyed the experience in working with Yasmin. Her professionalism and expertise are a welcome addition to the service we offer."

- **Daniel Dagers**



Property and Lifestyle Services

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