

Case study | Property Management



# Lambert Smith Hampton

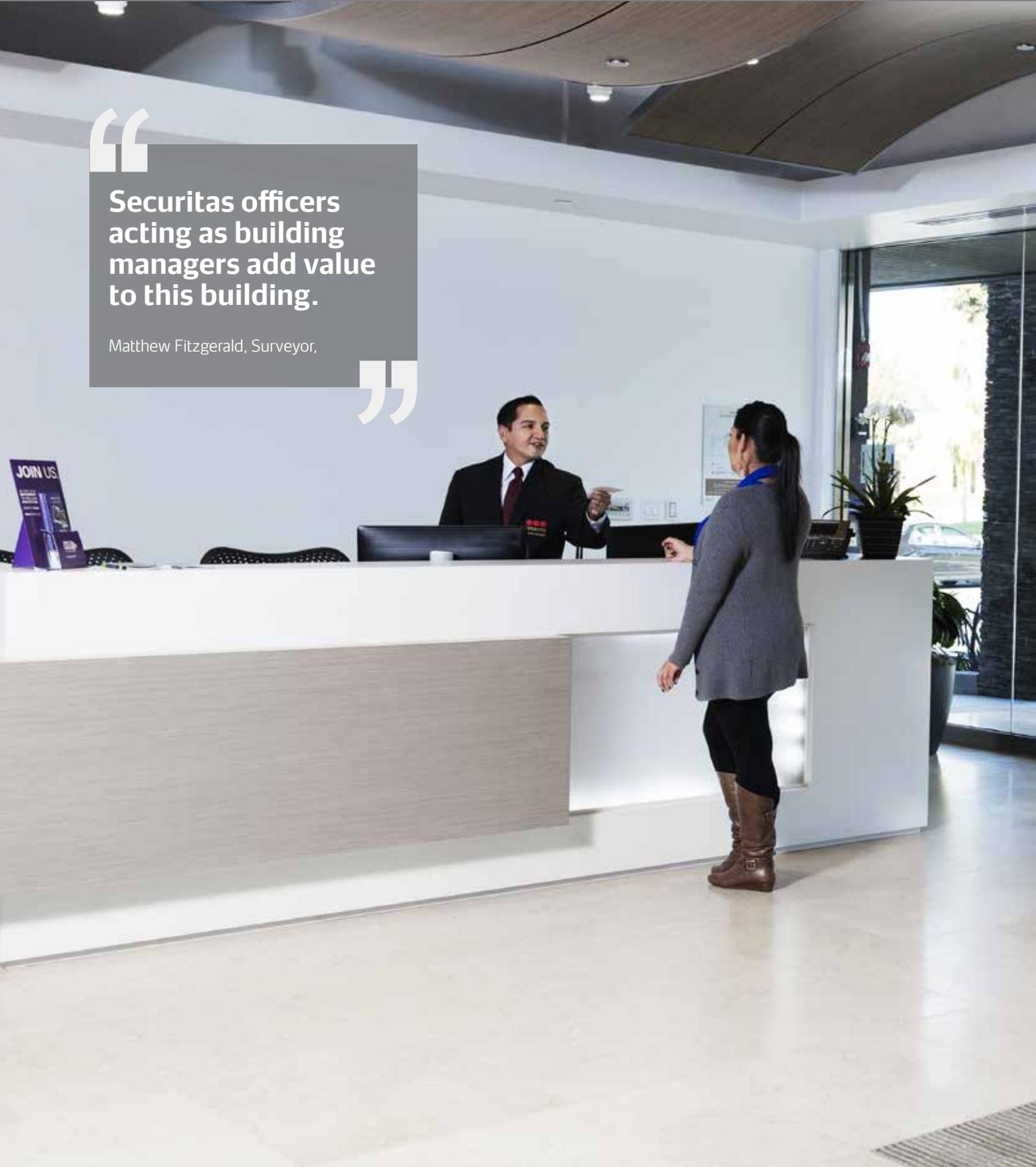
Sheffield

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**Securitas officers acting as building managers add value to this building.**

Matthew Fitzgerald, Surveyor,

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### **Adding value to property**

As a tenant of 722 Prince of Wales Road in the heart of Sheffield you benefit from the excellent building management skills of property specialists Lambert Smith Hampton.

When you enter the reception area of this 85,000 sq ft building, one of Sheffield's most prominent and historic office buildings, you will be greeted by Securitas security officers.

Security officers whose role on site has moved away from pure security provision into the additional value adding service of building management.

### **Evolution**

The role of building management for Securitas officers at "722" has evolved through the understanding gained by our Property Management Branch Manager Ross Dunkley, working with Matthew Fitzgerald, surveyor for Lambert Smith Hampton..

"As we learned more about the role and our client's requirements we were able to develop the security role to incorporate extra responsibilities to help our client in the daily management of the building" states Ross.

Securitas officers worked closely with the Tenants of the building and became very aware of their needs. Increasingly Tenants would inform our team of property issues as they arose. Ross and Matthew identified that the officers could begin to act as the point of contact for Lambert Smith Hampton within the building.

Matthew explained how our officers were able to act as building managers providing a very effective and direct link to Lambert Smith Hampton.

"We have a number of high profile tenants at 722. It is vital that our service charges reflect excellent value. It became apparent that we needed more than a concierge role. We needed people on site who could respond immediately to our Tenants issues and answer them with confidence. The Securitas officers know all our tenants, they are our eyes and ears on the ground, they are invaluable to us"

### **Training**

Lambert Smith Hampton invested the time required to train our officers on site. They ensured that our team were aware of the correct process and procedure in relation to all building issues. Our officers have an understanding of the service charge and work to get the best value solutions for tenants.

### **One point of contact, One call**

Securitas have provided the link our building managers require on site. An email link has been set up so that clients can contact our team directly.

The team are also in communication with the Securitas help desk who are available to provide 24 hour support and access to contractors as required; all through one point of contact; through just one call.

The Securitas team at "722" now act as the main point of contact for Lambert Smith Hampton within the building. They provide an immediate answer to tenant's issues. They meet with Facilities Managers from Lambert Smith Hampton on a regular basis to discuss and review any tenant concerns.