



MAKING YOUR **PROPERTY** OUR **PRIORITY**

BUILDING ON SUCCESS SINCE 2007



THE PROPERTY PROFESSIONALS

Over the years, Penn Commercial has won a swathe of new property management business, across retail, office and industrial sectors. Penn manages assets owned by property companies and investors across East Anglia.

The Company prides itself on offering a personal service, getting to know both Landlord and Tenant and working as an intermediary to complement the relationship between them. Services can be tailored to the client's exact requirements.

Penn was pleased to be named CoStar's third 'Most Active Industrial Agent' in the East of England for the whole of 2024 in its 'Annual Awards 2025'.

A PERFECTLY TAILORED MANAGEMENT SERVICE

We work with you to design a managed service to suit your needs and requirements.





A NEW VISION FOR IPSWICH TOWN CENTRE RETAIL UNITS

In July 2024, Penn Commercial was contacted by Cheshire-based client, D&V Lee Property Consultants, who had discovered the Company from a website search of the best-performing local agents.

D&V was in the process of purchasing six off-market retail units in Ipswich town centre – three in Dial Lane and three in Tavern Street – and required the market expertise and intelligence of a well-informed local agent to outline the best outcomes for the properties in the future, for the optimum returns.

Penn was pleased to provide the following professional advice and assistance to rejuvenate the Class E retail estate, including:

- Visual and drone surveys of all six properties to assess the condition and dilapidation works required
- Organisation of remedial works – including gutter clearance, refurbishment of communal areas, upgrading the fire exit
- Assessment of future rental values using comparable market data
- Facilitating meetings with Tenants and the Landlord to establish repair responsibilities and liabilities
- Rent reviews and renegotiation of existing leases
- Managing the exit process of one Tenant – sourcing a new Tenant and reletting the property within a short space of time
- Assessment and recalculation of Service Charges – along with subsequent revisions, and associated communications with Tenants



RE--LEASED

PROPERTY MANAGEMENT WITH PENN: **POWERED BY RE-LEASED**

Penn Commercial has made a significant investment in the latest Re-Leased software to enhance its Property Management services and offer to Landlords and Tenants.

Vanessa Penn, Managing Director of Penn Commercial, said: "The implementation of Re-Leased as our property management software will significantly streamline our processes, allowing us to automate routine tasks and focus more on what truly matters – our tenants and customers."

Penn Commercial has decades of experience in property management, and we can help to tailor your asset strategies and integrate your amenities, across your commercial portfolio. Our extensive range of services includes:

- Rent and Service Charge collection
- Property inspections – new build and refurbishment
- Contract tendering
- Project management
- Facilities management and risk assessment
- Preparation of financial forecasts and service charge budgets
- Supervision of building works
- Rent reviews and lease renewals
- Assignments and notices
- Schedules of Condition / Dilapidations
- Compliance requirements e.g. Energy Performance Certificates (EPCs)
- Sustainability – e.g. energy efficiency, renewable energy generation, water efficiency
- Lease reversion undertaken

WHAT OUR CLIENTS SAY

"Penn Commercial, with their knowledge of the Landlord Tenant Act 1954, and keen insight at every level of the local property market, took a lot of the stress out of the transaction and ensured that we received an excellent result for the Business Park."

**LEE MADDUX, Director,
Edward Le Bas Properties Limited**

"I have entrusted Penn Commercial to oversee my property portfolio for nearly ten years now, and the quality of the service is excellent. They save me a lot of work and are efficient and proactive managers."

GRAEME KEEP Sycamore

MEET OUR TEAM

Penn Commercial's flexible, multi-skilled team can assist with a wide range of commercial agency and property management requirements, across all commercial sectors, from retail and office to industrial and land.



Paul Keen
Senior Associate

Paul has over 40 years' experience in commercial and licensed property, specialising in property management, rent reviews and lease renewals.



Elliot Miller
Property Management Associate

Elliot is responsible for ensuring the smooth running of Penn's managed portfolio, using the latest Re-Leased management software.



Mark Pertwee
Consultant

Mark works with Penn Commercial as a Consultant, with broad experience of all aspects of property development, management and professional consultancy.



Tracy Vale
PA

Tracy has an excellent knowledge of the local property market, with some 30 years' experience, and is available during normal office hours, offering excellent continuity for our clients and applicants.



BEST ADVICE



SAVE TIME



SAVE MONEY



PEACE OF MIND

commercial to manage and
portfolio in Bramford, Suffolk for
I have absolute confidence in
that I receive from the team.
x, time and money, with their
management of my properties."

re Farm Owner

"As a former resident of the area, now living away, I am secure in knowing Penn Commercial is looking after the family's property interests in Ipswich, keeping me fully advised of everything I need to know."

ALEXIS GOLDSTEIN Statham Gill Solicitors

SOLVING PROPERTY MANAGEMENT FOR OWNERS OR OCCUPIERS OF PROPERTY AS COMMERCIAL TENANTS

With rising energy costs and inflation, Landlords have to work harder to maintain their revenue streams, and employing a Property Manager is key to their ongoing success.

Regular and effective communications between Landlords and Tenants are ever more important in a cost-of-living crisis, and a friendly and flexible approach will help to manage and, hopefully, prevent voids.

Penn Commercial can help you to focus on the nine key property management metrics:

1. VACANCY LEVELS

- What occupancy rate are you operating at?
- How are you managing your voids?

2. ASSESSING RENT LEVELS

- What is your average rent level?
- How does it compare against other similar properties locally?

3. MANAGEMENT FEES

- What property management fees are you paying/ charging?
- Do they represent 'best value'?

4. OUTGOINGS / SERVICE CHARGE MANAGEMENT

- What other revenue streams are incorporated into Service Charge budgets?
- How are you reconciling these budgets?

5. ARREARS & CASH FLOW

- How much rent are you outstanding?
- What systems and safeguards do you have in place to minimise your arrears and keep on top of collections?

6. REPAIRS & MAINTENANCE

- Do you have a database of trusted tradespeople, across different types of repair and maintenance?
- How often do you review their work rates to ensure that they are competitive?

7. PROPERTY ANALYSIS

- Do you undertake regular reviews of your portfolio performance?
- How does this fit into your business as a whole?

8. REVENUE GROWTH

- Are you paying attention to your revenue yield?
- Where are you doing well, and what could be improved?

9. LEASE EVENTS

- When are your leases due to expire? Are they rolling leases, or set for renewal?
- Do you have advance notification in place for upcoming rent reviews?





PENN'S PROVEN TRACK RECORD

CHELMSFORD BUSINESS PARK: Maximising revenues for our client

Chelmsford Business Park is a 15-year joint venture between Churchmanor Estates and Essex County Council, to create a 40-acre business park on the edge of the County town.

Penn Commercial was appointed as the managing agent of the site in October 2023.

Penn carried out an extensive assessment of the site and made recommendations to the Landlord in terms of service charge levels, ongoing facilities maintenance and landscaping.

Penn will continue to work with Churchmanor to provide management services, as required.

QUEENS HOUSE, IPSWICH: Managing a varied investment portfolio

- Multi-let investment – Queens House, Ipswich – owned by established clients. Retail and residential accommodation town centre, sold to private investors.
- Penn Commercial is responsible for rent and service charge collection, rent reviews and lease renewals. Appointed January 2025.





Don't delay! Get in touch with the Penn Commercial team and find out how we can complement and enhance the returns on your property today.

Call us: 01473 211933

Email us: info@penncommercial.co.uk

penncommercial.co.uk

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