

TWENTYTWO

PORTFOLIO²²

Unexpected
Exponential
Value

Lease or own property to support
your core business?

Trust TwentyTwo's PORTFOLIO²²
as your outsourced partner

PROPERTY.

To the power of 22

Most businesses rely on property to support their core business even in an increasingly digital world.

It's the place where work is done, things are made and ideas are spawned. It gives business a physical presence. It expresses brand, showcases products and services and inspires people.

Property is diverse. The type of property used by organisations can range from office, retail, industrial and residential through to specialist facilities intertwined with the business operation. It could be a local, single site or an extensive national network, owned or leased.

So not surprisingly, property is also complex. It involves long term commitments and inherent risks. Property related costs (whether owned or leased) are typically the second biggest cost for a business (after people).

Making sound property decisions that minimise risk, reduce unnecessary cost and provides the opportunity property-based change requires sector-specific experience, strategic acumen and commercial acuity.

COMMON POINTS OF FAILURE

While many businesses have well-developed property planning, management systems and resourcing in place, many continue to see property as simply an administrative task. At times they apply focus to specific projects or initiatives but for the most part, the property function in-house is left in a business-as-usual mode.

TwentyTwo works across a wide range of clients and sectors through its full suite of advisory services. Through this work we see a number of common points of failure.

With the right mix of expertise, systems and experience, these risks can be quickly mitigated.

FAILURE #1

Businesses leasing or owning property that is no longer aligned to core business needs.

FAILURE #2

Businesses continuing to occupy aging property that is no longer fit for purpose; resulting in compliance risk, seismic risk, health and safety risk, obsolescence and extensive capital costs to rectify.

FAILURE #3

Businesses having poor data and reporting on their property/leases, and consequentially a poor understanding of the true cost and risks of this investment.

FAILURE #4

Businesses making uninformed leasing and owning decisions, as they undertake inadequate due diligence, agree to over-priced commercial terms and accept unnecessary risks.

FAILURE #5

Businesses assigning property management to in-house staff who might be inexperienced in complex decisions and property management or alternatively, having senior management getting involved in activity that distracts from their role and core business.

FAILURE #6

Boards, directors and senior managers not integrating property decisions into wider business planning, resulting in a lack of strategic alignment and adhoc decision making.

PORTFOLIO²²

TwentyTwo's lease and property administration platform, PORTFOLIO²², provides expert virtual lease administration and property management in a cost effective way.

PORTFOLIO²² gives access to seasoned property professionals who are academically qualified, professionally trained and industry accredited to work alongside any business, regardless of location or scale.

More importantly, we “speak your language” and put ourselves in the shoes of business leaders. We aim to eliminate property jargon and help make things easier to understand.

Our platform offers full flexibility, allowing businesses to either fully outsource their lease administration and property management or retain some of the responsibility in-house.

We develop tailored scalable solutions that best meet each clients' needs and budget. This extends to determining the most optimal database system to support each clients' needs, from simply integrating clients data into our customised Nomos One* system or adopting your existing platform. In all cases, we provide a comprehensive visual dashboard, **PortfolioNow**, to allow businesses to view the key metrics of their portfolio of leases and owned property.

Our professional experts will help put in place not only a carefully designed solution but will also recommend any wider initiatives to ensure each client has the appropriate level of strategy, systems and processes in place to sit alongside PORTFOLIO²².

**Nomos One is an online property and lease management system.*

SOLUTIONS.

To the power of TwentyTwo

TwentyTwo works with each client in an interactive way to understand their specific challenges and how we can co-design a solution that best meets their needs.

Typically we engage with new clients using a three step process:

- Step 1:** Forensic Audit
- Step 2:** Implementation of PORTFOLIO²²
- Step 3:** Transaction & Advisory Support

FORENSIC AUDIT

The best way to tailor a lease administration or property management solution is to intimately understand the portfolio including the current data, reporting and other information held by the client. This data could be held in an existing database system, a simple spreadsheet or in a series of physical files.

Either way, working alongside the in-house team we undertake a forensic review of the data held and verify this against the source documentation like lease documents for example. The objective is to ensure there is a “single source of truth” in place.

This process not only helps validate the data and identify any missing information or anomalies, but provides a great insight into the nature of the portfolio and issues likely to arise when the management is outsourced to TwentyTwo through our PORTFOLIO²² platform.

DELIVERED VALUE

The Forensic Audit provides three deliverables:

- 1 Audit Report:** Summary advice identifying the key risks and issues arising and clear guidance on the how any gaps are closed or issues resolved. Risks may include a looming rent review or missed lease renewal for example.
- 2 Property & Lease Summary:** A one-page summary sheet to provide a working file for each property. The one-page summary sheet captures all key data in an executive summary form for ease of reference.
- 3 PortfolioNow Dashboard:** A one-page infographic snapshot of the portfolio capturing the key facts, financial metrics and KPI's in visual form.

IMPLEMENTATION²²

Working seamlessly with the client's team, we will put in place a Transition Plan to migrate all source documentation, data and other relevant information into TwentyTwo's PORTFOLIO²² platform. This includes agreeing the appropriate database and reporting tools.

Once the data is migrated, TwentyTwo will take over full responsibility for managing the portfolio on a day-to-day basis. This includes:

- » Managing all day to day activity;
- » Managing the database, all client files and records;
- » Managing all critical dates/events and advising on key decisions needed;
- » Managing all business-as-usual rent reviews, lease renewals, operating expenses reconciliations and related decisions;
- » Providing advice for annual opex and capex budgeting and cashflow forecasting*;
- » Providing a monthly **Portfolio Performance Report** including the **PortfolioNow Dashboard**;
- » Dealing with any questions/queries or issues arising either from the clients staff, service providers or third parties like landlords for example (ASK²²).

**For those clients requiring the outsourcing of all rental, operating expenses and other payments we operate a separate Trust Account and accounting services through our Xero platform.*

TRANSACTION & ADVISORY SUPPORT

At the point the client requires specific advice for a major lease event, transaction or project, TwentyTwo can provide bespoke advisory support for a range of issues including:

- » New leases/new sites (owned or leased)
- » Major lease renewals/renegotiations
- » Complex rent reviews
- » Lease exit/reinstatement settlements
- » Disputes or issues arising

Our PORTFOLIO²² team also work across our ADVISORY²² practice area and are in-sync with the latest market trends, research and prevailing conditions which PORTFOLIO²² clients can access.

TwentyTwo. TRUSTED²²

TwentyTwo helps create better business, public sector and urban outcomes by designing and implementing intelligent property, workplace and infrastructure solutions.

Through our collective intelligence across business, property, workplace, real estate advisory and technology we straddle the physical and virtual landscape; providing both a current and new-world view in an increasingly complex operating environment.

New Zealand owned and operated for 30 years, our experts work directly with clients to help develop and implement property, workplace and infrastructure solutions that drive exponential outcomes, in property terms, and beyond.

We provide tailored advice and apply the right mix of strategic insight, commercial acuity and practical independent know-how to solve the problem in hand, working alongside each client as a prudent point of sophisticated, independent oversight so you never miss an opportunity.

We also help clients understand how their investment in property and other assets can in fact be a catalyst for wider change, that can deliver transformative outcomes for their strategic intent, their organisation and their workforce; helping to unlock greater business benefits from their property assets, as a trusted adviser and partner.

PROVEN²²

We have a loyal and trusted client base across all New Zealand sectors, property types and markets. This following has been built over 30 years by immersing ourselves in the shoes of our clients, understanding how we can help them make better “property” decisions and how these decisions can support better “business” outcomes.

- » We ask the right questions, beyond the obvious.
- » We work directly with your people throughout the journey.
- » We are true “property” specialists but with a broader-than-property skill set and focus.
- » We are genuinely working for you, with no competing agendas.
- » We minimise risk around one of your largest financial decisions. We also help you to maximise the opportunity these decisions can have on wider outcomes.



EXPLORE²²

How can we help?

If you would like to explore how TwentyTwo can design a solution for your business, including considering outsourcing the management and administration of your portfolio using our industry-leading PORTFOLIO²² platform, talk to one of our team.



ROB CAMPBELL

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**Associate Principal; Practice Lead:
PORTFOLIO²²**

Rob has in-depth experience over 25+ years managing large portfolios having had in-house roles for organisations like Hewlett Packard, Bridgestone, BNZ and Fletcher Building. He leads TwentyTwo's portfolio management practice area.

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Dean is regarded as one of the industry's leading independent advisers with 30+ years experience across all markets.

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TWENTYTWO

STRATEGY²²

Aligning property/real estate with strategic business intent

ADVISORY²²

Applying expert commercial acuity to real estate projects and transactions

WORKPLACE²²

Optimising the workspace to support high performing teams

TECHNOLOGY²²

Integrating building and workplace technology with business and property projects

ASSURANCE²²

Identifying risks, issues and opportunities for improvement across property-related programmes and projects

PORTFOLIO²²

Partnering as a trusted outsourced property and lease management provider

COACHING²²

Improving the performance and maturity of in-house property teams

URBAN²²

Infusing strategic acumen and commercial acuity into infrastructure, housing and urban renewal investment

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