



Property Management

MILLENNIUM
GROUP

MAPP



Intrigued by the flow of capital from Asia into the UK, seven years ago I landed in Hong Kong with a few business cards and two meetings in my diary.



I was acutely aware that we were unable to advise investors on acquisitions, but knew that we were very well placed to manage any assets post acquisition.

One thing led to another and by the end of the week, I had met Marty Kaye. It was very clear that there were some shared values and ambitions, and that by working together, we could offer an end-to-end solution for Singaporean, Hong Kong and other Asian investors looking to invest in real estate in the UK.



Seven years on, many trips to Asia later and with a lot of hard work, we are managing over £3.5bn of assets for those investors and have proved that the property manager should be a manager of choice, a specialist in that area and not just the property management department of the firm that advises on the acquisition.

It is a privilege to have got to know Marty, to have met and worked with such a diverse range of clients and I am looking forward to meeting with and working with many more in the years to come.

Nigel Mapp - CEO, MAPP



Hello

We are MAPP, the UK's leading specialist in property and asset management.

With over £25bn of property under management for UK Fund Managers, REITs and other property owners, we help deliver enhanced returns and performance with best-in-class property management.

Over the last decade, we have also become a respected Property Manager of choice for many clients based in Hong Kong and Singapore, largely driven by a reputation built on excellence, a recognition that the big international firms are not cut out to do property management well, an alliance with Marty Kaye and Millennium Group and frequent trips to Asia.

£45m revenue

600+ team members

£164m+ service charges

£804m+ rent collected

900 properties managed

6,000 occupiers



Well-managed properties support the businesses within them. Successful businesses underpin the economy, drive rental growth and occupancy levels and help deliver above benchmark returns. That is why getting Property Management right is so important.

We have a simple way of working centred around recruiting and retaining great people, building a great place to work and delivering an outstanding market-leading service in a sustainable way.

We are at the leading edge of innovation, integration and service delivery - reimagining what Property Management looks like and constantly trialling and delivering new ideas and ways of working.



The future of property management

Successful property management focuses on experiences, health and wellbeing, sustainability, relevance and community. To help navigate our rapidly changing and complex world, at MAPP we talk about V1.0, V2.0 and V3.0 -three distinct yet interdependent areas of property management.

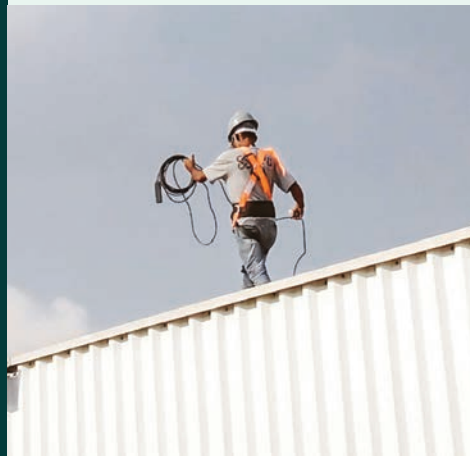
Our modular approach gives our clients flexibility to mix and match our services. Whether they opt for V2.0, V3.0 (or both) they can move forward with confidence knowing that our V1.0 service delivery is solid and the best in class.

V1.0

Getting the basics of property management right (and doing it really, really well).

What we mean

- Risk management, governance and data reporting
- Budgeting, service charges and rent collection
- Maintenance, procurement and facilities management



V2.0

Focusing on people, places, experiences and welcomes.

What we mean

- Fantastic services and amenities to boost productivity and wellbeing
- Drawing employees and visitors back to buildings post Covid-19
- Helping occupiers meet new flexible working demands



V3.0

Thinking more about the planet and the society that surrounds us.

What we mean

- Creating positive social impact (e.g. wellbeing and engagement)
- Reducing environmental impacts in buildings and communities
- Helping our clients and occupiers do the same



Some of our clients



almacantar

ARA Dunedin

BARINGS

BROCKTON
EVERLAST INC.

wick
Bruns

CBRE Investment
Management



DWS

ENDURANCE
LAND.

Far East
Organization

Fidelity
INTERNATIONAL

Firethorn TRUST

FRASERS
PROPERTY

GPE.

HARRISON STREET
Pickings on Impact

HIH
REAL ESTATE

J.P.Morgan
ASSET MANAGEMENT

KINRISE



MANHATTAN GROUP

THE
M&X
BARILEY
ESTATE

nuveen
A TIAA Company

OrchardStreet

Pioneer

PineBridge Benson Elliot

PRADERA LATERAL

Saïd
Foundation

Schroders

ST.
BRIDE'S
MANAGERS



TRINITY

VERVAIN

Waypoint

Our expertise in working with Asian clients

MAPP and The Millennium Group work closely together to represent numerous Hong Kong, and Singaporean investors and help them diversify their real estate exposure beyond Asia.

Managing together a growing portfolio of over £3.5bn for Asian and overseas clients, we offer our clients the same high-level management advice as our UK-based clients, and bring our exemplary services to their door, thanks to staff fluent in Cantonese and Mandarin, and regular strategy and progress visits to Asia.

£3.5bn of managed portfolio

£26m service charge

£102m+ rent collected

25 properties managed

926 tenancies

10% of our activity

7.5m sq ft under management



A growing relationship with a great team



MAPP's relationship with clients in Singapore, Hong Kong and other parts of Asia has grown over the past 10 years as a result of a best-in-sector service and a recognition that these clients rely on MAPP to be responsive and keep them fully up to speed with all matters given that many of them are not based in the UK.

MAPP are their eyes and ears and clients rely on MAPP to deliver. Property management is always challenging and issues will arise but resolving them and communicating well even through the challenge of time zones is an imperative.



Rob Cook
Executive Director
- Head of London
Office Buildings



Marc Trumper
Client Director -
Office Buildings



MAPP stands out from competitors for a number of reasons. We focus only on property management and that specialisation means clients get the attention they deserve, but still benefit from market-leading systems and processes.

We are an agile privately owned business who are always willing to deliver tailored solutions whether that means a bespoke management report or the management of a net operating income budget. We worked with Frasers for six months to create a reporting pack that met all of their requirements.

Asian investors instruct MAPP to manage their UK Real Estate portfolios, not because they bought the asset for them, but because they have recognised that management is a specialised area and that MAPP are light years ahead of the competition.



Millennium Group has been buying Real Estate in the UK for over 10 years, and it was abundantly clear that the management of these assets once acquired needed dedicated attention. I have been blessed to have met Nigel Mapp who has become one of my closest trusted advisors with his huge depth of knowledge and experience in the UK. Nigel quickly understood our criteria and attention to detail, resulting in us having access to his full company resources and dedicated leadership, which gives us the comfort that our clients are receiving accurate reporting in real time exceeding both our and our clients expectations.

MAPP has become our trusted eyes and ears on the ground in the UK and Nigel's regular trips to Asia ensure our pre acquisition strategies with clients are vetted as part of the service.



The speed to which we have now taken on £3.5bn under management is a testament to the performance and hard work.

Marty Kate
CEO - Millenium
Group



Meet the team



Nigel Mapp
CEO, MAPP

Nigel founded MAPP in 1998. As CEO, he works with the Executive team to deliver an outstanding service across MAPP's core property management business and its Building Consultancy, Flex and Sustainability advisory services, one that stands out in terms of innovation, its sustainable approach, engagement and its commitment to put people first. Nigel leads the strategic direction and growth of MAPP and is responsible for developing and maintaining external relationships. Nigel is a Fellow of the RICS. Nigel is also Chairman of the Trustees of Resurgo, a charity which seeks to transform society through high impact and scalable interventions including The Spear Course, which helps 750 young people a year facing disadvantage into work or education.



Marty Kaye
Founder and CEO,
Millenium Group, HK

Marty has over 35 years' professional experience in Real Estate. He began his career at Richard Ellis (CBRE) in Hong Kong, where he was responsible for the Agency and Investment divisions. He also had a short stint at Savills as Head of Asia-Pacific Investments, before establishing Millennium Group. Founded 22 year ago, Millennium Group is currently focusing on the UK and Ireland real estate market on behalf of its Asian clients, providing a full service by working with its strategic partners. This includes acquisitions, asset management and property management investment strategies covering predominantly offices, as well as retail and hospitality, including student accommodation. The strategies cover core, core+, add value and development, including managing complete redevelopment of assets from concept, to design and planning and management through to delivery of a fully income producing asset. Recent successes include trophy assets such as 1-2 St James Square, 3 St James Square, 21 St James Square, 110 Cannon Street, Pinners Hall and Royal Scot Hotel.



Robert Cook
Executive Director - Head of
London Office Buildings, MAPP

Rob leads the London Office Buildings team and has over 30 years' of property and asset management experience managing large commercial assets in Central London for AMP, Cushman & Wakefield and JLL, he has built a market-leading reputation with excellent customer focused and specialist service tailored to client and property requirements. Examples of live projects include clients such as Endurance Land, Strandbrook, Joint Partner, Lifestyle Holdings and London & Oxford where Rob is repositioning the management of 1-5 London Wall Buildings, 80 Strand and House of Fraser store on Oxford Street, 50 Bank Street and 11 Westferry.



Poppy Edwards
Client Director - London Office
Buildings, MAPP

Poppy has over 20 years' of property and asset management experience, and prior to joining MAPP, held roles at BNP Paribas Real Estate and JLL. Poppy has specialised in Central London premium offices for the past 10 years and has worked with a variety of clients, including Nuveen, Schroders, J.P. Morgan and CLI Dartriver. Poppy thrives on building and maintaining excellent relationships with owners and occupiers alike and has extensive knowledge of all areas of property management, including management of service charges, Health & Safety, occupier applications, building refurbishment and customer experience, focusing on delivering all round best in class service.



Marc Trumper
Client Director - London Office
Buildings, MAPP

Marc joined MAPP in 2019. Having spent a good part of his career with Broadgate Estates, Marc's operational experience setting up and managing schemes such as LGIM/MEC's Central Saint Giles has shaped his balanced approach between owner and occupier and his comfort in seeing things through the lens of the tech and media communities. Marc draws the components of property management, facilities management and accounting together with exacting attention to detail. He is currently working on a range of clients including AFIAA/Stanhope with Gresham St Paul's, The Max Barney Estate with their holdings in and around Shoreditch and Far East Holdings with Pinnars Hall.



Tom Peasgood
**Senior Executive Director - Head of
Science, Tech and Business Parks, MAPP**

Tom has worked for MAPP for 13 years and throughout this time has progressed to running the portfolio management team and in 2017 moved to set up our Business and Science Park specialism. Tom has extensive experience in managing substantial campus-style sites and has experience of fully-managed facilities as well as more traditional models. He specialises in the people side and works with his site teams to forge relationships with suppliers and strategic partners. Creating collaborative work space, developing workable and sustainable catering facilities and using technology to help deliver occupier services are some of Tom's additional specialisms.

He spends a large amount of his time reviewing the competition to ensure our clients' offering remains not just relevant, but ahead of the pack. Tom is passionate about the extended team wellbeing and focuses on both the commercial terms of every agreement, the skill sets of those involved and the wellbeing of the extended teams.



Susie Su
Associate Director - Client Accounting

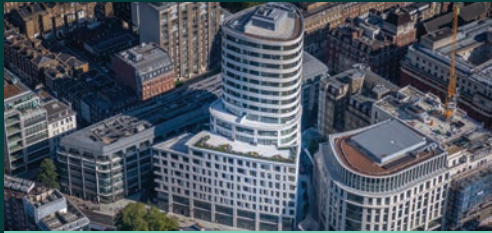
Susie Su joined MAPP in 2018. She is a qualified accountant and has over 15 years' client fund accounting experience, including working on the LaSalle Investment Management instruction and other blue chip clients. A fluent Mandarin and Cantonese speaker, Susie leads the London Office Building finance team and operates the fund management relationships for the business.



Eddie Liu
Senior Client Accountant

Eddie Liu joined MAPP in April 2019, and has over 20 years' experience in residential and commercial property accounting. He has worked on the Scottish Widows, AXA Investment Managers and the King's Cross Estate's portfolios. Eddie currently works on several clients, his largest being the London and Oxford Portfolio.

Case Studies



Marble Arch Place



ARA Dundee, South Korea

Developed by Almacantar and owned by ARA Dundee, this impressive scheme includes The Bryanston - a super prime tower of 58 apartments and Marble Arch Place - a commercially-led mixed-use building comprising office, leisure and A1-A5 retail units. The buildings are spread over 129,665 sq ft and are bound together by public realm and five basement levels of parking, flagship leisure, resident amenities including a swimming pool and luxury spa, children's play area, and infrastructure servicing all areas of the scheme.

5 Fleet Place, London EC4

Manhattan Group,
Hong Kong

Providing 125,000 sq ft of grade A office space over ground and nine upper floors, 5 Fleet Place is a prestigious office building on the Fleet Place Estate in the heart of the City of London. Let to majority occupier Charles Russell Speechlys, the first and second floors have recently been let to Paypal and Wilson Wright. MAPP were appointed to manage the building on completion of purchase in March 2022.



50 Bank Street, London E14

Vervain, Hong Kong



Constructed in 2002, 50 Bank Street provides 214,500 sq ft of office and retail accommodation and is let to five tenants.



Image: www.10strattonstreet.com

10 Stratton Street & 3 St James Square, London W1

Joint Treasure, Hong Kong

These two buildings of 42,000 and 50,000 sq ft comprise high-quality offices in the heart of Mayfair. MAPP were appointed in 2017 to manage both buildings after their redevelopments, although our involvement began prior to that.



110 Cannon Street, London EC4

Renhe, People's Republic of
China

110 Cannon Street comprises 105,000 sq ft of offices, retail and residential in three buildings in the City of London. MAPP were appointed to manage the building in February 2017 following acquisition, and were involved in the due diligence process relating to management issues for the purchaser.



Image: www.chineseestates.com

14 St George Street, Mayfair W1

Chinese Estates, Hong Kong

14 St George Street is a multi-let office in the heart of Mayfair totalling c. 50,000 sq ft. The Grade 1 listed building dates back to 1717-1720 with a Georgian facade and was comprehensively refurbished and rebuilt in 2009.



Pinners Hall, London EC2

Far East Organisation,
Singapore

MAPP were appointed in May 2019 to manage this prestigious 107,500 sq ft City office building let to Deutsche.



Image: <https://therowe.london/>

The Rowe, London E1

Frasers, Singapore



The Rowe is an extraordinary scheme, a 162,000 sq ft new vibrant, sustainable and smart workplace designed with personality in Whitechapel. MAPP has been appointed to start management upon completion of the works by the end of 2022, with the property welcoming its first occupiers by Q2 2022.



MAPP are at the leading edge of innovation, integration and service delivery, constantly delivering new ideas and ways of working.

Here are 10 good reasons why you should choose MAPP:



1

We are passionate about property management

As we enter our third decade MAPP remain passionate about Property Management, focused on offering a world-class service and transforming the way that properties are managed and the wider sector. PM is changing and we are leading the revolution. We are calling it V2.0 Property Management.

We are passionate about what we do, relentlessly curious about the future and proud to manage an amazing portfolio of buildings. We love what we do.

2

And our people are passionate too

A great company needs great people. As a result of our passion and focus, we are able to recruit and retain great people who are able to perform at the very highest levels.

We only recruit people who are passionate about property management, engaging with occupiers, have a proven ability, are enthusiastic, ambitious and want to make a difference.

3

Controls, systems and procedures

Absolutely essential for a business like ours. MAPP has extensive and rigorous financial controls, systems and procedures. We offer a variety of different reporting configurations to ensure complete transparency, best-in-sector service levels and statutory compliance.

We are constantly measuring our internal performance targets and always finding ways to make marginal accretive improvements to constantly push forward the service we provide to owners and their occupiers.

We are regulated by the RICS and the FCA and BDO audit us against our controls, systems and processes. They send their findings to our clients.

4

Others love what we do

MAPP have a proven track record in acting for some of the UK's most high profile and demanding Funds, REIT and Investment Managers.

Most of our clients started us off with one property or portfolio and have instructed us on other properties and portfolios as a result of our performance.

Increasingly we are working with a number of Asian and overseas investors who have recognised that the big global firms do not see property management as a core activity.

5

We tell it like it is

Honesty and integrity are absolutely essential components to our business.

Sometimes the truth might be awkward but we prefer awkwardness to a veneer of platitudes, covering up issues that need to be addressed and dealt with.

Communication forms an essential part of what we do and we ensure that we communicate well with our clients, their occupiers and our supply chain.

6

We work better with our sleeves rolled up

All the above sounds good but we can only make it real if we roll up our sleeves and work hard.

Getting Property Management right involves a huge amount of dedication and hard work. We do not stop until we have fixed every single last problem (and there is usually always a problem or two to solve) and have done all we can to make a building the best that it can be.

7

Ownership and performance in perfect alignment

MAPP is entirely owned by its own people, all of whom are committed to building a great business and delivering something different and extraordinary. Every single employee, whether through share ownership or our profit share or share option scheme, has a direct financial interest in ensuring that our business and the properties we manage are successful.

This is personal.

8

We don't like sleeping

Property Management is an exciting place to be as the pace of change accelerates and we are able to deliver new solutions and ways of working.

We routinely use new technologies to enhance our ability to deliver the best. Automation enables our people to spend more time adding value and engaging with occupiers, machine learning delivers better data and portals deliver complete transparency for clients and occupiers. Partners like Locale, Coyote, Leverton, Demand Logic & Open Box help keep us at the cutting edge.

Inertia has no place in our business.

9

We are strategically parochial

The world might be big and interesting but there is more than enough for us to focus on in the UK without us spending time trying to go global.

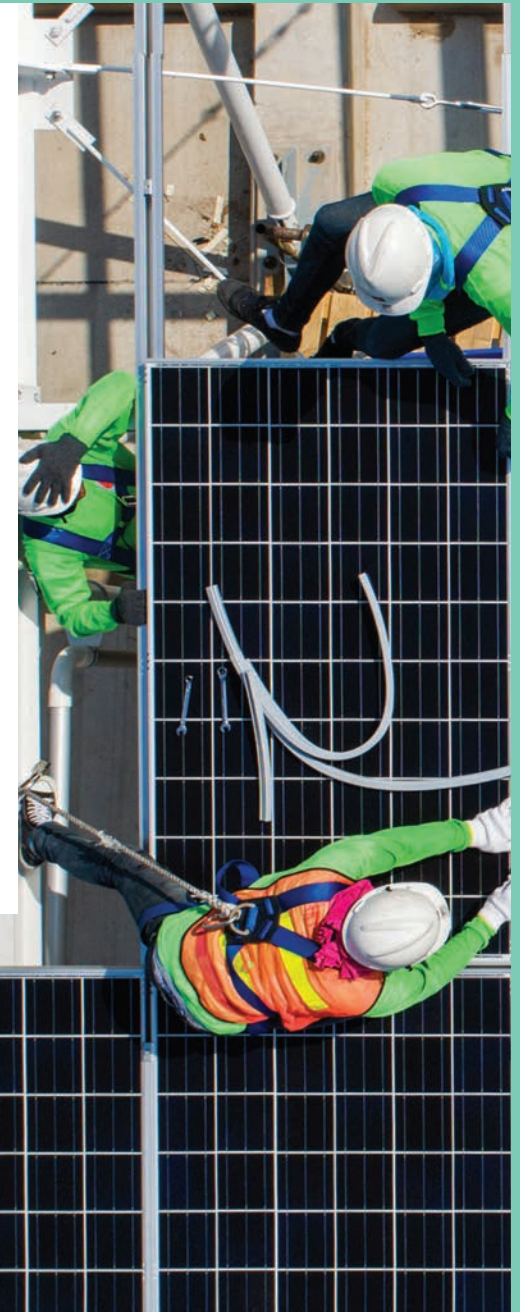
In addition to our Head Office in London, our growing offices in Bristol, Manchester, Glasgow and Birmingham underpin and support our ability to manage property across the UK.

10

We are sustainable to our core

Operating in a sustainable way is fundamental and we have been, and remain, way ahead of the pack.

MAPP is widely recognised as having developed a market-leading approach to the conflicting aims and demands that a sustainable approach to property investment brings. We have put pragmatism at the core.



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