

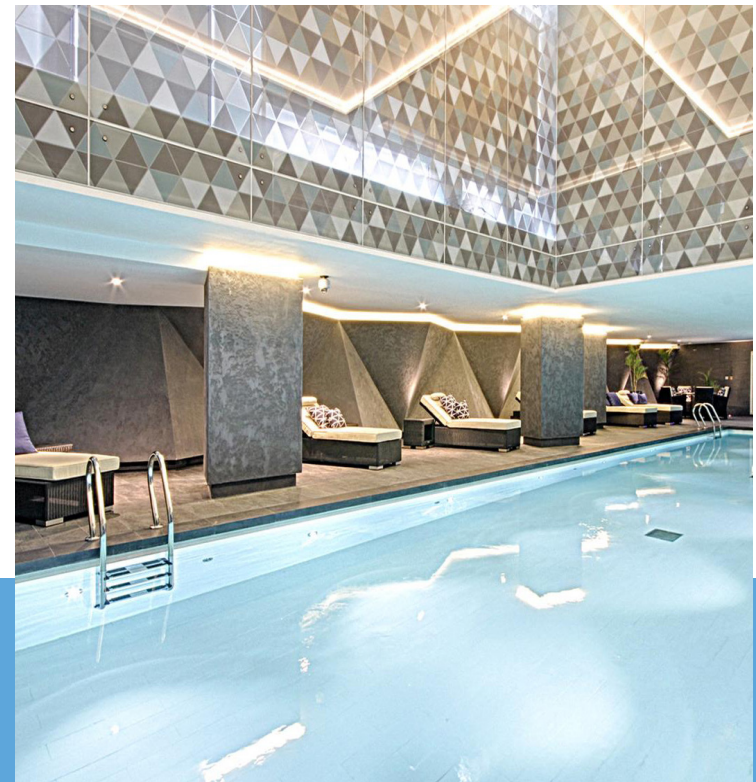
Riverlight, SW8

Key facts

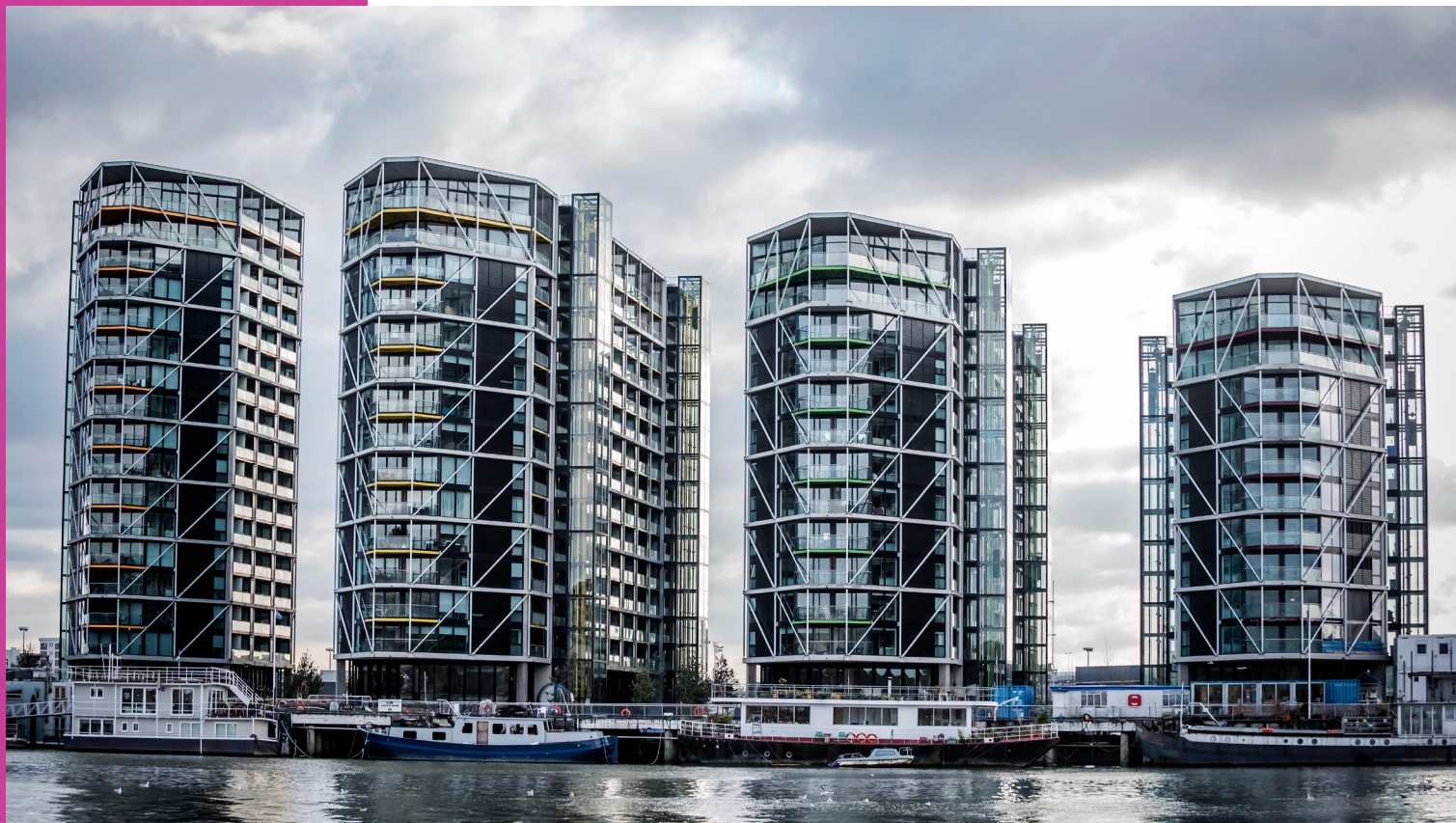
- **Date built:** 2011 to 2017
- **Date management started:** From completion of first phase in 2012
- **Client type:** Developer and Housing Association
- **Tenure mix:** Private and shared ownership
- **Number of homes:** 813 homes in 6 buildings
- **Amenities:** Clubhouse with lounge/ library, gym, cinema, golf simulator, holistic spa and swimming pool, 24 hour concierge, car club and bicycle hire
- **Open space:** 4 acres of inner gardens partly located along River Thames waterfront with a new riverside walk
- **Other uses:** a Sainsbury's Local store, the Nine Elms Tavern, café, nursery, restaurant, and employment spaces

What we deliver

- Full property management services to the clients' specific requirements including all the buildings and tenures, the extensive amenities and the grounds.
- Comprehensive financial and property management, health and safety compliance and implementation, communication and reporting, staff and contractor management, legal and compliance, and community engagement events.



- We work in close collaboration with the stakeholders including the developer and housing association clients and the Residents' Association (RA).
- Quarterly meetings with the RA to ensure all matters are progressed including attendance at RA AGM.
- Residents' portal and quarterly residents' newsletter.



Notable achievements

- Accurate accounting - the 2024 year end accounts were issued on time, and expenditure was within 2% of budget.
- Closed out a major works project in 2025 to replace sections of the façade glazing.
- A 25-year long-term maintenance plan is being reviewed and updated to underpin reserves and ensure all future cyclical works can be funded.
- Community engagement events have included a residents' summer party in August 2025, arranged by the Estate Manager and Operations team, after which we received ten 5* reviews.



Additional details

- We employ a full on-site team of 24 staff members comprising a management team with Estate Manager, Residents Service Manager and Facilities Compliance Manager.
- On-site operative team including 2 Day Duty Managers, 2 Night Duty Managers, 2 day concierge and 4 night concierges, 2 Estate Operatives Supervisors and 5 Estate Operatives, Handyman, Traffic Marshall and 2 Post Room operatives.
- Our expert Operations team provides support, coaching and guidance to on-site team members ensuring a consistent, responsive and effective approach to operational service delivery.
- Client reporting to their specific requirements including monthly operational reporting, quarterly financial reporting, monthly management meetings
- Full financial management and reporting including preparation of the service charge budget, quarterly expenditure reviews, preparation and completion of Year End Accounts.
- The client requires an introduction prior to contact.

