

FORTEM
PROPERTY



**THE MULTI-
DISCIPLINARY
REAL ESTATE
COMPANY**



FORTEM
PROPERTY

WE REPRESENT
BUYERS IN ALL
ASPECTS OF
ACQUIRING,
MANAGING
AND DISPOSING
OF PROPERTY
ACROSS THE UK

THE PERSONAL TOUCH (AND WHY IT MATTERS)

As a team with decades of experience in the private rental sector, we know what clients typically look for in a real estate specialist. Accountability, transparency, reliability and professionalism – those are all givens.

But we also know that every customer is different. Different in terms of goals, timescales, budgets and strategies. That's why the personal touch matters, and why, when you're looking for a partner in property, 'bigger' doesn't always mean 'better.'

AS A SMALL, TIGHT-KNIT GROUP, WE:

- Know all our clients personally
- Understand their individual needs
- Deliver thoughtful, bespoke support
- Work quickly and efficiently
- Maintain excellent communications

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COMMUNICATION,
OPENNESS AND
COMMITMENT
ARE AT THE HEART
OF EVERY GOOD
RELATIONSHIP

WHAT 'PERSONAL' REALLY MEANS

Work with us and you'll enjoy the backing of a single, highly committed team. When it comes to quality of service, you'll find it's a whole new experience:

- One named, fully accountable point of contact
- UK-wide coverage
- No getting passed around between different regional teams
- Great communication
- Total transparency, keeping you informed and in control

Most importantly, because you'll be working with people who know you, you'll get a service that is fast, effective and driven by your needs.

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THE PERSONAL
APPROACH HAS
ALWAYS BEEN
THE BASIS OF
OUR COMPANY
PHILOSOPHY

WHAT WE DO

QUALITY WITHOUT COMPROMISE

We're a single, dedicated team composed of experienced, qualified professionals. The people you talk to will be the same people representing your interests on the ground.

ONE TEAM; ONE FOCUS

We work personally with every client to develop a bespoke support strategy. That means there'll be no excuse for delays or misunderstandings.

We'll deliver whatever services suit you best, but we also understand that your needs may change over time. Consequently, we make it our business to stay focused and to stay responsive – both to your requirements and to changing market conditions.

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BESPOKE
SUPPORT WITH
TRUE PARTNERSHIP
AND REAL VALUE

OUR SERVICES

BESPOKE SUPPORT AT EVERY SCALE

Formed via a merger of Fortem Property and the property consultancy DCBM, we're a business that offers a comprehensive service: advice and assistance with literally all aspects of property acquisition, investment and disposal.

Similarly, we'll offer expert, cost-effective assistance, whether you're purchasing an apartment or a whole building; whether you're a developer, a private landlord or an institutional investor.

WE SUPPORT PROJECTS OF EVERY SCALE, FROM INDIVIDUAL PROPERTIES TO BLOCK MANAGEMENT.

No two support packages are exactly alike but, broadly, our services fall into the following categories.

- Acquisition & Relocation
- Property Management
- Concierge Services
- Property Consultancy

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WE SUPPORT
PROPERTY
ACQUISITIONS
OF ALL KINDS,
FROM APARTMENTS
TO HOLIDAY
HOMES; FROM
LAND TO ENTIRE
BUY-TO-LET
DEVELOPMENTS

PROPERTY ACQUISITION AND RELOCATION

As an experienced buyers' agent specialising in the UK residential property market, we offer prospective buyers and investors expert help with:

- Choice of location
- Local market intelligence
- Due diligence
- Negotiation and purchase

Whether you're aiming to buy a single property or using a fund to secure a whole building, we can help. We're a company whose only job is to help you to make the best decisions that you can.

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IF YOU'RE MOVING
INTO THE UK,
LET US HELP.
WE OFFER EXPERT
ADVICE AND
WE'LL IDENTIFY
THE PROPERTIES
THAT BEST MEET
YOUR NEEDS

INTERNATIONAL RELOCATION

FINDING YOUR PERFECT NEW HOME

We work with local estate agents nationwide, exploring the entire property market to find the perfect home for your lifestyle and budget.

Our International Relocation Service is always tailored to your needs but it typically encompasses:

Better yet, we'll support you throughout the entire relocation process. We won't rest until you have moved successfully and comfortably into your new home

- Sourcing a property to buy
- Viewing properties on your behalf
- Assisting with putting in an offer to secure the property
- Assisting with the move

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ULTIMATELY,
OUR AIM IS
TO MAKE
YOUR PROPERTY
INVESTMENT
EXPERIENCE
AS SMOOTH,
STRESS-FREE
AND PROFITABLE
AS POSSIBLE.

PROPERTY MANAGEMENT

TAILORED SUPPORT FOR INVESTORS

We recognise that some clients want to be more involved than others, so all our property management agreements are individually tailored.

We'll do whatever works best for you, giving you as much or as little support as you require.

That support can encompass important issues such as safety checks and legal compliance, as well as more tactical roles such as temporary management to cover absences.

Where appropriate, we'll also take care of routine tasks such as rent collection, maintenance and repairs.

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OUR FULL RANGE OF SERVICE OPTIONS INCLUDES:

TENANT-FINDING

- Market appraisals
- Producing marketing materials
- Advertising your property on the major portals
- Discounted marketing via an approved panel of agents
- Special lettings agent rates / no renewal fees
- Negotiating terms of tenancy
- Reference-checking

PRE-TENANCY

- Preparing tenancy agreements
- Right to Rent checks
- Arranging annual Gas Certificates
- Carbon monoxide alarm-checking
- Arranging any pre-tenancy works / cleaning
- Checking inventory
- Access to our solicitors panel for legal advice

MAINTENANCE

- Pricing and arranging repairs
- Access to special contractor rates
- Performing interim inspections
- Tenant liaison
- Providing an 'out of hours' contact for emergency repairs

RENT

- Collecting rent
- Recovering arrears
- Arranging tenancy renewals
- Holding tenant deposits (registered TDS scheme)
- Assisting with deposit disputes

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WHATEVER
YOUR HOME
NEEDS, WE'LL
MAKE IT HAPPEN

CONCIERGE SERVICES

Our Home & Vacant Management service offers bespoke assistance with your property, ensuring that everything runs smoothly, whether you're at home or away.

Where necessary, we'll even advise on issues such as interior design, home improvements, refurbishment projects and more.

We offer this service nationwide, whenever and wherever you need someone on hand to manage the A-Z's of your property. We provide everything from key-holding and vacant inspections to ongoing maintenance and cleaning services.

- Secure key holding
- Property inspections
- Ongoing maintenance
- Post and bill management
- Housekeeping and cleaning services
- Security services
- Chauffeur services

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PROACTIVE
THINKING:
PUTTING YOUR
INTERESTS FIRST
IN EVERYTHING
THAT WE DO

PROPERTY CONSULTANCY

Whatever your interest in property – whether you're house-hunting, investing or selling – our small, multidisciplinary team will support you at every stage of your journey.

Our personal approach means that we're always thinking proactively on your behalf; always looking out for your best interests and, in many cases, considering issues and opportunities that others might miss.

Examples of our consultancy services include:

- Advice on relocation (national or international)
- Advice on portfolio structure and development
- Market intelligence and research
- Finance: sourcing and comparisons
- Organising UK banking (where required)
- Management of refurbishment / conversion projects
- Acting as a master agent for developers, managing distributed sales

We can also outsource other specialist services including:

- Tax and legal advice (including company structures)
- Advice on regulations and compliance

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OBJECTIVE,
PROFESSIONAL
SUPPORT –
WHEN IT
MOST COUNTS

PROPERTY DISPOSAL

We offer support at every stage in the property ownership lifecycle, and that includes the sale of assets. We'll help with the disposal of everything from individual units to complete property portfolios.

WE DO THAT THROUGH:

- Well-informed advice
- Hands-on support
- Effective marketing
- Expert assistance throughout the sales negotiation process.

However big or small the project, we'll always apply the same principles. We'll remain completely objective and our governing aim will always be to deliver the best possible value to you.

OUR TEAM: WHOLLY COMMITTED TO YOUR SUCCESS



DARREN BENNETT
CO-FOUNDER AND
MANAGING DIRECTOR

Darren co-founded the business with Omar and is our ultimate leader. He's been supporting international clients in the UK real estate market since 2012. He's worked with a host of developers, landlords and investment agencies, and this experience has given him an excellent, all-round understanding of how to achieve success with property.

He and Omar formed the business resolving to offer clients something new and different: better opportunities in the market, greater accountability and responsiveness, and ready access to genuine, honest advice.



OMAR AL MUTAWA
CO-FOUNDER

Omar, our other co-founder, brings significant experience to the company. He has spent well over two decades working in the financial and real estate sectors, and he's a chairman and board member of several companies across the Middle East. But like all of us here at Fortem, he's about more than just business. He's been instrumental in providing and organising volunteer work throughout Kuwait and delivering academic training at the Arab Open University.



MELANIE KYRIACOU
HEAD OF PROPERTY MANAGEMENT

Melanie was one of the first to join our company and has worked her way steadily up the ranks. She started as a property manager, in which role she provided round-the-clock support for our clients and their tenants. Since then, she has become an invaluable team player and, in 2022, she was promoted to her current position, having proven her talent for management. Melanie is the first and last point of contact for all our landlords, and she's vital to the growth and day-to-day running of the business. Always committed to delivering excellent customer service, Melanie strives to help us to do better and to give more.



CHARLIE BLURTON
HEAD OF LETTINGS AND PORTFOLIO
MANAGEMENT – SURREY

Charlie has spent the majority of his career working in the Prime Central London property market. With a wealth of experience and enthusiasm he has a proven strong track record in providing the best results for his clients. Charlie provides in-depth consultative advice at all stages of the lettings process, allowing for seamless transactions from beginning to end. His NFOPP qualifications in "Residential Lettings and Property Management" and membership to the ARLA Propertymark professional body, suitably set an excellent foundation to working within the Lettings industry.



MARIANA MAETRY
PROPERTY MANAGER

Mariana joined the team in May 2022.

With over 3 years experience in working with luxury residential property, Mariana brings great experience to the team.

Well organised and a meticulous attention to details which is demonstrated by her ability to manage a multitude of complex tenancies, priorities and to meet tight deadlines.



SERENA SANGHA
PROPERTY ADMINISTRATOR

Serena joined us initially as sales progression before re-joining us within the property management team as a property administrator. Her work ethic and commitment to learning is what makes Serena so vital within the company. Previous to joining us at Fortem, Serena has worked previously at estate agents providing sales progression and client liaison.



AMELIA NICHOLLS
PERSONAL ASSISTANT

Amelia joined us in March 2022, by which time she had gained over 10 years of experience in the real estate sector. She has particular expertise in business support activities and is used to working with clients and colleagues at a senior level. Her principal roles are to assist the directors and to provide support across all the company's administrative and managerial activities. She adds vital capacity to the business, and is keen to help Fortem to prosper and grow.

**CONTACT US TODAY
TO FIND OUT MORE**

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E. hello@fortemproperty.co.uk

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