



## Guardian Services – who we are

Dedicated team managing over 500+ Guardians

Over 20 years' service experience

Fastest growing service division in the Camelot Group

Working with major insurers, facilities & property managers across the UK

## What we do

A **commercially attractive** and **socially responsible** way to **protect property** through **occupation**

## What we do – Managing the Property Lifecycle



MAINTAIN



SECURE

Our range of Guardian Services help keep properties:

- Safe from vandalism and squatters
- Secure from theft and trespassers
- Protected against damage from water and fire
- Maintained to a high standard

## What we do – Range of Guardian Services

### Residential Guardians

Ideal for habitable but long term vacant residential property

### Commercial Guardians

For longer term vacant commercial property

A responsible way to mitigate business rates

### Pop-Up Businesses

A growing trend and ideal for property unsuitable for Commercial Guardians

### Parking

Making the most of unutilised land to generate a revenue stream and provide an effective security deterrent

### Business Rates Mitigation & Insurance

An outsourced service to manage the rate mitigation process

Partnerships with major insurers reduce both client & Guardian premiums

## Benefits of Guardian Services



### Significant commercial benefits:

- Reduction in commercial property rates
- Reduction in insurance costs
- Reduction in costs of managing vacant property
- Potential revenue stream generation



Maintains property condition, reduces maintenance exposure through onsite occupancy & regular company inspections



Improved levels of security through physical presence reduces risk and eliminates squatting and minimises costs



Peace of mind that asset values are maximised, risks are minimised and all compliance is taken care of

## How we work – Safety and compliance is our no.1 priority

Prior to occupation, Guardian Services conduct the following key tasks:



### Building Suitability Checks:

- Electrical Safety Testing
- Gas Safety Testing
- Water Testing
- Fire Risk Assessments



### Guardian Checks:

- Thorough suitability, DBS (CRB) & credit checks
- All administration relating to HMO legislation

## How we work – Industry Leading Guardian Screening

All guardians are screened to BS7858 standard

1

On-line  
Assessment

All Guardians complete an on-line questionnaire to ensure they meet basic qualifying criteria

2

Face to Face  
Interview

Face to face interview to agree suitability, review & sign code of conduct and license agreement

3

DBS

DBS check to include:

- Employed earning > £16k
- British standard referencing
- Criminal record check
- Adverse credit history
- Identity checks

4

Acceptance &  
Induction

Full Induction including fire and health and safety

## How we work – once Guardians are in place

Guardians live in a building as their home, take care of the property & report any maintenance or security issues

Camelot provide a rapid response service to track and tackle maintenance issues

Properties are proactively inspected on a regular basis (minimum 2x month)

Occupation by Guardians in commercial property converts business rates liability to Council Tax liability

28 days' notice required from either party

We strive to find suitable properties to re-home Guardians at the end of license – more than 90% success

## How we work – Technology supported delivery model

- **Inspections IQ, Workforce IQ & VPS Navigator**
  - Bespoke and innovative technology for the complete management of Guardian Services
- **Inspections IQ**
  - Totally traceable inspections for management, landlords, site owners and facilities managers
- **Workforce IQ**
  - Used to schedule and track all works and report incidents
- **Traceability**
  - Proof of presence achieved via Near Field Communication (NFC) and Geotags to specified areas
  - Time-stamped inspections provide before / after photographic evidence designed to meet requirements of leading insurers
- **Instant Feedback**
  - Reports and updates can be viewed in real time via VPS Navigator Customer Portal



## Guardian Services - Summary

Protection by occupation

Socially responsible and commercially attractive

Up to 90% reduction in business rates

Dedicated team with over 20 years' service experience

Robust & industry leading management process

More than 500+ Guardians in place

90% re-homed at end of license