


TAP into our wealth of knowledge



Be clear  
about your  
business premises

**TAP into all the  
information  
you require**

A tenant focused service  
providing commercial property  
information, help and guidance  
directly to the end user

## What does it offer the Tenant?

It provides a dedicated web based service that delivers up to date information on matters effecting the occupation of a property, directly to the point of need, as well as links to recognised health & safety providers, government organisations, professional bodies and a selection of recommended suppliers to deliver advice and business services.

Information is supplied on the website with Guidance Notes, Top Tips and a Monthly Newsletter.

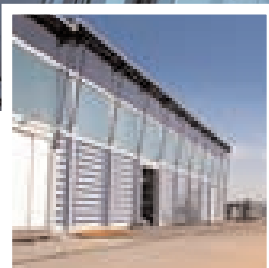
Users will also have access to our experts who will provide guidance and assistance to help occupants through complex or challenging issues.

These combined services offer the tenant the ability to extract the most from their property and become better informed occupiers.



**“Knowledge  
is power”**





## What does it offer the Landlord?

In our experience Tenant companies perform better when they understand and accept their responsibilities. Lending support and providing assistance to companies when they need it is the core service TAP offers. We avoid representing either party and this allows the service to provide confidential and impartial advice.

We find with increasing importance the need for the Landlord to differentiate their service and where possible to instill their values, supporting their Corporate Social Responsibility, onto their Tenants.

One question often faced by Landlords is how are they going to achieve this?

**TAP**, through regular e mail contact with your tenants, will provide updates on relevant issues that have a direct effect on tenants. Such contact allows us to closely understand their needs, frustrations and anxieties.

Our experience has shown that Managing Agents rarely provide enough support for tenants and this adds unnecessary pressure to the sensitive relationship between them and the property owners.

TAP can use the information they obtain from occupants as feed back to channel Managing Agents' resources where they are most needed.

At TAP we believe that a better informed Tenant assists both parties in a commercial lease.

In the current economic climate a Landlord can ill afford to lose a valued Tenant, and a Tenant needs to feel that his Landlord understands and can respond to business and real estate issues. If his business is affected negatively by his real estate obligations, this becomes the Landlord's problem too.

### **So what can TAP offer either/both parties?**



## **TENANT**

**Frees them up to concentrate on their core business**

**Saves time**

**Saves money on appointing retained agents**

**Up-to-date relevant information on matters affecting their day to day occupation**

**Improve lease compliance**

**Access to relevant professionals by telephone to discuss concerns quickly and sympathetically**

**Greater awareness of the role and contribution Real Estate guidance can make to their business**

**Access to "recommended" experts, not an impersonal Directory service**

**Removes undue confrontation with Managing Agents**

## **LANDLORD**

**Public declaration of being a considerate Landlord offering customer care; and thereby enhancing reputation**

**Engaging with an impartial service designed to assist Tenants' relationship with managing agent**

**Impartiality allows for conflict separation**

**Allow for feedback from Tenants on continuously arising issues, enabling the Landlord to react and improve offer to Tenant**

**This is delivered through:**


**Access to knowledge and information**

**Access to experts by telephone**

**Access to regular updates from TAP**

**Access to representative bodies**

**Access to recommended suppliers**



## **How well informed are your tenants about their commercial obligations, within your space?**

### **QUESTIONS FOR THE LANDLORD**

**Will an unbudgeted Business Rates increase impair their ability to pay your rent?**

**How is the empty rates burden affecting a tenant's bottom line, if part of their space is vacant?**

**What is the administrative burden on you for their non compliance with notice periods, consents, etc?**

**Are their Senior Managers at risk from Corporate Manslaughter legislation and in a worst case situation, can their business continue post conviction?**

**Has their illegal sub letting affected your Investment value?**

**Have you inadvertently put your tenant out of business by being too inflexible?**

Contact us on **0800 865 44 50** or visit our website on **[www.tap-in.co.uk](http://www.tap-in.co.uk)**  
to see how you can become a better informed Tenant.

**“Knowledge is power”**



Defining the boundaries of Tenant Assistance....

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