

Shopping Centre Asset Management

Survive or Thrive

Tandem
Property Asset Management



Shopping Centres have been a major property asset class since the 1950s quickly becoming a hub of consumerism, where people needed to and wanted to shop. But today, if people just want to 'buy things', they can do that online. The days of the traditional shopping centre are over and it's time to find other activities which will drive customer visits as part of an asset strategy to survive and thrive. If shopping centres are to remain relevant and viable they must recognise the consumer needs that will drive transformation.

A mix of the same retailers is not possible so centres must become a genuine mixed environment to attract a greater range of visitors and reasons to visit. The mix of activity and attraction will be different for each centre and therefore the role of the Asset Manager in curating and implementing a strategy to thrive is essential. What should the centre provide to match consumer demands, generate footfall, and remain viable?

Retail is still relevant, and the influence of Click & Collect is growing as part of space optimisation. Food offers are increasingly important, but there are likely to be more independent, artisan and street food options. Competitive leisure attracts a new audience and extends trading hours. Gyms and Fitness Classes reach a different demographic, and Cinemas add to the social offer. Health and Wellbeing including NHS Centres and Dentists can help meet community needs. In-person only stores like Opticians provide diagnostic services and even delivery lockers add to the 'reasons' to visit.



John Jones
Chief Executive Officer



Adam Hall
Regional Director



Dianne Lynch
Associate Director



Jashenna Dacas
Surveyor



Zoe Lloyd
Associate Director
Destination Marketing

Tandem Adding Value

- Trader engagement and feedback surveys.
- Customer analysis and footfall reporting.
- Destination marketing and commercialisation.
- Event management and promotions.
- Social Media engagement to drive interest.
- Turnover rent analysis and reporting.
- Service charge optimisation.
- Community engagement and social impact.



Clients Include:

CLIENT Mansford

ASSET Castle Quarter, Cardiff

Tandem has implemented a refreshed and positive management strategy at this historic retail and leisure destination. We appointed a new on-site Manager with excellent experience and local connections. Tandem's Zoe Lloyd leads all marketing, events, and promotions to help improve footfall, support the traders, and enhance the overall visitor experience.

KEY STATS

■ Total area	135,210 sq ft
■ Unit size range	200 - 9,000 sq ft
■ Units	107
■ Rental income	£1.38m



CLIENT Cube Real Estate

ASSET Swan Walk, Horsham

Swan Walk is a retail and F&B hub with tenants including Marks & Spencer and H&M. Collaborating with Cube Real Estate, Tandem set out a new property management strategy, leveraging a forensic review alongside the expertise and experience of the on-site team. Our team is aligned to support the client's refurbishment and re-letting strategies.

KEY STATS

■ Total area	410,476 sq ft
■ Unit size range	500 - 81,000 sq ft
■ Units	66
■ Rental income	£3.49m



CLIENT W12 Investments Ltd - Private Client

ASSET W12, Shepherds Bush

Tandem is working on a range of asset management initiatives at W12 designed to improve NOI by adding income and reducing client costs. Initiatives include commercialisation, direct management of the car park and the introduction of new kiosks and pop-up retail units to improve the customer journey and experience for shoppers. In addition, Tandem has implemented a full service charge audit and energy saving initiatives to reduce non-recoverable costs.

KEY STATS

■ Total area	306,809 sq ft
■ Unit size range	250 - 36,000 sq ft
■ Units	81
■ Rental income	£5.45m



Clients Include:

CLIENT Clearbell

ASSET Riverwalk, Durham

The Riverwalk is a vibrant multi-use development featuring a riverside promenade with restaurants, a six-screen Odeon cinema and further retail and student accommodation. Tandem provides a full rent accounting service and service charge management, alongside destination marketing to enhance community engagement through a calendar of family-friendly events.

KEY STATS

■ Total area	223,459 sq ft
■ Unit size range	220 - 8,000 sq ft
■ Units	42
■ Rental income	£2.11m



Clearbell

CLIENT Moorgarth

ASSET Market Place, Bolton

Moorgarth refurbished and reopened the Market Place in 2016 and Tandem has managed the scheme since then. Tandem introduced technology to reduce cleaning and security costs and streamline waste management. The client's non-recoverable costs have been consistently eroded to help improve NOI and capital value.

KEY STATS

■ Total area	307,669 sq ft
■ Unit size range	200 - 23,000 sq ft
■ Units	125
■ Rental income	£1.78m



moorgarth

CLIENT Moorgarth

ASSET Waverley Market, Edinburgh

Waverley Market is a shopping centre with an annual footfall of 6.5 million generated by its proximity to the busiest train station in Scotland. Tandem reduced the service charge by 40% to support new letting strategies helping to eliminate some of the owner's shortfalls. This improved NOI and added £1.1m in value to the scheme.

KEY STATS

■ Total area	121,412 sq ft
■ Unit size range	300 - 16,000 sq ft
■ Units	64
■ Rental income	£1.27m



moorgarth

MANAGED SHOPPING CENTRES PORTFOLIO

KEY STATS

Sites	16
Sq. Ft.	2,012,713
Rental Value	£20.8m
Service Charge	£6.3m



MOORGARTH
Waverley Market
Edinburgh



MOORGARTH
Market Place
Bolton



MANSFORD
Castle Quarter
Cardiff



CLEARBELL
Riverwalk
Durham



W12 INVESTMENTS LTD
W12
Shepherds Bush



**CUBE REAL
EASTATE**
Swan Walk
Horsham



“ I have been blown away by the service, efficiency, and dedication of the Tandem Team. As a new client of Tandem, I am seriously impressed.”

Private Client - W12 Investments Ltd