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Luigi Pigorini

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YOUR PROPERTY EFFICIENCY, MANAGEMENT AND STAFF

It is well known that your property is one of your most valuable assets. So it is important to ensure that it runs efficiently and to ensure its value continues to increase. With an increasingly busy lifestyle, recruiting the right household and domestic staff who understand your requirements and can employ business principles are key to ensure it is cared for correctly.

So - how to manage your most important asset?

1/ Establish Household preferences/ create a plan of action: Having a plan and knowing what your expectations and requirements are is crucial to the whole process of running your home. The systems that you use must be simple and achievable goals so that they do not cause you more stress or are too time-consuming. It is key that you recruit staff or a lifestyle management company that fits your needs; they should fully understand your brief to ensure everything gets actioned with complete precision. Managing Director of The Organisers, Katie Shapley says, "Clients hire us to help keep their lives in order. Our list of services is an open ended book, but includes de-cluttering the family home, setting up a filing system, hiring the staff and managing their hours and PAYE and fully managing contractors. We run clients' homes like we do our business- calmly, efficiently and successfully."

2/ Establish a routine: A routine is an essential element to running any business, so why not apply the same for your household? Your house manager should draw up a schedule for your domestic team. Each member of the team will then know what needs to be done and when. As it is often said "Fail to plan? Then you plan to fail"

3/ Define tasks: With goals set and a schedule in place, you or your household manager will outline the precise tasks for each member of your household team from the front of house to the gardener.



Managing Director: Katie Shapley
THE ORGANISERS

Ensure your expectations and requirements are well communicated, because when your staff know better, they do better. After all, you would not want your valet to set you up with the wrong evening wear when you attend an ambassadorial function – you must feel confident that your needs will be met appropriately.

4/ Run your accounts efficiently. Treat your household like a business. You should establish a short, mid and long term "business" plan for your household. Having a dedicated person tracking your personal finances with a defined level of detail will support you in reaching your targets. Another fundamental element is to ensure your staff understand their own area of the budget and that they account for all their expenses. Efficient reporting will ensure efficient spending. QuickBooks, a business accounting service say that many people track their business income and expenses extremely carefully, but then pay less attention to tracking their personal finances. Sure, most people have a general understanding of their monthly expenses and income; they have a feel for

how much they owe and they also know how much and where they are investing. However, wouldn't it be nice to know exactly where you stand at all times? Tracking your personal finances with this level of detail will cause you to care about your personal finances."

5/ Your household team: In the office, everyone has a role to play and individual responsibilities. A strong team of domestic staff is the backbone of an efficient household.

Make sure they have a detailed job description to match your expectations and references are thoroughly checked. With the right training and regular feedback your staff should continue to grow and work effectively as a team.

- Butler/ Master of the Household – 'The Facilitator' - He/she will be responsible for the smooth running of your household and taking care of yourself and your guests, usually supervising others but also acting as your front of house presence.
- Housekeeper- 'The Pillar' - A clean and tidy home is important for the health and well-being of your family. A clean house is the best defence against the spread of germs and a tidy home helps to keep you feeling balanced and in control.
- Nanny- 'Mary Poppins' - If you have children, an experienced nanny can help ensure that they are safe, cared for and enjoying productive activities whilst you are at work. They will make sure you have quality time with your children.
- Chauffeur- 'The Timekeeper' - this is the secret for being on time with a focused mind for those very important appointments or events.
- Chef- 'Culinary Artist' - To ensure your family are eating healthily and well, and that parties and holidays are catered for.
- Others: From gardeners, and security staff to personal stylist - the list is endless and personal to your household and needs. A role can even be created to incorporate a mixture of responsibilities or just like in business, a current member of staff can be trained to widen and improve their skills.

Case studies

Skilled Housekeeper for London home and Couple for

holiday home

The Client: Global Power Couple

The Brief: Advertise, interview and produce a shortlist of suitable applicants for an experienced, professional housekeeper role.

The Outcome: The client's first choice candidate had their references verified; DBS check processed and paperwork completed by The Organisers and started the position immediately.

Property Manager to oversee several property renovations

The Client: Formal English family based in Belgravia with a large property portfolio

The Brief: Source an experienced Property Manager to manage renovations for several properties both in the UK and abroad. Once completed the role will involve ongoing management of the properties.

The Outcome: The Organisers sourced a selection of candidates with excellent property management backgrounds and the role was offered to an individual with 10+ years' experience in this area. The renovations were completed on time and within budget, and the client couldn't be happier with our candidate's ability and attitude.

Put household Accounts in order

The Client: US businessman working in London

The Brief: To assist one of the top four accounting firms by sourcing and providing information relating to several years of overdue tax returns.

The Outcome: Sourcing and collating a large volume of documents to support complex income streams from several sources, providing information with regards to UK and US pension, medical bills and investments. The tax returns were completed within deadline and a new filing system was set up to ensure years of paperwork and journals could be found easily.

