



CASE STUDY

Guardian Security and Business Rates Relief for Commercial Office Building

DEX Property Guardians were enlisted to protect a Vacant Office building and prevent future problems after it fell victim to squatters. These Guardians not only protected the building but also maintained it. This smart move also helped the Property owner save a significant amount on business rates liability.



THE BACKGROUND

In late February 2024, DEX was approached by an Office building owner in Croydon, South London, looking to secure their vacant property.

The property had been illegally occupied by squatters, forcing the owner to go through the costly and time-consuming legal process of eviction.

The 7,500 sqft commercial office building also faced significant business rates liability.

Seeking to protect their investment and revitalise the space after the squatters were formally evicted, the owner turned to our expertise in property security, determined to prevent further illegal entry and ensure a brighter future.

DEX, with the help of one of our partners, immediately worked on behalf of the owner to secure the property and ensure business rates mitigation was also in place.

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"A good company to rent from...They always respond and provide good homes at great prices."

Tom - DEX Property Guardian



THE SOLUTION



INSPECTING THE PROPERTY

Our team conducted a thorough inspection of the property and assessed its condition. Following our Check-In report, we also advised the owner to review the electrics to make sure they were compatible. After receiving confirmation that they were, DEX works were completed and the property was fitted out adhering to health and safety standards.

GUARDIAN SECURITY

We implemented our free Guardian security measures at no cost to the client. This ensured the building was occupied by two vetted and carefully selected Guardians within 10 days of entering the agreement (compliant with Housing of Multiple Occupants regulations). DEX Guardianship effectively protected the property from illegal entry and other potential damage.

Both Guardians underwent a thorough selection process through our robust vetting system to ensure suitability.

Guardians secured and protected the properties around the clock, reporting any issues to DEX Property Management. Each Guardian enjoyed affordable housing and access to DEX's 24-hour alert service and the expertise of DEX's in-house Maintenance Team.

DEX conducts monthly inspections of the site, responds to any maintenance requests and ensures continuous access to the properties.

THE OUTCOME

The presence of Guardians has given the property owner peace of mind that their property remains protected and maintained, and generates income from part of the Guardians' licence fees.

By opting for Guardian security, the owner avoided the high costs typically associated with traditional security measures like manned guards, CCTV, and alarm systems.

Furthermore, our ongoing property management service ensures that maintenance issues are addressed promptly, preventing potential damage and costly repairs.

Through our partner network and as an auxiliary service alongside guardianship, we also secured Business rate mitigation for the client after the three months of empty property relief had ended, providing substantial financial benefits and rate relief.



WHY DEX

Since its formation over 15 years ago, DEX Property Management has been at the forefront of the empty property management industry, building a rich history in helping commercial entities and other property owners including; councils, dioceses, housing associations and NHS trusts make use of vacant properties.

DEX is now the trusted property guardian provider for over 50% of the G15 housing associations & 1 in 3 London councils.

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