

Company Profile

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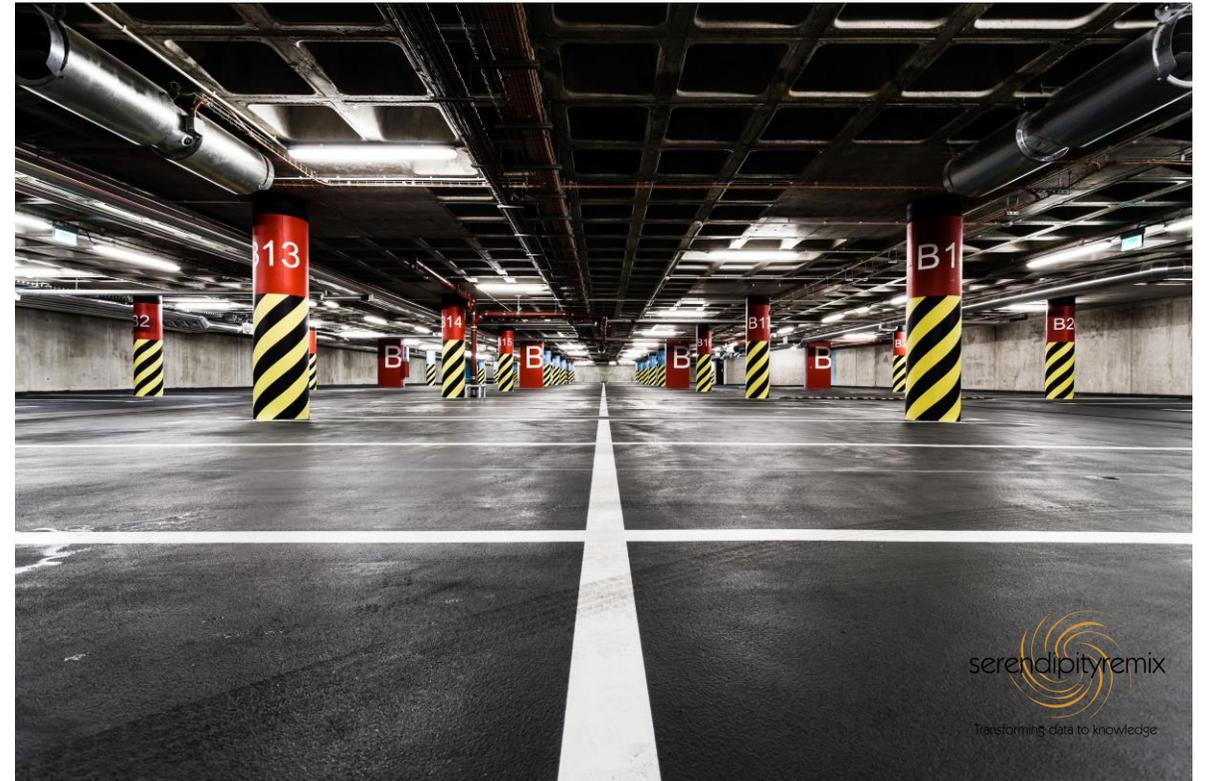
Who we are

Vision & Mission

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serendipityremix
Transforming data to knowledge



REAL ESTATE SPECIALISTS

Serendipityremix provide support to our clients across all disciplines of the property ecosystem.

Serendipityremix focuses on transforming data into knowledge based on sound facts and property data. It is an essential component to ensure that companies base their critical business decisions on the relevant market intelligence.

Our services offer more than just data and a chronological perspective of what has been achieved in the past; it informs and assist clients on the way forward.



OUR VISION & MISSION

Research forms the foundation of our understanding of the current market conditions and Serendipityremix's aim is to guide our clients through the emerging trends.

Our experience with these market trends makes us your first choice in real estate market.

Research completed Serendipityremix is based on integrity, transparency and care to detail.



OUR SERVICES

We offer a variety of property specific services.



BUILDING CONDITION ASSESSMENT

Building condition assessments provides landlords and investors with a comprehensive report on the current state of the structure and surrounding area.

Our reports include, but are not limited to:

- Detailed building condition rating;
- List of priority items;
- List of compliance items;
- Photo report; and
- Current and future maintenance or repair requirements with timeframe and average prices.



DUE DILIGENCE

Due diligence is the detailed analysis of a real estate asset.

Our reports include:

- Nodal analysis;
- Overview of the tenants occupying the building;
- Overview of the property;
- Legal title;
- Building condition assessment;
- Contract review, including utility contracts;
- Financial analysis and overview;
- SWOT analysis; and
- Recommendations.



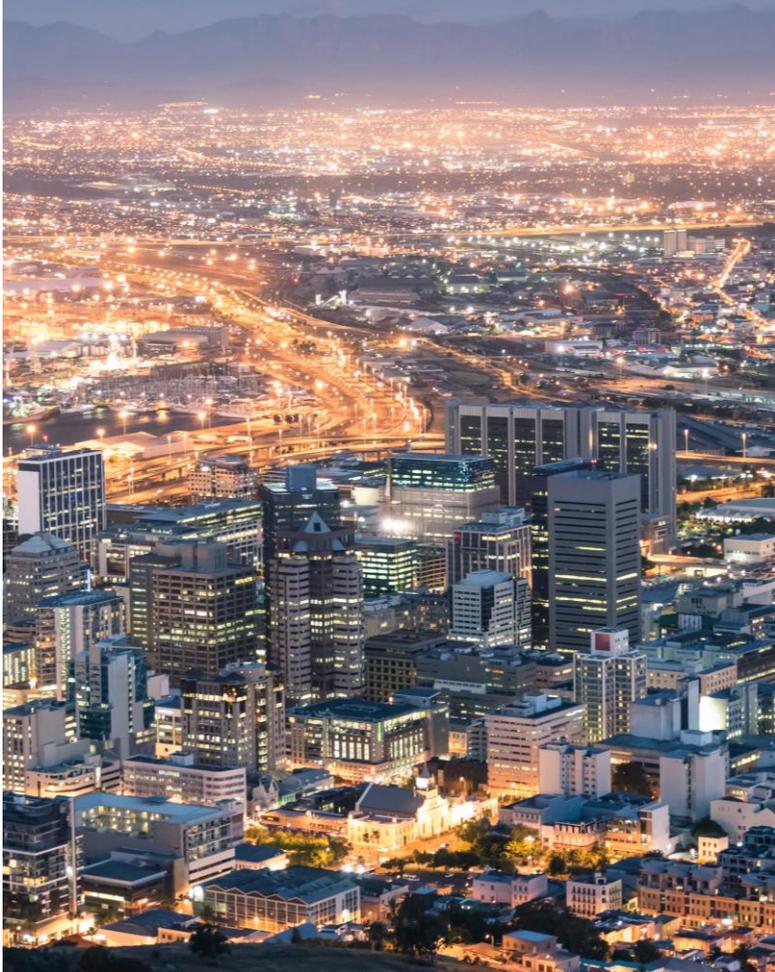
FACILITIES MANAGEMENT

We provide a comprehensive service to our clients by focusing on the day to day operations of their properties.

Our services include:

- Establishing processes and protocols;
- General management and oversight of department;
- Adherence to Occupational Health and Safety standards;
- Assessment and consolidation of services providers;
- Project management;
- Single point of contact; and
- Sustainability.





FEASIBILITY STUDIES

Working with the project team, we examine all the costs and potential revenue streams associated with a proposed development.

We analyse and report on the following, amongst other factors:

- Zoning and title deed restrictions;
- Capital costs;
- Variable operating costs;
- Fixed operating costs; and
- Potential revenue sources.

FOCUS GROUPS

Focus groups are a meaningful and alternative way to gather information directly from the regular visitors at a shopping centre.

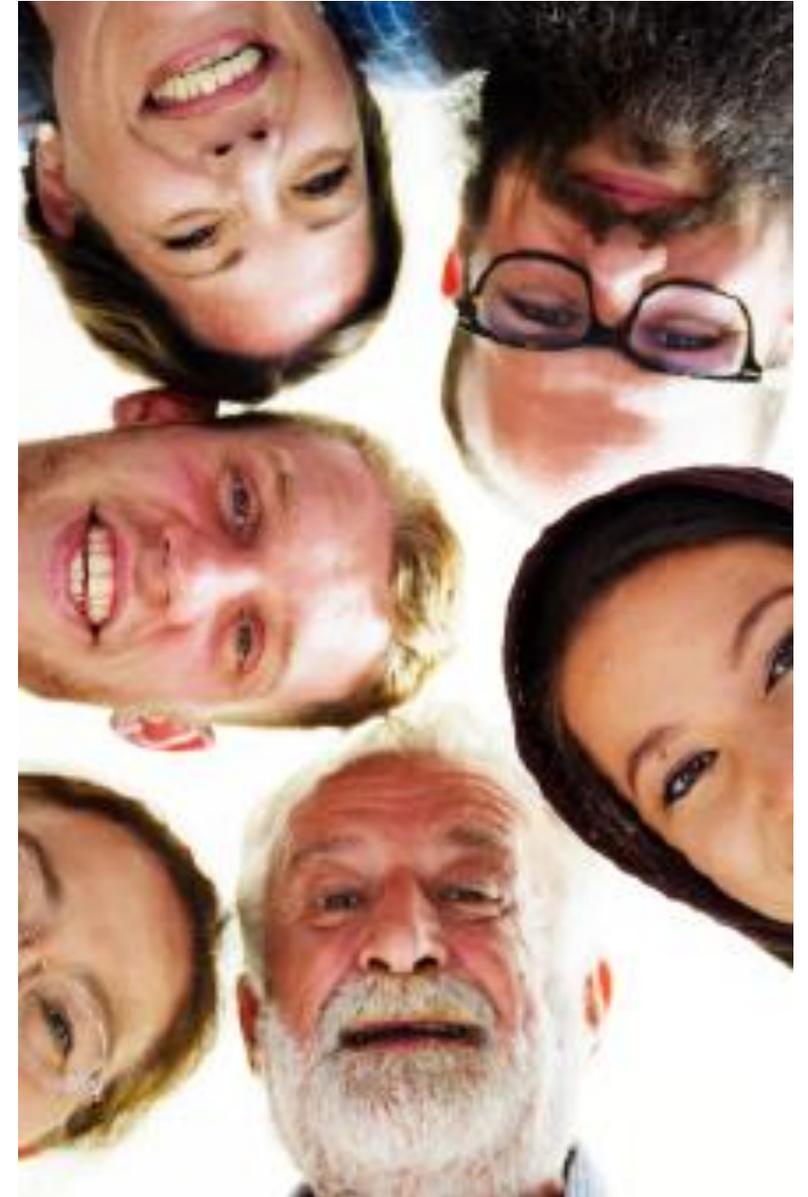
Serendipityremix is specialising in this method of information gathering, combining insights received with more traditional market research to compile a comprehensive report for the client.

The traditional setting for focus groups are informal conversations over refreshment in one of the centre's restaurants. With advances in technology, we have increased our repertoire to include online focus groups through various platforms like Zoom and Google Meet. With the Covid-19 lockdown, we increased our utilisation of these platforms with great success.

Our approach to each focus groups is unique, and we spend extensive time preparing to ensure we ask the right questions to unlock the information required. We have also achieved great success with teen focus groups as well, accessing the young and upcoming shoppers in the area.

The advantages of focus groups are that they are not static, but free-flowing, thereby allowing the well-prepared moderator to chase interesting comments, follow up on further information which will lead to more insight and nurture disclosure in an open and spontaneous format.

The goal is to generate a maximum number of different ideas and opinions from as many different people in the time allotted. The small groups are made up of participants based on the client's requirements.



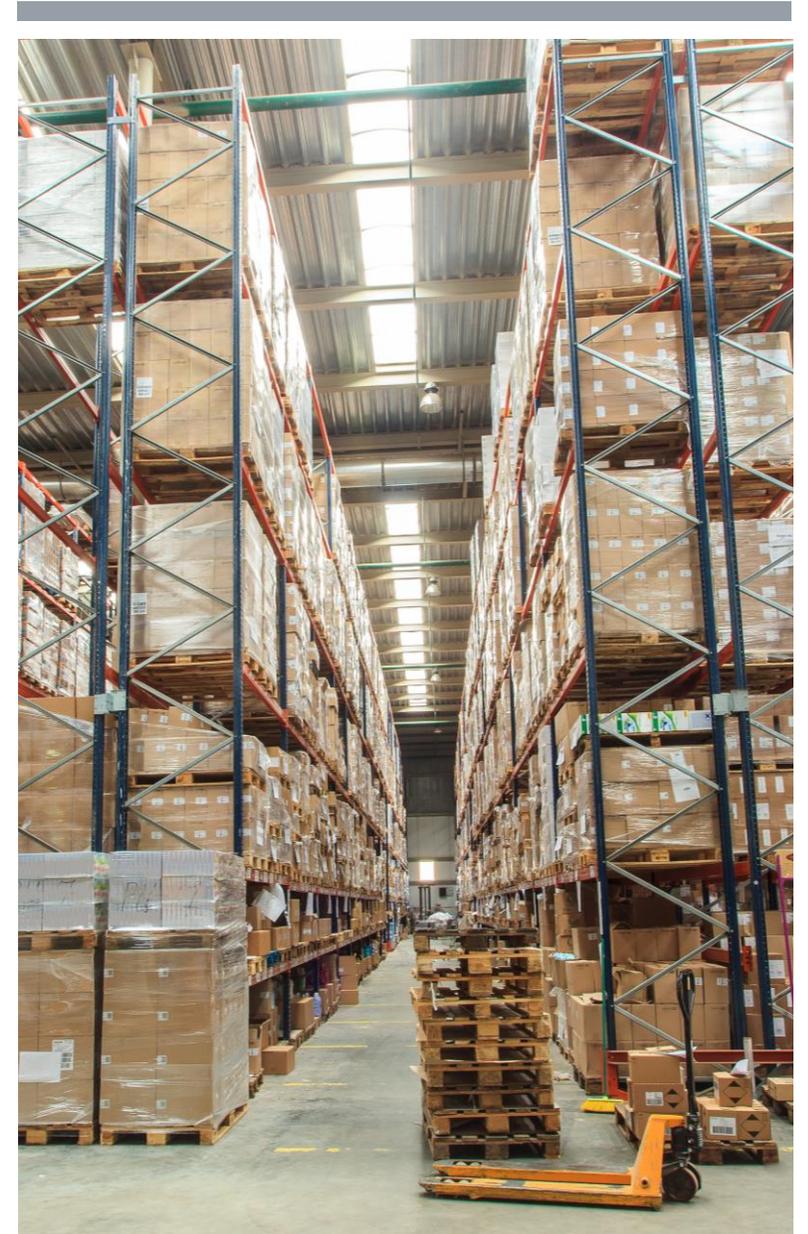


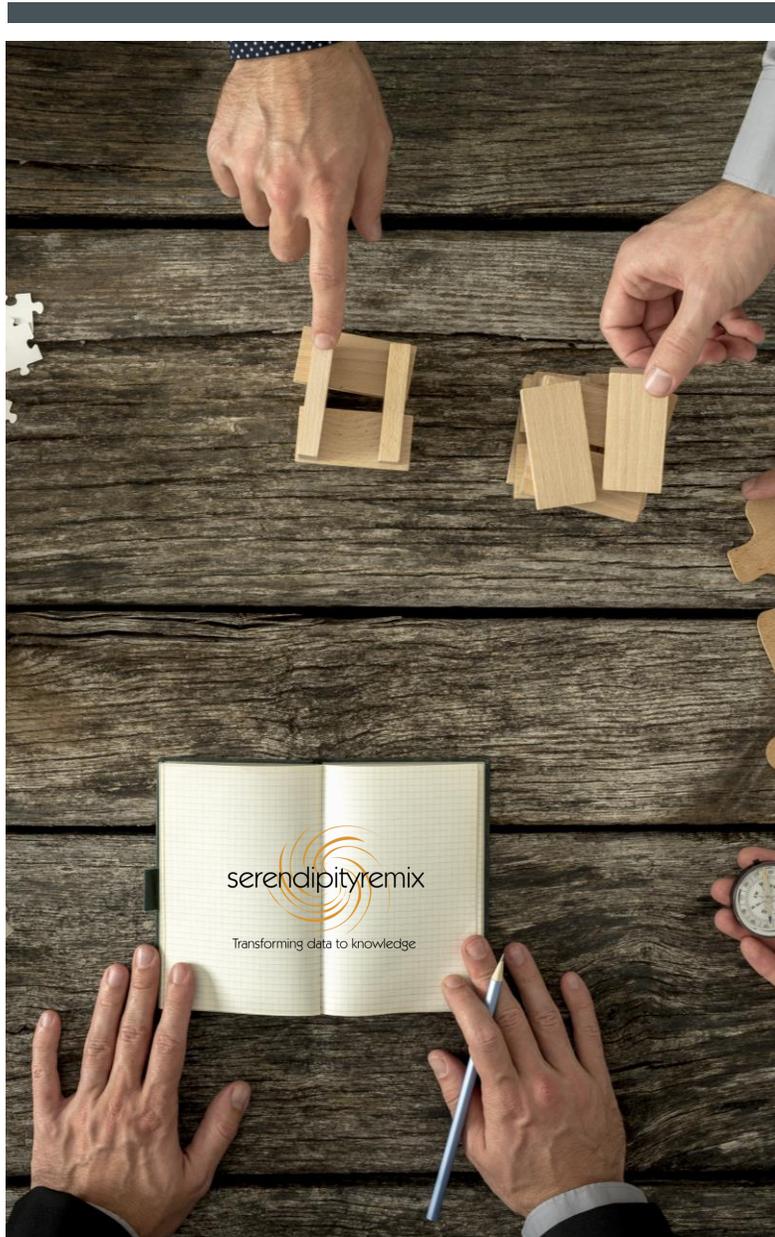
LEASE AUDIT

A comprehensive lease audit ensures that leases are correctly captured on the client's system and that all charges are accurate and recorded accordingly.

The following issues will be addressed in the audit:

- Onerous clauses;
- Outstanding and missing leases;
- Lease expiry;
- Lease signed by both landlord and tenant;
- Resolutions and surety;
- Deposits and bank guarantee;
- Lease and renewal period;
- Rental; and
- Operating cost, municipal service charges, and metered services.



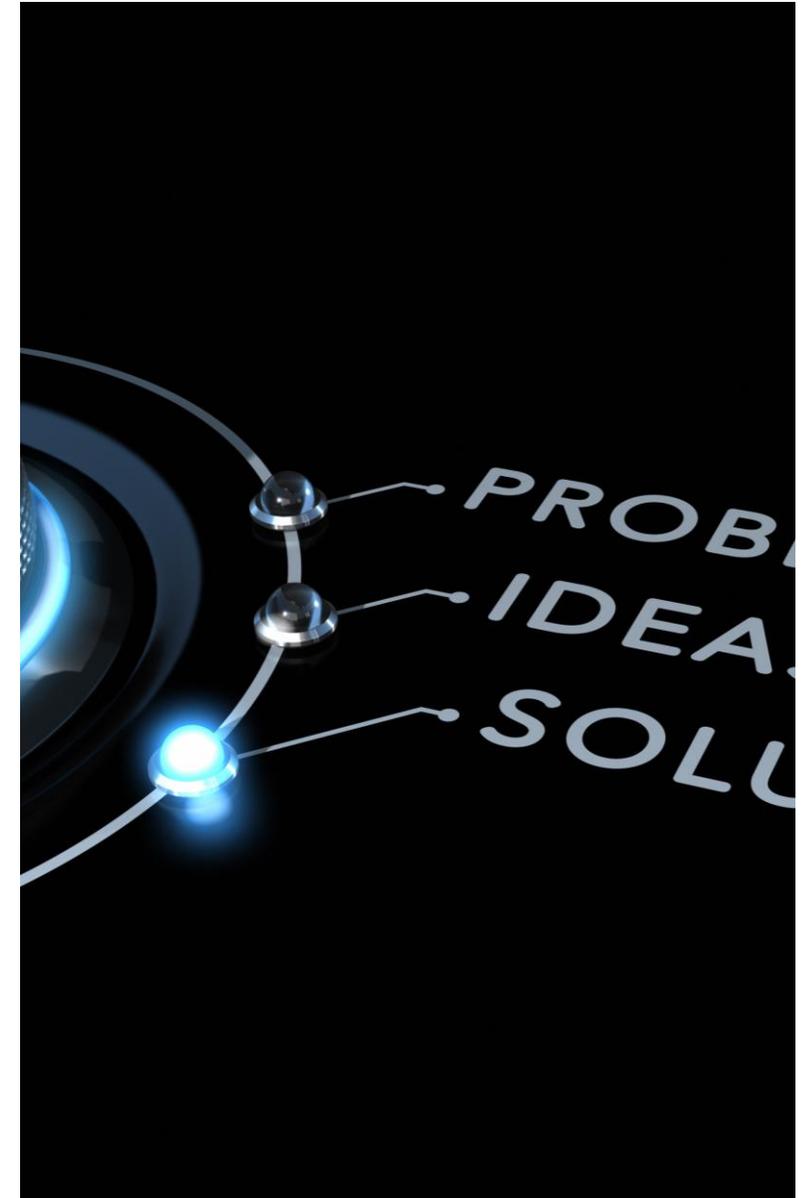


RESEARCH

Our research services offer more than just data and a chronological perspective of what has been accomplished in the past. Research forms the foundation of our understanding of the current market conditions and guides our clients through the emerging trends.

Our services include:

- Asset management support;
- Competition analysis;
- Country-specific reports;
- Economic and demographic analysis;
- Focus groups;
- Locational/ nodal analysis;
- Market analysis and reports;
- Retailer analysis and reports; and
- Targeted online surveys.



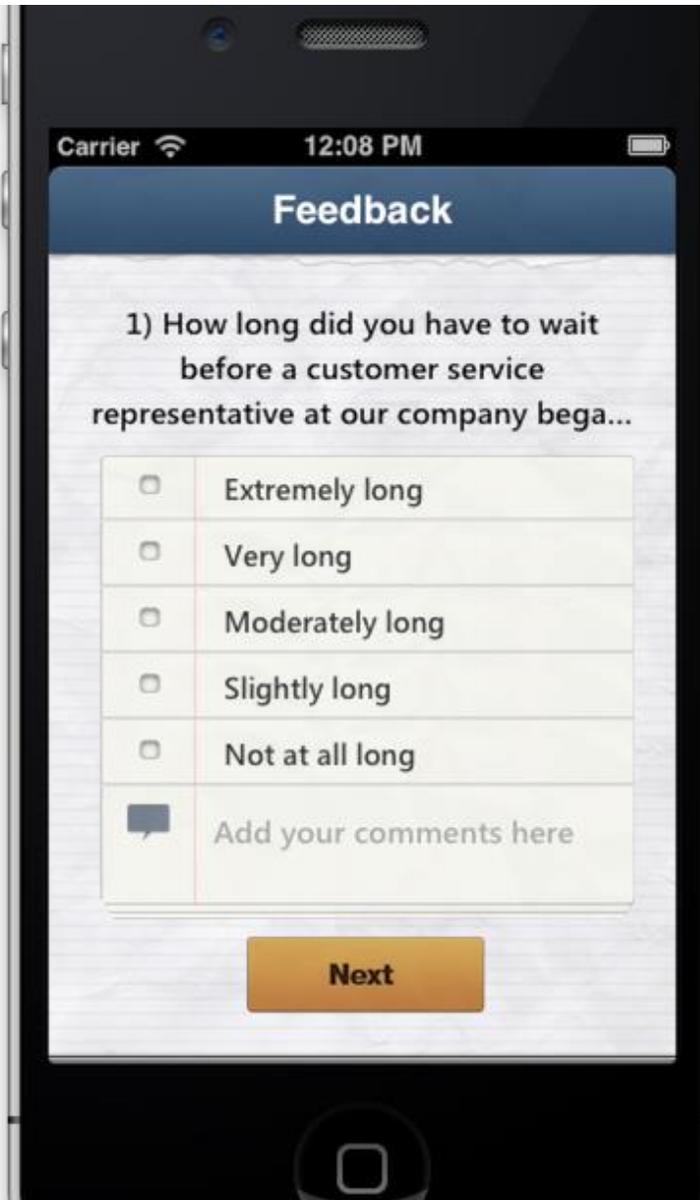


SPECIALISED ROOF INSPECTIONS

We utilise drones to inspect the roof to provide detailed reports and high-quality footage.

Our drone operators have commercial drone licenses and have extensive training in providing you with high-quality photos and technical reports.

This service is especially for the owners of properties with asbestos roof sheets, where the roof is difficult to access, or where traditional ways of inspecting the roof and can lead to additional damage.



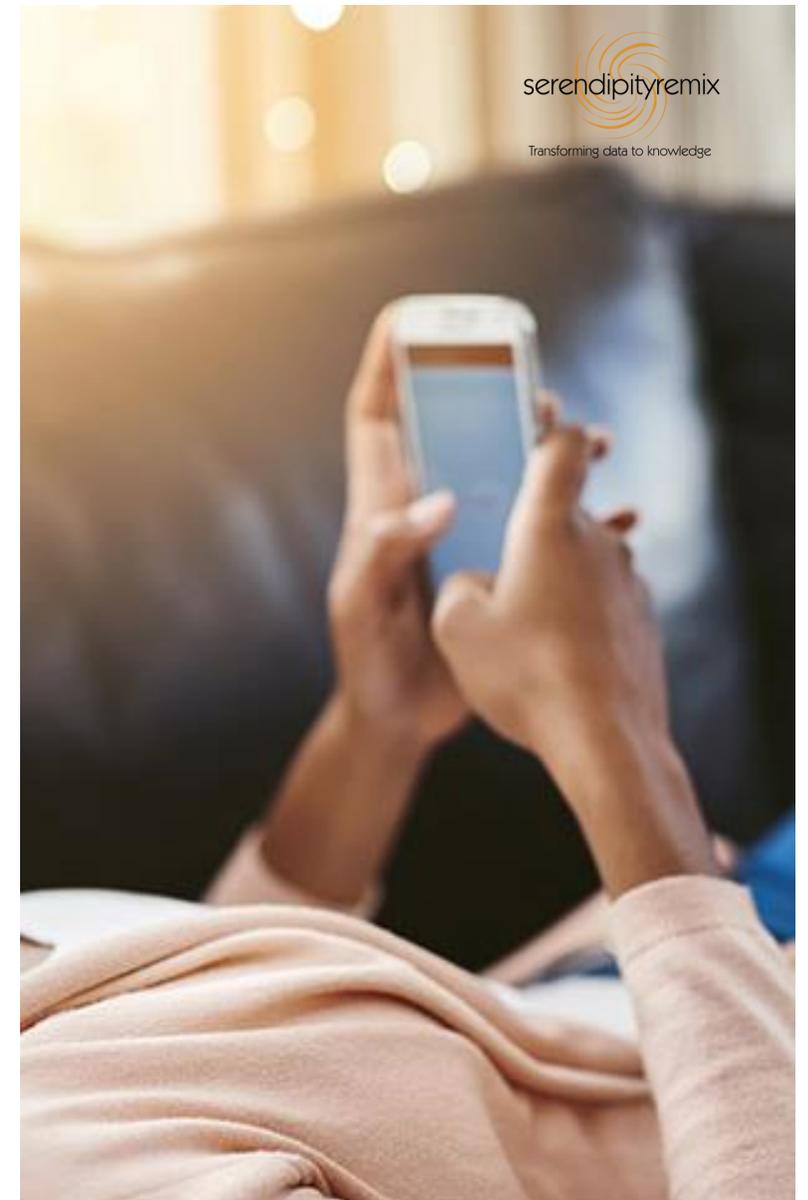
TARGETED ONLINE SURVEYS

Surveys are a tried and tested way of gaining information from one's market and Serendipityremix's out-of-the-box utilisation of this method adds value to the information gathered.

In these rushed times and internet connectivity, online surveys are an excellent tool to get insight from the participants in their own time and at their leisure.

It ensures that regular shoppers from different shopping times and days are represented in the analysis.

Surveys are tailored to the client's requirements, and participants can be reached for follow-up questions or clarification.

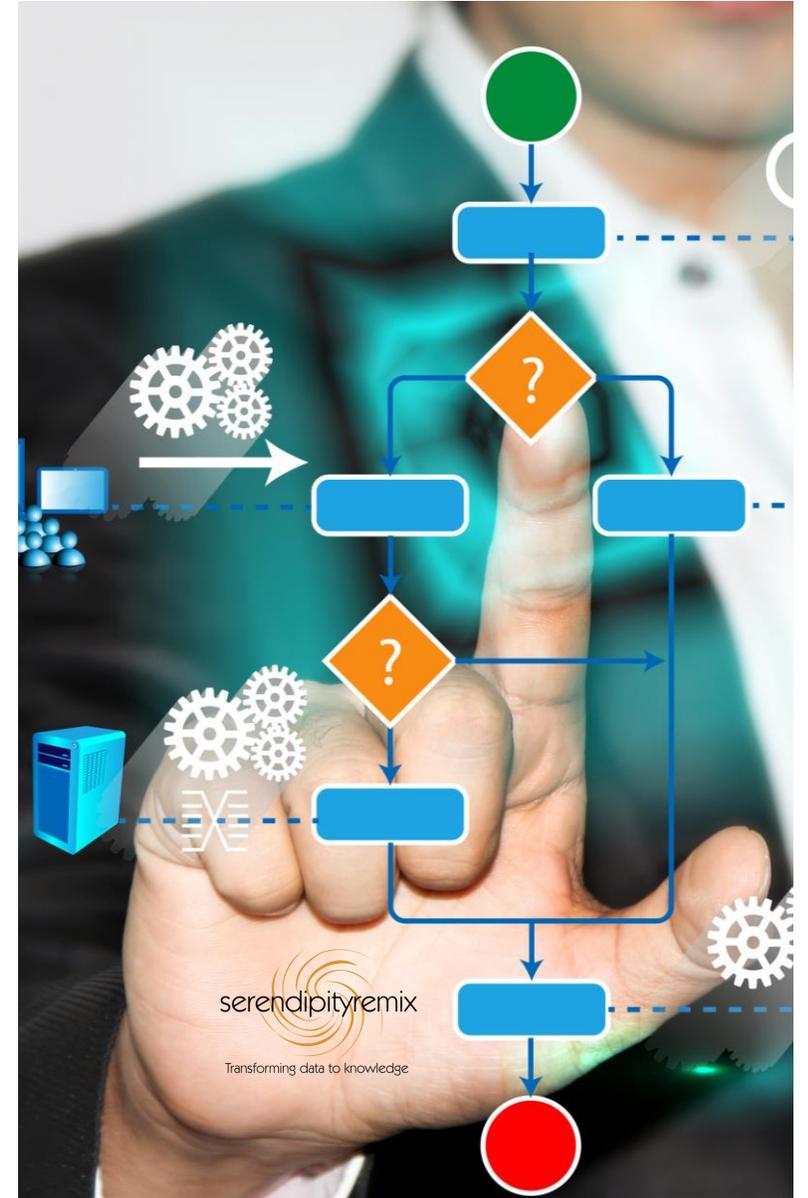




VALUATION

Our valuation services include:

- Property Valuations;
- Insurance Valuations; and
- Accurate measurement of properties.





MEET THE MANAGEMENT TEAM

SANETT UYS - MANAGING DIRECTOR



Sanett is the Managing Director of Serendipityremix, a company she started in 2016. With 23 years of experience, she has an extensive background in various sectors of the property industry, including management, leasing, due diligence, valuations, economics and research. She started out at Rode & Associates as the editor of Rode's Retail Report of South Africa and Survey Manager in 1997. In 2002 Sanett joined Broll Property Group as the research manager and then went to Colliers International South Africa as Director in Charge of Western Cape Operations and National Research. In 2009 she returned to Broll as Head of Research and Marketing. She joined JHI Properties in 2013 as the executive for Research, Consulting, Due Diligence and Valuations. In 2016 Sanett started Serendipityremix, a private property research and consultancy company.

Sanett gained experience and built her key asset management competencies by implementing, managing and running projects involving due diligence, building condition assessments, area analysis, corporate real estate services and lease audits. She supported the asset management function with data analysis, benchmarking, and efficiency studies. Sanett run the valuation, property management and research departments at the various companies she worked for. Between 2016 and 2018, Sanett ran the feasibility study segment for an international study to finance infrastructure and transport development in Cape Town. Sanett has conducted research for both international companies and the local market.

With Serendipityremix Sanett introduced new research concepts in the South African property industry, are doing due diligence work for various portfolios, building condition assessments and new concept focus groups at shopping centres.

Sanett has Bachelor's in Commerce (Business & Logistics), University of Stellenbosch, Honours in Business Administration, University of Stellenbosch and a master's in Business Administration (MBA), University of Stellenbosch. She is a Professional Member of The Royal Institution of Chartered Surveyors (RICS) and is serving as the chair of the Sub Saharan Africa Market Advisory Panel. Sanett also services as board member and Vice-chair on The Greater Tygerberg Partnership Board..

Contact details:

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Email: sanett@serendipityremix.com



MEET THE MANAGEMENT TEAM



ANTJE BRUCHNER - FACILITIES MANAGEMENT SENIOR CONSULTANT

Antje Bruchner is the Facilities Management Senior Consultant at Serendipityremix. She has more than 16 years of experience in the property section, specialising in facilities management and project management. Ms Bruchner's career at Siemens AG Germany started in 2004 where she gained experience in various departments while moving up the corporate ladder. Ms Bruchner moved to South Africa in 2013 where she headed up Siemens Real Estate Africa before joining Kamoeba (Pty) Ltd, South Africa as an independent consultant for Real Estate, Project- and Facilities Management in 2016. In 2017, she worked as the Director of Facilities Management for Nera Group. Antje joined Serendipityremix in 2018.

Ms Bruchner's skills in Costing (efficient and cost-effective administration of property operations), Planning and Budgeting, Expenditure Analysis, Operations Management, Business Management, Building Condition Assessments and Budgets, Facility Management Assessments and Strategies, Project Management, IT skills (including Microsoft Office, Auto Cad, SAP/R3), Quality and Detail orientation, Leadership, Pro-activity and Customer Focus allows Serendipityremix to offer our clients a comprehensive service.

Antje received a Diploma in Civil Engineering from the University of Applied Sciences (Georg-Simon-Ohm), a Master of Facility Management in Facility Management from the Verbund IQ/University of Applied Sciences and a Business Manager in Economics for Engineers from the Georg-Simon-Ohm Management Institute, all based in Nuremberg, Germany.

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CLIENTS

Sanlam

New
Apostolic
Church

Redefine

SACSC

JHI

Spectra
Properties

Canal Walk

Growthpoint

SAPOA

Western
Cape
Government



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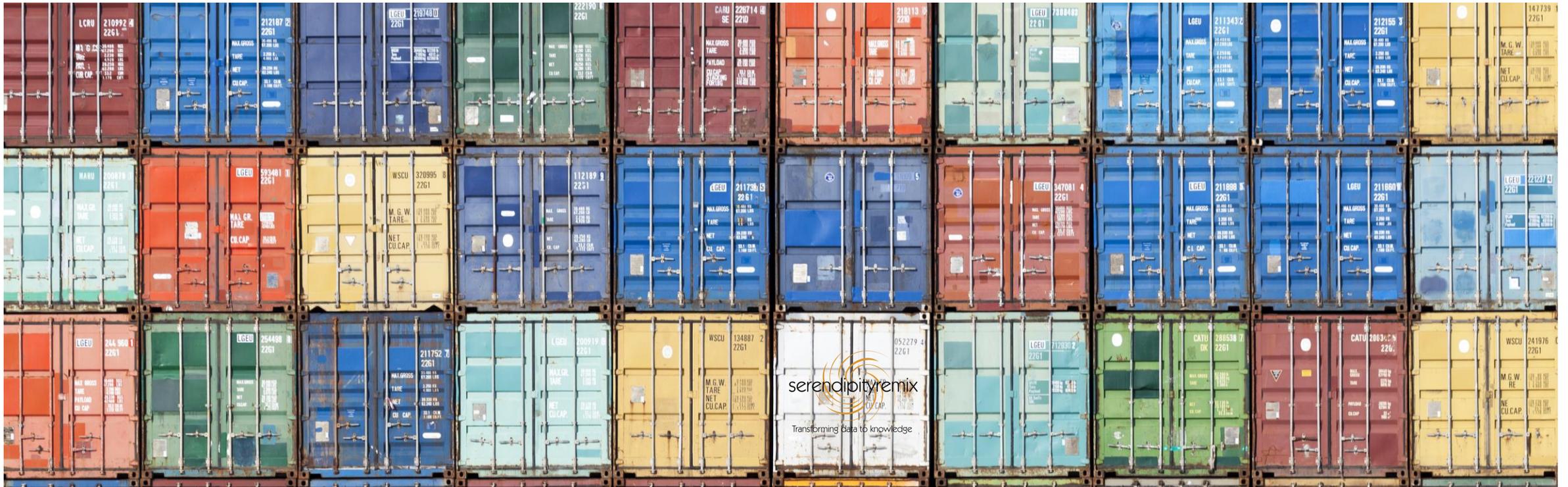
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