

YOUR RETAIL LEASE

Retail Lease Coach™ - You negotiate, we document

We negotiate leases for our clients, but Retail Lease Coaching™ is a very popular service. If you prefer to negotiate your lease yourself, we assist behind the scenes, explain terms, enlighten you on tricks and traps and help you obtain a better deal on your retail investment. It's like having a retail property expert at the end of the phone. Nowadays, retailers who take their success seriously do not go it alone.

Informal Dispute Resolution

Invest in our knowledge. We have been in the retail, retail property and tenant advisory business for more than 20 years. We can assist retail landlords and tenants clear up disagreements or misunderstandings in an informal way with a commercial, rather than legal outcome.

Attendance at Formal Mediation

Formal mediation takes place at the Retail Tenancy Unit before a Government appointed mediator. We have assisted numerous retailers reach win-win outcomes where each party can present their own views in a non legalistic way. If agreement is reached, a binding document is produced. Successful mediation, although not assured, means both sides co-operate with a willingness to solve the problems.

Representation at Tribunal

If a dispute cannot be resolved and mediation has failed, it may proceed to a formal determination at the Administrative Decisions Tribunal. The hearing takes place before a Member of the Tribunal or Judge. Legal hearings tend to be more costly, risky and take extra time. Control of the dispute moves from the parties to the Tribunal. We can assist you prepare your case, represent you at the hearings and follow up with reports, submissions or appeals.

Expert Witness Report

Retailers and landlords in litigation are often confronted with the burden of establishing or disproving loss. In retail, with many variables affecting sales and expenses, this can often be problematic, even with standardised benchmarking. Our expert witness report service brings retail reality and clarity to an often misunderstood and complex area, with written and oral reports before Tribunal and Courts.

Neutral Evaluation

Our expertise allows us to evaluate a simple or complex case prior to hearing at the Tribunal to test and report on its merits. It is like having an expert 'second opinion', potentially allowing pursuit of other options, especially if the entire business is at risk.

Current Market Rent Submissions

Landlords are in the rent collection and raising business. Retailers sell goods and services to the public and are often uninformed about true rent they should pay or afford. When facing a rent hike (perhaps many thousands of dollars over the life of a lease), appointed valuers rely on properly prepared submissions. We protect your interests and potentially save.

Chain Store Lease Portfolio Management

As retail chains grow, property lease management (commonly the province of the founder) becomes unwieldy. Often it's relegated to the 'bottom drawer.' If other business priorities take precedence, lease options can be forgotten, occupancy costs can blow out and retailers become exposed. Risk

management is important at times of redevelopments, rent changes and other date critical provisions when lessee protections in the Retail Leases Act can be lost. From one lease to hundreds, we help you manage your lease portfolio, probably the most important documents a retailer has.

YOUR RETAIL LOCATION

Demographics & Trade Area Definition Reports

Some retailers set up shop and ignore the important fact that 80% of people shop locally. Professionals know critical trade area definitions and population densities are best worked out prior to investment. Can it truly support a particular retailer? Age, income, employment, drive times, competition and other data are used in new ways to give startling insights into where, how and why particular target markets operate.

Exit Surveys & Specific Task Focus Groups

Customer information is critical to the success of your retail business. Retailers are often amazed at how customers are a rich resource for ideas to improve sales, signage, visibility and access to make better property decisions and strategise for the future. We have been involved with numerous surveys and information gatherings to maximise the bottom lines of retailers, from one off independents to national chains for property and marketing decisions. No longer the realm of the big boys, even the small retailers can benefit and boost their bottom line.

YOUR RETAIL BUSINESS

Speciality Shop Analysis & Retail Benchmarking

Some retailers operate at half throttle. Their profits are weak and their shops do not maximise their potential or they have become store blind. We can take your blinkers off. We work with retailers at every level to improve sales, lower expenses, maximise margins and expand profits. Perhaps our experience can assist you get more out of your business.

Repositioning & Research Based Marketing Plans

Competition in retail is fierce. Customers are fickle. Every year as shopping centres expand and retailers fight for recognition in the market place, it becomes ever more difficult to get noticed and to increase market share. Successful retailers know every few years, they need a plan to re-invent themselves and present a fresh face with new things. We get to see the trends, what's hot and what's not. Perhaps our experience can assist you to get more out of your business' lifecycle.

Turnaround Advice

Struggling to pay creditors? Is your retail chain slowly bleeding to death? Perhaps we can assist turn it around and nurse it back to health. Using our retail property, accounting, marketing and retailing expertise, we often find ways to stave off closure, turning a bad situation into a realisable business asset.

SEMINARS & WORKSHOPS

- Lessee's rights under The Retail Leases Act of NSW
- Who are our customers and where do they come from?
- Location and lease go hand in hand
- Retail security – What's really eating your bottom line?

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