



finding profit
under the
floorboards

» We can help

- » Recover costs
- » Increase profits
- » Safeguard your Administration
- » Maximise Property Returns
- » Identify Potential Opportunities

» Why Marston Associates?

Marston Associates is a business and property consultancy specialising in profit recovery. An audit converts historic payments into current profit by reviewing past transactions which distinguishes us from costs saving consultancies. We have identified and recovered significant sums, saving money into the future and providing key learnings for our clients who range from property investors and institutions to multiple retailers and service suppliers.

CALL
+44(0)20-8429-5959

Profit recovery services

Areas

Our two areas of focus are

- Property Auditing
- Accounts Auditing

Expertise

Fundamental to our audits is assembling historic payment information and marrying it with its source, typically a supplier agreement, lease, contract, order or invoice. Applying our experience of how internal processes work (or fail) and expertise in contract interpretation in tandem with financial data, we analyse information en masse with our bespoke software which in turn highlights suspect transactions.

Profit

We continue to identify and recover monies by reviewing past records ensuring that there are no missed profit opportunities.

Confidentiality

Services are performed in a non-intrusive manner and requires minimal interaction with the client. Confidentiality is respected at all times and we comply with all aspects of the Data Protection legislation.

Independence

An independent review with our specialist expertise will enhance your profitability.

Success

We have never failed in making recoveries for our clients.

» Property auditing

Property Expertise

Property does not administer itself. Management must be confident that all charges are correct. In times of changing legislation, market practices and trading environments, there is a need for greater focus to detail by Finance and Property Directors, Managers and Administrators.

Effective property management can be hindered for many reasons including

- Refocusing of priorities
- Changes in personnel
- Breakdown of processes
- Database upgrades
- Lack of resource
- Limited expertise in smaller operations

Scope

The scope of an audit is agreed with the client in advance of an assignment. If a client has concerns regarding particular areas of the portfolio these can be highlighted e.g. service charges, business rate liabilities etc. This also ensures that there is no duplication of a service which may already be in place.

Landlords and Tenants

We investigate property payments that are remitted to suppliers and received from subtenants.

Areas of Investigation

- Rent, service charge and insurance payments
- Rent, service charge and insurance receivable
- Business Rates liabilities
- Council Tax liabilities
- Energy
- Water
- Insurance cover and claims
- Facility suppliers and contractors
- VAT recovery and accounting
- Compensation and Taxation

Monies can be recovered from

- Landlords
- Managing agents
- Subtenants
- Energy Companies
- Water Authorities
- Customs and Excise
- Local Authorities
- Maintenance Contractors
- Service Providers

» Accounts audit

Accounts Analysis

An Accounts Audit will recover incorrect payments made and demanded that have passed unnoticed from routine processing. Such transactions are near impossible to detect amongst the plethora of headline reporting without our attention to detail. Assignments do not impact on or duplicate statutory audit work which is geared to companies and institutions complying with legislation.

Detail

Our focus does not relate to whether a product or service is being purchased at the most cost effective price or whether they are being sold to maximise returns. Our focus is simply to ensure that, whatever price is agreed, is paid or charged at the agreed rate and not overpaid or misprocessed internally.

Areas of Investigation

- Duplicated or overpayments to suppliers
- Misrouted payments to wrong suppliers
- Misprocessing of VAT
- Miscalculation of invoices
- Applications of discount arrangements with suppliers
- Applications of retrospective discounts with suppliers

Monies can be recovered from

- Suppliers of goods and services
- Customers of goods and services
- Customs and Excise

Effective financial management can be hindered for many reasons including

- Refocusing of priorities
- Changes in personnel
- Breakdown of processes
- Database upgrades
- Lack of resource
- Limited expertise in smaller operations

Erroneous processing occurs in finance departments where thousands of transactions are made and where an instruction may go inactivated.

Audit overview

Audit Specification

Essential to any audit is assembling historic payment information and marrying it with its source, typically a supplier agreement, lease, contract, order or invoice. Applying our experience of how internal processes work (or fail) and expertise in contract interpretation in tandem with financial data, we analyse information on mass with our bespoke software; this in turn highlights suspect transactions. Databases and financial packages allow simple extraction of information which we merge and analyse.

Process

A typical audit will involve the following processes:

- Specifying areas of an audit – these are agreed with the client ensuring there is no duplication of a service.
- Specifying the date to which to audit – we audit closed accounting periods so not to encroach on work currently in hand.
- Assembly of contract/property information and financial data – we typically audit a three year period.
- Data manipulation – this identifies recovery opportunities.
- Client review of potential recoveries.
Realisation of recovery.

Control

The client is in complete control throughout the assignment; if a client does not wish to pursue a recovery no action is taken. Confidentiality is assured and we comply with Data Protection legislation.

Efficiency

A small amount of client time is needed to obtain the data download and to understand the access to historic records, invoices, payments, terms etc. The service is performed in a non-intrusive manner and requires minimal interaction with the client. A professional client relationship is established and maintained at all times.

Our clients

Our clients are from various sectors

Retailing

- Retailers
- Wholesalers

Property Owners

- Private Property Companies
- Plc Property Companies Institutions
- Private individual Landlords

Property Occupiers

- Multiple Retailers – Plc and Private Companies
- Multiple Office occupiers · Corporate occupiers
- Manufacturing and Distribution Companies

Insolvency Practitioners

Clients that have benefited from our services include the following

- Ajilon
- Baa Bar
- BDO Stoy Hayward
- Berkeley Homes
- Bewise
- Brandmead
- Clarks
- Coffee Republic
- Connolly Consulting
- Coral Bookmakers
- Cotton Traders
- Daewoo International
- Deloitte & Touche
- Dollond & Aitchison
- Foot Locker
- Freedom Sportsline
- Gamestation
- Going Places
- Grant Thornton
- Hilton Group
- Hostglen Ltd
- Insight Research Group
- Julian Graves
- Kids Play Factory
- Klaussner Furniture
- L & F Properties
- Ladbrokes
- London & Regional Properties
- Martins Newsagents
- Massarella Group
- MFI
- MyTravel Group
- Naw Construction
- Office Angels
- Past Times
- Peter Newman Shoes
- PKF
- QS
- Racing Green
- RDL Plc
- Room
- Sacla Italian Sauces
- Secondsite Property
- Speciality Retail Group
- Studio Shoes
- Suits You
- The Carphone Warehouse Group
- Time Tiny Computers
- Timpson
- TM Retail
- Total Fina Elf Uk
- Toyzone
- Vantis
- Vizards Wyeth
- Warner Bros
- Whittard of Chelsea

» Case studies

» Unclaimed VAT inputs

Client – Multiple Retailer/Plc

Opportunity – lack of clarity of a suppliers invoice and payments being made by direct debit lead to sums being processed without the VAT element - the reclaim was made from Customs & Excise which was not time barred- Recovery - £93,500

» Incentives

Client – Manufacturer

Opportunity – a discount should have been paid as the value of orders in a particular period exceeded the trigger value for the extra discount - Recovery - £21,628

» Retrospective discount not received

Client – Manufacturer

Opportunity – a discount should have been paid as the value of orders in a particular period exceeded the trigger value for the extra discount - Recovery - £21,628

» Service Charge

Client - Multiple Retailer

Opportunity – incorrect demanding of a service charge on account by a private landlord where there were no common services - Recovery - £11,328

» Duplicate payment

Client – Multiple Retailer/Plc

Opportunity – duplicate payment of rent following the sale of a building whereby the new landlord and their appointed managing agent were each paid - Recovery - £25,000

» Unclaimed credit notes and credit balances

Client – Multiple Retailer/Plc

Opportunity – unclaimed credits on closed rate accounts - Recovery - £153,914

» Sublets

Client – International Multiple Office Occupier

Opportunity –service charge and electricity not demanded from subtenant - Recovery - £8,598 plus ongoing savings into the future.

» Rates Relief

Client – Multiple Retailer

Opportunity - unclaimed empty rate relief - Recovery - £219,716

» Rates Liability

Client – Corporate Occupier/Plc

Opportunity – incorrect calculation of rates liability by the Rating Authority - Recovery - £21,081

» Water

Client – Multiple Retailer

Opportunity – incorrect calculation of liability by the Water Authority - Recovery - £33,118

» Terms of engagement

Fees

Even in the most efficient of organisations, we would identify recovery opportunities. We typically operate on a no win, no fee and our remuneration is based on a percentage of savings. It is our preference to work on site at the client's offices although we can work off-site if required.

Confidentiality

We are sensitive to the needs of a client and can undertake an assignment either overtly or covertly with your staff or supplier. Confidentiality, discretion and professionalism are assured and you can be confident that Marston Associates attains the highest ethical standards.

What service supplier can . . . Turn historic costs into current profits?

- Review processes?
- Identify key learnings for clients?
- Make cost savings into the future?
- Provide a service at effectively no cost?

» Testimonials

» Click for Marston Associates **press reviews**

I am grateful to you for drawing my attention to this recovery opportunity since as you will be aware it is unlikely that this would have been 'picked up' by ourselves... You will appreciate that this office provides a full rating appeal and rate account management service for the various companies within Hilton Group Plc... Nevertheless in the complex (and sometimes mystical!) world of rating there are sometimes further opportunities for savings on business rates of which we may be unaware... Thank you again for a successful conclusion to this matter.

Richard Timmis
Energy and Business Rates Manager
Hilton Group PLC



I am writing to say how delighted Daewoo International Corporation is with the speed in which you were able to recover a substantial portion of the excessive service charges imposed upon us by our Landlord.

Diane Mark
Daewoo International



I would just like to write and say how worthwhile I and my colleagues think your property audit has been.... The significant sums that you were able to obtain for us from various sources has been exceptional and all this without burdening our own staff who would certainly not have had the time to spend doing this work... I also like to thank you for highlighting the processes we can ourselves concentrate on in the future to obtain maximum benefits of savings

Tim Ridsdale
Estates Manager
Gamestation



We would like to take this opportunity to thank you for the excellent work you and your company has done during the recent years. Thank you for all your support you have given us in discovering new recovery areas, especially bringing us in contact with specialists within your network.

Cor Kool
Cost Recovery manager
Foot Locker Europe BV



Contact us

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