

Autumn again! Whether the season strikes you as mellow or melancholy, whether it fills you with delight or dismay, we hope you will enjoy our newsletter. As ever, our team has had a busy few months. It's always hard to believe that the next round of drafting, editing, printing and distributing has started already. Tick tock!

In this edition our focus is on the rental portfolio. So far 2015 has been our best year ever for occupancy figures. This is the result of more than a decade's commitment to "failing forward": learning from experience and using setbacks as catalysts for growth.

Our clients continue to motivate and encourage us. Autumn is a good time to think of abundance and be mindful of all the help we've received up to this point. The late Dr Russell Ackoff had a particular view about resources and their relative value: "Money is not the only or the most important resource required by a corporation. It is often incorrectly assumed that if enough money were available, all other resources could be obtained. [...] No amount of money can buy energy or skills that are not available. If anything, competent personnel are more likely to attract money than money is to attract them."

A newsletter of this size can only give you a flavour of our recent work. For more information about us, please see our website: [www.giroma.co.uk](http://www.giroma.co.uk)

If you don't have easy access to the internet, feel free to ring our office on 01989 555 090. We would be happy to hear from you.

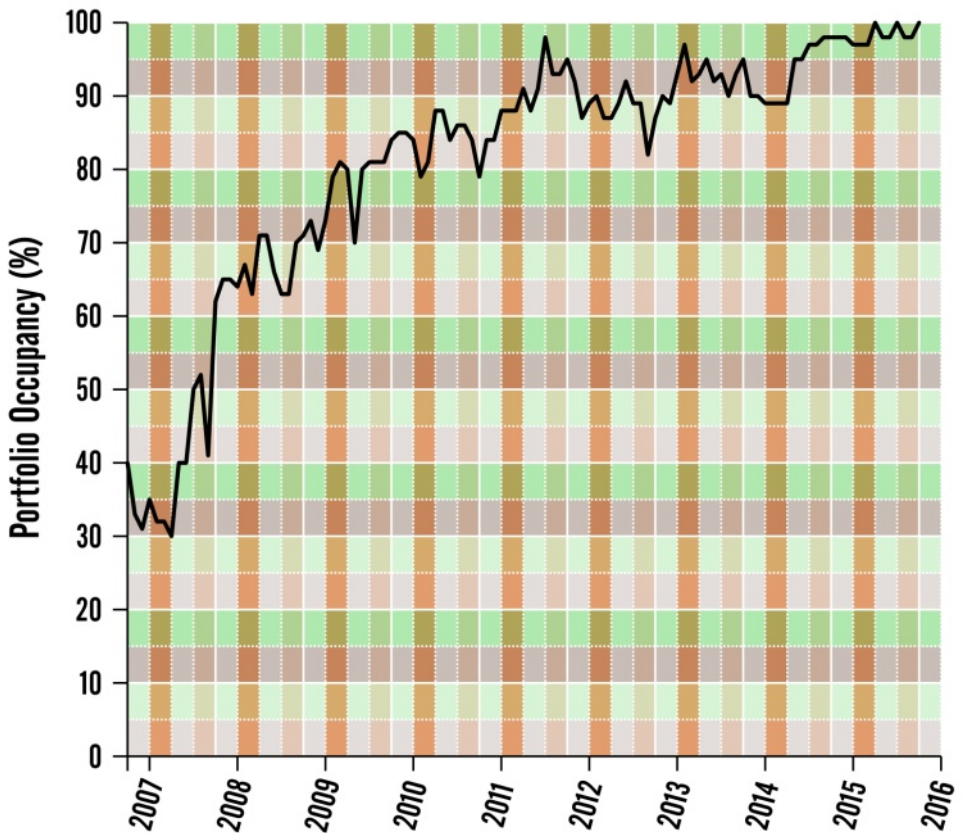


# FULL HOUSE

With tenants settled in all our rental properties, this is our best year yet for occupancy across the portfolio.

Continuous learning informs every aspect of our work. We are constantly refining and improving our in-house management software.

The rental portfolio has benefited from more systematic procedures for keeping records, maintaining properties, choosing tenants, checking them in and out of properties, doing inventories and monitoring rent. We've learned from hard experience that tenant selection is key, and should not be rushed.



# MAINTENANCE



# RENTAL RECORDS

One book that has influenced our approach to record-keeping is "The Checklist Manifesto" by Atul Gawande.

In 2006 the World Health Organisation invited Dr Gawande, a surgeon working in Boston, to help develop a global programme to reduce avoidable deaths and harm from surgery. The result was a 2-minute, 19-step safe surgery checklist which was tested in 8 hospitals in 2008, including St Mary's in London. Major complications for surgical patients in all 8 hospitals fell by 36%, deaths fell by 47% and infections by almost 50%.

The study was published in the "New England Journal of Medicine" in January 2009, and since then "more than a dozen countries – including Australia, Brazil, Canada, Costa Rica, Ecuador, France, Ireland, Jordan, New Zealand, the Philippines, Spain and the UK – have publicly committed to implementing versions of [the checklist] in hospitals nationwide."

While it's ludicrous "to suppose that checklists are going to do away with the need for courage, wits, and improvisation," Dr Gawande says, "we should also be ready to accept the virtues of regimentation."

We couldn't agree more! These principles have helped us improve our rental records. For instance, our inventory process is more thorough, our property details now include photos and dimensions of every room, and we have a detailed, room by room cleaning checklist for use at the end of a tenancy.

## NEXT EDITION

Our winter edition will be out in January 2016. For news and information before then, visit the website from time to time.

Thank you for your continued interest in Giroma.

## QUOTE OF THE QUARTER

*Ideas are a dime  
a dozen.*

*People who  
implement them  
are priceless.*

.....

(Mary Kay Ash)

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