



LANDLORD SERVICES

We offer a range of value for money services, flexible to meet the needs of different landlords.

1. SERVICE 1: Find a Tenant only - for when you just need a bit of help.
£195+vat

This service can be used alone, or with any of our other services as required.

We will:

- ✓ view your property with you and agree the rental value, making any recommendations we feel would enhance your property and rental value.
- ✓ find quality tenants from our register of people who have had necessary checks completed.
- ✓ advertise properties where necessary through various ways, including Zoopla, On The Market, our website and social media accounts and through our network of local agencies, businesses and community organisations/publications.
- ✓ conduct all viewings and take an application from prospective tenant
- ✓ carry out detailed rent affordability assessment to ensure they can afford rent and bills
- ✓ check a minimum of three years housing history for applicant/s, and employers / self-employment referencing.
- ✓ carry out credit check.
- ✓ when an applicant has successfully passed the application checks we will collect the advance monies for you as agreed with you beforehand.
- ✓ hand-over to you to sign the tenants up to a tenancy agreement and inventory and for you to protect the deposit.

2. Find a Tenant and Sign-Up - saving time and giving you peace of mind.
£250+vat

We will do everything as in the Find a Tenant service, plus, we will conduct a thorough tenant sign-up process. This is crucial to help ensure successful tenancies.

We will (in addition to the above):

- ✓ ensure all legal requirements are met for the letting of privately rented accommodation (we follow a strict procedure to ensure the many legal requirements are met)
- ✓ provide the tenancy agreement and prepare a detailed inventory to go with it, and guarantor agreements if required.
- ✓ ensure all tenants have the agreement(s) explained to them and understand their responsibilities.

- ✓ only hand the keys over when all of the above has been fully completed.
- ✓ ensure the deposit is protected (in one of the Government ran/approved schemes).
- ✓ provide you with copies of all signed agreements and deposit details.

*FYI, we don't charge tenants for using our agency. There are no hidden extra costs to you or the tenant. This eliminates prospective tenants going elsewhere when they are hit by hidden charges.

3. Income Management – proactively maximising your income

9% of the monthly rental value

This service can be used alone (for 'sitting tenants'), or combined with either of the 'Find a Tenant' services (where new tenants are required).

We will:

- ✓ keep in regular contact with the tenant to maintain a good working relationship
- ✓ ensure rent collection methods are suitable and effective, and change them as and when necessary.
- ✓ prevent/minimise rent arrears by working with tenants and relevant local agencies to deal with financial problems as soon as possible.
- ✓ deal with rent arrears professionally and effectively.
- ✓ set-up deposit protection scheme arrangements for all new tenants and deal with any disputes, as long as you're still using this service (or any of our management services).

4. Essentials Housing Management

Giving you complete peace of mind for all day-to-day property and tenancy management issues

12% of the monthly rental value (if you have multiple properties we may be able to reduce this fee).

We will:

- ✓ arrange for all ad hoc repairs to be carried out in your property, when required, to the value agreed by you (no less than £200 including VAT). We don't charge any mark-ups.
- ✓ inform you if we think repairs are being caused by misuse of the property and recharge tenants where possible.
- ✓ arrange for the legal recurring gas safety certificates to be carried out, and other such legal requirements you have as a landlord.
- ✓ deal with all rent matters (as per the Income Management service).
- ✓ deal with all general queries/complaints from your tenants.
- ✓ deal with any queries/complaints from those living in neighbouring properties to yours.
- ✓ deal with any tenancy breaches, including anti-social behaviour, working with relevant agencies.
- ✓ inspect your property twice for all new tenancies, and thereafter on a six monthly basis and let you know if there are any issues to address.
- ✓ ensure all tenancy agreements are renewed (if instructed by you beforehand.)
- ✓ ensure tenants are given proper notice as and when required by you and that the inventory is properly checked.
- ✓ set-up deposit protection scheme arrangements and deal with any disputes should they arise.
- ✓ carry out a thorough tenant check-in and check-out process

Please note: whenever new tenants are required, the Find a Tenant and Sign-Up service will apply as a stand-alone service and charge.

ABOUT US

We are a different kind of letting and management agency! We are here for the long-term benefit of our customers and for the community we work in.

Not all letting agents are the same! Choose us because:

- ✓ **We are accredited members of the UK Association of Letting Agents (UKALA)** which is part of the National Landlords Association (NLA). This means we operate to high standards, have **Client Money Protection** so your money is safe with us, and that we are members of the **Property Redress Scheme**.
- ✓ Our CEO Natalie Usai is also an experience and qualified housing professional, having worked across the Tees Valley in Senior Housing positions managing 10,000s properties. All our staff are experienced and professional.



- ✓ **We charge fair fees, with no hidden costs**, so you always know what you're paying for.
- ✓ **We thoroughly check tenants** before making recommendations or signing tenants up. This includes carrying out a **rent affordability assessment** – which tells you much more than a credit check.
- ✓ For landlords using our housing management services, you'll be pleased to know we **don't charge any mark-ups on repairs** or anything else that we arrange as part of these services.
- ✓ **We work in partnership with several agencies** who help us support our landlord and tenant customers to prevent and reduce problems. For example, we work with local councils, credit unions, advice agencies and the DWP to ensure we can offer expert advice and support in the case of rent arrears including those caused by housing benefit. (The North East has the highest level of rent arrears in the country).
- ✓ **We work with landlords to maintain property standards**, which in turn helps maximise rental values and keep good tenants, and better manage your budget.
- ✓ We help to **reduce local homelessness** in these difficult economic times.
- ✓ WE ALSO HAVE A RANGE OF ONE-OFF SERVICES FOR LANDLORDS.

TOGETHER, WE CAN ACHIEVE BRILLIANT THINGS!