



LANDLORD SERVICES

We offer a range of value for money services, flexible to meet the needs of different landlords. For more details about us please see pages 3-4.

1. Find a Tenant only - for when you just need a bit of help. **£195**

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, and on our website, social media accounts and through our network of local agencies, businesses and community organisations.
- ✓ carry out rent affordability assessments. This is crucial for successful tenancies.
- ✓ conduct all viewings, and when suitable tenants have been found we will collect 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 protect the deposit.

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

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):

- ✓ provide the tenancy agreement and prepare an 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.
- ✓ where possible, 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 only charge £175 to tenants for using our agency, regardless of how many are in the household, or *no fee* for those in receipt of housing benefit. 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 + £40-£60 Initial Property Inspection 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.
- ✓ arrange for the legal reoccurring 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 on a six monthly basis (including a 3 month inspection for all new tenants) and let you know we have carried out the inspection and 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.

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

***Please note:** before we can manage any properties, we must check that certain standards are met. We will conduct an **initial property inspection** and let you know if anything does not meet the standards. The standards are not onerous. We will charge £60 for this initial inspection. Properties that have been accredited by the local council within the past 9 months will only be charged £40. Some properties may be exempt, such as ones newly refurbished.

5. All-inclusive Housing Management

For the day-to-day and long-term management of your property asset(s)

14% of the monthly rental value + £60-£100 Initial Property Inspection fee*

This service includes the Essentials Housing Management service but goes beyond this. We know that many landlords view their properties as a long-term investment, often for retirement. In a similar way that a financial investment company would work to best manage your financial investments, we will work with you to maximise your property asset(s) value over the long-term (as well as maximising rental income). For example, this means not just carrying out ad hoc repairs, but also planning for essential maintenance and improvement works. As such, we will produce a tailored asset management guide for your property/properties, and help you business plan for other landlord expenses.

We will also ensure you are kept up to date with the legal changes affecting landlords, and also the wider policy, legislative and economic contexts that may affect you in the future. The private rented sector is high on the political radar, with supporters and objectors, thus we will work with you to ensure you are aware of the key developments to help you make informed decisions.

***Please note:** as per the Essentials Housing Management service, **we require an initial property inspection** to be carried out before we take on management of your property/ies. For the All-Inclusive Management service we charge £100 and the results will help us produce your tailored asset management guide. Properties that have been accredited by the local council within the past 9 months will be subject to a reduced charge of £60.

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 **Ombudsman: Property**.
- ✓ Our founding director Carla Keegans is also an experience and qualified senior housing professional, belonging to the Chartered Institute of Housing (CIH).



- ✓ We **charge fair fees, with no hidden costs**, so you always know what you're paying for. We're not just a 'sales agency'!
- ✓ 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 are a Community Interest Company (CIC) which means **we reinvest all of our profits into the local community**. Which means, if you choose us, you are also getting to do some good for your community too!

DIRECTOR PROFILES

Carla Keegans MSc CMCIH

Carla is a well-known UK housing professional and has worked across the country for the past 16 years. From Northumberland to the City of London; from trainee to Director! She has managed 10,000s of housing assets and tenancies both public and private and understands the needs of landlords, tenants, investors, and agencies. She is a long-standing Chartered Member of the Chartered Institute of Housing, has achieved several related academic qualifications, and is interested in all things housing!

Carla is from Redcar and has chosen to return home to establish this business.

Dr. Emma Martin

Emma is also from Redcar and is a senior lecturer in Criminology at Teesside University. She first graduated from the University in 1997, which is when she and Carla first met. Emma is also a local landlord, renting out properties for several years, and brings detailed local knowledge and experience.

Together, they share a passion to run an ethical business that gives back to the local community - whilst delivering services to be proud of in the private rented sector.

TOGETHER, WE CAN ACHIEVE BRILLIANT THINGS!