

## Menu of service options

|  | Let only | Rent collected & guaranteed | Managed | Managed & guaranteed |
|--|----------|-----------------------------|---------|----------------------|
| Appraising the property for potential rental value – free & without obligation   | ✓        | ✓                           | ✓       | ✓                    |
| Preparing colour particulars with photos and floorplans                          | ✓        | ✓                           | ✓       | ✓                    |
| Advertising the property widely inc. Rightmove, OnTheMarket and our website      | ✓        | ✓                           | ✓       | ✓                    |
| Featuring the property as a premium listing on Rightmove                         | *        | *                           | *       | ✓                    |
| Sourcing suitable and reliable tenants for the property                          | ✓        | ✓                           | ✓       | ✓                    |
| Accompanying potential tenants to view the property                              | ✓        | ✓                           | ✓       | ✓                    |
| Obtaining references, credit and affordability checks on potential tenants       | ✓        | ✓                           | ✓       | ✓                    |
| Providing you with information on the latest health and safety regulations       | ✓        | ✓                           | ✓       | ✓                    |
| Preparing the tenancy agreement  | ✓        | ✓                           | ✓       | ✓                    |
| Producing the inventory to include colour photos of current condition            | *        | *                           | *       | ✓                    |
| Organising the collection of the tenant's deposit and first month's rent         | ✓        | ✓                           | ✓       | ✓                    |
| Registering the tenant's deposit in a government approved Tenant Deposit Scheme  | *        | ✓                           | ✓       | ✓                    |
| Witnessing the tenant/s sign all legal paperwork in the office                   | ✓        | ✓                           | ✓       | ✓                    |
| Checking in the tenant at the property and agreeing the inventory                | *        | *                           | *       | ✓                    |
| Notifying utility companies of meter readings and tenants details                | ✓        | ✓                           | ✓       | ✓                    |
| Initial 12 months legal cover for non-payment of rent                            | *        | ✓                           | *       | ✓                    |
| Rent recovery scheme including legal cover                                       | *        | ✓                           | *       | ✓                    |
| Collecting the rent from the tenant every month                                  |          | ✓                           | ✓       | ✓                    |
| Transferring the rental income to your account and providing you with statements |          | ✓                           | ✓       | ✓                    |
| Providing annual rent account summary for tax purposes                           |          | *                           | *       | ✓                    |
| Login access to online management account system                                 |          |                             | *       | ✓                    |
| Inspecting the property periodically and reporting to the landlord               | *        | *                           | ✓       | ✓                    |
| Being the first port of call for a tenant with maintenance issues                |          |                             | ✓       | ✓                    |
| Providing a 24/7 response service to emergency maintenance requests              |          |                             | ✓       | ✓                    |
| Arranging any necessary repairs during the tenancy                               |          |                             | ✓       | ✓                    |
| Project managing and overseeing extensive refurbishments                         | *        | *                           | *       | ✓                    |
| Reviewing the rent each year   | ✓        | ✓                           | ✓       | ✓                    |
| Negotiating and agreeing renewal terms of tenancy                                | *        | *                           | *       | ✓                    |
| Issuing the relevant legal notice to bring the tenancy to an end                 | *        | *                           | ✓       | ✓                    |
| Checking out tenants and negotiating deductions from deposit                     | *        | *                           | ✓       | ✓                    |
| Organising the release of the deposit from Tenant Deposit Scheme                 | *        | ✓                           | ✓       | ✓                    |
| Representing the landlord in court or Tenant Deposit Scheme dispute              | *        | *                           | *       | ✓                    |

✓ Service is included as standard \* Available as an optional extra

Last updated 19 May 2015