



## Full Management Service

Prior to tenancy being agreed we will:

- 1) Meet at the property to discuss what you are hoping to achieve by letting it out, and advise on how best to achieve this.
- 2) Give you details of current rental trends / market prices and discuss how to make the most of your property.
- 3) Provide access to our pre-let maintenance team to help with any refurbishment requirements prior to letting and for general maintenance throughout the tenancy (costed on a job by job basis).
- 4) Take detailed notes so that we can describe the property to potential applicants and take photographs for advertising.
- 5) Advertise the property on Rightmove, Gumtree and other appropriate property websites to offer maximum exposure, as well as making sure the property has maximum exposure in our window at our exceptional town centre office.
- 6) Deal with all telephone enquiries regarding the property, arrange viewings with the outgoing tenant if applicable, ensuring that the necessary 24 hours notice is given.
- 7) Carry out viewings during the day, in the evening and at weekends if necessary, if appropriate and agreed with your outgoing tenant (where applicable).
- 8) Spend time during the viewings asking appropriate questions to the potential applicant in order to establish a good rapport with them and to find out as much about them as possible in order to make a judgement as to whether they will be suitable tenants.
- 9) Assess potential applicants to establish that they have sufficient funds to cover the rent and associated costs.
- 10) Contact previous landlords to find out their payment history and how they have looked after the property. Where possible we try to do this by

telephone as previous landlords will be more forthcoming this way than if they are simply replying to questions on paper.

Upon commencement of an agreed tenancy we will:

- 11) Arrange to meet the tenants at the property and go through a very thorough written inventory with them, adjusting anything if necessary.
- 12) Take meter readings, and ensure that Cherwell District Council, utility companies and Thames Water are informed about the change of tenancy.
- 13) Produce an Assured Shorthold Tenancy Agreement on behalf of the landlord, ensuring these are signed and completed accurately.....for six or twelve months as negotiated between the tenants and landlord.
- 14) Provide the tenant with a Check out procedure check list so that your expectations for the end of the tenancy are understood.
- 15) Arrange a gas and electrical check to be carried out by our experienced and registered contractors, unless of course you have your own preferred people, and will ensure that these are diarised and arranged when renewals are needed.

Once a tenant moves in we will:

- 16) Process all administration and send you the tenant's deposit funds and rent payment, minus our initial set up fee of £480.00 inclusive of VAT and any other costs.
- 17) Provide you with a detailed opening statement and monthly statements from there on in.
- 18) On an ongoing basis expects tenants to make payment to us within three days of each due date our payments to you (minus applicable fees) will then be forwarded to you within a further three working days.
- 19) If a tenants payments are not received our process will be as follows:
  - i) Contact them via text to establish and hopefully resolve the situation and contact your insurance company if applicable.
  - ii) Follow this up with a hand delivered formal letter if necessary.
  - iii) Endeavour to ensure communication is kept easy between all parties and strive to resolve situations without conflict (*tenants do have the odd occasion when payments "hiccup" but with perseverance matters are usually resolved quickly*).
  - iv) If the situation becomes more serious we will work with you to ensure that matters are quickly and formally dealt with.
  - v) If it becomes necessary for notice to be given to the tenants we will do this accurately and efficiently and stay in touch with you throughout the process.

**20) Arrange a one month settling in inspection followed by four monthly checks on your property and contact you if any maintenance is needed so you don't have any unexpected expenditure. All maintenance will be arranged by ourselves and access to the property discussed with the tenant. If required, property inspections will be "stepped up".**

**21) Two thirds of the way through the tenancy we will discuss whether your tenant would like to extend their term at the property or if they are ready to vacate.**

**22) If the tenants would like to remain we will:**

- i) Check with and get approval from you.**
- ii) Explain to the tenants that as per the Special Clauses section of their tenancy agreement, two months notice must be given when they do wish to end the tenancy.**
- iii) Alternatively a new Assured Shorthold Tenancy Agreement can be arranged for a further fixed term (this may have implications on their tenancy agreement and deposit due to the introduction of the Tenant Fee Ban introduced in June 2019.)**

**23) If your tenants decide to move on we will:**

- i) Start advertising the property at the new current market rate and endeavour to re-let it as soon as possible to minimise any empty period.**
- ii) Advise if any updating to the property would be beneficial to maximise revenue.**

**When a tenant moves out we will:**

**24) Meet the outgoing tenants at the property, go through the inventory and compare it to the commencement of the tenancy and discuss any issues arising.**

**25) Take final meter readings, plus forwarding addresses for the tenant, and contact all utility providers to ensure that records are kept straight.**

**26) Collect all keys for the property and ensure the building is left secure.**

**Our cost for this service is 12% inclusive of vat with an initial set up fee of £480 inclusive of vat.**