

## Management services

### Our services at a glance for full peace of mind.

|   | Premium Management | Full Management | Rent Management |
|---|--------------------|-----------------|-----------------|
| We extensively advertise your property  | ✓                  | ✓               | ✓               |
| We have a team of local lettings experts who will spend an average of 200 hours working to find you the best Tenant and arrange the tenancy | ✓                  | ✓               | ✓               |
| We carry out viewings six days a week and out of hours if requested   | ✓                  | ✓               | ✓               |
| Our Lettings teams are available seven days a week from 8am to 8pm  | ✓                  | ✓               | ✓               |
| We access 10,000 corporate Tenants per annum through our Corporate Lettings and International Relocation Team                               | ✓                  | ✓               | ✓               |
| We negotiate terms and draw up a bespoke Tenancy Agreement  | ✓                  | ✓               | ✓               |
| We take out thorough references including exploring a Tenant's credit history, previous Landlord and employment status                      | ✓                  | ✓               | ✓               |
| We arrange for any pre-tenancy work to be carried out to the Property   | ✓                  | ✓               | ✓               |
| We hold all client monies securely in a designated and audited client account and protected by RICS client money protection                 | ✓                  | ✓               | ✓               |
| We arrange an independent inventory, check-in and check-out   | ✓                  | ✓               | ✓               |
| We provide safekeeping of your keys throughout the tenancy  | ✓                  | ✓               | ✓               |
| We can arrange for a Carbon Monoxide detector and smoke alarm to be installed   | ✓                  | ✓               | ✓               |
| We ensure that standing orders for Tenants are properly set up  | ✓                  | ✓               | ✓               |
| We issue monthly rental statements and collect rent   | ✓                  | ✓               | ✓               |
| We transfer utilities at the start and end of the tenancy   | ✓                  | ✓               | ✓               |
| We provide help in recovering rent arrears in the very rare event it happens  | ✓                  | ✓               | ✓               |
| We provide an annual statement of account, if required  | ✓                  | ✓               | ✓               |
| We agree the terms of tenancy renewals , securing rent increases where possible   | ✓                  | ✓               | ✓               |
| We provide a Design and Refurbishment service if needed   | ✓                  | ✓               | ✓               |
| We will keep you updated with any relevant changes in legislation   | ✓                  | ✓               |                 |
| We provide direct access to a dedicated local property management team  | ✓                  | ✓               |                 |
| We meet and greet your Tenant as they move in   | ✓                  | ✓               |                 |
| We visit the Property during the tenancy and produce a comprehensive annual report  | ✓                  | ✓               |                 |
| We act as intermediary with insurance companies or block managers as required   | ✓                  | ✓               |                 |
| We provide a 24 hour emergency service for you and your Tenants   | ✓                  | ✓               |                 |
| We have our own Marsh & Parsons maintenance engineers available to visit your property at short notice                                      | ✓                  | ✓               |                 |
| Where necessary we instruct and pay contractors on your behalf  | ✓                  | ✓               |                 |
| We ensure all contractors have the correct insurance prior to commencing any work   | ✓                  | ✓               |                 |
| We arrange works and give access to best value contractor prices  | ✓                  | ✓               |                 |
| We arrange repairs, maintenance and refurbishments, as required   | ✓                  | ✓               |                 |
| We review the check-out report, advising on deductions from the deposit and agreeing any Tenants payments                                   | ✓                  | ✓               |                 |
| We will continue to manage your property through any vacant periods at no further cost whilst we find a new tenant for you                  | ✓                  | ✓               |                 |
| A professional check-in included in our fee   | ✓                  |                 |                 |
| A professional inventory included in our fee  | ✓                  |                 |                 |
| A professional check-out included in our fee  | ✓                  |                 |                 |
| An Energy Performance Certificate (EPC) included in our fee   | ✓                  |                 |                 |
| An Annual Gas Safety Certificate (GSC) included in our fee  | ✓                  |                 |                 |
| An Electrical Installation Condition Report (EICR) included in our fee  | ✓                  |                 |                 |
| Installation of Carbon Monoxide (CO) detector included in our fee   | ✓                  |                 |                 |