



LANDLORD SERVICE SCHEDULE

THE THINGS WE DO (Some elements chargeable as per scale of fees and charges)	Tenant Sourcing Service	Rent Collection Service	Management Service	Management Service Plus
Initial Property Valuation / Appraisal	✓	✓	✓	✓
Interior Design Advice and Minor Refurbishment assistance	✓	✓	✓	✓
Provision of Energy Performance and other Certification	✓	✓	✓	✓
Full Marketing of Property (Web, Flyers, News etc.)	✓	✓	✓	✓
Advice on Building and other Insurance cover	✓	✓	✓	✓
Arrange certification in advance of tenancy for compliance (EPC / LGSC / Legionella etc.)	✓	✓	✓	✓
Accompanied Viewings	✓	✓	✓	✓
Rigorous Tenant Assessment	✓	✓	✓	✓
Right to Rent Checks	✓	✓	✓	✓
Preparation of suitable Tenancy Agreement and other documents	✓	✓	✓	✓
Provision of Full Photographic Inventory	✓	✓	✓	✓
Initial Rent and Deposit Collection	✓	✓	✓	✓
Accompanied move in	✓	✓	✓	✓
Transfer of Utility Accounts and Meter Readings	✓	✓	✓	✓
Tenancy Deposit Protection		✓	✓	✓
Rent Collection with Monthly Statements		✓	✓	✓
Pursue late / non-payment of rent and liaise with Landlord		✓	✓	✓
Annual Income / Expenditure Statements (Charge applies)		✓	✓	✓
Tenancy Renewals and issue of Statutory Notices (S21 / S8 / S13 etc.)		✓	✓	✓
Ongoing Legal Compliance monitoring and advise on related matters		✓	✓	✓
End of Tenancy Processing		✓	✓	✓
Deposit Negotiation and Return		✓	✓	✓
Dispute and Legal Action Support (Subject to legal charges where costs are incurred)		✓	✓	✓
Preparation of Legal Submission Documentation (Accelerated Possession Claim etc.)		✓	✓	✓
Maintain Master Property Key log and administer key usage			✓	✓
Regular Property Inspections			✓	✓
Tenant Liaison and Support			✓	✓
Collate and schedule property maintenance and fault reporting			✓	✓
Schedule and arrange regular compliance functions as required (Annual Gas Certification etc.)			✓	✓
Liaise with 3 rd party suppliers requiring access for compliance visits (B. Gas etc.)			✓	✓
Arrange quotations and estimates for property maintenance and refurbishment			✓	✓
Arrange appropriate trade attendance and assist with property access for repairs			✓	✓
Provide 24 / 7 Emergency contact facility for tenant reporting			✓	✓
Management of Tenancy and Tenant for compliance with obligations			✓	✓
Payment of maintenance costs charges through rent processing and retain records			✓	✓
Preparation and submission of Insurance Claims (subject to Regulation and Statutory Limitation)			✓	✓
Vacant property supervision during voids			✓	✓
Administer Non-Resident Landlord documentation and HMRC reporting			✓	✓
Preparation of property for final hand back as required by Landlord			✓	✓
Secure and administer Rent Guarantee provision (tenancy specific) - process claims as necessary				✓
Court attendance and Bailiff Support as required				✓