

## Property Letting (for Landlords)

We offer a full property management service for long and short term accommodation throughout the year. Our residential letting service and superior level of customer care will ensure that we build up an impressive portfolio of properties. We pride ourselves in understanding the specific requirements of individual landlords and tenants and are able to customise our services accordingly. Our relationship with our landlords is important to us, therefore we assign a property manager to work closely with the landlord building a professional and lasting relationship. Rent The key to our management of your property is prompt processing of rents. Where possible we arrange for tenants to set up standing orders for their rent payments from the start of the tenancy. Failing this, we issue rent demands periodically as appropriate. We produce statements of account and send them to you as we receive income. The statements also detail payments we make on your behalf. If rent is not received when expected, we send up to three chasing letters to tenants supported by personal calls to them from lettings staff. On the rare occasions when the rent remains unpaid, we will advise you on the most suitable course of action. Day-to-day maintenance Good contractors are hard to find! We respond quickly to any problems reported. This is important for your peace of mind and for your tenant's welfare. We have a network of vetted, qualified and fully insured contractors. Because they do a great deal of work for JFK landlords, you can be sure of prompt service at good prices. Except in genuine emergencies, we get quotes for major repairs. We process and pay on your behalf the contractors' invoices. If we do large-scale work for you, we arrange to check its satisfactory completion before releasing final payment. Property visits We visit the property at least twice a year, but if problems arise at other times, we would expect to meet contractors and tenants as necessary. After each visit we send you a report on the visible condition of the property, how the tenants are caring for it and any recommendations on maintenance or possible future renovations. If we feel that tenants have broken their tenancy agreement, we advise you on the best course of action. Refurbishment To keep your property in the best possible condition to attract good-quality tenants and maximum rent, it is vital to keep it up to date. Once a property has been left for a while, the décor becomes jaded and will have less appeal to new tenants. Our team has access to all kinds of specialists and can advise on any type of refurbishment work, from simple redecoration, updating kitchens and bathrooms to extensions and conversions. Legal responsibilities Several regulations relate to letting your property and all landlords must comply. We ensure that you meet your responsibilities under the regulations and arrange the necessary safety checks for you. Failure to comply with safety regulations can result in severe penalties. We relieve you of this worry. Landlord and tenant obligations under the tenancy agreement Many landlords are not clear about their obligations to tenants and what they can do if tenants break their agreements. All our property managers receive on going training on these topics. If needed, they can get qualified legal advice to pass on to you. Claims against deposit when the tenancy ends This is often the most contentious part of letting your property. Having your property managed keeps you distant from any negotiations, and we mediate between you and the tenant. All our property managers are trained in accordance with guidelines on damages claims at termination. On receiving the check-out report, we draft proposed deductions from the deposit using the guidelines. We agree them with you and submit these to the tenant. We have extensive experience of negotiating for damages or breach of contract so you can rely on our advice to reach mutual agreement as quickly as possible, for the benefit of both landlord and tenant.