

## 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	✓		