



# Residential Management



## Finding a Tenant

Advertising your property and carrying out viewings with prospective tenants.

## References

Using an independent referencing agency, we take references on all prospective tenants.

## Inventory

Prior to a tenant taking occupation, we can arrange for a full inventory to be taken showing all furniture included and the state of the property generally.

## Deposit

Protection of deposit in an approved scheme in accordance with current legislation.

## Tenancy Agreement

Comprehensive tenancy agreements drafted and signed by all parties.

## Rent Insurance

This can be arranged and placed where required.

## Utility Agreements

Agreement for tenants to sign confirming they will be responsible for payment of all utilities. Notifying utility companies/council tax of new tenant details.

## Other

Guarantor Agreements, Service of Section 47/48 Notice, EPC, etc

## Lettings

Our lettings department recognises the importance of attracting high calibre tenants who will not only keep up to date with rental payments but also look after and maintain the character and value of your property. To this end, we vet prospective tenants to ensure that in addition to what reference checks may reveal, they will look after your property as if it is their own home for the duration of the tenancy.

An accurate valuation will be submitted to you based on relevant market comparables and a rental figure will be agreed with you in writing before the property goes to market.

We would strongly encourage you to ensure that your property is ready for immediate occupation before marketing commences.

This is important both in terms of the professional photos that we take of the flat and the first impression made to prospective tenants, which can often affect not just the rental figure but the calibre of the tenant.

Once an offer is made and the deposit received, we are very experienced in tying up the loose ends professionally and expeditiously; from our bespoke tenancy agreement and other paperwork that needs to be dealt with to the eventual handover of keys upon completion of the letting process.

 **24/7 Emergency Number**

 **Online Web Portal**

## Property Management

Our residential management department offers a complete property management service for properties let on Assured Shorthold Tenancies throughout the Greater London area. All our clients benefit from having a dedicated property manager who is responsible for managing their property. In this way, we are able to manage the demands of our clients as well as the expectations of our tenants seamlessly.

We are able to deal promptly and efficiently with any repairs or maintenance issues, which can be reported to us by tenants 24/7 through our online maintenance portal or through a smart phone app which can be downloaded at the start of a tenancy. This way we are constantly up to speed with matters requiring attention and we are able to deal with all issues immediately without letting it spiral out of control. We pride ourselves on our ability to get matters dealt with swiftly and have the experience and contractor base needed to do so.

Our Accounts Department uses a state of the art software package that enables us to have real time information on individual rental accounts and where a rental payment is missed we are immediately made aware of this so we can ensure that this is dealt with quickly and appropriately. The background of our directors in the legal field means that we have the knowledge and experience to serve Notices and commence proceedings should this be necessary.

A comprehensive overview of our services is listed above, so if you are looking for an effective, professional and hassle free experience which allows you the time to concentrate on other interests or to just put your feet up and relax, you need look no further!

## Rent Collection

Full rent collection service with a number of payment methods available to tenants.

## Credit Control

Ensuring rent is paid in a timely manner with appropriate procedures in place for non-payment.

## Regular Statements

Statements and client funds remitted monthly or quarterly as previously agreed.

## General Repairs and Maintenance

Day to day repairs dealt with promptly, efficiently and economically ensuring you always have a satisfied tenant!

## Compliance

We ensure your property is compliant with legal requirements at all times. This would include carrying out an annual Gas Safety Inspection, where appropriate.

## Communication

Tenants can report in any language, all maintenance issues at any time of the day or night through our online portal.

## Periodic Inspections

Internal inspections during the term of the tenancy to ensure that the fabric and condition of your property remains as it should be.

## Management Agreement

Easy to read bespoke Management Agreement.

## Other

Notice of Possession, Notice of Rent Increase, Rent Arrears and Possession Proceedings.

# Let's talk...

## Call us on

# 020 8371 9171



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