

Experience the difference with
the letting specialists!

R!

WELCOME

What is property management? In our opinion it centres on risk assessment and management of people and property. Please do not compare us to estate agents; our income is derived through long term customer care.

When comparing fees please compare the service we offer. Many aspects of our service are unique to us and will save you money. A cheap car with poor fuel consumption may well work out as being more expensive in the long term.

We hope you will find the contents of this business information pack useful and interesting. We are always interested in feedback and welcome suggestions that may result in improved customer service.

We are voluntary members of various regulatory schemes. All managers and supervisors are qualified. Training and development is conditional for all staff.

Please feel free to call or email for more information and organise a meeting if you have not already done so. Thank you for considering us.



Cambridge

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Peterborough

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WHY LET THROUGH BELVOIR?

ARLA LICENSED OFFICE

The Association of Residential Lettings Agents (ARLA) leads the industry in setting and regulating the highest standards in the industry and demands certain levels of professionalism and commitment to customer service from its membership.

PROPERTY OMBUDSMAN MEMBER

The Property Ombudsman for Lettings can resolve disputes referred by landlords or tenants that relates to lettings and management agents that are members of the Scheme. These agents follow the Code of Practice for Letting Agents.

GUILD OF LETTINGS AND MANAGEMENT

The Guild focuses on training letting staff. The Guild is the only training body with a worldwide recognised qualification; a Professional Diploma in Residential Lettings. It is a contractual requirement for our staff to qualify in one of Guild's courses.

NALS MEMBER

We are members of the National Approved Letting Scheme. A Government funded scheme for accreditation and registration of professional lettings agents.

VISUAL INVENTORY PROTECTION - VIP!

Your property is protected by not only a written inventory of the fixtures and fittings but also a digital record of the internal and external condition of the property at the start of every tenancy.

SERVICED TENANCIES FOR COMPANIES

This service opens up a broader market with Belvoir taking care of your tenants monthly utilities, council tax charges, TV licence, cleaning, maid service and gardening with no risk to you. Ideal for companies with staff on short/medium term contracts travelling home at weekends. Offering substantial financial savings and improved personal surroundings when compared to hotels. We offer furniture rental whether it be kitchen appliances, a bed and mattress or a full furnishings pack for all tenancies over 12months.

AUDITED CLIENT ACCOUNT

Our client account (where the landlords and tenants money is held) is audited in accordance with ARLA Regulations by independent auditors and is bonded by insurance for yours and your tenants protection.

MARKETING YOUR PROPERTY

Marketing and advertising is one of the most under stated and under valued aspects of our business.

As a group we invest heavily in maintaining our brands awareness locally and nationally. Our national Belvoir website receives over ten million page views from over 250,000 different browsers each month . Many potential tenants know and trust the brand going directly to our site to search for their next home.

We carryout weekly key word search tests to ensure our website, our contact details and your property is easily found by someone browsing for rental properties in the sponsored and organic listing areas of the search engines.

We advertise directly on all locally popular property portals.

We employ a local professional search engine optimisation business to help maintain our high visibility and help us understand changes in technology.

We invest in providing useful information and articles to our own blog and the main social media sites helping to maintain awareness and visibility of the brand. We assist corporate relocations presenting to groups of staff.

We have 16 staff across our 2 offices with modern call management facilities resulting in less than 3% of incoming calls going to voicemail. Converting email or phone enquiries into viewings is a key function of our daily work.

We carryout mystery shopping on our own staff and use the reports to train ensuring we all deliver the best customer service possible.

Our property advertising includes External and Internal photos, Walk Thru Movies (virtual tours), Professional Property Details and Floor Plans.



CORPORATE CLIENTS

Perkins Engines UK Ltd

Peterborough City Council

Tesco Stores Ltd

Four Square relocation

Indesit / Hotpoint

AVS Fencing Supplies Ltd

So Good International

CRM relocation

Nokia

RAF Alconbury

RAF Wittering

RAF Molesworth

Thomas Cook

McCains

Norfolk Line Transport

Liberata UK Ltd

Pave Holdings Ltd

News International

Park Air

AVL

Royal Sun Alliance

Pearl

Emap

HCR Ltd

are the preferred agent used by the
UK Government.



WILL YOUR INSURANCE COVER YOU?

Our insurance is an all risks policy covering:

- Landlords legal liabilities
- Accidental damage
- Malicious damage caused by tenant
- Malicious damage caused by a third party
- Rent if not habitable due to insurable incident

•This is intended to be a guide and should be read in conjunction with our full policy documentation.



Malicious damage believed to be argument between young couple

Resulted in new window frame glazing, new front door & sand blasting brickwork

Cost £3150 inc vat

Cost landlord £250 excess



Damage after body removed from a property

Cost for 3 new doors new carpets to bedroom £1713 inc vat

Cost landlord £100 excess



Damage after bath seal failed

New ceiling and redecorate lounge £1486.75 inc vat

Cost landlord £100 excess

LEGAL ACTION

Our specialist insurance will cover your legal costs involved with tenancy disputes and pay the rent should tenants default!

Landlords Legal Costs & Rent Protection Insurance covers:

- Legal costs and expenses to peruse a tenant in the event of breach of tenancy agreement *
- Payment of rent arrears (subject to one month excess) *

Landlords Legal Expenses Insurance covers:

- Disputes relating to physical possession of the property *
- Disputes relating to damage to the property by someone other than the tenant *
- Disputes relating to dilapidations *
- Disputes relating to tenants causing a nuisance *
- Disputes relating to repair and renovation *
- Disputes relating to health and safety *
- Disputes relating to tax protection *

* Terms apply



BELVOIR CAN SAVE YOU MONEY!

A 1% saving in management fees is equal to only £85.00 per year on a £600pcm rental including vat.

Threats on your annual rental income:

- Tenants unable to pay the rent – redundancy or separation
- Tenants leave damage and rubbish
- Uninsurable incidents
- Gap between tenancies (voids)
- Agents poor marketing
- Agents phones and emails not answered

HOW BELVOIR WILL HELP SAVE YOU MONEY!

Our digital record of the properties condition will reduce the tenants likelihood of escaping or successfully disputing charges for damages and poor cleanliness.

You can save up to one months rent at a tenancy change thanks to our tenancy agreement requiring the tenants to issue 60 days to end their tenancy. Allowing us longer to find new tenants (no void or a smaller void)

The most comprehensive marketing in the town/city getting properties let quickly.

Answering phones plus same day viewings with 10 branded cars will help get your property let more quickly. Less void more income.



ROOM LETTING

HOUSES IN MULTIPLE OCCUPATION

We specialise in the management of rooms in hmo's

- This type of tenancy will generate more annual rent
- This type of tenancy is more complex than standard tenancies
- We operate a system that maintains control over the common areas

Landlords and properties have to meet specific requirements including

- A fire risk assessment report and action taken
- Satellite connection to all let rooms
- Broadband connection via wifi
- Fire alarm & emergency lighting
- All let rooms to include bed frame, drawers, side chest + wardrobe
- Kitchen to include oven, hob, washer dryer, fridge + freezer

A tenant introduction service is available for self managed landlords



SUMMARY OF SERVICE

Managed or Self Managed – we have 4 schemes for you to choose from

We will

- Obtain details of your wishes in respect to the letting and start to search our database to attempt a tenant match.
- Market immediately on the internet, circulation to key companies, relocation agents & local press.
- On finding a suitable tenant we will carry out all credit and status checks, taking a reservation deposit equal to one months rent.

If the tenant matches the property and passes our checks we will:

- Carry out a visual record of the internal & external condition of your property.
- Issue all the required advance legal notices. Draw up the tenancy agreement & with agreed conditions and inform the utilities.
- Collect and hold the required dilapidation deposit in our Client Account.

Our management of the property will then consist of:

- Collection of all rents and pay to the landlords nominated account via our computerised banking system.
- Carry out inspections of the property; at least 4 in year one and 3 in all future years.
- Handle maintenance reports instructing either the landlords nominated tradesmen, or our own and co-ordinate emergency repairs.

At the end of the tenancy we will:

- Receive notice from the tenant & immediately start to re-let or issue 'Notice Requiring Possession' if you require vacant possession.
- Advise the tenant of the final inspections requirements and carry out the 'departure check' with the tenant.
- Manage & mediate disputes relating to claims for damages and dilapidations and repay the deposit subject to statutory regulations.

For more information and charges please contact one of our offices. No fees are payable until we find a suitable tenant.



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