

GLOBAL HOUSE ESTATES SERVICE SCHEDULE	BRONZE	SILVER	GOLD
1 Accompanied viewings	✓	✓	✓
2 Advertisement on all major platforms. Including Rightmove, Zoopla and OnTheMarket	✓	✓	✓
3 Applicant quality vetting process	✓	✓	✓
4 Deposit registration with DPS and issue prescribed information	✓	✓	✓
5 Key handover to new tenants	✓	✓	✓
6 Key security	✓	✓	✓
7 Negotiate rental increases and renewal	✓	✓	✓
8 Pre let cleaning, refurbishment and furnishing service	✓	✓	✓
9 Professional photograph and floor-plan	✓	✓	✓
10 Provide tenants with all the right legally required documents prior to move in	✓	✓	✓
11 Rent collection and provide statement	✓	✓	✓
12 Right to rent checks	✓	✓	✓
13 Tenant utility transition service	✓	✓	✓
14 Text / phone and email viewings feedback	✓	✓	✓
15 TO LET board	✓	✓	✓
16 Guarantor deeds / agreement	✗ (£60 inc VAT per deed)	✓	✓
17 Mediate deposit disputes	✗	✓	✓
18 Referencing	✗ (£54 inc VAT/reference)	✓	✓
19 Serving Possession Notices (Section 21 and Section 8)	✗ (£90 inc VAT)	✓	✓
20 Tenancy agreement	✗ (£180 inc VAT)	✓	✓
21 Tenancy swaps	✗ (£180 inc VAT)	✓	✓
22 24 hour access to emergency contractors	✗	✗	✓
23 Manage your Service Charge and Ground Rent	✗	✗	✓
24 New build completion handovers	✗	✗	✓
25 Organise necessary tenancy works and provide quotes	✗	✗	✓
26 Tenant use of our 'Report a Repair' portal	✗	✗	✓
27 Two inspections of your property per year with report	✗ (£90 inc VAT/inspection)	✗	✓
28 We are there for your tenants throughout their tenancy	✗	✗	✓
29 Zero management float	✗	✗	✓
FEE (* Fees are charged based on the rent collected irrespective of the contract term)	(7.2% inc VAT)	(10.8% inc VAT)	(15.6% inc VAT)

Additional Services

Gas Certificate	£90 inc VAT
Energy Performance Certificate (EPC)	£90 inc VAT
Electrical Installation Condition Report (EICR)	£180 inc VAT
Inventory Check in/out	From £160 inc VAT per Report
Professional end of tenancy clean	From £160 inc VAT
Rent and legal protection	From £200
HMO application	£360 inc VAT

- 1 Viewings, to showcase your property, are conducted by one of our highly trained lettings consultants each and every time.
- 2 We want you to rent your property as quickly as possible for the most amount of money, so we spread the net wide, to an audience of millions of potential tenants.
- 3 All potential tenants go through an extensive registration process prior to any viewings to ensure their suitability, seriousness and capacity to rent your property.
- 4 Unless specified by the client, we will register the Tenants deposit with the Deposit Protection Services (DPS)
- 5 On move in, once all checks and contractual agreements have been completed, we will pass your property's keys to your new tenant(s).
- 6 Your keys, should you entrust us with them will be safe and secure. Keys are assigned a code that relates to your property and the address is only accessible via our secure digital systems.
- 7 Continuity is the key to rental success, minimising the time your property is empty, therefore, 3-months prior to the end of the tenancy, we'll contact your tenants to ask if they'll be renewing, to negotiate any rental increases and new contracts.
- 8 Between tenancies you may wish to carry out works or repairs, to purchase or hire furniture, we can help with these arrangements.
- 9 We want your property to look its best, so we'll pay for photographs and floorplan.
- 10 Provide tenants with all the right legally required documents prior to move in. It's now a legal requirement to provide safety certificates and other legally required documents to tenants prior to move in, or this may affect your right to serve notice should you need to.
- 11 Your rent will be collected for you, paid into your account and recorded in a monthly statement so you have a full audit trail of payments.
- 12 It is now a legal requirement for those looking to let a property to confirm that a prospective tenant has the right to rent. We therefore collect copies of passports/Visas and other documentation to comply with this legislation.
- 13 We will arrange the utility switches from old to new tenants for you, quickly and smoothly with all outstanding sums itemised and invoiced for.
- 14 After every viewing we'll provide you with rapid, detailed, feedback so you can know when people are interested or why they are not.
- 15 Only with your permission, we will erect a To Let sign outside your property to attract greater local interest in it.
- 16 Guarantor deeds/agreement If your tenant has a guarantor for their rent, we will arrange for all the legal documents to be drawn up and signed, saving you time.
- 17 While rare these issues do arise from time to time. They can be stressful and time consuming, but we can mediate in order to minimise the delay and to ensure a fair solution is achieved.
- 18 We want to make sure that your new tenants are every bit the reliable, responsible people they seem to be, so we reference each tenant individually. If your tenants have guarantors we will reference them as well.
- 19 Should you need to regain possession of your property from your tenants we can serve the relevant notice to initiate the legal process.
- 20 Our tenancy agreement is simple and secure, showing all parties what their rights and responsibilities are to avoid any ambiguity and giving you, the landlord, peace of mind.
- 21 Should your tenant request a swap, and only with your permission, we can arrange all new contracts, deposit registration and issue proscribed information, referencing, and everything else for you and them.
- 22 Service and protect your tenants and your property with our rapid-response emergency contractor service, for leaks, electrical faults and so much more. It's good to know that no matter the emergency we have the right team for the job just a phone call away.
- 23 With our full managed service you can sit back and relax while we take care of these for you from the rent we collect for you.
- 24 If you're unable to be there we can act as your representative, reviewing your new property, on its completion, for suitability for rental, including submitting snag lists for all minor jobs the developer needs to put right.
- 25 When informed of an issue we'll organise for a trusted contractor to attend the property, quote for the work and carry it out with all appropriate certifications. At the outset of your agreement with us we'll fix a figure up to which we needn't both you, but over which we'll gain your permission before allowing any work to begin.
- 26 Tenant use of our 'report a repair' portal With just less than 20% of all in-tenancy issues solved with the help of our 'report a repair' portal's helpful solutions knowledgebase this can reduce the number of calls landlords (or agents, if we are managing the property for you) need to deal with.
- 27 Two inspections of your property per year with report We do our utmost to ensure that your tenants are just the kind of people you'd trust with your property, but it makes sense to back this up with visual evidence. Therefore, we visit your property to carry out a condition report twice a year.
- 28 Our Gold standard landlords should not be bothered by calls from tenants at 4am. We take this onboard for you, providing tenants with our contact details for all their questions, issues and emergencies.
- 29 While other agents may ask you to provide a 'just-in-case' fund, we do not take a management float, we cover all these costs and then simply invoice you afterwards because we're looking to make things as simple as possible for our landlords.