

CIRCA

L O N D O N

PROPERTY MANAGEMENT

FULL PROPERTY & TENANCY MANAGEMENT SERVICE



All Circa London's clients properties are professionally managed by an ARLA trained Property Manager.

We ensure that our clients get the maximum possible return on their investment. We maintain the property to the highest level and allow the client to stay in touch with and in control of their investment.

We deal with all tasks involved with letting the property, from organising the essential pre-tenancy maintenance, to negotiating the end-of-tenancy deposit release.

Our in-depth knowledge and professional approach enables us to offer a fast, effective and cost-efficient service, ensuring that the property is properly maintained, and the tenant is happy. We have a team of skilled and reliable tradespeople, on speed dial, who can rush to the property to handle any problems that may arise.

We believe in making the tenant feel comfortable and happy in their new home so that they have a long and contented stay.

We also offer specialised services, such as advising and overseeing refurbishments, when required. We know what today's tenant requires and our clients can be confident that the property will be refurbished to a professional standard and in a style which will command the best possible rent.

Circa London is a registered member of ARLA Propertymark (the Association of Residential Letting Agents). ARLA members are fully qualified professionals, who must follow a strict code of conduct, thus ensuring both landlord and tenant are fully protected, and that both new and existing legislation is complied with, including health, safety and financial requirements.





WHAT WE DO?

A STEP BY STEP GUIDE

BEFORE THE COMMENCEMENT OF THE TENANCY WE

- Organise quotes for any redecoration or remedial work and send to the landlord for approval
- Organise and oversee these works before the tenant moves in
- Organise a Gas Safety check, if applicable
- Deliver a 'Welcome Pack' (this contains information regarding whom to contact in an emergency, the deposit and general information on utilities and the building)
- Inspect the property before the tenant moves in - this includes:
 - checking all appliances are working
 - checking the heating and hot water are working
 - making sure all lights are working
 - running the water and flushing the toilets
 - updating Gas Safety Certificate database and providing a copy to the tenant
 - checking all the keys are present and correct
 - ensuring we have the correct information regarding the current utility companies to pass on to the tenant
 - meeting and greeting the tenant at the property to show them how to use the heating, lights etc if applicable
 - complete any Freeholder under-letting forms that may apply
 - checking that any furniture in the property complies with the Furniture and Furnishings (Fire Safety) Regulations 1988
 - ensuring the professional clean has been carried out to the correct high standard

ONCE THE TENANCY HAS COMMENCED WE

- Report on any maintenance issues to the landlord
- Receive, approve and pay any invoices on the landlord's behalf
- Liaise with the developer regarding any issues that may arise in newly built properties
- Collect and forward any post addressed to the landlord
- Carry out Property Inspections three months after a new tenancy has commenced and six monthly thereafter. During an inspection we:
 - note the condition of the property and any visible damage
 - take photographs
 - compile a report and send it to the landlord for their comments
- Organise contractors to attend the property to quote or fix the issues reported
- Pass on quotes and maintenance reports to the landlord for their approval and notification
- Send bills and service charges to the relevant parties
- Pass on the prescribed information from the Tenancy Deposit Scheme to the tenant
- Contact the Council Tax department, electricity, gas & water companies and notify them of the moving in date and provide all the tenant details (Subject to General Data Protection Regulations - GDPR)
- Send both parties a copy of the inventory for signature, follow up on any comment or amendments
- Pass on any final bills for the vacant period of the tenancy, to the landlord or previous tenants, so that any amendments and payments can be made





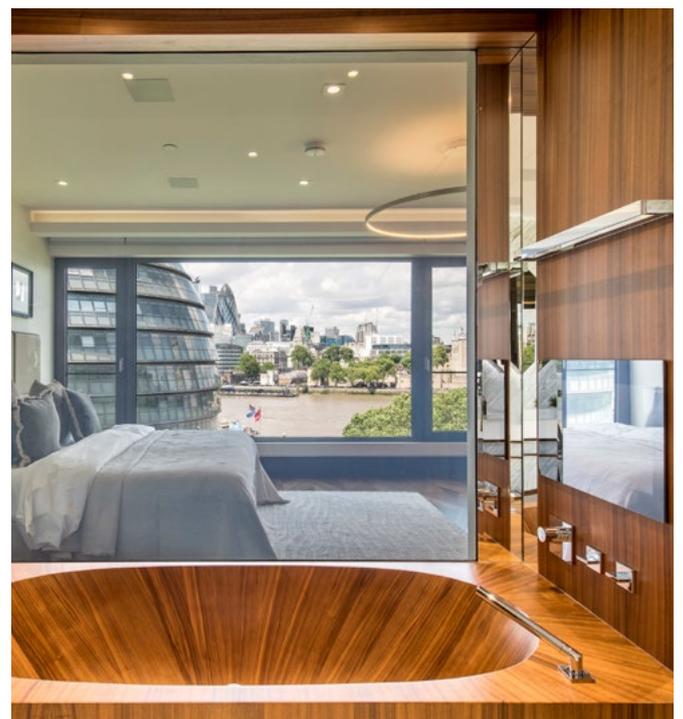
WHEN A TENANCY IS COMING TO AN END WE

- Serve the Notice with a covering letter
- Send termination letters to both parties
- Arrange the check-out
- Send the tenant information regarding the check-out and what is expected at the end of the tenancy. We recommended cleaning companies etc
- Check a professional clean has been organised
- Notify the concierge of the check-out date and which contractors will be attending and when
- Liaise with the tenant regarding any viewings



ONCE A TENANCY HAS ENDED

- Check all keys have been returned
- Redirect any post addressed to the landlord
- Request any final bills so that these can be deducted from the tenant's deposit (if applicable)
- Review the check-out report and arrange any quotes or re-inspect the property to gain a further understanding
- Send the check-out report to the landlord, along with a list of dilapidations and quotes, for any work required
- Liaise with both parties to agree the deposit release
- Once the deposit is released, allocate the correct money to the landlord





Our welcoming team, led by Kasia Mielcarz, would be delighted to discuss your specific property management requirements and the different service levels we have available.

Please contact her at propertymanagement@circaLondon.com or call +44 (0)203 137 7877

Service	Management	Let Only
Marketing to find a suitable tenant	✓	✓
Obtaining tenant identity verification and references	✓	✓
Preparation and signing of the tenancy agreement	✓	✓
Arrange a pre-tenancy clean and check-in report	✓	✓
Pre-tenancy safety checks	✓	✓
Collection of rent	✓	
Pre-tenancy works or removals	✓	
Dedicated Property Manager	✓	
Transfer of utilities	✓	
Key holding service	✓	
Access to a selection of vetted contractors	✓	
Arranging quotes, maintenance & repairs	✓	
Arrange invoices for payment	✓	
24-hour emergency contractor	✓	
Regular property inspections	✓	
Managing the check-out process	✓	
Deposit negotiation, compilation and submission	✓	

WHAT HAPPENS IF WORK IS NEEDED DURING THE TENANCY?

We have a selection of fully vetted trades people with whom we work very closely. We ensure that all quotes, repairs and maintenance are done professionally and at the most competitive prices.

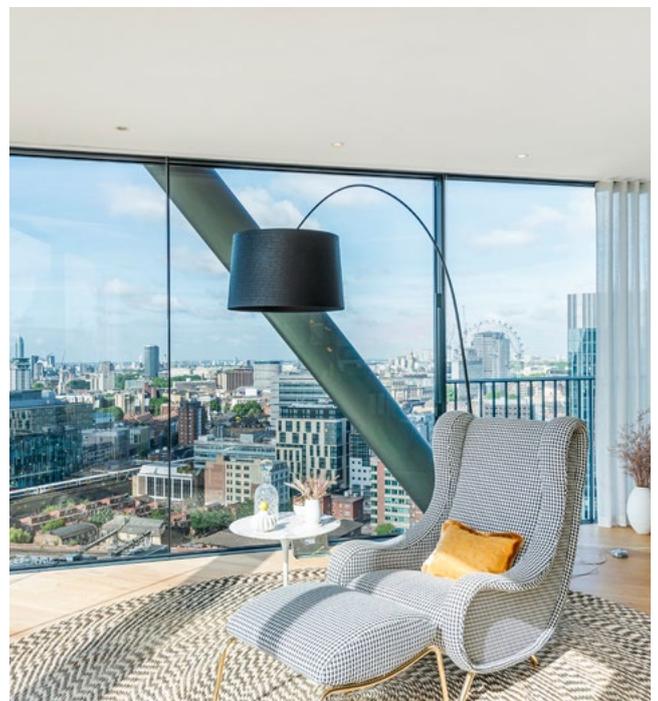
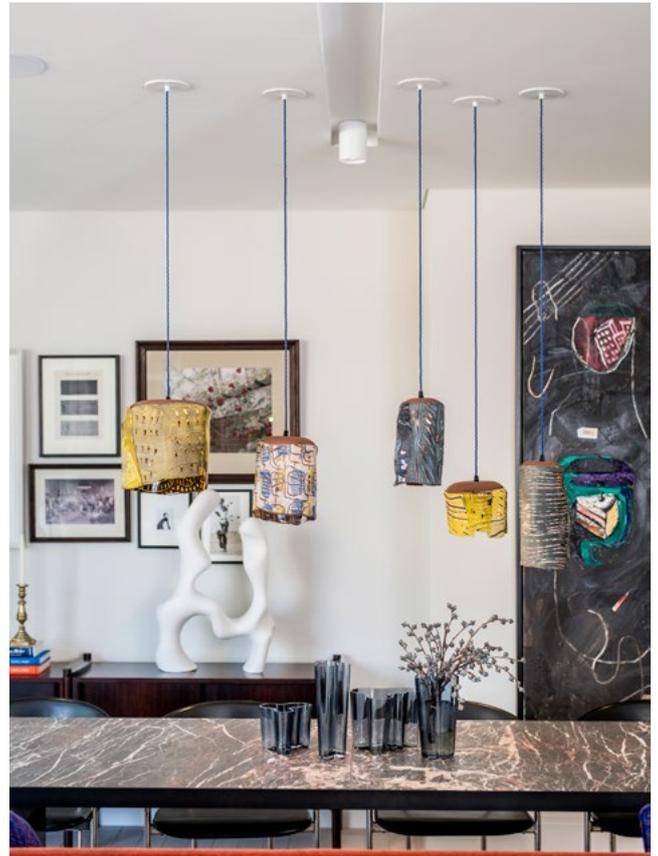
WHAT HAPPENS IF MY TENANT WANTS TO LEAVE EARLY?

We understand that sometimes circumstances change, and tenants need to leave a property earlier than expected. Although this is a rare occurrence, we make sure that our client's investment is looked after and their returns are consistent. If a tenant wants to leave the property earlier than contractually agreed, then they have two choices:

1) The tenant must find a suitable replacement themselves, to cover the rest of their contract at the same rent. This tenant must pass referencing checks. We will then amend the contract and continue the tenancy as normal.

OR

2) We will start marketing the property immediately. The current tenant remains liable for the rent up until their exit date, in accordance with the agreement, until a suitable new tenant is found. A new tenancy agreement would then be drawn up which will have a new end date.



WHAT HAPPENS IF YOU CAN'T AGREE THE END OF TENANCY DILAPIDATIONS?

Circa London are part of the Tenancy Deposit Scheme (TDS), this scheme offers a Deposit Resolution Service, to be used if the client and the tenant don't agree. They will decide on how much should be awarded to each party, based on the evidence sent to them.

Our Property Management team have been trained by the Tenancy Deposit Scheme, in how to lay out a report and what evidence to submit for any potential disputes, ensuring any they will be dealt with professionally and skilfully. Once the TDS receive the Dispute Application, they will contact the tenant(s) to request their response. Within 28 days, the adjudicator will examine all the evidence and decide how the deposit should be apportioned and will provide a report, explaining the reasons for their decision. The money will then be distributed accordingly.



WHAT IF THE TENANT DOESN'T PAY THE RENT ON TIME?

Thankfully, as all our tenants are properly qualified and referenced, this is an extremely rare occurrence. The first thing we would do, is contact the tenant. Normally, there is a reasonable explanation as to why the rent has not been received. If we couldn't reach the tenant and the rent remained unpaid after 3 days, we would inform the landlord and issue a formal notice.

We would serve three written notices, by email and post, after 3, 7 & 10 days. In the unlikely event that, after 14 days, the rent remained outstanding, we would contact the tenant's Guarantor (if applicable). Interest is charged on any late rent. At this point, we would look into serving the tenant with the appropriate notices and start proceedings to remove them from the property. We have an excellent relationship with a firm of solicitors, whom we would recommend to our client, if it became necessary to take legal action to recover the rent or secure vacant possession.

We would love to have the opportunity to speak to you about your requirements, and answer any other questions you may have. So please call us to arrange a meeting and speak with us personally.

CIRCA

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PROPERTY MANAGEMENT

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