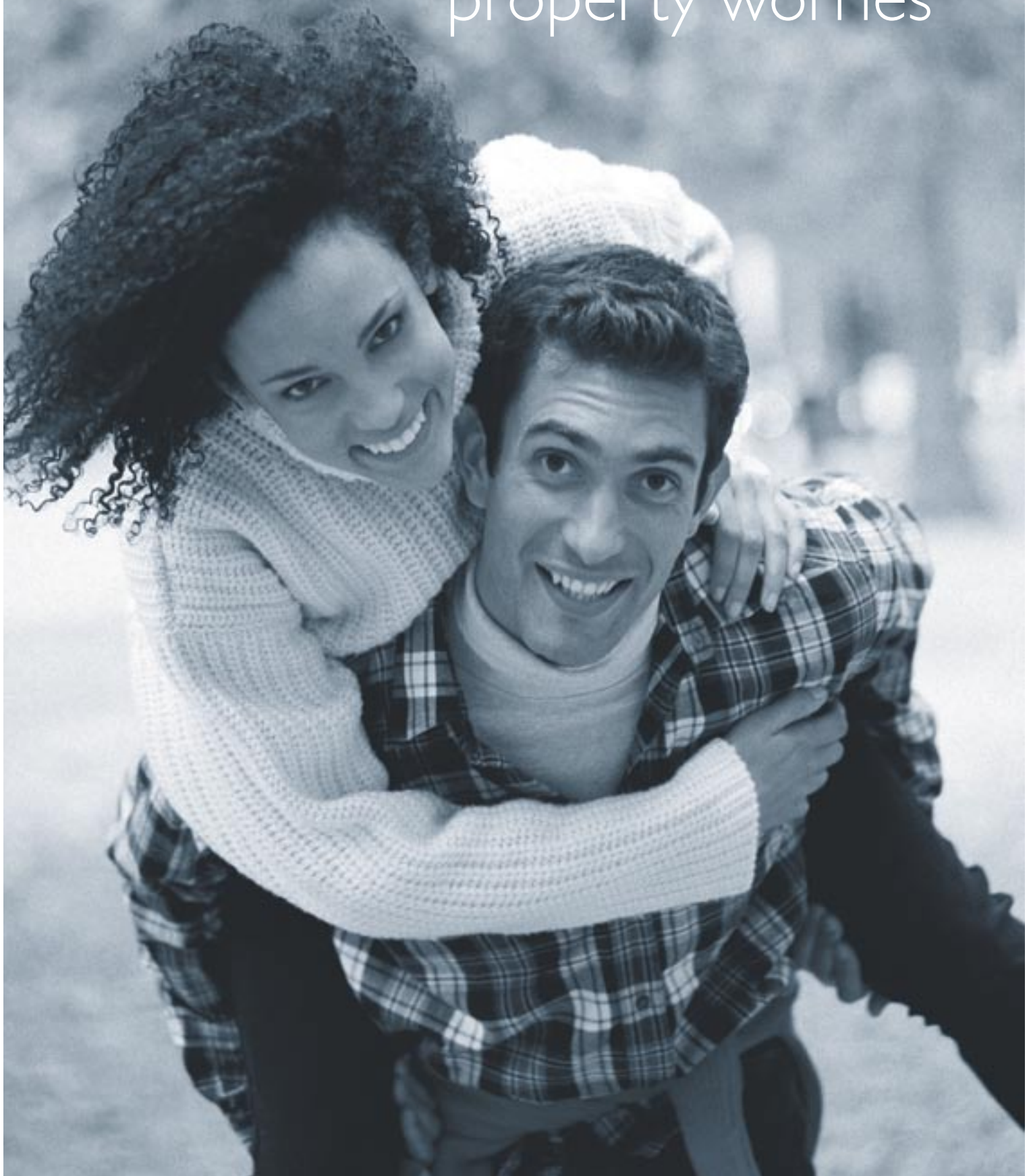




property management  
...the way it should be

we take away your  
property worries



# letting is your business; letting management is our profession

## Landlord headaches

If you're a landlord you'll know only too well that letting a property can bring with it a multitude of complications. Firthview is dedicated to making the letting business run smoothly for you right from the start. Our service ensures your property is in safe hands 24 hours a day.

You choose when you want to start letting, who you would like to let to, and for how long – everything is done to **your own timetable**.

## Make the most of your asset

Letting your property can make a great investment providing substantial extra income and capital growth. We will ensure that you will gain the maximum benefit, with the least possible fuss.

## We'll take care of it for you

Our **Tenant Selection Service** means we will work with you to fully prepare your property for letting and ensure that you get the ideal tenant.

If you opt for our **Comprehensive Management Service** we continue to work with you after the initial letting and you can be sure that all aspects of letting and management, including every rule, regulation, pitfall and headache will be dealt with. We'll be working together with you; **we take your workload, you reap the profits**.



## Your guarantee of good service

We are approved members of the 'The National Approved Letting Scheme' and the 'Association of Residential Letting Agents' – vital accreditations for a **quality service**. Awards that benefit **you**: the client.

Members of NALS and ARLA must:

- Agree to a pre-determined set of standards including the ARLA code of practice
- Run a professional, regulated service
- Have an effective complaints redress system backed by professional indemnity insurance
- Have client money protection insurance
- Maintain separate client accounts which are professionally managed and audited



our business is totally  
dedicated to helping you  
manage your property

## a complete letting solution

### Your options

The **Tenant Selection Service** allows you to take care of your property after we have provided you with a carefully selected tenant and checked them into your property. A professional tenancy agreement along with an inventory & schedule of condition is, of course, all part of the service. As an optional extra, we can also help when it is time for your tenant to move on.

The **Comprehensive Management Service** is a complete solution; it combines all of the above with the day-to-day management and ongoing supervision of your property. We will regularly check your property and oversee any maintenance work, keeping you informed at all times. We will also tend to the eventual departure of your tenant and automatically coordinate a replacement. With this option you can be sure that **your property is being looked after by professionals**; all day, every day – entirely to your benefit.

### Your Tenant

You can be assured that your tenant will be carefully chosen. All our tenants have registered with us and have been thoroughly screened, and you will be provided with as much information as possible about the potential tenant before agreeing to the let.

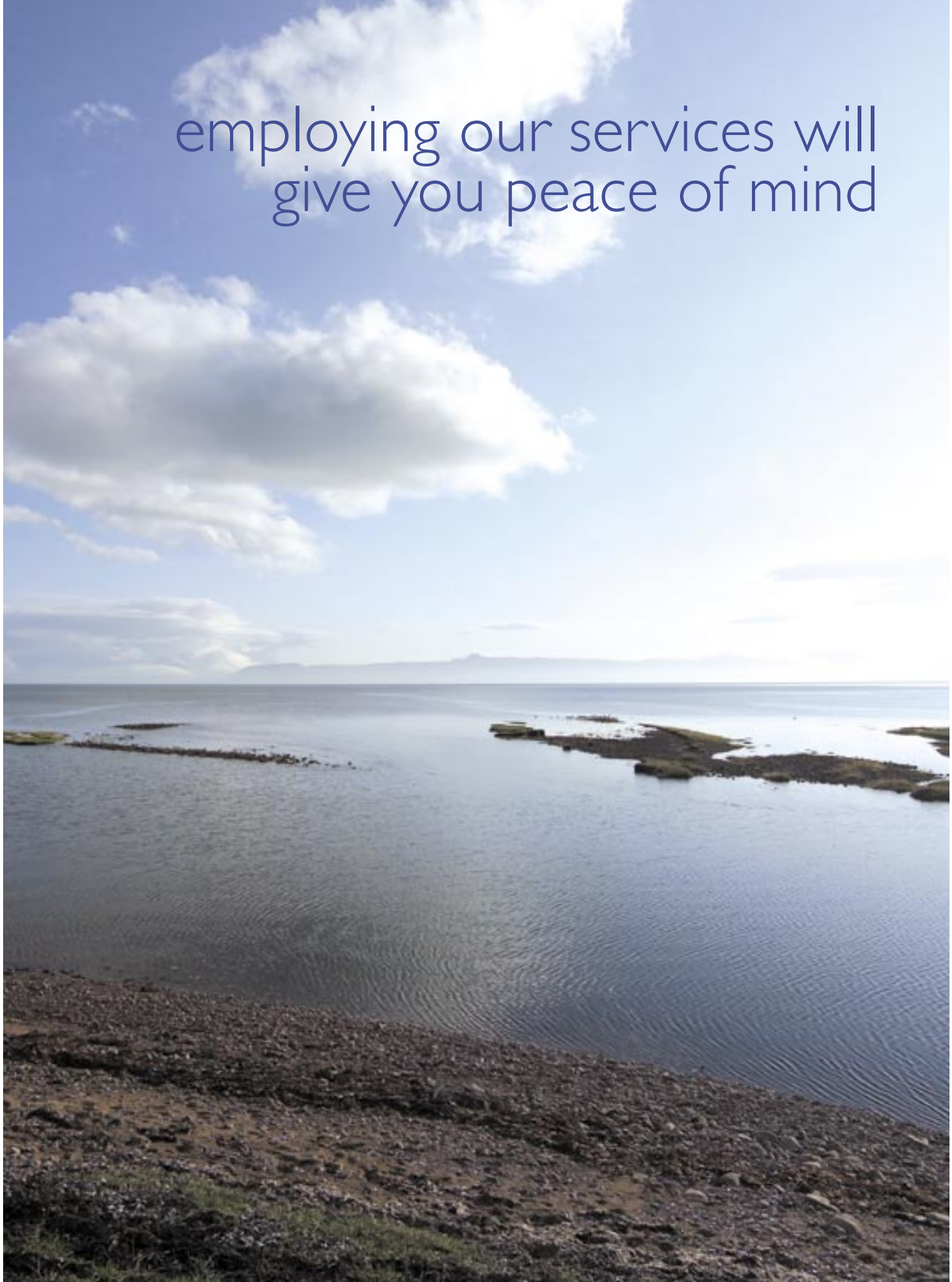
When the tenant is matched to a selection of properties they can view external and internal photographs of your property before they have even left their computer, via our website. This prevents unnecessary viewings and maximises the interest in your property, efficiently.

### Keeping you informed

Whichever service you choose, we keep in contact with you at all times, informing you of all our activities and providing you with detailed reports. We have an advanced computerised property management and client accounting system - ensuring we miss nothing and that we are well positioned to accept the responsibility of caring for your property.



employing our services will  
give you peace of mind



## the full breakdown of services on offer

	Included in Comprehensive Management Service	Included in Tenant Selection Service
<b>Moving a tenant into your property</b>		
Property visit, consultation & rental assessment	FREE	FREE
Marketing of property, accompanied viewings	✓	✓
Screen prospective tenants and cautioners/guarantors	✓	✓
Prepare statutory notice and tenancy agreement	✓	✓
Arrange mandatory safety inspections	✓*	✓*
Arrange professional cleaning	✓*	✓*
Prepare a full inventory and schedule of condition	✓	✓
Collect initial rent and deposit, check tenant in	✓	✓
Notify change of occupier to utility companies and council	✓	✓
<b>Managing your property</b>		
Collect rent & forward	✓	-
Provide comprehensive monthly statement of account	✓	-
Conduct quarterly property inspections	✓	-
Provide property inspection reports	✓	-
Monitor the tenant's performance under the agreement	✓	-
Schedule matters of routine & proactive maintenance	✓*	-
Handle all tenant queries	✓	-
Out of hours call answering service for emergency issues	✓	-
Manage unscheduled maintenance or repair issues	✓*	-
Arrange renewal safety inspections & servicing of equipment	✓*	-
		Optional extra
<b>Preparing for your tenant to move on</b>		
Serve termination notice & inform tenant of their obligations	✓	✓
Conduct pre-move out inspection & report	✓	✓
Final check of property & administration of deposit return	✓	✓

\*Third party work billed separately



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