



# The London Landlord

No.1 Property Management Specialist

# A warm welcome from The London Landlord!

We have 20 years of experience in property management and a qualified, professional team that have successfully managed thousands of properties.

We offer a comprehensive letting service in which we manage every aspect of the tenancy from finding a suitable tenant to taking the midnight calls about leaking pipes.

We have a large client base and use efficient marketing to continue to pair properties with tenants, meaning your property can be filled within a few weeks after our first meeting.

We have a trusted team of maintenance employees, one of who will be assigned to your property and will be aware of its maintenance history throughout the contract.

We conduct a regular inspection of your property, carry out works required and keep you updated with pictures at each stage. You are also more than welcome to inspect the property yourself at any time.

We have a comprehensive legal team that protect you from the huge expense of tenant evictions.

Most importantly, we are a friendly team, always at the end of the phone available to speak to you.



## Our Service

In a nutshell 'hassle free letting'. You receive fixed monthly payments regardless of whether the property is 'let' or 'vacant' and even if the tenant stops paying. There are absolutely no fees, commissions or hidden extras to pay. The key difference between Guaranteed Rent and more traditional services is that it is a contractual agreement between you (the landlord) and us in which we, effectively, become your tenant.

### **We deal with the tenants**

You won't be bothered at any time by the tenant residing in the property. No requests in the middle of the night to deal with a burst pipe or broken boiler! We deal with this for you.

### **Same day rent payment**

We pay your rent on the same day, giving you the peace of mind when working out budgets or just ensuring that the mortgage is paid on time. There is no uncertainty, as we are your professional tenants.

### **Guaranteed contract start date**

We guarantee you a contract start date so you will know exactly when you can expect to receive your first payment.

### **No empty (void) periods**

We pay even when the property is empty so there are no void periods on the property for you. With the average void period between tenants of 60 days (NLA survey, April 2013) this will really help secure your income.

### **Internal condition guaranteed**

We effectively become your tenant, so it is vital that the tenants we select treat your property with respect. Unlike letting agents and other services, we do not have a limit on the costs of internal damages caused by the tenant.

### **Legal costs are covered**

Often there is a need for court action to evict a tenant or recover unpaid rent. This can be both time-consuming and costly. Our service will cover all legal costs & manage the process whilst you continue to receive your rental payments.

## Caring for your investment

### **We'll only place tenants in your home that we'd have in our own**

We understand how important it is to find the right tenants for your property. Our promise is that we will only place people that we believe will make good tenants into our landlords' properties. We will do everything in our power to ensure we find a reliable tenant who will look after your home. Our tenant vetting process is stringent and includes a full credit history check, ID check, proof of income and references where required.

We invest heavily in drawing in suitable tenants and have dedicated staff that will pair your property with tenants as fast as within a week. Once the first tenant has moved in, whether that tenant stays for years or days, you will be paid regardless.

### **High Calibre Staff**

It is a big decision to entrust such a high value asset in to someone else's care, we fully understand the responsibility that this entails and therefore ensure we only employ an enthusiastic, dedicated and qualified team to carry out the task of managing your property. We also have a team of trusted and competent maintenance staff that will be completing any works to a very high standard.

### **Regular Inspections**

During the tenancy we carry out regular inspections throughout the year, in order to keep a close eye on your property and deal with any issues as and when they arise. You can rest assured that your property is kept in good condition with any issues being dealt with promptly.

### **Payment of Rent**

Our accounts department are committed with the job to pay our landlords on their preferred day in the month on time and in full. Our landlords are paid by BACS whether we have received the rent for the property that month or not.



"The London Landlord provide an excellent service, I have the reassurance that my property is being well cared for without the hassle of tenant calls or the worry of pricey eviction costs"  
Mr & Mrs Covey







According to the National Landlord Association the average empty period between tenants is 60 days. Although we pay slightly less rent than the market value, we cover rent in all empty periods, which results in a higher net income for you.



# Landlord Nightmares

After 20 years in the industry we have experienced all sorts of tenants and the problems they can cause but also know how most efficiently to solve them. The London Landlord' will protect your monthly income as well as your investment from these nightmare scenarios that many landlords can relate to.

## **The Disrepair Tenant**

This tenant knows the system and creates a legal dispute between the landlord and themselves purely for financial gain. For example we have had cases that cost north of £50,000 in legal fees for a £4000 compensation to the tenant. We protect you from such tenants by becoming your professional tenant, the legal dispute will be between the tenant and us, and you will receive your monthly rent.

## **Damage and Disturbance Tenant**

This tenant damages your property and then calls at any hour demanding you to rectify the damage; often you are legally obliged to do so. We take all calls and arrange maintenance appointments for you as well as finding suitable contractors for more unusual problems.

## **Always 'Short on the Rent' and Over Spending Tenant**

The majority of tenants at some point give bizarre and eccentric excuses for not paying their rent correctly. This can result in charges for late mortgage repayments and other stresses to you. As professional tenants we are more reliable and can arrange for you to be paid on your preferred day.

## **Abandoning Tenant**

Tenants can leave a property without giving notice, leaving you the landlord in the lurch. After suspecting that the tenant has left there is a rigorous legal procedure to follow to ensure you give fair warning before changing locks or clearing out the property of belongings. We will continue to pay you rent and protect you from the stresses that this can often cause.

# What happens next?

## **Rental Valuation**

This depends on the area, size and finish of your property. It is likely to be below the market value but will 9 times out of 10 provide a higher net rental income.

## **Signing the contract**

Once the first tenant is found we commence into our agreement with you, from this first month's payment you will continue to receive monthly payments until the end of our contract.

## **Your legal obligations**

Your property needs to have compliant gas and electric certificates and where relevant all electrical equipment in the property needs to be fully checked by an electrician. You are also responsible for having the correct insurance policy for the property.

## **We find the right tenant**

We use effective marketing to attract tenants. It is in our best interest to find a suitable tenant as we take on the financial impact of their behaviour. We are responsible for rent in advance payments and initial inspections.

## **Rent Payments**

You receive regular rent payments for the duration of the contract while enjoying hassle-free renting.

## **Contract Rollover**

We are confident that you will be happy with our service and will want to rollover the contract with us to extend your use of our services.





"We at The London Landlord take the condition of your investment very seriously and ensure your property is inspected regularly and well cared for"  
James (Director)

