

Your one-stop shop for

# Tenant Management & Letting Services



# The SMART way to manage your property lettings!

Whether you're a letting agent or a private landlord, **AGENT • SMART** offers a range of integrated lettings and tenancy management services, designed to reduce the amount of time you need to spend managing and administering your property portfolio. Our package of services has been developed to allow you to select individual or multiple components, each one tailored to your own specific requirements.

Furthermore, our commitment to achieving the highest levels of customer satisfaction through attention to detail, clear communication and regular progress reporting, means you can be assured that your property is in the best possible hands.

**We would love to speak to you about our services...**

**..Get in touch today**



◆ **TENANT** REFERENCING

◆ **AST MANAGEMENT &** ADMIN SUPPORT

◆ **LEGAL** SERVICES

◆ **AUTOMATED CLIENT** ACCOUNT SOFTWARE

◆ **RENT CHASING &** DEBT RECOVERY

◆ **INSURANCE** SERVICES

# ◆ **TENANT** REFERENCING

**When you're letting out your investment property, finding the right tenants can be a tricky and time consuming process. Thorough tenant referencing is therefore, essential.**

Knowing in advance as much as possible about who may be moving into your property will help you to make an informed decision about the right tenants for you. **AGENT** ◆ SMART takes the hassle out of the tenant referencing process - we conduct thorough checks on prospective tenants on your behalf and provide you with a comprehensive report.

## **WHAT AGENT** ◆ SMART **CAN DO** FOR YOU:

- ◆ **Track Reference 24 hours a day**
- ◆ **Clear, high quality & easy-to-read reports**
- ◆ **Ability to fast-track references for urgent move-ins**
- ◆ **80% of references completed within 2 days**

# TENANT REFERENCING SERVICES

## **Credit check only**

Identity check  
Adverse financial check  
Tenant risk score

## **Comprehensive Check**

Identity check  
Adverse finance check  
Tenant risk score  
Income reference  
Landlord reference (if applicable)  
Right to rent immigration check  
Affordability assessment

## **Company Credit Report**

Incorporation details including  
directors and shareholders  
mortgages and charges  
5 year financial information

## **Guarantor Check**

Free with every  
Comprehensive  
Check on that  
property

# ◆ **AST MANAGEMENT & ADMIN SUPPORT**

**One of the most critical tasks when letting a property, is to ensure that your tenancy agreement and supporting documentation are compliant with the latest legislation and issued to your tenant in the correct manner.**

Using modern day technology, fully endorsed by the courts, enables **AGENT** ◆ SMART to take the headache out of this essential and time consuming process allowing you and your staff to concentrate on doing what you do best, growing your business. This service is bespoke to you and is fully adaptable to fit your specific requirements.

## **WHAT AGENT** ◆ SMART **CAN DO** FOR YOU:

- ◆ **Electronic issuing of tenancy and** landlord related documents
- ◆ **Ongoing** administration support
- ◆ **Full document audit trail** & storage

# AST MANAGEMENT & ADMIN SUPPORT SERVICES

## **AST Management Moving-in/Renewal packs**

(via email for electronic signature)

Typically, each pack contains:

Tenancy agreement

Deposit documentation

How To Rent leaflet

EPC certification

Gas safety certificate

Any other relevant information (eg. Inventory; welcome letter; guarantor agreements; pet agreement etc.)

## **Admin Support Services**

Section 13's

Section 47/48's

Landlord terms of business

Marketing material

Any other additional  
landlord or tenant  
information

## **Compliance**

Full online audit trail

Legally binding electronic  
signature

Document storage

## ◆ LEGAL SERVICES

**As the term of your tenancies progress, you may encounter certain issues that require assistance on a legal level.**

Whether this be arrears, non-accidental damage, tenancy breach or any other amendments to existing tenancies **AGENT • SMART** can help by initially offering advice and a mediation service. However repeated late payments or non-payment of rent, non-accidental damage to the property, or other activities deemed to be in breach of the tenancy agreement, may all require legal action to resolve them satisfactorily. In the first instance if communication has broken down, we can help by offering a mediation service. However, if circumstances persist, **AGENT • SMART** can help you with the serving of the correct legal notices and any follow-up communication necessary with the tenant(s).

### WHAT **AGENT • SMART** CAN DO FOR YOU:

◆ **Free** case review

◆ **Free** advice

◆ **Fixed** legal fees



## LEGAL SERVICES

Post eviction  
services

Pre-legal  
letters

Court proceedings  
and judgement  
orders

Preparing and  
serving of Section  
21 notice

Preparing and Serving  
of mid tenancy  
amendment  
notices

Preparing and  
serving of Section 8  
notice

Instructing  
bailiffs

# ◆ **AUTOMATED CLIENT** ACCOUNT SOFTWARE

**Tired of the time and effort used each day reconciling payments and producing statements? Let AGENT ◆ SMART set you up with a leading automated client account and watch how your business can grow... We can even manage the account for you, saving you hours of painful reconciliation and hassle!**

Using leading technology, **AGENT ◆ SMART** can set up an automated client account that adheres to NFOPP client account rule guidelines, provides you with full transparency and audit trails to satisfy regulatory requirements. Multiple payments can be reconciled and approved within minutes, landlords and tenants receive automated sms payment transaction notifications and professional statements. As an agent you receive real time reporting so you can analyse your arrears, expiring contracts, commission and more at a click of a button... It really is as good as it sounds!

## **WHAT AGENT ◆ SMART CAN DO FOR YOU:**



**Full** Audit Trail



**Quickly & Easily** reconcile payments

# **AUTOMATED CLIENT** ACCOUNT SOFTWARE

**Payment  
Automation**

**Accounts  
Compliant**

**Sms landlord  
payment  
notification**

**Real time  
reporting**

**Quick  
reconciliation**

**Automated  
professional landlord  
statements**

# ◆ **RENT CHASING & DEBT RECOVERY SERVICES**

**Has your tenant fallen into rent arrears? Are they ignoring your attempts to contact them? Why not let AGENT ♦ SMART step in as early as 10 days in arrears and assist you in getting your tenant back on track.**

Unfortunately there are occasions when all efforts fail and legal proceedings are required (see legal services). Once vacant possession is obtained, using expert tracing services and debt recovery action we can still peruse your ex-tenant for all outstanding monies due to rent arrears or property damage.

## **WHAT AGENT ♦ SMART CAN DO FOR YOU:**

- ◆ **Arrears chasing from as early** as day 10
- ◆ **Mediation and** written payment plans
- ◆ **Proactively minimise** your losses

# RENT CHASING & DEBT RECOVERY SERVICES

**Rent Chasing Service**

**Payment Plan Agreement & Management**

**Bailiff instructions or attachment of earnings**  
(and other enforcement options)

**Tracing Service**  
Residential  
Employment

**Small Claims Proceedings**  
other enfor(CCJ'S)



# ◆ **INSURANCE SERVICES**

**Even with the best referenced tenants in place, circumstances can change.**

Redundancy, relationship issues and illness can all affect any tenant's ability to pay the rent. Alternatively, you may want further protection against other issues, e.g. property damage. Our trusted partner companies can advise and arrange for you, the most appropriate insurance solutions to match your requirements.

## **WHAT AGENT ◆ SMART CAN DO FOR YOU:**

- ◆ **To offer convenient access to** specialist insurance providers
- ◆ **Introducers commission** payable to agent
- ◆ **Excellent** revenue stream

# INSURANCE SERVICES

**Landlord's Rent  
Protection Insurance**

**Landlord's Building  
Insurance**

**Tenants Liability  
Insurance**  
(for landlords  
belongings)

**Tenant's Contents  
Insurance**  
(for tenants personal  
belongings)



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