Your one-stop shop for

Tenant Management & Letting Services

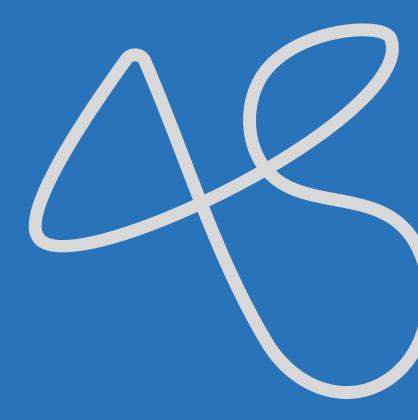


The SMART way to manage your property lettings!

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

Compliance

Full online audit trail
Legally binding electronic
signature
Document storage

Admin Support Services

Section 13's
Section 47/48's
Landlord terms of business
Marketing material
Any other additional
landlord or tenant
information

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 activites 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

Preparing and serving of Section 21 notice

Court proceedings and judgement orders

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:





AUTOMATED CLIENT ACCOUNT SOFTWARE



AGENT · SMART

RENT CHASING & DEBT RECOVERY SERVICES

Has your tenant fallen into rent arrears? Are they ignoring your attempts to contact them? Why not let AGENT \bullet 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





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.

WHATAGENT SMART CAN DO FOR YOU:

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

INSURANCE SERVICES





AGENT SMART

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