

## Professional property management... **there's a lot more to it than you think :**

- Arranging an EPC (if appropriate)
- Procuring alternative insurance quotations
- Processing your applicants references
- Drawing up the Tenancy Agreement
- Arranging gas and electrical checks
- Dealing with special tenancy conditions, including the hire/purchase of furniture, equipment or appliances
- Arranging cleaning services
- Arranging for an inventory to be prepared
- Booking the Check-In and handing over of keys
- Collecting and processing rental income
- Placing tenant's deposit into a government approved scheme
- Informing the local council and utility companies
- Informing other service providers: boiler and intruder alarm maintenance
- Arranging routine garden maintenance
- Setting up a dedicated web-page
- Dealing with repair and maintenance issues
- Sourcing and appointing contractors
- Procuring quotations for major works
- Paying and accounting for property expenses
- Dealing with late payment of rent
- Overseeing major works
- Refurbishment services
- Ongoing property visits
- Serving notice
- Arranging the Check Out and collection of keys
- Negotiating and dealing with repairs or damages arising from the Check Out
- Arranging release of the tenant's deposit, less any agreed retention

## Guarantee

We're proud to guarantee that we will take the very best care of you and your property...

But don't just take our word for it, here's what our customers are saying:

- *Thank you for looking after me so well all these years... your property management service exceeded my expectations - by 110%*  
**M Hunt**
- *I have nothing but good things to say about your service - and will definitely recommend you to others. You've been responsive, thorough and professional throughout.*  
**S Shoab**
- *Thank you for your excellent service, good advice and timely updates. I thought the visit reports accessed via the net were excellent and I've already recommended your services to colleagues.*  
**K Law**
- *Everything went like clock-work, thanks to your help*  
**Mr & Mrs D Sinclair**

**Rushbrook & Rathbone**

At the Heart of Property Management

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# property management Services for You

taking care of properties and people

**Rushbrook & Rathbone**

At the Heart of Property Management

Whether you have a single apartment in Surbiton or a mixed portfolio in Pimlico you need to be certain that your property is in good hands

As a landlord you'll appreciate that property management is not something you can afford to leave to chance. Good management of people and property is hugely time consuming so why try to deal with everything yourself?

Total peace of mind for you, your property and your tenants



## How does it work?

Your appointed letting agents will actively market your property to attract suitable tenants. Once an offer is made and agreed, our management and support services begin;

From processing the applicants references right through to dealing with the deposit refund at the end of their tenancy, Rushbrook & Rathbone will take care of all the processes, property maintenance and legal requirements in-between.

## Why choose a company that specialises in property management?

As a specialist property management company, Rushbrook & Rathbone have an unrivalled reputation for professionalism, service and trust. In fact our business has been built totally on the basis of recommendation – why would you want to accept anything less?

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We'll provide you with a secure web page where you'll be able to view your monthly statements of income and expenditure, the inventory, check in and out reports, the tenancy agreement and property visits. That's 7 days a week .... from anywhere in the world.

We believe that good communication is at the heart of all successful relationships. We guarantee to keep you and your tenants fully informed and up to date.

Rushbrook & Rathbone

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