



PROPERTY GROUP

Landlord Guide

Introduction

Welcome to our Landlord Guide, designed to assist you in effectively managing your property portfolio.

The Private Rented Sector has undergone lots of change in the last ten years, and there is always more to come. CSPG has successfully navigated all the key changes in tenancy and building safety legislation in that time and kept our clients profitable and compliant. We will continue to adapt and overcome.

Our lettings and property management teams ensure that our systems and processes are ahead of the curve, and we regularly invest in training our staff to help everyone deliver effectively and efficiently.

For us, it's personal. We are investors ourselves, and we know what you need – portfolio performance, availability 24/7 for reported issues, and a manager/operator who's accountable.



Fees

Ensuring that we're at the top of our game does come at a cost to us; we keep our fees at a level which we believe is fair and reasonable for the high level of service we deliver, with all-inclusive structures for your cost certainty, so that you don't have unexpected fees popping up every month.

Our fees are also performance-based and charged on rent collected. We measure occupancy rate, void length and arrears rate amongst other measurables, ensuring that we maintain our long-term average of 99% occupied across our managed portfolio. If we don't hit our targets on your portfolio, you pay less.

We do not list specific fees here because, whilst we value transparency, many of our clients have varied portfolios and building types, and we believe in offering tailored packages suited to your specific requirements.

Portfolio Growth & Development

With our breadth and depth of expertise in all aspects of residential property management, as well as being professionally recognised and accredited, we're well placed to help you in achieving your goals for growth. As we operate in many different markets and we're investors ourselves, we know what it takes for landlords and investors to be successful, and the nuances of different locations.

Besides our services below, we encourage our clients to reach out and see how we can help – we have an established and successful track-record in consulting for developers and Buy to Let / HMO landlords.



Full Management Package

Our Full Management service includes the following. Full terms are available when contacting us.



Rent Appraisal / Collection: Tenant invoicing via PayProp, rent reconciliation, tenant statements, and arrears management. Monthly statements detailing income and expenditure. We regularly review rents and fairly apply any reasonable increases.



Tenant Finding: Advertisement on major portals, accompanied viewings, full referencing, Right to Rent, arranging guarantors, rent and deposit negotiation, and preparation of all tenancy documentation. View the Tenant Guide on our website to see what we require from prospective tenants.



Check-In / Check-Out: A photograph inventory of contents and condition by one of our agents. A detailed, professional inventory by an inventory clerk is not included and if required, can be provided at additional cost.



Deposit Collection & Protection: Protection of tenancy deposit with a government authorised deposit protection scheme in accordance with regulations, including managing disputes and claims.



Maintenance Handling: 24/7 minor works, emergencies and maintenance management at no additional cost.



Compliance Management: Organising all gas safety, compliance, and electrical certificate renewals, as well as ensuring compliance with the latest tenancy and building safety legislation.



Property Inspections: Quarterly inspections are provided as part of the Full Management package, or as required by licencing. More frequent visits or additional requested visits do need to be charged separately.



Cleaning Services: Organising fortnightly cleaning of communal areas for HMOs.

Switching to Our Services

Our seamless 3-day handover promise for transferring your portfolio under Full Management. There's no need for you to even communicate with your current agent – we'll handle everything.



Subsidised Cancellation: We can examine your current agreement to understand notice periods and any applicable termination fees. We will create a bespoke package for you to cover your costs and ensure that the transfer is financially viable for you.



Compliance & Document Review: With your permission, we will liaise with your current agent to obtain all relevant property documentation and certificates, and tenancy documentation to onboard onto our management system. We'll advise on any inconsistencies or anything which needs rectifying from what we've received.



Portfolio Transfer: We will liaise with all parties involved including tenants, with handover information and new details for rent collection. We will set you up as a beneficiary on our payment system with no disruption to your normal rent payments.

All done in three days! We also offer a Switch Guarantee: if the transition doesn't meet your expectations, the first month's management is on us.

Landlord Reviews

For me, there is no competition for CS Lets' Full Management package. It truly is a hands-off experience and I'm in no doubt that all legislation and compliance is being adhered to.



- Adam

Landlord, Essex

CS have provided a really excellent service on all my property needs over a number years. They are prompt, efficient and extremely helpful. I have no hesitation in endorsing their services.



- Richard

Landlord, Hertfordshire



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Contact Us

For a tailored proposal, fee structure and full terms for your portfolio, please contact us:



www.cspg.uk



0333 577 8123



info@cspg.uk

We look forward to partnering with you to maximise the potential of your portfolio.