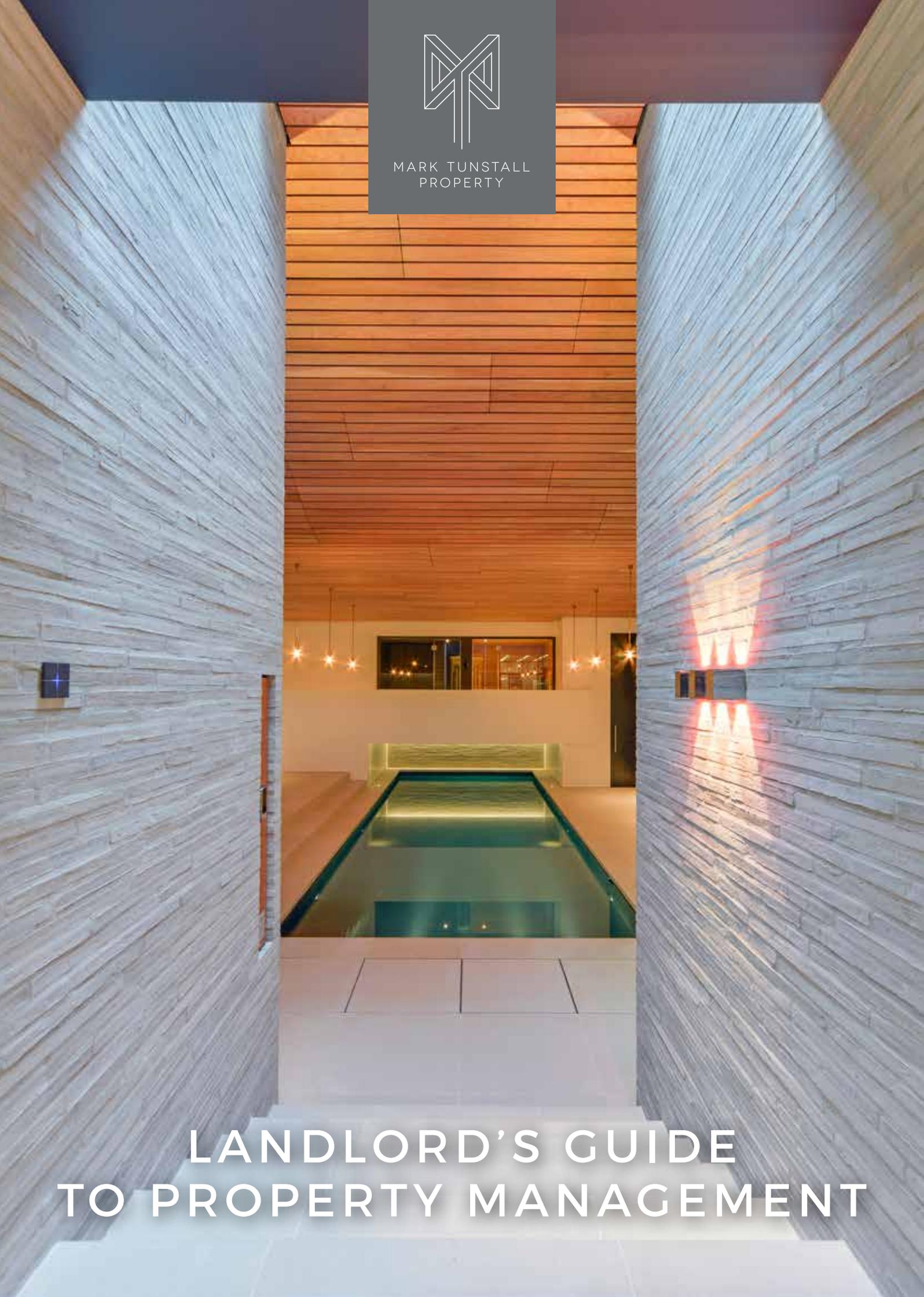




MARK TUNSTALL  
PROPERTY

A photograph of a modern indoor swimming pool. The pool is rectangular and filled with clear water, reflecting the ambient light. The ceiling is made of horizontal wooden planks, and the walls are covered in light-colored, textured stone tiles. The pool is flanked by two stone walls, each with a small, recessed light fixture. In the background, there is a large window or glass door leading to another area, and several pendant lights hang from the ceiling. The overall atmosphere is warm and contemporary.

LANDLORD'S GUIDE  
TO PROPERTY MANAGEMENT



## PROPERTY MANAGEMENT GUIDE

Given the complexities of letting and managing a property throughout a tenancy, many landlords appoint us to look after the day-to-day running of their property.

By opting for our Management Service, you'll see that we are committed to providing you with an outstanding service of a personal kind. Our meticulous attention to detail ensures we get to know each property thoroughly starting from the moment we take it on, and we adopt a practical hands-on approach.

We have a 24-hour on-call team and an extensive list of experienced, qualified contractors to ensure that problems are dealt with as quickly and efficiently as possible, giving both landlords and their tenants peace of mind.

## FROM THE BEGINNING

During the marketing process we will ensure that the property is showing at its best. If works such as redecoration, general maintenance or cleaning are required in order to bring it up to scratch then we will arrange the necessary quotes and submit them for your approval before instructing works on your behalf.

We will ensure that you are fully compliant with the onerous legislation

to which you, as a landlord, are subject. Typically this will include the organisation of an annual check on gas installations and appliances by a qualified Gas Safe engineer; a Portable Appliance Test (PAT); and an Energy Performance Certificate (EPC) at the start of a tenancy.

## IN PREPARATION FOR A TENANCY

Prior to the start of the tenancy, if you have opted for the Management Service then we will make sure the following items are taken care of.

### Inventory & Schedule of Condition

To minimise the risk of a dispute at the end of a tenancy, we will appoint an independent third party clerk to produce an Inventory & Schedule of Condition at the start. This document is a detailed record of the condition of the property and any contents at the start of the tenancy that is then crosschecked at the end to determine whether there has been any damage for which the tenant is liable or whether any changes are attributable to fair wear and tear.

### Keys

Arrange additional key cutting as necessary.

### Appliances

We will ensure that all appliances, boilers and other machinery are in good working order and have been serviced as appropriate.

### Instruction manuals

We will source any missing operating and instruction manuals for all appliances and electrical equipment.

### Utilities

We will arrange for utilities to be transferred into the new tenant's name at the start of the tenancy and submit meter readings to the relevant suppliers before making sure the landlord's final accounts are up to date.

### Professional Cleaning

We will arrange a professional clean of the property immediately prior to the inventory check-in.

### Walk-Through

When the tenants move into your property we will arrange a walk-through to explain how the heating system and other appliances work and what to do in an emergency, for example how to turn the water off if there is a leak.



## DURING THE TENANCY

### Maintenance & Repairs

It is generally accepted that things will go wrong in a property during a tenancy, whether it is new or old. What is paramount in keeping tenants happy is that these problems are dealt with quickly and efficiently when they arise and that information is communicated effectively to them.

As well as 24-hour telephone coverage outside of normal office hours, we have an experienced team of qualified contractors on call 365 days a year to make sure that genuine emergencies are dealt with as soon as possible. Being locally based means that during business hours we can usually be at the property within no more than 30 minutes if we need to check on a reported problem. More generally, because we are used to attending to emergencies, we are able to apply quick fixes when necessary.

Any major maintenance issues will be reported to you and quotes for repairs for your approval will be obtained as necessary. Smaller repairs (up to a pre-agreed spending limit) will be taken care of as a matter of course.

### Periodic Checks

In order to make sure that your property is being kept in good order throughout

the tenancy we arrange regular checks. In this way we can try to ensure that not only does the tenant return it to you at the end of the tenancy in the same condition it was in at the start (subject to fair wear and tear), but that there are no issues arising for which you are responsible, such as leaks, for example. During those checks if we discover damage for which the tenant is responsible, we will ensure that it is made good at their cost.

### Insurance

Should it be necessary to make an insurance claim during a tenancy, we will liaise with your insurance company on your behalf to ensure the claim is dealt with as quickly as possible.

### Changes in Legislation

We will keep you abreast of the latest changes in legislation which as a landlord you are bound to comply. If any action is required we will organize this on your behalf.

## AT THE END OF TENANCY

As the end of the tenancy approaches we will make any recommendations we feel are necessary in order to bring the property back up to the requisite standard for re-letting. Subject to your approval we will then arrange any such works so that the property is ready for re-marketing with the minimum of delay.

On the last day of the tenancy, the independent inventory clerk that compiled the Inventory & Schedule of Condition at the start will be appointed to perform a check-out. Once this has been done we will assess it and compile a deposit release schedule of any legitimate charges for which we believe the tenant is liable and submit it to you for approval.

We will mediate between you and the tenant to agree an amicable settlement. Please note that by law we are unable to release any part of the deposit to either party without the express written consent of both the landlord and the tenant, as it is generally held by us as stakeholder.

In the event that such an amicable settlement cannot be reached then we will submit the relevant paperwork to The Dispute Service or such other form of arbitration as may be deemed fit and we will advise you accordingly.

Please don't hesitate to contact us on 020 3011 1775 or email us at [info@tunstallproperty.co.uk](mailto:info@tunstallproperty.co.uk)

