

# Comprehensive Property Management Service

Giving You Complete Peace of Mind

[hamptons.co.uk](http://hamptons.co.uk)



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Even with experience, managing a property can be a full time job. One you could probably do without, particularly if you already have a full time job, family or live overseas.

That's where Hamptons' comprehensive Property Management service comes in... we are here to help iron out any unforeseen necessities and focus on the nuts and bolts that are the essential foundations of managing a property. Our team of professionals are on hand to provide you with a service designed for all types of landlords, from a homeowner renting out their family home whilst working overseas, to individual and corporate landlords owning investment properties or large property portfolios.

Our dedicated property managers offer a full property and rental management service for landlords. So you can relax knowing your property is in safe and experienced hands. Our complete service includes:

- Complete peace of mind 24 hours a day
- No tenant contact required
- Statistically your tenant is more likely to stay for longer
- Corporate tenants often insist that a property is managed
- Excellent property manager to property ratio
- Repairs carried out by vetted tradesmen at competitive rates
- Annual safety tests arranged
- Deposit claims negotiated
- Annual property visits
- Up to date market values provided at time of renewals

We are past gold winners in Best Property Management at the Lettings Agency of the Year Awards in association with The Sunday Times and Times. Our Service was noted as "excellent"; "the team obviously understand the key to providing exceptional customer service and property management".

Additional services are available from our Interior Solutions department; these include: furnishing, decoration, complete refurbishment projects and a snagging service for purchasers of brand new properties.

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## How our services compare

	Comprehensive Management	Standard Lettings
Photographs & Marketing	✓	✓
Accompanied Viewings	✓	✓
Arranging Tenant References	✓	✓
Arranging the Check-In	✓	✓
Rent Collection	✓	✓
Arranging Safety Inspections	✓	✗
Transfer of Utilities	✓	✗
24 Hour Emergency Cover	✓	✗
Routine Maintenance	✓	✗
Repairs	✓	✗
Payment of Outgoings	✓	✗
Property Visit	✓	✗
Key Holding	✓	✗
Arranging the Check-Out	✓	✗
Deposit Negotiations	✓	✗

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### Complete Peace of Mind

Whether you are hard at work or travelling the world on holiday, you can sit back and relax in the knowledge that should an unexpected breakdown or emergency occur, no matter how big or small, a trained professional is on call day and night to manage the situation and arrange for any repairs that need to be carried out.



### Safety Regulation

It is becoming clear that today's landlords face stricter statutory safety regulations than ever before. As government bodies and industry regulators tighten the reins on safety requirements, you can be assured that here at Hamptons Property Management our team is on hand to advise on current safety regulations.

From gas and electric appliances through to fire and furnishing regulations, our team is up to speed on all the 'nitty gritty' issues that arise with property safety requirements. With your property managed by Hamptons we can arrange safety certification, the installation of smoke and carbon monoxide alarms and advise on more complex issues such as housing health and safety rating.



### Value for Money

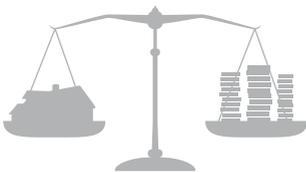
Our property managers are trained to assess expenditure through the eyes of our client, ensuring that value for money is offered at every stage. Many key trades charge our clients at rates below those available to members of the general public. Acting on your behalf we are happy to engage your preferred contractor and to settle accounts as and when they are received.





### Qualified Tradesmen

Your property is an important asset and we understand that notwithstanding the need to minimise expense, works undertaken on your behalf should be carried out to a high standard. Contractors engaged on your behalf will need to meet strict quality control criteria covering everything from trade qualifications right through to adequate liability insurance. Approved contractors also adhere to strict Service Level Agreements to ensure their service is of the highest standards.



### Deposit Deduction Negotiations

One of the more challenging aspects of the landlord and tenant relationship is agreeing what should be deducted from the deposit at the end of the tenancy. As your managing agent we put a useful distance between you and your tenant

whilst negotiations are carried out by us on your behalf. Our advice on what you can and cannot claim and on what to do in the event an agreement is not possible can save many hours and hundreds of pounds in legal fees. Our goal is to manage this process in the most effective and efficient way providing you with a smooth amicable synergy throughout tenancy negotiations.



### Annual Property Visits

As your eyes and ears during the tenancy, we undertake an annual Property Visit.

A comprehensive report, together with relevant photographs, will be emailed to you following the visit. Additional visits can be arranged at your request.

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# What our clients and their tenants say

## **Islington Landlord**

Thanks for all your help over the last few years. It was always a great weight off my mind knowing that you and Hamptons were looking after my property.

## **Tower Bridge Tenant**

Many thanks indeed to you and the landlord for arranging this. I must say you're the best agent/landlord combination I've ever had, and there have been a few...

## **Beaconsfield Tenant**

I wanted to take just a moment to thank you for your efforts during our tenancy. Of all the agents I truly felt that you provided the best service. Being a Commander in the Navy I can say that you have that "get it done" and "go-to" almost military-like characteristics that made things easier for me and my family.

## **St. Albans Landlord**

I've used the services of Hamptons St Albans since they established the office in 2007 and I've found the whole team to be courteous, professional and extremely efficient. Would recommend to any other local landlords without hesitation.

For more information please contact your local lettings office.

e. [clientrelations@hamptons-int.com](mailto:clientrelations@hamptons-int.com)

t. +44 (0) 20 7963 0614

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