



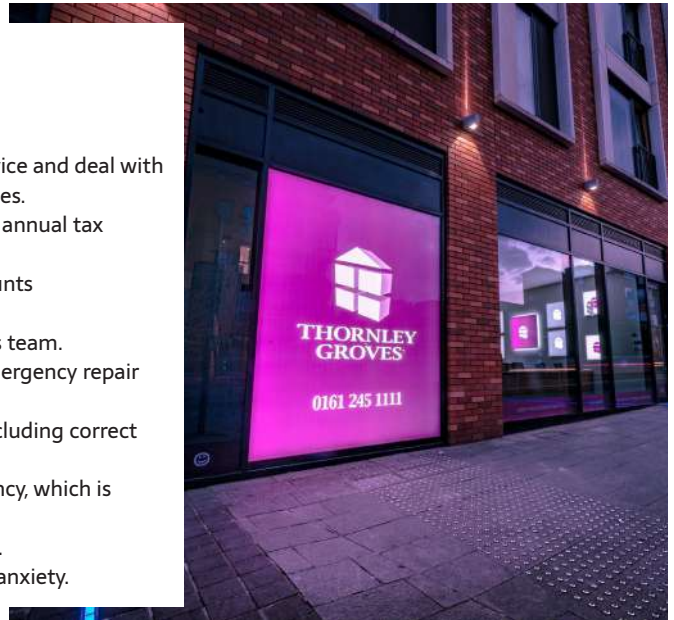
**THORNLEY
GROVES**

THE ADVANTAGES OF OUR MANAGEMENT SERVICE

WHAT CAN YOU EXPECT?

AN HONEST, DILIGENT AND RELIABLE TEAM

- Your dedicated Property Manager will provide continuity of service and deal with all the day-to-day property management and maintenance issues.
- We handle all of the paperwork in relation to your property and annual tax statements are available on request.
- Rent is collected and payments are processed daily by our Accounts department to ensure your rent is sent to you without delay.
- Outstanding rent payments are chased by our dedicated Arrears team.
- We have an out of hours service to deal with all out of hours emergency repair works.
- All deposit protection administration is taken care of for you, including correct issuing of prescribed information to avoid fines.
- We keep up-to-date records of all activity throughout the tenancy, which is essential should you find yourself in a dispute with a tenant.
- We can account for all transactions for all parties of the tenancy.
- Employing us reduces your workload and any possible stress or anxiety.



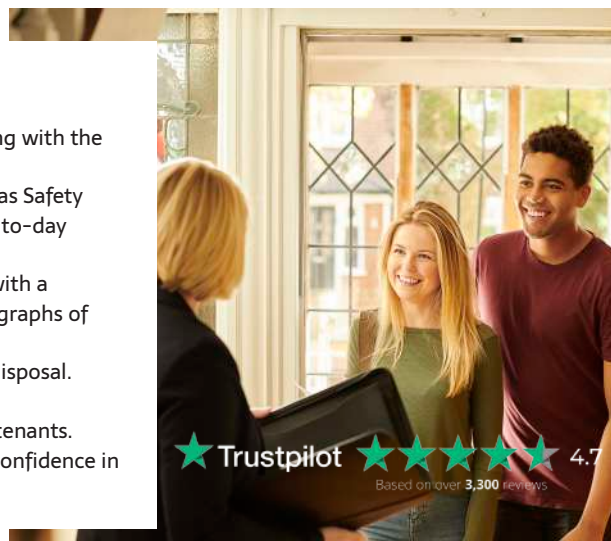
EXPERIENCED MARKET LEADING PROFESSIONALS

- We are members of ARLA Propertymark, the UK's foremost professional body for residential lettings and property management agents, and our Managers and Team Leaders are ARLA qualified.
- We are always up-to-date on current legislation affecting our landlords, which mitigates the financial and legal consequences of getting it wrong, as ignorance is not a defence in court.
- As experts in our field, we have excellent knowledge of our market conditions and demand.
- Our stringent vetting and referencing procedures mean you're more likely to attract reliable tenants.
- We serve all statutory notices, where applicable.
- If there are grounds to evict a tenant, we will follow the correct legal process. Landlords who get this wrong could face a fine and/or imprisonment.
- Tenants can utilise our online maintenance reporting mechanism to report all repair works 24 hours a day. The online platform is available in over 40 different languages.



PASSIONATE ABOUT WHAT WE DO

- We inspect the property regularly to ensure the tenants are complying with the tenancy agreement and taking good care of your property.
- We take care of our landlord's legal obligations, such as the annual Gas Safety Record and all other compliance related matters, along with the day-to-day management of the property.
- Our inventory check-in and check-out services provide your tenant with a detailed schedule of condition report that includes 360° angle photographs of your property.
- We have tried and tested, vetted and competent contractors at our disposal.
- We are experienced in dispute resolution.
- We provide an objective and impartial buffer between you and your tenants.
- Our customers post reviews about us on Trustpilot, so you can have confidence in the services we provide.



RENT & LEGAL PROTECTION



Our Rent & Legal Protection Service is designed to remove the worry, stress and hassle out of letting your property. Sometimes things can go wrong but this additional service will provide you with:

- Rent protection and recovery until vacant possession.
- A maximum pay-out of up to £100,000.
- Standalone legal expense cover.
- Legal expenses for property damage cover.
- Eviction of tenants and squatters.
- Contract dispute protection.

The first month is FREE for new managed landlords! Further information and charges can be found on our website: thornleygroves.co.uk/rlp

NIL DEPOSIT SCHEME



Thornley Groves has partnered with Reposit to bring you a nil deposit option when you instruct us to let and manage your property. Through Reposit we are able to bring you an alternative to the traditional deposit, which helps your property stand out in a crowded market and lets tenants move in faster, rather than waiting to have a large lump sum available. This means your property won't stay empty for long!

- Tenants who choose to use Reposit will pay a non-refundable service charge equal to one week's rent, direct to Reposit, to allow them not to pay a traditional deposit. This will allow you, the landlord, to be added to Reposit's Insurance Policy.
- Reposit covers you for up to eight weeks' worth of damages or rent arrears if a tenant defaults on fair payment.
- Your tenants are still liable for any damages or breaches of the tenancy agreement and will pay for these at the end of the tenancy, just like with a traditional deposit.
- When a tenant is looking for their ideal property they'll be able to see the Reposit listings badge on your property images.
- This sticker shows that your property is eligible for our Nil Deposit Scheme and you have agreed to let your property using the Reposit service.

Find out further information on our website: thornleygroves.co.uk/reposit-landlords/

If you have any questions about our Management Service, please get in touch.



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