



**Front Row**  
Property Services

## Our Services



[www.frontrowgrp.com](http://www.frontrowgrp.com)

# Our Services

With a range of services to suit all our clients and their needs, you can be sure that we'll provide the help and support that will be most useful for you.

| Services Provided                       | Fully Managed | Let Only | Tenant Find |
|---|---------------|----------|-------------|
| No Let No Fee                           | ✓             | ✓        | ✓           |
| Property Appraisal and Rental Valuation | ✓             | ✓        | ✓           |
| Database of potential tenants           | ✓             | ✓        | ✓           |
| Accompanied Viewings and Feedback       | ✓             | ✓        | ✓           |
| Tenant Referencing                      | ✓             | ✓        | ✓           |
| Tenancy Agreements                      | ✓             | ✓        |             |
| Deposit and Rent in Advance             | ✓             | ✓        |             |
| Deposit Registered with DPS             | ✓             | ✓        |             |
| Contacting Utility Suppliers            | ✓             | ✓        |             |
| Inventory and Schedule of condition     | ✓             | ✓        |             |
| Tenant Check In                         | ✓             | ✓        |             |
| Rent Processed Same day 5 days a week   | ✓             |          |             |
| Renweal and rental increase negotiation | ✓             |          |             |
| Dealing with Rent Arrears               | ✓             |          |             |
| Annual Portfolio Review                 | ✓             |          |             |
| Quarterly Property Inspection           | ✓             |          |             |
| Serving Section Notices                 | ✓             |          |             |
| Full Check and Inventory update         | ✓             |          |             |
| Deposit Reconciliation                  | ✓             |          |             |
| Managing your legal safety requirements | ✓             |          |             |

# Our Services in depth

**No Let No Fee** – We will only charge you a fee once we have found you a suitable tenant.

## **Property Appraisal and Rental**

**Valuation** – Our valuer will go to your property and use local comparable data and recent lets in the area. We will look at rental yields for similar properties in a similar condition and advise on the best marketing price and expected returns that will be achievable

**Database of potential tenants** – We have a large database of potential tenants that are registered looking for properties in the local area. Once we have confirmed the details of your property we will go through and find suitable matches and contact them first to find out if they would be interested in viewing

**Accompanied Viewings and Feedback** – Our friendly and professional team will show prospective tenants around your property and will point out the key features to maximise its appeal. We will carry out block viewings if necessary and all to fit around a time that suits you

**Tenant Referencing** – Having confidence in your tenant is critical and in partnership with Let Alliance we will conduct an Ultimate Global reference which includes; Electoral roll verification, a full adverse credit check, CCJs/Bankruptcy Orders/IVAs check on all declared and undeclared addresses, income verification including employers, Accountants and pension providers as required, previous and current landlords. Also to include a Right to rent check as part of our mutual requirement under the Immigrations Act

**Tenancy Agreements** – Once we have successfully referenced your prospective tenants we will begin to draw up a tenancy agreement. Our agreements are continuously updated to the latest legislation to protect you and your property. We use the latest digital signature technology to speed up the process and to make it easier for you to manage your agreements

**Deposit and Rent in Advance** – We will take a deposit and the first month's rent in advance of the tenant checking in to the property

# Our Services in depth

**Deposit Registered with DPS** – It is a legal requirement to protect a tenancy deposit taken for an assured shorthold tenancy by holding them within an approved Tenancy Deposit Protection Scheme for the duration of a tenancy. We will register your deposit with the Deposit Protection Service (DPS) within the specified timeframe and provide tenants with the prescribed information they require explaining how their money is protected

**Contacting utility suppliers** – We will manage the handover of all utility providers and inform them of meter readings and move in dates to make sure accounts are allocated to the correct person. We will also contact the local council tax department to let them know who is moving in. We will include all the meter reading information on our detailed schedule of condition.

**Inventory and Schedule of condition** – Before moving your tenant in we will produce a full photographic inventory and detailed schedule of condition. This document will be very important in providing evidence of the condition of your property at the beginning of the tenancy so will be crucial in resolving disputes at the end of the tenancy. We will make sure that both you and the tenant have seen and approved the inventory and provide copies to you both

**Tenant Check in** – We will meet your tenant at the property on move in day and hand over the keys and all of the relevant legal documents including AST and inventory and make sure that everything goes smoothly

**Rent Processed Same Day 5 Days a week** – We know how important it is to receive your rent on time. We will process your rent the same day that we receive it. 5 Days a week.\*

**Renewal and rental increase negotiation** – We monitor the Rental Price Index closely and when the tenancy agreement fixed period comes to an end we will discuss with you the possibility of an increase in your rent. If you would like us to we will enter in to negotiations with your tenants and if we can agree, a new Tenancy Agreement with the new rent will be drawn up

**Dealing with Rent Arrears** – We will deal with any late or non-payment of rents when they occur from the first day right through until payment is received or the necessary notices are served and vacant possession is gained. We know that good tenants can have changes to their situation that are unforeseeable and that is why we have our industry leading Rent Guarantee. See below for more details

# Our Services in depth

**Quarterly Property Inspections** – We know how important it is to protect your investment. That is why we will make quarterly inspections to your property and we will use the original inventory document as the start point. We will visit the property and take photos and make notes of any material changes to the property and report back to you once we have been with a full report

**Serving Section Notices** – Navigating the legal and compliance maze of lettings can be complicated but we are here to help you every step of the way. We will make sure that all section notices are dealt with correctly and in a timely manner if necessary

**Full check out and inventory update** – At the end of the tenancy we will revisit your property and do a thorough final inspection and check it against the original inventory. We will take all the meter readings and produce a report. We will collect all the keys and then call you to discuss our findings

**Deposit Reconciliation** – We will discuss any potential deposit deductions with you and your tenant and if you reach agreement we will keep back any monies required to complete necessary work and send the remaining deposit to the tenant. If an agreement can't be reached we will work with the Alternative Dispute Resolution to assist in resolving any disputes as swiftly as possible

**Managing your legal safety requirements** – We will ensure your property is up to date with gas safety certificates, legionella risk assessments, and electrical checks where appropriate. There are other requirements dependent on your property and we are here to make sure you comply with all the ones that are relevant. We will check all fire alarms have been tested and that you have the correct licenses. Keeping your property and your tenants safe

# Let's get Started

To put your property in our hands, please contact us  
today.

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