



Complete Property Solutions  
Lettings, Management, HMOs & More in One Place.

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## Property Management Guide

### **Full Service. Zero Stress. Total Peace of Mind.**

At **Propertiva**, our Property Management Service is built to offer landlords complete reassurance. Beyond the initial letting, our team handles every aspect of property management with professionalism, transparency, and care.

From collecting rent to resolving maintenance issues, we keep your investment performing and your tenants satisfied—all while saving you valuable time.

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### **What Our Management Service Includes**

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#### **Rent Collection & Transfer**

We handle rent collection directly from your tenants and arrange prompt monthly transfers to your nominated bank account. Payments are streamlined and issued through a single, consistent system, no chasing, no confusion.

#### **Monthly Financial Statements**

Each month, you'll receive a clear financial summary detailing any rental income, maintenance costs, or service charges. These reports are designed to support easy record-keeping and tax preparation.

#### **Professional Cleaning Arrangements**

We can coordinate professional cleaning before new tenancies begin, ideal for presenting the property at its best. Our trusted partners offer reliable and cost-effective services.

#### **Payment of Outgoings**

If requested, we can manage payments such as service charges, ground rent, or insurance premiums directly from your incoming rent, saving you time and ensuring nothing is missed.



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### **Maintenance & Repairs**

Our in-house maintenance team manages all repair requests, coordinates quotes, and oversees work with vetted contractors. You'll be consulted for approval where needed, with urgent issues handled swiftly.

### **24-Hour Emergency Support**

Tenants will have access to emergency contact details for critical situations outside of normal office hours. We ensure tenants are briefed on what qualifies as an emergency and how to respond.

### **Routine Property Visits**

We conduct regular inspections, typically at the six-month mark, to ensure your property is being maintained in line with the tenancy agreement. We'll report back on condition, cleanliness, and any tenant concerns.

### **End of Tenancy Check-Out**

At the end of the tenancy, we oversee the check-out process using an inventory report (where available) to assess the condition of the property and note any required deductions or repairs.

### **Deposit Guidance**

Once the check-out report is reviewed, we advise on fair and appropriate deductions, backed by quotations where needed. This ensures the process is transparent and just for both parties.

### **Vacant Property Management**

If your property is empty between tenancies, we offer light management during the vacancy, such as periodic checks, post-tenancy cleaning, or arranging works and viewings in preparation for re-letting.

*Services are subject to terms and conditions. Please speak to our team for custom arrangements.*