

Your guide to our professional lettings and management services



**NORVIC  
PROPERTIES**

# SERVICES



## Why choose Norvic Properties?

Making your investment work for you

We are here to give you the peace of mind that your investment property will always run smoothly in the background, whether you're busy at work, travelling the world, or enjoying your retirement. We take care of the regular and unglamorous tasks of management, so that you can enjoy stable rental income and a well maintained asset, without drudgery or drama!

### 3 different service levels













**1****Let Only Service****2****Full Property Management Service****3****Management & Guaranteed Rent Service**

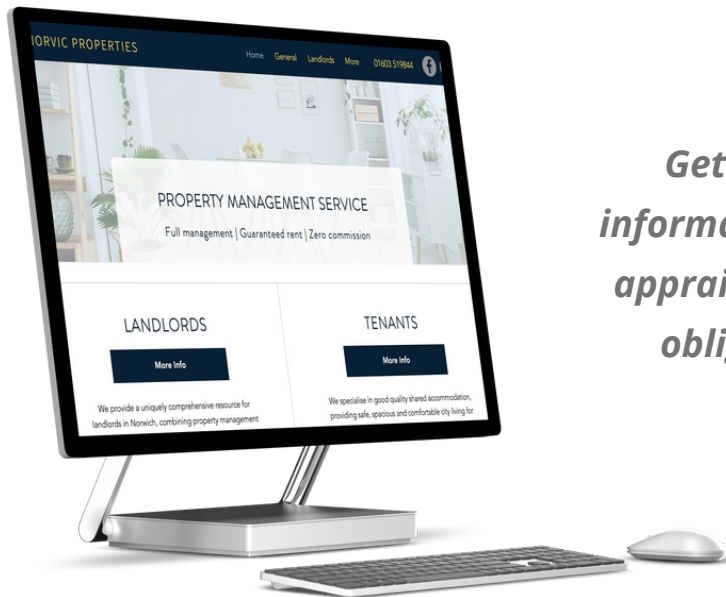
### A special focus on legal compliance

Having started out as property investors, we understand the inherent risks to landlords of legal penalties and prosecution. With over 170 laws now affecting landlords, it's the first order of business to *keep you safe* from a legal perspective. We are experts in compliance, so you don't have to be.



## Why busy landlords choose Norvic Properties

-  We specialise only in lettings and management
-  We're also investors, with knowledge of the market
-  Your asset runs smoothly in the background
-  Zero risk approach to legal compliance
-  Attentive, 'on the ground' management service
-  Great trades team, & flexibility to use your own
-  Full Client Money Protection in place
-  Membership of the Property Ombudsman.
-  Clear monthly financial statements
-  Thorough tenant referencing checks.
-  Management of both single lets and HMO's
-  An attractive Guaranteed Rent scheme



*Get to know us with an  
informal chat and free market  
appraisal. There is never any  
obligation to go further*

## Start with a **FREE compliance review**

Besides a chance to get acquainted, this first meeting is always worthwhile for the completely FREE compliance review and up to date market appraisal it provides

Give us a call to book a property visit and free market appraisal with one of our team. We're interested to learn more about you and what role investment property plays in your life. We can get to know each other, discuss our service, and appraise the current market rental value of your property.

This visit also provides an opportunity to review your key legal responsibilities, with both safety regulation and tenancy management. This is a useful service in itself, and we frequently encounter very consequential failings on these visits, even with experienced landlords. So it's worth giving us a call for this reason alone... it's completely free after all!

As managers and investors, we have a keen eye on current market rents and will offer a realistic valuation for your property. Our clients can sometimes be surprised to find that rent increases enable them to retain the same net income as before, even after our Full Management Service fee has been applied (see below for pricing details).

Call now: **01603 519844**





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*Peace of mind for busy landlords*



## Letting your property the right way

From background preparations and marketing, through to property and tenancy management, we look after your property the right way, in compliance with regulations

### Preparation and marketing

Your legal obligations as a landlord start well before the property is occupied by a tenant. We keep you on the right track, with guidance on the fundamentals of compliance, in areas like mortgage and insurance terms, lease conditions, and ICO membership.

With that in place, we ensure your property complies with crucial safety legislation, like the Homes (Fitness for Human Habitation) Act 2018; the Housing Health & Safety Rating System under the Housing Act 2004; and the Smoke and Carbon Monoxide Alarm Regulations 2015 (amended 2022).

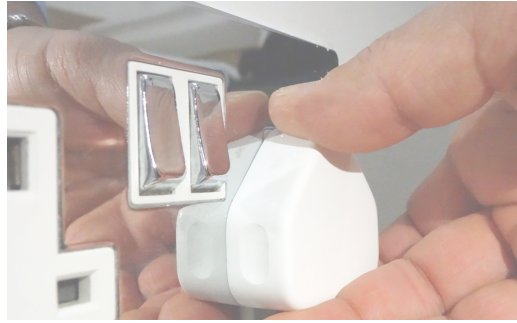
Before any tenants arrive, we produce all the correct safety certification to keep you on the right side of regulations. This is not just the familiar gas and electric certificates, but also documents like PAT tests and Legionella Risk Assessments, to fully protect you from potential penalties. We don't take any risks with compliance.

When it comes to marketing, we adhere to the Competition and Markets Authority guidance for landlords, in deploying a combination of traditional and contemporary methods, from property portals, to social media, to our network of contacts with employers.

Your property will be advertised with photos, videos, and virtual walkthroughs. We also offer the option of a professionally staged and dressed marketing service. All our applicants are thoroughly referenced through previous landlords, employers and credit checks, to help us identify the best possible tenants for you.







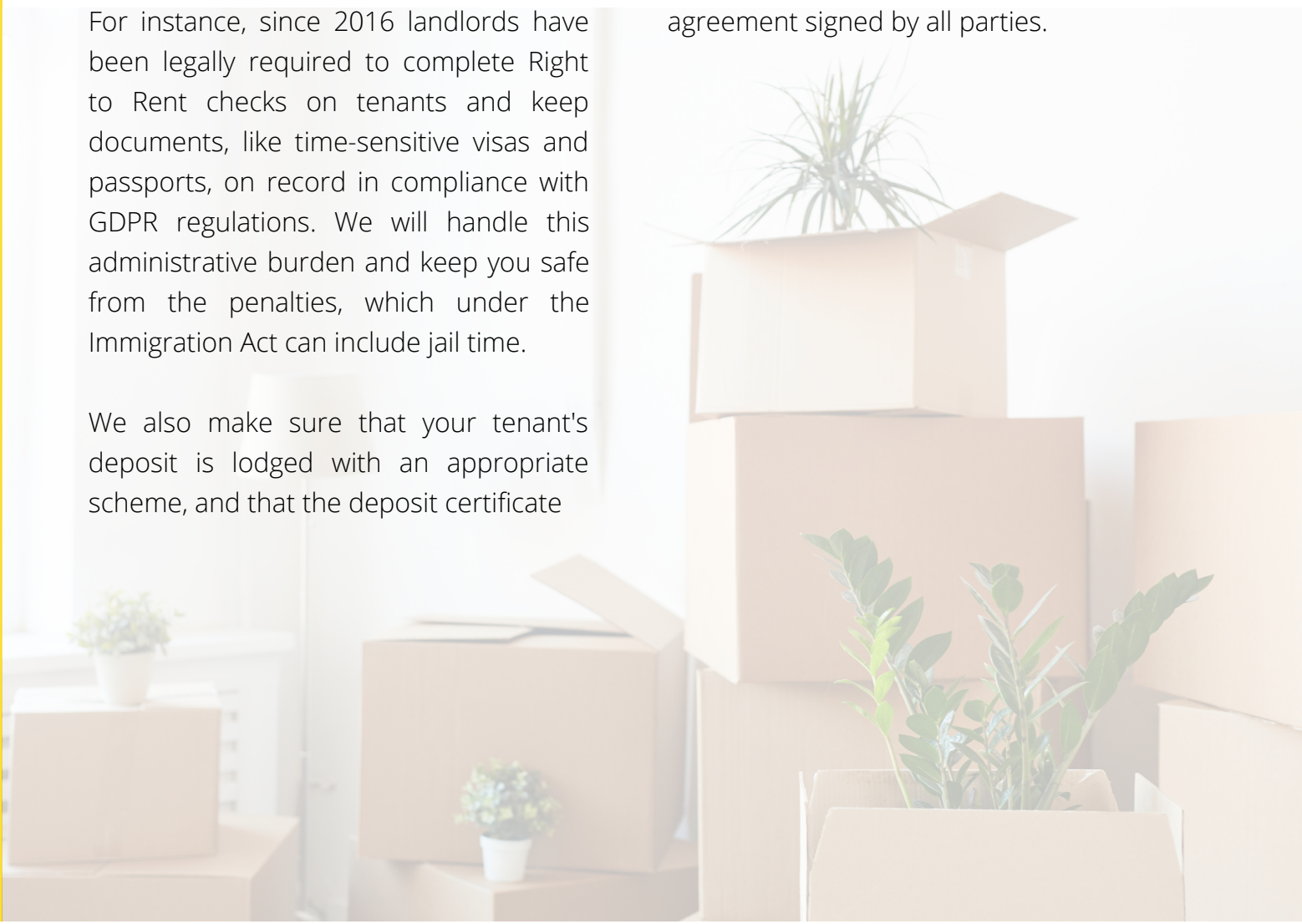
## Setting up the tenancy

Creating the tenancy correctly sets you up for a hassle-free experience and prevents possible headaches further down the road. We have a highly organised system for managing this process in accordance with legislation, which involves obtaining and providing necessary paperwork at prescribed times.

For instance, since 2016 landlords have been legally required to complete Right to Rent checks on tenants and keep documents, like time-sensitive visas and passports, on record in compliance with GDPR regulations. We will handle this administrative burden and keep you safe from the penalties, which under the Immigration Act can include jail time.

We also make sure that your tenant's deposit is lodged with an appropriate scheme, and that the deposit certificate

and Prescribed Information are served within 30 days of receipt. Alongside this, we produce a thorough photographic inventory, so that any damage can be claimed against the deposit with supporting evidence. Legal safety certificates and the latest How to Rent guide are served pre-tenancy, and the Assured Shorthold Tenancy (AST) agreement signed by all parties.





***It's not worth the  
risk of ignoring  
legal details  
when managing  
your property***

## **Managing your property and tenancy**

With so much legal compliance demanded of landlords today, we choose not to offer a basic "Rent Collection" service option. It's not worth the risk ignoring legal details, and there needs to be a comprehensive system in place. This extends to the ongoing processes of tenancy and property management.

One of the first tasks within our Full Management Service is to test smoke alarms, specifically on the first day of the tenancy as per the Smoke and Carbon Monoxide Regulations 2015. We'll also check carbon monoxide alarms are present in any rooms with fixed combustion appliances, such as boilers.

Safety certificates will be monitored and renewed by qualified and insured contractors at regular intervals. These include gas safety checks, EICR's, legionella risk assessments, and PAT tests. For HMO's we adhere to the



Management of Houses in Multiple Occupation (England) Regulations 2006, and will organise the additional documentation that your property needs, including: fire alarm tests, fire extinguisher tests, emergency light tests, HMO license, and a fire risk assessment.

Your property will be maintained in good condition, both internally and externally, in keeping with your duties under the Landlord and Tenant Act 1985, the Homes (Fitness for Habitation) Act 2018 and the Housing and Safety Rating System. Regular inspections and a great team of qualified contractors help us to keep on top of general maintenance.

We operate an organised rent collection and rent chasing system, which is accompanied by monthly financial statements. For the ultimate peace of mind, we also offer a Guaranteed Rent.

***We have a great  
team of qualified and  
insured contractors  
to keep your property  
running smoothly***





# Choosing a **service level that suits you**

Your choice of service level will depend on the amount of time and energy you have available for management, plus the level of risk you're prepared to accept.

## 1 **Let Only Service**

**Who is it for?** This is for landlords with knowledge of property legislation and time to implement a management system, but who benefit from the support of an effective marketing operation.

**What are the fees?** The Let Only service fee is 1 month of rent. There is an additional fee for dressed & staged photography. With Full Property Management this is 75% of 1 month's rent.

## 2 **Basic or Premium Property Management**

**Who is it for?** This is for landlords who do not want to become experts in property legislation and management systems. They want passive income from a professionally managed asset.

**What are the fees?** The Basic service is 10% for single lets and 12% for HMO's. The Premium service is 12% for single lets and 15% for HMO's

## 3 **Management & Guaranteed Rent**

**Who is it for?** This is for landlords who want their property to be an entirely passive and predictable investment over the long-term. Guaranteed rent means no chances of voids or tenant issues.

**What are the fees?** This is paid as net rent, irrespective of occupancy, certification costs or, within limits, maintenance costs. There are no extra fees for management or letting services.



|                                                                                                | Standalone service | Let Only service | Basic Property Management | Premium Property Management | Guaranteed Rent |
|------------------------------------------------------------------------------------------------|--------------------|------------------|---------------------------|-----------------------------|-----------------|
| Management fee (% of monthly rent)                                                             |                    |                  | 10% single let<br>12% HMO | 12% single let<br>15% HMO   | 0% fees         |
| Letting fee (% of first month's rent)                                                          |                    | 100%             | 75%                       | 75%                         | 0%              |
| <b>Pre-tenancy</b>                                                                             |                    |                  |                           |                             |                 |
| Property visit & market appraisal                                                              |                    | ✓                | ✓                         | ✓                           | ✓               |
| Production of photos, video & text                                                             |                    | ✓                | ✓                         | ✓                           | ✓               |
| Marketing via portals & social media                                                           |                    | ✓                | ✓                         | ✓                           | ✓               |
| Installation of To Let board                                                                   |                    | ✓                | ✓                         | ✓                           | ✓               |
| Accompanied viewings                                                                           |                    | ✓                | ✓                         | ✓                           | ✓               |
| <b>Tenancy application</b>                                                                     |                    |                  |                           |                             |                 |
| Creation of tenant file                                                                        |                    | ✓                | ✓                         | ✓                           | ✓               |
| Referencing: I. D. check, credit check, employer reference, previous landlord, student status  |                    | ✓                | ✓                         | ✓                           | ✓               |
| Immigration checks                                                                             |                    | ✓                | ✓                         | ✓                           | ✓               |
| Contract creation & signing                                                                    |                    | ✓                | ✓                         | ✓                           | ✓               |
| Documentation issued: EPC, electrical report, gas safety, how to rent, privacy policy, license |                    | ✓                | ✓                         | ✓                           | ✓               |
| Guarantor form creation & signing                                                              |                    | ✓                | ✓                         | ✓                           | ✓               |
| <b>Deposit management</b>                                                                      |                    |                  |                           |                             |                 |
| Collect & register deposit                                                                     | £47                | £47              | £47                       | ✓                           | ✓               |
| Issue deposit Prescribed Information                                                           |                    |                  |                           | ✓                           | ✓               |
| <b>Check-in</b>                                                                                |                    |                  |                           |                             |                 |
| Photographic inventory                                                                         | £97                | £97              | £97                       | ✓                           | ✓               |
| Smoke & carbon monoxide alarm tests                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| Transfer council tax & utility bills                                                           |                    |                  | ✓                         | ✓                           | ✓               |
| Key collection & signature                                                                     |                    |                  | ✓                         | ✓                           | ✓               |
| <b>Tenancy management: rent</b>                                                                |                    |                  |                           |                             |                 |
| Invoice tenant                                                                                 |                    |                  | ✓                         | ✓                           | ✓               |
| Collect & reconcile rent                                                                       |                    |                  | ✓                         | ✓                           | ✓               |
| Chase rent arrears (up to 3 months)                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| Pay utilities providers for bills inclusive rent                                               |                    |                  | ✓                         | ✓                           | ✓               |
| Pay contractor invoices                                                                        |                    |                  | ✓                         | ✓                           | ✓               |
| Monthly income & expenses statement                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| <b>Tenancy management: compliance</b>                                                          |                    |                  |                           |                             |                 |
| Smoke & carbon monoxide alarm tests                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| EICR, CP12 & EPC certificates                                                                  |                    |                  | ✓                         | ✓                           | ✓               |
| Portable Appliance Tests (PAT)                                                                 |                    |                  | ✓                         | ✓                           | ✓               |
| Fire alarm system & emergency lights tests                                                     |                    |                  | ✓                         | ✓                           | ✓               |
| Immigration checks after right to rent expiry                                                  |                    |                  | ✓                         | ✓                           | ✓               |
| Manage HMO noticeboard information                                                             |                    |                  | ✓                         | ✓                           | ✓               |
| Inform client of regulatory changes                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| <b>Tenancy management: maintenance</b>                                                         |                    |                  |                           |                             |                 |
| Inspection every 6 months                                                                      | £97                | £97              | £97                       | £97                         | ✓               |
| Point of contact for tenants                                                                   |                    |                  | ✓                         | ✓                           | ✓               |
| 24hr emergency line                                                                            |                    |                  | ✓                         | ✓                           | ✓               |
| Access to professional & compliant contractors                                                 |                    |                  | ✓                         | ✓                           | ✓               |
| Arrange maintenance (under £500)                                                               |                    |                  | ✓                         | ✓                           | ✓               |
| Record all maintenance work                                                                    |                    |                  | ✓                         | ✓                           | ✓               |
| Receiving, recording & paying contractor invoices                                              |                    |                  | ✓                         | ✓                           | ✓               |
| Holding keys                                                                                   |                    |                  | ✓                         | ✓                           | ✓               |
| <b>Check-out</b>                                                                               |                    |                  |                           |                             |                 |
| Key collection                                                                                 |                    |                  | ✓                         | ✓                           | ✓               |
| Create check-out inspection report                                                             |                    |                  | ✓                         | ✓                           | ✓               |
| Assess deposit deductions                                                                      |                    |                  | ✓                         | ✓                           | ✓               |
| Negotiate deposit deductions                                                                   |                    |                  | ✓                         | ✓                           | ✓               |
| Release deposit from scheme                                                                    |                    |                  | ✓                         | ✓                           | ✓               |
| <b>Additional services: tenancy management</b>                                                 |                    |                  |                           |                             |                 |
| Key copying                                                                                    | £17                | £17              | £17                       | £17                         | ✓               |
| Furnishing service:<br>measure, source, order, deliver & assemble                              | 20%                | 20%              | 20%                       | 20%                         | ✓               |
| Issuing Rent Review Notice (Form 13)                                                           | £47                | £47              | £47                       | £47                         | ✓               |
| Dressed & staged marketing photography service for furnished houses                            | £47                | £47              | £47                       | £147                        | ✓               |
| Non-contracted property visits & tasks per hour                                                | £47                | £47              | £47                       | £47                         | £47             |
| Dealing with insurance claims per hour                                                         | £47                | £47              | £47                       | £47                         | £47             |
| Contract renewals - house                                                                      | £247               | £247             | £247                      | £247                        | ✓               |
| Contract renewals - room                                                                       | £97                | £97              | £97                       | £97                         | ✓               |
| HMO license application & management                                                           | £247               | £247             | £247                      | £247                        | ✓               |
| <b>Additional services: deposit</b>                                                            |                    |                  |                           |                             |                 |
| Arranging statutory declaration by a solicitor & sending to DPS                                | £47                | £47              | £47                       | £47                         | ✓               |
| Dispute handling, gathering evidence & presentation to adjudication panel                      | £147               | £147             | £147                      | £147                        | ✓               |
| <b>Additional services: possession</b>                                                         |                    |                  |                           |                             |                 |
| Issuing possession notices (Section 8 & 21)                                                    | £47                | £47              | £47                       | £47                         | ✓               |
| Attending court with the landlord for evictions                                                | £147               | £147             | £147                      | £147                        | ✓               |
| <b>Additional services: financial</b>                                                          |                    |                  |                           |                             |                 |
| Non-residential landlord statement                                                             | £27                | £27              | £27                       | £27                         | £27             |
| Annual income & expenses statement                                                             | £27                | £27              | £27                       | £27                         | £27             |
| Consultation to increase ROI from your properties                                              | £97                | £97              | £97                       | £97                         | £97             |





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## Management & **Guaranteed Rent**

Our flagship service provides the ultimate peace of mind for busy landlords

### **The freedom to 'set-and-forget'**

There are very few genuine options for landlords to completely 'set-and-forget' their properties, whilst the maintenance, compliance, and long-term rent take care of themselves. We're excited to show you our Management & Guaranteed Rent service, which truly offers these benefits.

### **A long list of savings and benefits**

Besides long-term rent and Premium Management, this service includes a raft of other features: free safety certification, free regular cleaning, free regular gardening, £100 towards maintenance every month, zero letting fees, regular visits and inspections, zero void periods.

### **A service tailor-made for your needs**

This service is designed to cover everything you need from your property, from legal compliance to long-term rent. But if you have any specific requests, we can add these to the terms of an agreement, creating a tailor-made service that gives you complete peace of mind.

### **We're always here for a friendly chat**

Whatever your current position, don't be hesitant to give us a call and we'll always be happy to share more information with you. Remember, you could always get started with our free, no-obligation compliance health-check, which can be arranged in no time: **01603 519844**.

**01603 519844 | [www.norvic-crs.co.uk](http://www.norvic-crs.co.uk) | [info@norvic-crs.co.uk](mailto:info@norvic-crs.co.uk)**