



## Out of Town Landlord Service

In the past, landlords have had only two options in regards to the maintenance of their properties. Either they managed the maintenance themselves or they paid a management company a commission to do it for them. Now there is a third option.

Silver Saints will look after all the maintenance needs of your rental properties without the monthly fee.

This product has been developed, *but is not exclusively for*, landlords who have rental properties in London but who live 'out of town' or abroad themselves.

Simply hand over a *spare set of keys* and we will look after them and all your property maintenance needs.

### **This Landlord's Service includes:**

- Free key holding service
  - Secure coded key holding service
  - No need to wait in to give access.
- No commission or management fees
  - Unlike property management services there are no monthly fees or commissions.
  - We only charge when our service is used.
- Liaising directly with tenants
  - Your tenants will a direct point of contact at Silver Saints.
  - Appointments can be scheduled via phone, email or our website.
- Reactive Maintenance
  - Quick turnaround time for reactive issues.
  - Experienced, multi-skilled handymen who can quickly solve complex problems.
- Pre-approved cost limit for small maintenance tasks.
  - Means faster turnaround time on reactive or small repairs.
  - Limits exposure to more costly repair without prior approval.
- Onsite instant quote for work that slightly exceeds pre approved limit.
  - The handyman will contact you from the property directly if the repairs are a little more involved.
  - Prior approval for the slightly more complex repairs.

- Written/email quote for larger work.
  - Formal quote for larger/longer repairs.
- Management of specialist tradesmen (gas engineers, roofers, appliance repairs, cleaners)
  - Some jobs will need specialists.
  - We will obtain quotes and manage the work on your behalf.
- Easy 'long distance' communication via email directly to our operations team.
  - Almost all correspondence can be done over email.

#### **Prices:**

Secure key holding service - **Free**

'By time' rates - **£40+VAT** for the first half-hour and **£20+VAT** for every half-hour thereafter.

Reactive Maintenance - 'by time' pre approved limit of **£150 per visit**.

Larger work - Quote basis following survey visit - **£35+VAT** (*only payable if you choose not to proceed with the quote*)

Portable Appliance Test Certificate - **£65+VAT (1-9 appliances)**

Electrical Safety Certificate – **(£195+VAT)**

#### **What is next?**

If our 'Out of Town' landlord service sounds good to you, simply send an email to [landlord@silversaints.co.uk](mailto:landlord@silversaints.co.uk). We'll email you back letting you know all the details we will need in order to create a customer file for you and your properties.

Having your rental properties maintenance under control is just a few emails away!