



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.

This Landlord's Service includes:

- Key collection from local agent
 - we will collect a spare set of keys locally & give ourselves access.
 - 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:

Handyman Service: £60+VAT for the first half-hour and £30+VAT for every half-hour thereafter for a multi-trade handyman visit.

Gas, Boiler & heating: £98+vat per hour for gas, heating and boiler repairs

Specialist Electrical: £75+vat per hour for specialist electrical work

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

What is next?

If our 'Out of Town' landlord service sounds good to you, simply send an email to 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!