



Landlord Brochure '20-21

About us

At MHS Lettings, we believe that everything starts with having a great relationship with our landlords. That's why we always go beyond traditional letting agents, putting an emphasis on proactive innovation and using the latest marketing platforms to source the best tenants for your property - fast.

Here is a brief selection of the services and benefits we offer to all our landlords as standard:

- ✓ Excellent Customer Service
- ✓ Tailored Letting Packages
- ✓ Competitive Management Fees
- ✓ Professional Property Photography
- ✓ Digital Photo Retouching (At No Extra Cost)
- ✓ Expert Advice Throughout The Lettings Process
- ✓ Cutting Edge Social Media Marketing
- ✓ A Friendly & Approachable Small Team



“

Mark & Amanda have provided me with their full property management service for a number of years now. It was a breath of fresh air to find a company that do exactly what they say they will do.”

Gary B
Fully Managed Landlord

Quality assurance

- ✓ We use the most effective property portals and social media platforms to get your property seen by the right tenants.
- ✓ Advanced background profiling to identify your perfect tenants, alongside thorough referencing procedures.
- ✓ We are members of multiple trusted associations, including the RLA, the Property Ombudsman, Client Money Protect & the DPS.

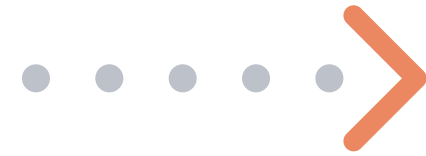


What makes us different

The traditional letting agent model is stagnant, over relying on age old strategies and methods that don't utilise the technologies that are now available to increase success rates. MHS Lettings utilise up to the minute property trend data alongside tenant behaviour monitoring to exceed the performance of other letting agents.

|  mhsLettings | Typical Letting Agents |
|---|--|
| No Setup Fees or Additional Charges We don't charge any additional fees on top of our standard charges so you know exactly where you stand | Additional Fee Charges Numerous setup costs & hidden deposit / inspection fees create an untrustworthy relationship between agents & landlords |
| Professional Photography We take stunning professional photographs of all our properties, including free digital retouching, ensuring they stand out online | Inadequate Imagery Blurry images and shots of untidy rooms hinder your property being displayed at its best and can put off potential renters |
| Excellent Customer Service We pride ourselves on our customer service and believes this sets us apart | Poor Communication Inadequate company infrastructure to deal with requests makes staff slow to respond |
| Powerful Marketing We use the most effective advertising channels to get your property seen fast | Ineffective Marketing Use of outdated advertising methods means that your property doesn't reach as many potential tenants |
| Modern & Innovative Process We use the latest marketing & social media platforms to find the perfect tenants for your property | Traditional Lettings Model Traditional business methods that haven't kept up with the times can dramatically affect your investment's success & its income |

Our Approach - Insights & Discovery



1. Area Insights & Property Presentation

We use real-time insights and web data to discover the optimum rental price for your property, combined with professional photography & marketing...

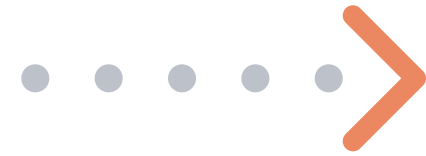
We're big believers in constantly evaluating and using the latest tools available to help us create better outcomes for our landlords. That's why we use real-time insights and web data to analyse the optimum rental price for your property. We then combine this with professional photography of your property, including high-quality digital retouching where required. We then utilise the most popular marketing and social media channels to reach your target audience & demographic. This combination allows us to help find the right tenants for your property, whilst also maximising the return from your investment.

2. Tenant Discovery & Security

We use the latest tools and methods to complete thorough background checks on all prospective tenants...

We understand that as a landlord, finding the right tenant is quite probably the most important factor when renting out your property. It can so often be the difference between having a smooth rental process, or a year of both increased stress and a drain on your returns. It is for these reasons that we always go above and beyond with our tenant referencing service, helping to ensure we find the best tenants for your property and allowing you to relax in the knowledge that your investment is secure.

Our Approach - Management & Care



3. Property Management & Customer Care

We get involved as much as or as little as you would like in the daily management of your property, whilst looking after your tenants

We offer a range of fantastic and competitive property management packages, giving you the freedom to choose what you would like us to do with regards to the management of your investment. Unlike many of our competitors we will never make a profit on a contractor invoice, so you can have peace of mind that you are always getting the best price. Within our trusted team of contractors we can ensure any maintenance work is carried out to the highest standard of finish and safety. We also offer the option to use your own maintenance contacts if you have your favorites already.

4. After Care & Investment Advice

We analyse your current property situation and advise on available steps to increase your rental return for the next tenancy

Once a tenancy has come to an end we don't believe the hard work and relationship with our landlords should stop there. That's why we always offer expert advice and evaluation on your property to ensure it keeps up with the ever-changing rental market. We regularly review your rent level, determining whether you are able to increase it. We can also offer advice on potential improvements that could be made to your property, helping to ensure you're always getting the maximum return from your investment.

Our Services & Fees

- Property valuation, including advice how to maximise your investment’s return and increase tenant demand.
- Professional high quality photographs throughout the property.
- Impressive image retouching, helping to present your property in the best way possible.
- Online and print marketing to reach the widest possible tenant audience.
- Comprehensive landlord to tenant matching, to ensure you get the right tenants in your property.
- Accompanied viewings, including notifying the existing tenants at least 24 hours in advance.
- Completion of all tenancy paperwork, including referencing, guarantors and ID verification.
- Collection of tenancy deposits, and the first month’s rent (where applicable).
- Rent receipt service, helping you to ensure your rent is paid on time for each instalment.
- Deposit collection, protection and return at the end of the tenancy.
- Inventory templates are available to ensure your ability to claim from the deposit if required.
- We actively pursue tenants who fail to pay their rent, including ultimately filing county court claims at cost price.
- We also offer unlimited advice and assistance at any point during the tenancy.
- Ability to temporarily upgrade to full property management during the tenancy, allowing you to take a break.
- Management and renewal of all relevant safety certificates and HMO licences.
- A dedicated property manager to look after both your tenants and your property.
- Regular property inspections, with photographic and documented records kept.
- Detailed photographic inventories and check out reports for each tenancy.
- Management of day to day maintenance requests, plus a 24/7 emergency call out service, manned 365 daysper year.
- Regular rent statements, including fully itemised maintenance costs that are totally transparent and fair.
- We never add surcharges to contractor invoices, you are welcome to original contractor invoices at any time.
- Fully tailored service, with the ability to select your preferred or existing contractors to carry out works in your property.

LET ONLY

Our hassle-free let-only tenant finding service is perfect for landlords looking to manage their property themselves, leaving the letting of the property to us



7.5% + Vat
+ NO ADDITIONAL FEES

PART MANAGED

Our part managed (rent receipt) service includes all of the standard letting services, along with rent collection and deposit protection as standard



9.5% + Vat
+ NO ADDITIONAL FEES

FULLY MANAGED

Our tailored fully management service gives you total peace of mind, with us looking after all aspects of property management



13.5% + Vat
+ NO ADDITIONAL FEES

Our Landlords

What our landlords have to say about us.

“

MHS Lettings have provided me with full property management service for a number of years now. It is like a breath of fresh air to have found a company that do exactly what they say they will do. Mark and James have always been professional, experienced, courteous, efficient and personable both to me and my tenants. I look forward to retaining their quality management services for many years to come.

Gary B (Fully Managed Landlord)

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“

I've always found they provide the perfect balance of professionalism and personal care. I'd recommend them very highly to any prospective landlords out there.

Frank J (Part Managed Landlord)

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“

Mark gives me 100% time and commitment in marketing our properties and will give you advice and guidance on what you can do to make sure you get the full financial potential of your investment. Rentll provide a quality and professional service.

Dawn N (Let Only Landlady)

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“

This is an outstanding letting agency. A professional and efficient approach to business. Good at communicating requirements and options. A friendly team that ensures dealings are always easy. Written from a landlord perspective.

Andy C (Let Only Landlord)

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Our Tenants

What our tenants have to say about us.

“

Such a friendly and easy letting agent to use and recently signed for a second house with them. An amazing choice of houses, they make the process so simple and stress free and are quick to sort any problems in the house. Highly recommend.

Joseph K (Tenant)

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“

I had a wonderful experience with Rentll. Mark was the one showing us the house and he was lovely as well as his co-workers. All extremely helpful and just superb.

Nisha J (Tenant)

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Thank you so much for everything you've done for us over the last 4 and a half years! Will be in contact if we choose to move back.

Amy T (Tenant)

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“

MHS Lettings are a fantastic letting agency. I absolutely adored the flat as my first home from home, very helpful team and generally just an honest and fair establishment. I do strongly recommend them. A big thank you to the whole of the Rentll team for everything they did for us.

Laura M (Tenant)

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We look forward to hearing from you.

Click To **Contact Us**

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