

BELVOIR!



Your Customer Journey

Follow your Belvoir Stoke landlord/landlady journey
from initial appraisal to re-let in the future.



Appraisal Visit

When you book a rent appraisal with us, we will visit your property to advise the market rent, the target tenant demographic and any preparations necessary to maximise your property rental and to comply with laws. You will receive an appraisal pack and a presentation with our recommendations.



Instruction & Paperwork

If you are happy with our service and replied to instruct us to go ahead, we will email you a Landlord's Terms of Business and a Property Form. Please return this to us asap, so that we are properly instructed as your agent.



Compliance Checks

During this process, we will check that your property has all the safety certification that is required for a tenancy. If anything is missing, we will advise you and we are able to organise tradesmen for you.



Photography & Marketing

Once the house is ready, we will photograph the house to produce professional grade photos, a 360 degree virtual tour and a floor plan. We will send you a property brochure for your approval before going live on the market.



Viewings, Tenant Applications and Referencing

Once the property is live on the market, we will handle all viewings, give you feedback and send you any applications we receive. We will fully reference the tenants with credit checks, right to rent checks, employment checks and previous landlord checks.



Tenancy Paperwork

We will send you a Tenancy Acceptance Form to approve the tenant. We will draft the Tenancy Agreement and do an inventory, which is recommended for proving the condition of the property at the start of the tenancy.



Tenant Move In

We will check smoke alarms, carbon monoxide alarms and serve the relevant documents on the tenant. We will collect the rent and the deposit, followed by protecting the deposit and serving the correct deposit certificate and prescribed information on the tenants. We will take our fees from the rent and send you the balance, with a complete statement of account.



Referrals & Feedback

We hope you will be delighted with our lettings service, and we'd love to hear from you via a Google review on our Belvoir Stoke google profile, if you can spare a minute!



Ongoing Property Management

If your property is under our management, we will visit the property twice a year and send you a photographic report with our comments. We will handle all renewals of gas or electric safety certificates, all communications with your tenants and the coordination of all repairs and maintenance. We will review your rent annually and we are here for you at all times for any advice or queries.



Re-let

When your tenant serves notice to leave, we will inform you and start the marketing process over again. When the tenant leaves, we will conduct a check out visit and send you a photographic report, followed by handling any deposit claims for you.

BELVOIR!

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