

Lettings & Property Management Packages

SIGNATURE

NORTH EAST

Tailored letting packages to suit your property

Our experienced Lettings Negotiators can offer an insight into an achievable rental qualifier for your property. However, we do recommend an appraisal with our knowledgeable Valuation Managers to get a well-rounded view of your property.

Our valuations are completely free of charge and carried out with thorough and extensive knowledge of the current market.

To book your FREE valuation, contact our team

Telephone: 0191 251 3344 (Option 2)

Email: lettings@wearesignature.co.uk

146-148 Park View, Whitley Bay, NE26 3QW



Tenant Find Service

Once you have chosen to market your property with Signature North East, following your property valuation, we begin by arranging full professional photography of your property with our in-house photographer. You will have the opportunity to approve the marketing particulars before your property is launched to the market.

If you would like additional support, our dedicated viewings team can conduct accompanied viewings on your behalf, ensuring all prospective tenants are professionally managed throughout the viewing process.

Your property will then benefit from comprehensive digital marketing across all major platforms, including our website, social media channels, Zoopla, OnTheMarket and Rightmove. We handle all applicant enquiries and offers, presenting you with detailed information via email so you can make a fully informed decision.

Once an offer is agreed, we collect the holding deposit (equivalent to one week's rent) to secure the tenancy and remove the property from the market. Referencing is then carried out, providing a thorough and detailed tenant report that can be shared with you if required.

Following successful referencing, we prepare and complete the Assured Shorthold Tenancy (AST) agreement. We also collect the first month's rent and the damage deposit, with cleared funds required 24 hours prior to the move-in date. Any agreed fees are deducted from the first month's rent and the remaining balance is forwarded to you along with a clear statement of account within 1-3 working days.

Please note that responsibility for protecting the tenant's deposit in a Government-backed scheme remains with you as the landlord. Full guidance on this process will be provided ahead of the tenant moving in.

Finally, we can arrange key release to the tenants on the day of move-in, should you require.

Add-on packages and additional services are also available.

Rent Collection Service

Our rent collection service incorporates the tenant find service, along with additional rent collection support, enabling Signature North East to assist with the financial management of letting your property.

We will deduct any agreed fees (including the tenant find fee and other agreed charges) from the first month's rent. The remaining balance is then paid to you together with a detailed statement clearly outlining monies received and any deductions made. This statement is issued within 1-3 days.

Please note that under a tenant-find arrangement, responsibility for protecting the tenant's deposit in a Government-backed scheme remains with you as the landlord. We do not protect the deposit on your behalf. Full guidance on this process will be provided prior to the tenant moving in.

If required, we can also arrange key release to the tenants on the day of move-in.

Add-on packages and additional services are also available.



Full Property Management Service

Our full management service incorporates all tenant find and rent collection services, alongside comprehensive day-to-day management of your property. You can sit back and relax while we take care of the stresses of letting, proactively managing both the tenancy and the property to help reduce rental void periods, minimise arrears and maintain the overall condition of your investment.

We organise full deposit protection through the MyDeposits Custodial Scheme and provide a detailed photography inventory at the start of each tenancy using our digitals software, Inventory Hive. Rent is collected on your behalf and paid over with a clear monthly statement outlining all monies received and any deductions.

Our team also tracks all relevant property legislation and compliance requirements, including but not limited to Gas Safety Certificates (CPI2), Electrical Installation Condition Reports (EICR) and Energy Performance Certificates (EPC), notifying you of upcoming expiry dates and arranging works with trusted contractors where instructed.

Maintenance requests are handled promptly through our approved network of qualified and insured tradespeople, ensuring your property is maintained to a high standard. We review quotes with you and monitor the quality of all works carried out.

Bi-annual inspections are completed by our lettings team, with detailed photographic reports provided to you and at the end of the tenancy, we conduct a thorough check-out inspection to ensure the property is returned in its original condition, allowing for fair wear and tear.

Deposit handling is managed through MyDeposits and where cleaning or damage requires accounting for at the end of a tenancy, we will, with your prior agreement, lodge a claim to recover appropriate costs.

Our team contacts tenants approximately two months before the end of their tenancy to confirm their intentions, managing renewals on your behalf and reviewing rental levels in line with current market conditions where appropriate.

We also serve the relevant legal notices, including Section 21, Section 8 and Section 13 notices, where applicable.

Our Services, At A Glance

| | Let Only | Rent Collect | Fully Managed |
|--|----------|--------------|---------------|
| Free market appraisal | ✓ | ✓ | ✓ |
| Full digital marketing & advertising on all platforms | ✓ | ✓ | ✓ |
| Full professional photography & floorplans | ✓ | ✓ | ✓ |
| Accompanied viewings | ✓ | ✓ | ✓ |
| Tenant introduction & extensive referencing | ✓ | ✓ | ✓ |
| Preparation & execution of Tenancy Agreement | ✓ | ✓ | ✓ |
| Dedicated property management consultant throughout the lettings process | ✓ | ✓ | ✓ |
| Preparation of future rental payments | | ✓ | ✓ |
| Pursuit of rental arrears | | ✓ | ✓ |
| Bespoke digital inventory with Inventory Hive | | | ✓ |
| Lodge & manage tenant's damage deposit | | | ✓ |
| Monthly transfer of rent & landlord statement of account | | ✓ | ✓ |
| 365-day maintenance service | | | ✓ |
| Compliance monitoring (EICR, EPC, gas safety) | | | ✓ |
| Deposit registration & management | | | ✓ |
| Day-to-day tenancy management | | | ✓ |
| End of tenancy deposit negotiations | | | ✓ |