

# Transferring Your Property to Us



- Are you unhappy with your current agent?
- Do you feel you're not getting value for money?
- Is your agent bad at communicating?
- Are they not getting maintenance done?

These are typical complaints – yet you're paying money for all these things! Solution?

Transfer to a new agent! Several years ago Proudhouse Property Management was set up to meet and exceed the challenges of good quality property management and we're confident we'll meet your expectations. Interested? Read on...



## So you want to transfer – what do you need to do?

- 1) Email [office@proudhouseproperty.co.uk](mailto:office@proudhouseproperty.co.uk) and let us know that you wish to transfer management of your property to Proudhouse Property Management - get in touch and we can arrange a call with you.
- 2) Email to us (same email address as above) or send us a copy of your service agreement (terms of business or contract) in place with your current agent. (Note, this is not your tenancy agreement – that is a different document).

That's it! Of course we'll communicate and establish a working relationship with you but, in essence, those 2 steps are all YOU have to do!

## Here's what we will do:

- We will read your service agreement and check what notice you need to provide to your current agent and make you aware of any notice periods and tie-ins you might have.
- We will advise on negotiating strategies with your current agent – e.g., if they are wanting to tie you into an awkward contract but you can prove they have breached the contract by, say, not doing something they're contracted to, then we can make headway.
- We will draft a letter of authority for you to sign allowing us to contact your current agent.
- Our team will establish a date for transfer of management from your old agent to Proudhouse.
- We will contact your tenants and introduce ourselves and explain the circumstances. This letter reassures your tenants and lets them know that their tenancy is not affected and that they need not worry (unless of course you have other issues with the tenants in which case we will tailor this stage accordingly).

- Near the date of transfer, we contact the tenants again and explain new instructions for paying rent to our Client Bank Account (Client Money Protection provided by ARLA PropertyMark).
- At a suitable stage, an inspection of the property will take place and we will carry out a property "health check" and advise you of (and provide solutions for) any legislative requirements – e.g., the need for gas safety checks, new smoke detectors, electrical hazards etc. We will also advise on (and provide solutions for) other maintenance and wear and tear requirements.
- We will liaise with your current agent and arrange (with the tenant's authority), transfer of the tenancy deposit.
- We will collect all paperwork, documents and keys from the agent and audit them all to ensure all aspects are correct.
- Transfer of management! All paperwork will be at our office, the deposit will be in our deposit scheme, the tenant's have new payment instructions, we have a service agreement in place, and your property is back on track.

**Summary** – it sounds complicated but we're used to it and we will make it work for you. We log and record everything we do and email you status updates every time a decision or action is carried out. So you'll always know what is going on!

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