



Making London your home...

RHP SERVICES: SERVICES FOR LANDLORDS AND PROPERTY OWNERS

At RHP Services we provide a complete tenancy and property management service to give you peace of mind that your property is in good hands.

Property Inspection

We will inspect your property and inform you of what work needs to be done to bring it up to the quality standard required. Once all the required works are complete we will carry out a second inspection and then give you a start date for the contract. If we carry out the works we will not need to carry out the second inspection. Once in management, we will carry out regular inspections the property.

Property Inventory

We will carry out an inventory of the property when we take it on, listing all items at the property and recording the condition of these items. We will also take photographs of the condition of the property when we take it on.

Furniture

We can supply all the **furniture** required for a furnished let at the start of the contract for a very reasonable price. If we supply the furniture we will be responsible for maintenance and replacement of the furniture for the duration of the contract.

Please note that this maintenance responsibility does not include the white goods (kitchen appliances) - cooker with hob and oven, fridge freezer, and washing machine - which will come with a one year manufacturer's warranty.

Property Management

Once in management, we will inspect the property on a regular basis, at least once every six weeks, though for most of the property we manage inspections are more frequent.

Some of the councils we work with have their officers accompany us on property inspections to make sure the properties are in good condition.

At every inspection we will prepare a list of works that are required, if any. We will carry out minor repairs and decoration works within the property. If there are any additional maintenance issues arising, we will contact you to let you know what these are, discuss and agree with you when and how to carry out any works required.

Property Maintenance

As the landlord you are responsible for repairs and maintenance of the property, including the white goods provided in the property. This means that we have to contact you when any repairs are required. If we cannot contact you when emergency repairs are required, for example a burst water pipe, we will carry out the work and inform you of the cost as soon as the work is complete.

We provide a **property maintenance service** at very reasonable cost. Our in house maintenance team can carry out basic repairs and redecorating. We have approved contractors for all other aspects of property maintenance, from full refurbishment or building a new extension to installing new kitchens and bathrooms.

You can choose a bespoke maintenance service - for example requiring us to carry out only emergency works - or we can provide a complete property maintenance service. Whatever level of maintenance service you choose we will always make reasonable attempts to contact you to discuss and agree works required before they are carried out.

It is absolutely essential that your property is well maintained throughout the contract with RHP Services. Proper maintenance is required not only to ensure that the property continues to meet the minimum required structural and decorative standard, but it also maintains the value of your asset/investment, and continuous maintenance cost less in the long run.

Gas Boiler Protection Plan

If you have a gas boiler that is outside the manufacturer's warranty period we recommend that you take out our annual **gas boiler protection plan**. This provides comprehensive cover and we can have a Gas Safe certified gas engineer attending a property within two hours of receiving a report of a malfunctioning boiler.

Malicious Damage

If the property is damaged by the household we place in it we will repair it at our cost. You will not get this guarantee or service with other agencies.

Wear and Tear

All properties will require some work done to them after a period of time – carpets get worn out, walls get dirty, furniture and equipment come to the end of their useful life, kitchens and bathrooms need to be modernised.

We will always discuss with you what work needs to be done as a result of wear and tear to bring the property back to the required standard of decorative order. We can also carry out these works for you at very reasonable cost.

Condensation and Mould

This is an increasing problem due to the much improved thermal efficiency of homes and modern lifestyles. Where we believe that condensation and mould is a lifestyle issue we will always first attempt to educate households, but we can't stop them drying clothes on radiators and boiling pots without lids! Where the property is a contributory factor – no or damaged damp proofing (DPC), rising damp, inadequate insulation and/or ventilation – we will recommend works to be carried out to reduce condensation and mould in the property.

Tenancy Management

If someone lives in a property you own and pays you rent they are your tenant. They have legal rights and you have legal obligations to them, even if you do not have a written agreement!

Even with written tenancy agreements managing a tenancy can be difficult if you have a problem tenant. It can take up to six months to evict a tenant, with significant legal costs and rent loss, and if you don't follow the proper legal eviction process the tenant can sue you for substantial damages!

With RHP managing your property you will not have this direct legal relationship with the tenants in your property. You will have a contract with us (which is not a tenancy), and the people living in your property will either have a license to occupy or, in a few exceptional cases, an assured shorthold tenancy with us. We will be the tenant's day to day contact so they will have no reason to contact you.

RHP Services' [guaranteed rent scheme](#) provides landlords and property owners with excellent value for money managed scheme if you do not have the time or inclination to manage your rental properties

Please contact us for a rental valuation, a quote for works or certificates, furniture pricing, and advice about renting your property through us.

You can request from our website a **Quick Rental Valuation** or a no obligation no fee full **Property Inspection and Rental Valuation**