



Here's what we do*

Service Level Table

1	Visit you at your property to give advice and understand your requirements	✓	✓	✓	✓
2	Present marketing comparisons and advise on rent achievable	✓	✓	✓	✓
3	Recommend cost effective maintenance and improvements	✓	✓	✓	✓
4	Offer advice on rules and regulations that relate to letting property	✓	✓	✓	✓
5	Clearly set out the services we offer and how we can meet your needs	✓	✓	✓	✓
★ 6	Photograph the property using professional camera equipment	✓	✓	✓	✓
★ 7	Produce a full colour brochure highlighting your property's very best features	✓	✓	✓	✓
★ 8	Market your property 24/7 in our high street window multimedia displays	✓	✓	✓	✓
9	Market on Rightmove and other major internet portals such as Zoopla where appropriate	✓	✓	✓	✓
★ 10	Market on our website and social media platforms including Facebook & Twitter	✓	✓	✓	✓
★ 11	Market in the Warrington Guardian Newspaper	✓	✓	✓	✓
12	Market to our database of prospective qualified tenants looking for a new home	✓	✓	✓	✓
13	Provide and manage a highly visible 'To-LET' board	✓	✓	✓	✓
★ 14	Make the brochure available to all interested parties for handing to every viewer	✓	✓	✓	✓
★ 15	Review marketing performance and interest levels every week and report to you	✓	✓	✓	✓
★ 16	Respond to any changes in market conditions to refine our marketing	✓	✓	✓	✓
★ 17	Thoroughly interview all prospective tenants and reject any that don't meet your criteria	✓	✓	✓	✓
18	Arrange and accompany all viewers and liaise with any current occupant if needed	✓	✓	✓	✓
★ 19	Keep you informed weekly with any feedback and comments from all viewers	✓	✓	✓	✓
★ 20	Conduct a separate face-to-face interview with any interested applicants at our office	✓	✓	✓	✓
21	Oversee a fully comprehensive referencing procedure plus tenant ID and immigration check	✓	✓	✓	✓
22	Referencing includes; reviewing an affordability assessment and adverse credit check	✓	✓	✓	✓
23	Seek a Guarantor of 'good standing' with sufficient income or assets if required	✓	✓	✓	✓
24	Draw up a bespoke tenancy agreement, kept up to date with all relevant legislation	✓	✓	✓	✓
25	Legionella assessment, Gas, Electric and EPC certificates can be arranged where needed [†]	✓	✓	✓	✓
26	Arrange pre-tenancy professional clean if needed with your approval [†]	✓	✓	✓	✓
27	Draft and execute a Tenancy Agreement to create a legally binding tenancy	✓	✓	✓	✓
28	Collect the first month's rent and tenancy deposit in advance of the tenancy starting	✓	✓	✓	✓
29	Arrange key-handover on the day the tenancy begins	✓	✓	✓	✓
★ 30	Issue your new tenant with a welcome pack containing all essential information needed	✓	✓	✓	✓
★ 31	Re-market your property up to 2 months prior to a tenant leaving to minimise void period	✓	✓	✓	✓
32	Arrange and manage protection of the tenancy deposit and serve prescribed information	✓	✓	✓	✓
★ 33	Collect rent every month and transfer direct to your bank account within 3 working days	✓	✓	✓	✓
34	Chase any non-payment of rent promptly via phone, text and email	✓	✓	✓	✓
35	Implement arrears management procedures promptly should they become necessary	✓	✓	✓	✓
36	Account for income and expenditure and produce detailed landlord statements	✓	✓	✓	✓
37	Attend to routine tenant and landlord enquiries and offer advice where appropriate	✓	✓	✓	✓
38	Negotiate tenancy addendums, pet agreements, renewals and extensions	✓	✓	✓	✓
39	Negotiate rent increases upon your instruction	✓	✓	✓	✓
40	Continued support and advice on any aspect of property letting	✓	✓	✓	✓
41	Arrange key-handover at the end of the tenancy	✓	✓	✓	✓
★ 42	Prepare a check-in Schedule of Condition & Photo DVD – typically over 350 HQ photos	✓	✓	✓	✓
43	Read and record gas, electric and water meters at start and end of tenancy where possible	✓	✓	✓	✓
44	Write to council tax offices and utility companies informing of a new tenancy start	✓	✓	✓	✓
45	Perform regular internal and external property checks and report to you our findings	✓	✓	✓	✓
★ 46	Emergency 24/7 online maintenance reporting service with self help assistance	✓	✓	✓	✓
47	Manage maintenance using our list of skilled contractors within strict limits set by you (up to £300)	✓	✓	✓	✓
48	Arrange payment of completed maintenance, deducting from incoming rent (up to £300)	✓	✓	✓	✓
★ 49	Prepare a check-out Schedule of Condition & Photo DVD – typically over 350 HQ photos	✓	✓	✓	✓
★ 50	Produce a check-out report highlighting areas for potential deposit claim	✓	✓	✓	✓

★ **Only Mark Antony Estates offer all these items without extra cost. Some local agents don't offer these at all!**