



YOUR DETAILED GUIDE TO OUR  
PROPERTY MANAGEMENT SERVICE.

PHILIP JAMES PROPERTY MANAGEMENT

**PHILIP JAMES**  
WE'VE GOT IT COVERED

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## INCREASING YIELDS

Our tenancy renewals staff work closely with our letting and valuation team to ensure properties achieve their maximum possible yield. They work hard to keep our managed properties tenanted and to avoid any long void periods between tenancies. We ask our tenants to advise us if they intend to renew their tenancy no later than six weeks prior to the end of the current tenancy. This means we get plenty of time to re-market our properties so we can find a new tenant before the existing tenant has vacated. It is rare for one of our properties to be vacant for longer than 10 days.

## ARREARS

With our credit control team, we work proactively to ensure all tenants pay their rent on time each month. Should there be the need to take further action for tenants who do not pay their rent, we will prepare all paperwork on your behalf and serve the relevant notice as per the legal requirements. Our team is backed by an experienced legal team who ensure that Philip James has a fantastic arrears record. The team will always make you aware of any payment issues so there are no nasty surprises when you open your statement each month.

## INSPECTIONS

We inspect our managed properties to ensure tenants are looking after them and also to try and notify landlords of any potential maintenance requirements or future costs that may arise. This enables landlords to plan ahead for any required works and also gives them peace of mind that their investment is in good hands. The inspections benefit tenants as well, as we ensure that the properties are being maintained properly by the landlord and arrange any necessary maintenance work. We pride ourselves on keeping our clients' assets to a high standard and inspections are an integral part of achieving this.

## HEALTH & SAFETY REQUIREMENTS

We will ensure your property meets the requirements for health and safety, and are happy to advise on any legal or recommended servicing/tests to ensure your property is compliant for letting. For further information please see our guide to statutory requirements and legal compliance.



## OVERSEAS LANDLORDS

If you are living overseas (or spend the majority of your time overseas) then you need to apply for approval to join the non-resident Landlord Scheme. Visit the HM Revenue & Customs website for information and any necessary forms - <http://www.hmrc.gov.uk/international/nr-landlords.htm>. If you do not do this, we are legally obliged to deduct 20% from your rental income each month to pass to the Inland Revenue.

## TENANCY DEPOSIT SCHEME

Any deposit paid by a tenant must be insured under a government approved scheme. This legislation was introduced in 2007 to put a stop to landlords that unreasonably held back tenants' deposits and it enables tenants to use an independent adjudicator that they can easily go to should a landlord or agent be trying to deduct money from their deposit unfairly. The guidelines are quite strict and thorough evidence must be given in order to justify any disputed amounts so we therefore work closely with our tenants and landlords to ensure fairness.

## KEYS

All our landlords are asked to provide sets of keys for all tenants plus 2 management sets. This ensures we always have access to the property as and when required, and allows us to carry out maintenance in a timely and efficient manner without the need for tenants being present. This also means our lettings team can carry out viewings before the end of the tenancy, whilst still having a spare set of keys available for accessing the property should there be any planned or reactive maintenance.

## UTILITIES

When a tenancy ends and the tenant(s) moves out, we request all final bills before their deposit is released to ensure they have accepted responsibility for utilities and council tax for the full term of their tenancy. This ensures the landlord is only responsible to pay for the utilities and council tax during void periods. We are also able to arrange payment of service charges and ground rent on behalf of landlords, where applicable.

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