

**NOWROOMS**  
LIVERPOOL

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# LETTINGS AND MANAGEMENT SERVICES AND COSTS

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# INTRODUCTION

## Who are we?

We are a Lettings and Property Management agency based in Liverpool, specialising in HMOs and residential property across Liverpool and Wirral. We are the largest HMO specialist agency in Liverpool serving both students and working professionals.

## What do we do?

We protect your asset, maximise your rental income, and give you peace of mind!

## Why choose us?

- We minimise your hassle and involvement, because we understand that your time is precious.
- With over 100 years of experience within our team, you can be assured your investment is in safe hands.
- This is what we do – you'd choose an accountant to handle your finances, a mechanic to fix your car, and Now Rooms to look after your property!

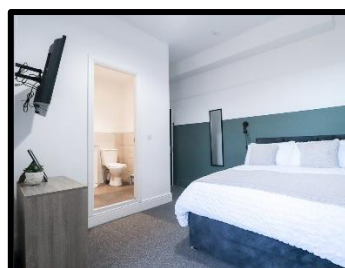
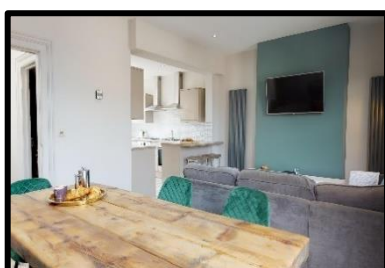
**Read on to find out how we can support you with your property management needs...**

# ABOUT US

Founded in 2016, by our Company Director, Brett, who settled in Liverpool after travelling around Europe from his homeland of Australia. During this time, he owned rental properties in USA, and realised that managing property yourself from afar can be challenging. He recognised there was a gap in the HMO market for a pro-active and reliable property agency in Liverpool, to offer a fully-managed service and remove all of the hassle from landlord investors, whether they are located in the UK or around the world.

Today, we have grown a strong team of over 15 members to support our tenants and landlords, with a focus on Professional & Student HMOs, along with Single-let properties.

Our company mission is to build the largest tenant community in the North-West, by connecting like-minded individuals while delivering industry leading service.



# WHY WORK WITH US?

**We give you a seamless and hassle-free management experience, making your life easier as our client. Our team ensure your property is well-maintained and compliant, whilst taking care of your tenants, therefore maximising the rental income for your investment.**

## **We do this by:**

- Renting your units quickly at maximum rental values, and sustaining consistently high occupancy rates all year round.
- Delivering high level of customer care to our tenants, reducing turnover, in turn maximising your income – some of our tenants have been with us in excess of 5 years!
- Having a team of dedicated Property Managers to take care of you, your tenants and your property.
- Finding the most suitable tenants for your property, using our extensive application and referencing process.
- Opening 6 days a week, conducting evening/weekend viewings and check-ins/outs, and providing a 24/7 Emergency support line for our tenants, 365 days a year.
- Handling all aspects of maintenance works, from a leaky loo, to a full refurbishment!
- Using a specialist property management software system.
- Dealing with all aspects of certificate renewals.
- Handling licence applications and renewals.
- Holding the licence and licensing responsibilities.
- Assisting you with obtaining insurance quotes and monitoring your renewals (if required).
- Keeping up to date with industry legislation, local council requirements and government guidance.
- Providing you with an itemised rental account statement.
- Having a full-time CIMA qualified accountant auditing your rental accounts.
- Registering your deposits in a government approved custodial scheme.
- Following a structured arrears process to recoup any late payments.

**We look forward to adding your property to our growing portfolio!**

# WHAT DO WE DO?

**We provide a fully managed service to look after every aspect of your property, for a competitive fee.**

## **Our 10% +VAT Management fee, includes:**

- Rent Collection.
- Rental Account Statements.
- 24/7 Tenant Emergency Line – 365 days a year!
- Handling tenant related property visits.
- Addressing and supporting with tenant concerns and welfare.
- Tenancy Administration and Compliance.
- Periodic Written Inspection Reports.
- Management of Maintenance.
- Management of Regular Cleaner – if required.
- Management of your property compliance: Licences, PAT certificate, Gas, Electrical Certificate, Fire Alarm Servicing, Emergency Lighting, EPC
- Assistance with utilities: Wi-Fi, Gas, Electric, Water, Council Tax.
- Adhering to all licencing requirements and industry legislation.
- Free consulting on investment performance and market trends.
- Free quotes and advice on property refurbishments.
- Supporting with Property insurance claims.
- And much, much more!

## **Our £295 +VAT Tenant Finder Fee, incorporates all of the following:**

- Appraisal and marketing of your rental units.
- Booking and conducting virtual and in-person viewings.
- Negotiating rental terms with prospective tenants.
- Tenant Referencing and Right to Rent checks.
- Guarantor referencing – if required.
- Processing all new tenancy related documentation.
- Collecting and registering deposits in custodial scheme.
- Check-in procedure & key handover.
- Check-out procedure & inspections with full photographic report.
- Arranging end of tenancy cleans.
- Handling deposit returns and managing deposit disputes.

## Alternatively, our Guaranteed Rent = ZERO FEES

**An alternative solution to our standard management is our guaranteed rent service, whereby we lease your property from you for a fixed-term contract, and pay you a guaranteed monthly rental.**

We then, are solely responsible for **ALL** of the following:

- We handle **ALL** rent collection.
- We cover **ALL** void periods.
- We cover **ALL** utility costs.
- We cover **ALL** tenant liabilities (late payments, arrears, deposit claims etc).
- We handle the renewal of **ALL** certificates: Gas Safe, PAT, Fire Alarm, Emergency Lighting, EICR and EPC.
- We renew and hold the licence (and **ALL** the responsibility that comes with being a licence holder).
- We cover the management **AND** costs of **ALL** internal property maintenance and repairs.

**You will receive your Guaranteed fixed rental with ZERO hassle EVERY month, even if the rent is not being collected, such as:**

- The property is empty.
- The property is being redecorated or repaired.
- The tenants are in arrears.

*\* Note: All fixed-monthly lease values are agreed on a case-by-case basis and are dependent upon the size, location and status of the property. Get in touch today for a FREE guaranteed rent appraisal.*

# WHAT ELSE CAN WE HELP YOU WITH?

## Property Sales

**We can also assist you with selling your property.**

We charge a fixed sales fee of 1% +VAT.

- We have a database of several thousand investors actively seeking property to add to their portfolio.
- We can also advertise via major online portals.
- We handle the sales progression: all viewings, liaising with potential buyers, securing an offer, assisting with surveyor visits, and progressing the sale through to completion, ensuring a smooth handover for all.

## Refurbishment projects

**We can also assist you with refurbishment of your property.**

We charge a fixed project management fee of 10% +VAT.

- We provide free no-obligation quotes.
- We handle the schedule of works from start to finish.
- Please speak to us for more details.

*A full list of our additional services and their associated fees can be found within your Terms of Business.*

# OUR MANAGEMENT SOFTWARE

We utilise various market-leading softwares and systems to help manage our portfolio.



Your property, tenancies and documents are managed through a system called **Arthur Online**. Arthur is a great central location for co-ordinated management between Now Rooms, contractors, tenants and you – the landlord. This is available online and via a mobile app.



The system allows you to:

- Monitor current and prospective tenancies.
- View documents, certificates, and tenancy contracts.
- View and download rental statements.
- Keep track of maintenance jobs at your property.

Other systems we use, include:





# WHAT OUR LANDLORDS SAY

★★★★★  
We've a number of properties with NowRooms and have been very impressed. The team is quick to respond and any issues dealt with quickly.

Units are currently 100% let and at the target rate.

As a landlord they are a key business partner that we will be working with again in the future for sure - a very professional and effective service.

★★★★★  
I highly recommend Now Rooms. I've worked with Now Rooms for 2 years but as I've always lived abroad, I needed a good agent to look after my portfolio. I've been with 2 other agents before and Now Rooms are a cut above. Processes are exactly what I need from them to manage my portfolio remotely. Collby and Brett have been great to deal with. Highly recommend for HMOs.

★★★★★  
I was introduced to the NowRooms Team at around October 2020, and my experience with them as a landlord has been nothing short of a breath of fresh air. NowRooms have provided an end to end management service for me, from refurbishment works through to tenant finding/onboarding and day to day management. Given that NowRooms have supported me through the end to end process, I've had the pleasure of working with pretty much all of the team in some capacity, and all of them have been proactive, constantly demonstrated professionalism, and most importantly always gone the extra mile to help and provide that exceptional level of customer service, that includes dealing with my calls and WhatsApp messages outside of office hours, sorry guys!

The team have made my property investment journey a hell of a lot easier, and I cannot recommend them enough.

★★★★★  
Great company, always go the extra mile. Anyone wishing to invest should certainly speak to these really professional guys.

★★★★★  
As landlords who live some distance away, we are very dependent on the local agents to make sure everything runs smoothly for our tenants and for us. We have been really pleased with NOW ROOMS: they quickly found good tenants for us, they have dealt with maintenance issues quickly and are always friendly, courteous and responsive. We are very happy with their service and would recommend them to other landlords

★★★★★  
Now Rooms have been incredible! Ever since getting connected with Brett I haven't looked back. I can genuinely say they have made my experience as a landlord in Liverpool completely hands off.

★★★★★  
As a landlord I have found Now Rooms to be a very good agent. They are responsive and a pleasure to deal with.

★★★★★  
We love working with Now Rooms and have been doing so many years. The team at Now Rooms are a dedicated team who always go above and beyond. Properties are filled asap, maintenance issues are dealt with swiftly and you can always get a hold of someone in the office in case you need them.

★★★★★  
As a Landlord having a proactive and energised agent looking out for your own interests is key to maximising occupation levels and income. I have found Now Rooms excellent in the service and maintenance of my properties 24/7. I fully recommend them to new clients.

Contact our team today to discuss how we can help you –  
call 0151 601 2858, or email [info@nowroomsliverpool.co.uk](mailto:info@nowroomsliverpool.co.uk)

We look forward to working with you, too!