



Landlord Services

Collective Property Co.



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Our Story

Collective Property Co. is a privately owned independent company, established in Liverpool by two experienced property professionals.

With over 30 years combined experience and their collective knowledge and expertise covers advice on property development, property management, service charge structure, budgeting, service charge collection and management, contractor procurement, health and safety, accountancy and surveying services; in other words a one-stop shop covering all aspects of Block and Estate management.

Our Vision

The company evolved from the desire to achieve the very highest standards possible in block management, with a company ethos of striving to be the 'Gold Standard' in Property and Block Management.

We understand that for most of our clients their home or their property investment is one of their biggest assets and under our management we ensure that asset is maintained as if it was our own and in the correct and legal manner.

Collective Property Co. is constantly evolving, we care passionately about what we do and act only in the very best interests of our clients.





Right to Manage

Block Management

Before 2002, the block management landscape was very much in favour of the Landlord. However, this tended to give too much power, meaning that in certain circumstances, residential blocks were not being managed to a suitable or agreed standard. This changed when the Commonhold and Leasehold Reform Act 2002 was passed, meaning that, as long as certain criteria were passed, the leaseholders could take control of the management of the communal block, should they wish.

What Does That Mean For You?

No Excessive Service Charges

With right to manage, you have full control of all expenses. This means you can get the best deals, reducing the overall fees each tenant has to pay for the upkeep of the block.

Control of Maintenance And Repair Standards

Full control also means that you, through the property managing agent, can ensure contractors are on-site to quickly do repairs, to an agreed standard.

A Glimpse of Our Portfolio



Park House



Chapel Street



Opto Village



The Artesian



Alexandra Tower



Colemans Fireproof
Depository



137 Upper Hill



L1 Studios



Baltic 56



New Bedford House



The Steel



Roscoe Street

Our Services

We believe in progressive property management. We also believe that the experience of many leaseholders and freeholders with their managing agent has been one of frustration and disappointment. As such, our mission is founded upon the principal that all developers, leaseholders, freeholders, home owners and other occupiers should always expect a 'gold standard' experience to be delivered, competently by those who have been entrusted to manage their property. Property management is in our DNA.



QUALIFIED & HONEST ADVICE

We have extensive experience in every aspect of property management. Our advice can be for a straight forward and simple case but we understand how sometimes buildings can have their own complex and unique challenges and we are very well placed to give advice on what would be best for you in your particular situation regardless of complexity.

DEDICATED PROPERTY MANAGERS

We provide you with your own Property Manager who looks after all insurance, financial, maintenance and health & safety matters on your behalf. You have direct access to your Property Manager via phone and email.

REGULAR SITE INSPECTIONS

Your dedicated Property Manager will carry out regular site inspections to ensure that all maintenance and Health & Safety requirements are kept up to date. Unlike most Managing Agents, we are on first name terms with many Leaseholders and enjoy a good chat with them while on site.

PROCESS SUPPORT

We support our clients along their chosen path of action from start to finish. We give leaseholders and investors a voice and developers confidence in the management of their blocks. No matter how much support you require we have it to give.

HANDS OFF SERVICE

We support our clients along their chosen path of action from start to finish. We give leaseholders and investors and clients will come to us and express from the outset that they have no time to deal with the issues they are presented with. They want a fully 'hands off' investment/service. We are specialists at this. You can, if you wish, hand things over to ourselves and simply forget about it. We will do all of the work and provide the results you require with minimum input from yourself. Your time is precious we fully understand this. voice and developers confidence in the management of their blocks. No matter how much support you require we have it to give.
process support

ARREARS MANAGEMENT

We have never failed to recover a Service Charge or Ground Rent debt across the whole of our portfolio. As such, we believe our arrears collection processes are second to none.

CREDIT CHECKS & REFERENCING

We use a trusted partner to conduct our thorough referencing & credit checks. We use these checks to assess a tenant's credit history alongside previous references to verify income and suitability. We collect payslips, bank statements & photographic ID for legal assessment.

ONBOARDING & TENANCY PROGRESSION

Before the tenancy starts, there are things we must do to comply with UK legislation in the industry, some of these things are listed below:

- Right to rent checks
- Deposit registration
- Prescribed information
- Current Government How To Rent guide provided
- Signed tenancy agreement
- In date electrical certificate on file
- In-date gas certificate on file
- To date, EPC is on file
- To date, selective licensing scheme certificates are on file depending on the region.

DEPOSIT REGISTRATION & PROTECTION

Our dedicated deposits team process all tenant deposits with the Tenancy Deposit Scheme.



PREPARATION OF YOUR PROPERTY

We strive for maximum return on your investment. We recognise that property can be a competitive landscape to operate in. Therefore, before going to market, our experienced teams will evaluate your property and ensure maximum potential tenants & ROI.

MARKETING

Our in-house marketing team work closely with our property managers to drive traffic and curate an enjoyable customer journey for our new applicants. Branding & imagery are a main focus of our advertisements, we have bespoke marketing materials & tools for each development we manage.

FINDING THE RIGHT TENANT

All leaseholders want a reliable & trustworthy tenant who looks after a property. We conduct a strict vetting process, assessing the tenant's criteria; our thorough approach to referencing is just one of the reasons our arrears are consistently below the high industry norms.

Lettings & Management

Achieving a dependable ROI in a competitive property market is a challenge - one that we have successful experience traversing. Whether you have a single investment or a considerable property portfolio, you can trust that we take every step to ensure your units will have an optimal marketing opportunity whilst we secure you a reliable tenant.



Check in & Inventory



Before your tenant moves in, our property managers meet with them and walk them through all the important & required safety information of the building and answer any questions they may have.

We complete a property inventory on your behalf, we collect thorough photographic and itemised descriptions with conditions documented & date stamped.

Rent Collection

Tenants receive prompts when rent is due via our third-party app, which is paid to your account through quarterly payments. Where tenants miss payments, we promptly put them into our arrears chase process.

Maintenance

We have a dedicated in-house maintenance team which allows us to quickly & effectively manage any repairs that need conducting. We manage our maintenance process automatically via the Arthur, meaning you will be notified of any changes electronically as the work is complete.

Check-out

Tenants moving out are required to give notice. We manage the check-out process and run any pre-checks prior to a tenant moving out. An inspection and inventory are completed, which we use to provide any advice to you on maintenance, repairs and decor. Any deductions will be documented and used for deposit deductions.

Inspections

During the tenancy, Collective Property Co. conducts quarterly inspections (once every three months). Quarterly inspections allow us to evaluate the apartment for any signs of neglect or abuse and document any damage or potential risks.

Quarterly Statements

We understand that, as a leaseholder, you need access to your financial statements. Our accounts team send quarterly statements to you, which can also be accessed 24/7 via the Arthur App.

Legal Notices

If you require serving a legal notice, we will prepare and issue this on your behalf.

Renewals & Rent Reviews

Having a reliable tenant that wishes to renew their tenancy eases pressure for leaseholders. In this case, we will arrange contract renewals and complete a rent review to ensure your property is a competitively priced asset.

Deposit Return

Our deposit return process is managed externally via the TDS where an independent adjudicator will assess our claim and authorise any deductions.

Our Services Help You Increase Your Resilience

Your Trusted Property Management

01

CLEANING

We have a trusted team who takes care of our end of tenancy sparkles and return your apartment to a high quality. We perform a professional deep clean that covers the entire property and an additional oven clean which are very popular with our tenants.

02

ARREARS & EVICTION

In the rare instance that tenant negligence breaks the agreement they have signed, we will begin the process of eviction or apply for CCJs where necessary. We have a strict process & policy that we exercise in accordance with UK law.

03

FINANCIAL

We operate a 'hands-off' financial system, with your permission, we will deduct any expenses from rent, covering:

- service charges
- ground rent
- council tax

We can remit this to a bank account of your choice on a monthly or quarterly basis.

04

MAINTENANCE

We provide our tenants with access to an app to swiftly log & categorise maintenance issues. Our property managers assess the log - we use two factors to determine the action taken. All work(s) over £250 requires a property manager to contact you, explain the situation and discuss all available options before agreeing on a plan.



Maintenance Statistics

✓ Emergency Response Time

Our average time to accept emergency jobs is 0 days. We get someone on the job within a few hours



> 24 Hours

✓ Average Repair Time

Our Arthur CSM has average time to complete jobs – for work orders the average time to complete is 1 day.



1 Day

✓ % Service Charge Budget

Service charge – maintenance takes up 12% of the overall service charge budget, this includes preventative maintenance of a plant, equipment and upkeep of public areas, also reactive maintenance



12%

Our Packages

Not all property or developments are equal. Collective Property Co. uses a bespoke fee model and tailored service to suit each client's need based on volume, location and other relevant factor. If you wish to work with us, get in touch today to find out how we can help your investment reach its maximum potential.

GOLD STANDARD PACKAGE

WHAT'S INCLUDED?

- Rent reviews.
- Strict tenant vetting and qualification.
- Professional marketing and photography.
- Optimal monthly rents negotiated.
- Fast turn arounds with professional cleans.
- Robust deposit claims.
- Renewals negotiated for uplifts when possible.
- Compliance and legislation adhered to.
- Check in and check out inventories.
- Midterm inspections carried out.
- Rent arrears formally pursued via courts if necessary.
- Bills taken care of including utilities and council tax.
- Eviction process adhered to if necessary.
- Furniture is replenished when necessary and any upgrades.
- Maintenance works carried out quickly and always price checked.

TENANT FIND PLUS

WHAT'S INCLUDED?


- Professional pictures and marketing on main portals.
- Market appraisal ensuring optimal rent.
- Tenant qualification ensuring compliance, suitability, and affordability.
- Referencing for tenant and guarantor when relevant.
- Check in inventory.
- Deposit registration.
- Signed AST.
- Fee taken from the first month's rent.

**Enquire About
Our Bespoke Services**

Contact Us

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