



**PROPERTY  
MANAGEMENT**



**LANDLORDSERVICES**



Introducing RNL Property Management 3

Why Choose Us? 4

Our Services 6

Maintenance 6

Accounts 8

Management Packages 9

What Our Landlords Say About Us 10

A different kind of service...

RNL specialise in the management of professional and student lets throughout the Leeds district, offering a variety of packages and services tailored to meet individual needs from independent landlords to national property groups.

Our services are divided into specific areas with each department being managed by a dedicated professional. It's this organisational system which allows us to offer a bespoke and knowledgeable service. Our flexible and professional approach to property management, together with our pro-active style, has enabled us to build successful long term relationships with our clients, customers and partners.

We here at RNL are proud to be a part of something innovative, unique and successful! We believe that our excellent service is a result of having a dedicated team who are happy in their workplace and passionate about helping us advance as a company. We encourage further development for all of our employees, with thorough procedural training given from day one. Our team are currently undergoing, or have completed NFOPP Residential Letting & Property Management training and qualifications. It is our intention to provide a flawless service, so this ensures our team has the highest of understanding and is best placed to advise and assist our clients for all of their property needs.

We're here to help!



“ We will be the go-to property management company ”



# WHY CHOOSE US?

We understand that every Landlord is different in their requirements. We work closely with our clients to offer a tailor made management service to suit them.

We have a committed maintenance team, who are passionate about providing our landlords with the best service. We retain a comprehensive team of contractors, with whom we have a good working relationship. Our maintenance team regularly review their work to ensure that our clients are receiving good quality, and value for money to rival our competitors.

Our accounts team is split between landlord and tenant liaison. This ensures that a dedicated individual is always on hand to discuss any queries or concerns you may have. RNL are proud to be far above the national rental recovery average, this is because we have a set rent recovery structure which is consistently adhered to each month. Our landlord liaison will ensure that your rent is passed over to you as specified in your management agreement, and can also assist with all your accounting needs, providing advice, and end of year reports or copy statements as required.



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**We are a close team, and we work very hard to ensure all of our Landlords and Tenants are happy. We feel that we are unique in our approach, adding a ‘personal touch’ to the service we offer.**

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# MAINTENANCE

Our company works to standards set by Unipol and Leeds City Council. We ensure that our properties are maintained to a high standard, and that we hold all the correct certificates as required by law.

Our system maintains an accurate record of any tasks logged to our managed properties, and we are able to prioritise and chase up maintenance accordingly.

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**We offer a 24/7 maintenance service, with contractors based locally, so should the unexpected happen we can provide immediate assistance.**”



## Inventories and Inspections

We have a comprehensive and innovative inspection procedure. We understand how important it is for Tenants and Landlords alike to have an accurate and in-depth inventory report.

All inventory reports are created with our in-house application, which we are proud to have created ourselves, as we found that no other report out there contained the same information that we like our clients to have.

## Service Contracts & Owner Workers

Many of our landlords opt for service contracts offering landlord and homecare cover. We can liaise with them on your behalf, or provide details to the tenants where necessary to book in engineer visits. If you have a preferred contractor that you use for your properties we will happily speak with them to discuss works and arrange any visits. Just let us know the details and we'll do the rest.

## Property Developments & Improvements

We offer an all round service; from initial discussions, accurate quotations, quality materials and tradesmen, and project management. We will ensure that any project meets all compliance areas, and quality and control, all whilst keeping you and your tenants happy and in the know.

The project manager will offer you a schedule of works and stick to it, and will keep you updated throughout. We understand that time is money.





# ACCOUNTS

## Rent Collection

We have a thorough rent recovery structure and a dedicated member of staff who remains the point of contact for our tenants should they run in to any difficulties with their rent. Our tenant liaison would work with the tenant and the landlord to arrange for the recovery of all rentals, keeping the landlord updated every step of the way.

## Landlord Statements

Landlord statements are processed on a monthly basis. Our landlord liaison ensures that all statements are correct and processed in time for payment as per the management agreement.

## Court Action

In the unfortunate event where court action is required our team can provide advice and guidance on all legal aspects and costs, and we can even take the tenants to court for you!

## Tax

Any rent received is classed by the Inland Revenue as income, and does need to be declared. You are however permitted to offset certain costs against your income. Our landlord liaison can assist with any accounting advice, and provides our landlords with an annual statement every April to assist with the end of year tax returns.



# MANAGEMENT PACKAGES

We offer a bespoke service, so you can decide what aspects of your management you would like assistance with.

An initial discussion and inspection of the property would be carried out to determine which package is best for you, and a management agreement would be drawn up based on this.

Whatever you choose, please always be aware that RNL are here to help should you need any additional assistance or guidance.

	Full Management	Management Only	Maintenance Only
Project Management	✓		✓
Maintenance	✓		✓
Management of Gas, Electric & Fire safety certificates	✓	✓	✓
HMO applications & floor plans	✓	✓	✓
Unipol applications and guidance	✓	✓	✓
Deposit protection & dispute assistance	✓	✓	
Preparation of inventories & condition reports	✓	✓	
Property inspections during the tenancy term	✓	✓	
Complaints handling	✓	✓	
Emergency & holiday assistance	✓	✓	✓
Rent collection & recovery	✓	✓	
Equipment for long & short term hire	✓	✓	✓
Court preparation & assistance/eviction	✓	✓	

## WHAT OUR LANDLORDS SAY ABOUT US

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Having a number of rental properties the way the management company provides services to the tenants and of course myself is critical. I have found RNL Property Management to be first class in all aspects of their management service. They are able to balance the needs of the tenants and Landlords extremely well and are always very quick to follow up key issues whilst at the same time being mindful of costs and quality. I also like the fact that they are well versed and experienced in the legal aspects of the business. They have never let me down and I would be happy to recommend their services.

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We have dealt with RNL for a number of years and always found them to be professional, knowledgeable and reliable. They have always been fair when caught between the landlord and tenant, and ensured both parties were looked after. We have a full portfolio let again this year, with many managed by RNL, and look forward to a continued successful relationship.

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## **VISIT US**

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