



LANDLORDS GUIDE

EVERYTHING WORTH KNOWING.

A TRUSTED, INDEPENDENT LETTINGS & PROPERTY MANAGEMENT PARTNER

A large, faded version of the crossed keys logo, rendered in a dark grey or brown color, located in the bottom right corner of the page.



Welcome to a trusted, independent investment and asset management company focused on the future.

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OUR STORY

At Savoy Lettings, our mission is to redefine the lettings experience by delivering a service built on professionalism, reliability, and genuine customer care.

With extensive knowledge of the residential property market, we understand the challenges faced by both landlords and tenants. That's why we've developed a tailored lettings and property management service that combines industry expertise with a proactive, transparent approach, ensuring every property is managed to the highest standard.

Our experienced team is passionate about providing a personalised service that puts people first. We take the time to understand your individual requirements, offering practical advice, clear communication, and dependable support throughout your property journey. By building strong, long-term relationships, we create confidence and peace of mind for every client we work with.

At Savoy Lettings, trust, expertise, transparency, and commitment are the foundations of everything we do. We are dedicated to delivering an exceptional standard of service, keeping our promises, and providing complete peace of mind for landlords while ensuring tenants receive the professional support they deserve. Every property is managed with care, every client is treated with respect, and every decision is made with your best interests in mind.

WELCOME TO SAVOY LETTINGS

Setting the standard in lettings and property management.

OUR APPROACH

At Savoy Lettings, we believe property management is about more than simply finding tenants — it's about protecting your investment and helping it perform at its best. We work alongside our landlords as trusted partners, providing expert guidance, proactive management, and a service tailored to your individual needs.

By combining industry expertise with modern technology and a personal approach, we deliver a seamless experience for both landlords and tenants. Every decision we make is driven by our commitment to providing the level of service we would expect ourselves.

WHAT YOU CAN EXPECT

- **Regular Rental Reviews:** We monitor the local market and provide recommendations to help maximise your rental income and keep your property competitively priced.
- **24/7 Online Access:** Our digital systems give you secure, round-the-clock access to important documents, tenancy information, maintenance updates, and financial statements.
- **Comprehensive Tenant Referencing:** Every prospective tenant undergoes a thorough referencing process, including identity verification, credit and affordability checks, employment and landlord references, helping you let with confidence.
- **Routine Property Inspections:** We carry out regular inspections with detailed reports and photographs, ensuring your property remains well maintained and any issues are identified early.
- **Expert Property Advice:** Whether you're letting a single property or managing a growing portfolio, our experienced team provides practical advice on market conditions, compliance, pricing strategies, and maximising your long-term returns.
- **Dedicated Ongoing Support:** From marketing your property and securing quality tenants to managing maintenance and tenancy renewals, we're here to support you every step of the way.

Your property is our priority — trusted advice, transparent communication, complete peace of mind.

ONBOARDING

To ensure a smooth onboarding process, we'll need a few documents and certificates before marketing or managing your property. Our team will guide you through every step and can help arrange any certificates you don't already have.

REQUIRED DOCUMENTS

Please provide the following:

- Valid proof of identity.
- Proof of your current address (dated within the last three months).
- Proof of property ownership.
- Written consent from your mortgage lender if your property is subject to a residential mortgage (not required for buy-to-let mortgages).

OVERSEAS LANDLORDS

If you live outside the UK for more than six months each year, you may need to register under HMRC's Non-Resident Landlord Scheme.

To do this, you should:

- Register with HMRC to receive your rental income without tax being deducted at source.
- Complete the NRL1 application using our agency reference number, where applicable.
- Follow HMRC guidance to complete the registration process.

Our team is happy to assist you if you require further information.

Before your property can be let, the following legal requirements must be met.

ENERGY PERFORMANCE CERTIFICATE (EPC)

An Energy Performance Certificate (EPC) is required before your property can be advertised. It provides an energy efficiency rating and estimated energy costs for prospective tenants. If you don't already have a valid EPC, we can arrange one on your behalf.

ELECTRICAL INSTALLATION CONDITION REPORT (EICR)

A valid EICR confirms that your property's electrical installation has been professionally inspected and is safe for tenants. By law, this inspection must be carried out at least every five years, with any remedial works completed within the required timescales. We can organise an inspection if needed.

GAS SAFETY CERTIFICATE

Where a property has a gas supply, an annual Gas Safety Inspection must be carried out by a Gas Safe registered engineer. A valid Gas Safety Certificate is a legal requirement before and throughout the tenancy. If required, we can arrange this for you.

FIRE SAFETY REQUIREMENTS

Any furnished property must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988. Upholstered furniture and furnishings must meet the required fire safety standards and display the appropriate compliance labels where applicable.

NEED HELP?

If any certificates are due for renewal or you don't currently have them in place, Savoy Lettings can arrange everything for you, making the process simple and stress-free.

LETTING YOUR PROPERTY

EXCEPTIONAL MARKETING

At Savoy Lettings, first impressions matter. Our marketing strategy is designed to showcase your property at its very best, helping it attract quality tenants quickly and achieve maximum exposure.

Your property will be promoted across the UK's leading property portals, including Zoopla, supported by high-quality professional photography that highlights its key features. Where appropriate, we also offer immersive video tours and aerial drone photography to provide prospective tenants with a comprehensive view of your property.

By combining outstanding presentation with targeted marketing, we ensure your property stands out in a competitive market.

ACCOMPANIED VIEWINGS

Our experienced team manages every aspect of the viewing process on your behalf. We arrange appointments, coordinate access with existing tenants where required, and accompany all prospective tenants during their visit.

Each viewing is an opportunity not only to present your property professionally but also to build rapport with prospective tenants, answer their questions, and assess their suitability. Following every viewing, we'll provide you with honest feedback and keep you informed throughout the process.

Rather than accepting the first application received, we focus on generating strong interest to help secure the most suitable tenant for your property.

TENANT SELECTION & REFERENCING

Finding the right tenant is just as important as finding one quickly. Before arranging viewings, we carry out an initial qualification process to ensure applicants meet the basic requirements for your property.

Once an offer has been accepted, every tenant undergoes a comprehensive referencing process, which may include:

- Credit and affordability checks.
- Employment and income verification.
- Previous landlord references (where applicable).
- Right to Rent verification.
- Anti-Money Laundering (AML) and sanctions screening.
- Open Banking rent affordability checks (where consent is provided).
- Guarantor referencing, where required.

Our thorough screening process is designed to minimise risk, giving landlords confidence that their property is being let to reliable and suitable tenants.

PAPERWORK & COMPLIANCE

Ensuring the correct legal documentation is in place is a vital part of every tenancy. We keep all paperwork up to date with the latest legislation, preparing everything from Assured Shorthold Tenancy (AST) agreements and guarantor forms to all required prescribed documents.

With letting regulations continually evolving, we make sure your tenancy is fully compliant, giving you confidence that your property and interests are protected. Unless requested otherwise, we will prepare all tenancy agreements and any associated guarantor documentation on your behalf.

SECURITY DEPOSIT

A security deposit, capped at five weeks' rent in accordance with current legislation, is collected before the tenancy commences.

All deposits are registered with a government-approved tenancy deposit protection scheme, ensuring they are held securely and managed in line with legal requirements throughout the tenancy.

INVENTORY & CHECK-IN

Before a tenant moves in, we carry out a comprehensive photographic inventory to accurately document the condition of the property and its contents.

The inventory is reviewed with the tenant as part of the check-in process, after which they have seven days to raise any comments or amendments.

At the end of the tenancy, a check-out inspection is completed and compared against the original inventory. This provides a clear and impartial basis for assessing the property's condition and determining whether any deductions from the deposit are justified.

TECHNOLOGY

Stay connected to your property portfolio with intuitive technology designed to give you complete visibility and control, backed by the support of a dedicated local property expert.

Access your tenancy information, monitor rental income, review important documents, and approve maintenance requests anytime, from anywhere. While you stay informed, we'll focus on delivering proactive property management and exceptional personal service.

As one of our landlords, you'll receive complimentary access to your own secure Landlord Portal, providing real-time updates on your properties, finances, compliance, and tenancy activity — all in one convenient place.

DOWNLOAD THE STREET.CO.UK APP

Scan the QR code, or search 'Street' on the App Store or Google Play, to access your portfolio wherever you are and manage your investments with ease.



ONGOING MANAGEMENT

ONGOING TENANCY MANAGEMENT

Throughout the tenancy, we oversee the day-to-day management of your property, ensuring everything runs smoothly for both you and your tenants. Our service includes:

- Monthly rental statements.
- Handling tenant enquiries and tenancy administration.
- Regular property inspections.
- Monitoring ongoing legal and regulatory compliance.
- Serving statutory notices where required.
- Annual rent review recommendations.
- Liaising with tenants on all tenancy-related matters.

COUNCIL & UTILITY NOTIFICATIONS

At the start of each tenancy, we notify the local authority of the change of occupancy and provide opening meter readings to the relevant gas, electricity and water suppliers. Tenants are responsible for arranging their own broadband service and may switch utility providers during the tenancy, provided we are informed of any changes.

RENT COLLECTION

Rent is due on the agreed payment date each month and is typically paid by standing order. Once received, funds are transferred to you after deducting any applicable management fees, with a detailed statement provided for your records.

If a payment is overdue, our team will contact the tenant promptly to recover the outstanding balance and keep you updated throughout the process. Whilst every effort is made to ensure rent is paid on time, payment cannot be guaranteed. Rent Guarantee Insurance is available for landlords seeking additional financial protection.

REPAIRS & MAINTENANCE

Efficient maintenance management is essential to protecting your investment and ensuring tenants remain satisfied throughout their tenancy.

Maintenance requests can be reported by phone, email or through our online portal. Before instructing a contractor, we assess each issue carefully to determine whether it can be resolved without the need for a visit, helping to minimise unnecessary costs wherever possible.

Where professional attention is required, we work with a trusted network of qualified contractors to arrange repairs quickly and efficiently, ensuring work is completed to a high standard and within any agreed expenditure limits.

PROPERTY INSPECTIONS

Regular inspections are an important part of protecting your investment and ensuring your property continues to be maintained to the expected standard. We arrange detailed photographic inspections throughout the tenancy, providing a clear overview of the property's condition and highlighting any areas that may require attention. A full report is shared with you following each visit.

DIGITAL PROPERTY MANAGEMENT PLATFORM

Our online platform provides a simple and convenient way for landlords and tenants to manage their tenancy information. Landlords have access to key documents, financial statements, invoices and important updates, while tenants can submit maintenance requests and view payments whenever required.

YOUR DEDICATED PROPERTY MANAGER

Each managed property benefits from the support of a dedicated Property Manager who oversees the tenancy and acts as a consistent point of contact, handling tenant communication and coordinating maintenance with a high level of personal service.

BESPOKE PORTFOLIO MANAGEMENT

Whether you own a single rental property or a larger portfolio, we provide a tailored approach to managing your investments, with enhanced reporting and regular portfolio discussions for landlords with multiple properties.

WIDER PROPERTY COVERAGE

Our property management services cover a growing number of locations across the North of England. Speak with a member of our team to discuss how we can assist with properties in your area.

ENDING A TENANCY

FINALISING THE TENANCY & UTILITY UPDATES

Once the tenancy has ended and the property has been vacated, we take care of the necessary notifications to ensure everything is properly closed down.

We inform the local authority of the change in occupancy and provide final meter readings to the relevant utility providers once they have been recorded during the check-out process. We also obtain a forwarding address from the tenant to allow any future post to be redirected if required.

CHECK-OUT INSPECTION

At the end of every tenancy, we complete a detailed check-out inspection to assess the condition of the property against the original inventory report.

This process provides an accurate record of the property's condition, helping to protect both the landlord's investment and the tenant's deposit. Where required, we ensure the property is returned to the agreed standard before the next tenancy begins.

DEPOSIT RETURN PROCESS

Following the final inspection, we review the condition of the property and determine whether the tenant's deposit can be returned in full or whether any deductions need to be proposed for issues such as damage, cleaning or missing items.

We manage the process transparently, keeping both landlords and tenants informed throughout. Any proposed deductions must be agreed by the tenant before funds can be released. If an agreement cannot be reached, the matter can be referred to the relevant deposit protection dispute service, where supporting evidence will be provided to justify any claim.

PREPARING FOR THE NEXT TENANCY

A short period between tenancies allows us the opportunity to prepare the property for its next occupants.

During this time, we arrange any necessary cleaning, maintenance works or improvements to ensure the property is presented to the highest possible standard and ready for a smooth transition to the next tenant.

SWITCHING AGENTS

Making the transition to our property management service is simple, straightforward and designed to minimise disruption. Whether your property is currently managed by another agent or you are handling everything yourself, our experienced team can take care of the process from start to finish.

With your permission, we can arrange the transfer of management and ensure all necessary information is collected, allowing your property to move across smoothly.

HOW THE TRANSFER WORKS

- 01** We review your existing management agreement to understand any notice periods, requirements or obligations with your current agent.
- 02** We provide guidance on contacting your existing agent and, with your authorisation, confirm that we are taking over the management of your property.
- 03** We liaise directly with the outgoing agent to obtain keys, tenancy records, compliance documentation and any relevant property information, while arranging a smooth introduction to the tenant.

OUR SERVICES

Changing your property management provider doesn't need to be complicated. We can assist whether:

- Your property is currently managed by another letting agent.
- Your property is vacant and requires a new tenant.
- You are purchasing a buy-to-let investment.
- You currently manage the property yourself.
- You have previously used a tenant-find service and are looking for a complete property management solution.

Our aim is to make the transition as effortless as possible, allowing you to benefit from a professional service with minimal interruption.

A SUMMARY OF SERVICES

- Exceptional property marketing & photography
- Accompanied viewings on your behalf
- Comprehensive tenant referencing & Right to Rent checks
- AML & sanctions screening
- AST agreements & compliance paperwork
- Government-approved deposit protection
- Photographic inventory & check-in / check-out
- Monthly rent collection & statements
- Repairs & maintenance coordination
- Routine photographic property inspections
- 24/7 digital landlord portal
- Dedicated local Property Manager
- Annual rent review recommendations
- Support for overseas landlords (NRL Scheme)

CLIENT FEEDBACK



"Savoy Lettings have provided an exceptional service in managing our property. From the very beginning, the team have been approachable, efficient and highly professional. Their communication is excellent, and we always feel confident knowing our property is being looked after by a knowledgeable and dedicated team. I would happily recommend Savoy Lettings to any landlord."

CLAIRE MITCHELL

"The level of service we have received from Savoy Lettings has been outstanding. The team are always helpful, responsive and genuinely care about delivering the best experience for their clients. Their professionalism and attention to detail make them stand out from other agents we have dealt with."

JAMES ANDERSON

"Savoy Lettings have been fantastic to work with. Their expertise, reliability and commitment to providing a first-class service have made managing our property simple and stress-free. They are always available when needed and consistently go above and beyond expectations. I would highly recommend their services."

EMILY CARTER

GET IN TOUCH



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Trusted advice. Transparent management. Complete peace of mind.

