

# Portfolio lettings management



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Cluttons' portfolio lettings management team manages a significant number of residential market rental units for various investment clients. Our clients include high profile estates, charities, property companies and individuals.

The team provides a full range of services including:

- strategic, research based advice on asset location and tenure;
- investment advice on anticipated internal rates of return from property refurbishments and purchases; and a
- full portfolio lettings management service.

The multi-disciplinary nature of the firm enables us to provide other services including lettings agency, estate agency, a full design and refurbishment service, enfranchisement advice and residential block management if management of the building fabric and common areas is required. Our flexible service offers clients the ability to select the aspects of our service they need.

### Customer service

Given the comparatively short term nature of market lettings, passionate customer service is a key driver to market letting performance. Our focus on providing high levels of customer care to our clients' tenants ensures void rates and customer complaints are minimised and rents maximised. As a result, customers are often happy to refer friends and family to properties managed by us.

We undertake customer satisfaction surveys and customer exit interviews regularly to ensure our service is tailored to customer need. Any customer complaints received are also closely monitored and analysed.

### Lettings property management

We provide all of the services needed for the day-to-day management of market letting units including repairs and maintenance management and full compliance with health and safety legislation. Frequent property inspections are undertaken and the option of an emergency out-of-hours service is provided.

A full client accounting service is available for our clients. We operate a policy of seeking rent payment by Direct Debit from all customers and have an excellent record of rent collection as a result of our rigorous arrears chasing procedures.

We employ a team of specialist tenancy administrators who prepare tenancy documentation, monitor and negotiate reviews and renewals, approve references, arrange inventories and process deposits.

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