

Senior Lettings Negotiator

Take Ons

- Taking enquiry from new landlord, ensuring that sufficient information is both taken and provided to the interested party and where possible, an appointment booked
- Meeting the new landlord at their property (or other arrangement where required) so view the property and provide further information about our services
- Following up with an email reiterating all information discussed at the appointment and what the next steps are
- Where successful, providing an accurate SLA and gathering all information required for access etc
- Arranging photos, floorplans etc and other necessary requirements
- Drafting website, checking and sending to LL for perusal
- Keeping landlord up to date throughout the process with appropriate information and updates about interest on their property.

Prospecting

- Creating database of leads to contact
- Calling and emailing leads to offer our services
- Updating and maintaining database with new landlords from application forms

Advertising

- Adding properties onto the website
- Downloading photographs and floor plans and resizing appropriately for the website
- Writing blurbs as appropriate
- Finding out council tax band
- Finding the coordinates for the maps section

Viewings

- Arranging viewings over the phone, email or face to face
- Informing current tenants about viewings at their property with appropriate notice
- Accompanying viewings, providing accurate information about the property, finding out relevant information about applicants and ensuring our procedures and fees are explained thoroughly

Property Bookings

- Sending appropriate offers over to the landlord with relevant information
- Creating and sending out application forms to successful applicants and emailing other applicants to advise they have been unsuccessful. Chasing forms and admin payments, ensuring all required information has been provided
- Adding tenancy to Gemini
- Sending off for references/drafting guarantor agreement
- Drafting tenancy agreement and sending out to landlord/s and tenant/s

- Arranging sign and pay appointment and chasing all outstanding information until file is complete
- Booking check in and completing TDS registration
- Executing documentation on the start date and ensuring file passed to prop man in time for them to prep for check in

Change of Tenants

- Ensuring all parties understand the change of tenant process and payment schedule
- Adding new tenant to Gemini, sending for references/guarantor forms, drafting tenancy agreement/change of tenant form/deed of assignment and sending out to landlord/s and tenant/s
- Arranging for all tenants to complete agreement/assignment/COT form as appropriate
- Ensuring accounts are aware of the change of tenants, relevant dates and payment schedule

Let Only Check Ins

- Ensuring all paperwork is ready prior to the appointment, pre-arranged with tenants and landlord
- Meeting both parties at the property, checking that everything is in order as agreed, going over all paperwork

Professional & Student Renewals

- Ensuring student groups are aware of the details of the renewal let e.g. increase in rent
- Contacting landlord to confirm happy to go ahead and negotiating any details as required between the tenants and landlord
- Advising guarantors that tenants are renewing if applicable
- Drafting renewal agreements, sending for landlord agreement and arranging for signatures by tenants
- Executing renewals, renewing TDS, updating files, email group and Gemini
- Sending new documents out to tenants and landlord as appropriate

Early Release Lets

- Discussing with tenants, ensuring they are aware of all the details and requirements for them to vacate early and gaining all information we need
- Confirming with landlord that happy to go ahead and marketing the property
- Ensuring all parties of the let and office teams are aware of and updated about the procedure i.e. final rental payments, check out dates etc. throughout the procedure

Student Release Prep

- Uploading videos to YouTube, editing to standard, adding music etc
- Taking stills from videos to use as pictures, resizing them etc.
- Updating everything for website – video link, photos, date, rent and description
- Drafting letters to be sent to landlords for agreeing rental increase and start dates
- Drafting application forms in advance