



Grant Management

Welcome! Tenants

Investment



Management



Letting





About Us

- o Founded in 1997
- o Fastest growing in sector
- o 1800+ properties under management
- o Operational in 12 major UK cities
- o Locally accredited
- o ARLA registered
- o Investors in People
- o Award winner
- o Professional Services Company of the Year





Guiding Principles

Values

- o Service
- o Profit
- o Growth
- o People
- o Environment

Service

We always...

- o Do what we said we would do
- o Listen to our customers
- o Take personal responsibility





How We Can Help You

Great homes in great locations

- o Unrivalled market knowledge
- o Move in made easy
- o Knowledgeable teams managing each city
- o 24 hour emergency assistance
- o Support website at www.gmhelp.com
- o Highest industry standards
- o Dedication to deliver superb customer care
- o Commitment to solving problems swiftly



What Makes Us Different



Safety

- o Clean, safe homes in move in condition
- o Trained, experienced HMO department
- o Dedicated in house maintenance team
- o Knowledge of all legislation and safety matters
- o 24 hour help desk
- o Regular inspections



What Makes Us Different



Quality

- o ARLA qualified, trained team of staff
- o Investors in People
- o Local accreditation
- o Video inventories
- o We manage only the best properties
- o Commitment to tenant loyalty



What Makes Us Different



Service

- o Dedicated management team for each city
- o Detailed expectations of service
- o State of the art IT management system
- o Robust infrastructure
- o www.grantmanagement.co.uk
- o www.gmhelp.co.uk
- o Prompt and efficient repairs and maintenance



What Makes Us Different



Green

- o Efficiency guide for all properties saving 10% CO²
- o Company Green policy, saving 4.5 tonnes PA
- o Advice for tenants on reducing emissions
- o We support Global Trees
- o CSR policy



Important Legal Things



Your Lease

- o Legally binding agreement
- o Please read it
- o Please ask any questions you have
- o Details the start and end dates
- o States who is living in the property
- o Rent amount and when due
- o Changes can ONLY be made by agreement with landlord



Important Legal Things



Your Obligations - Rent

- o Pay your rent on 1st of month by Direct Debit
- o By law you are responsible for your flat mates rent

You will be charged:

- o £30 fee for cancelled / rejected Direct Debit
- o £30 for late payment of rent
- o £30 for 1st reminder letter to pay rent
- o £30 for 2nd reminder letter to pay rent



Important Legal Things



Your Obligations – Care & Repair

- o Look after your property
- o Damage and breakables are recharged to you
- o Notify us of all repairs needed as they arise
- o Some repairs are your responsibility eg:
 - Blocked vacuum cleaner
 - Blocked drain
 - Light bulbs needing to be replaced



House Rules



Do

- o Treat the property as your home and with respect
- o Keep us informed of all problems – we can help
- o Notify us of all repairs, some have to be paid by the landlord

Don't

- o Smoke
- o Have pets
- o Decorate or carry out any DIY



House Rules



Remember

- o Other people will move in after you
- o Cleaning and repairs will be charged to you
- o You are responsible for the condition of the property
- o You are JOINTLY responsible
- o We take detailed video inventories at the start and end of every tenancy





FAQ's

Q. Can I pay my rent late?

A. NO

- o Rent **MUST** be paid by the 1st of every month
- o Direct Debit is taken from your account on the last working day of the month.
- o You must make sure you have sufficient funds to pay
- o You are **JOINTLY** responsible for the rent in full
- o Admin fees per tenant are charged for late payment of rent





FAQ's

Q. Can names on the lease be changed?

A. Yes

- o We can change names on the lease
- o If leaving, you will be liable for rent unless the lease is changed
- o An admin fee of £50 will be charged per change





FAQ's

Q. Do I take meter readings?

A. Yes

- It is your responsibility to ensure all utility providers have the correct information
- Failure to do this may result in you being charged for power that you have not used
- Please refer to your New Tenant Info sheet for information on your gas and electric providers





FAQ's

Q. Can I install a TV and aerial?

A. Yes

- o All TV and aerial equipment is your responsibility
- o Satellite dishes may be illegal, check with the Council





FAQ's

Q. Does the property meet HMO safety standards?

A. Yes

- o If your property is 3 or more bedrooms it will be HMO compliant
- o We register all our 3 bed+ properties for an HMO license





FAQ's

Q. Can I extend the lease?

A. Yes

- o First we need to check that the landlord is happy to do this
- o Extending the lease may result in no rent increase!





FAQ's

Q. Should I clean the communal stair?

A. Yes

- o Usually all properties operate a rota system
- o Check with your neighbours
- o Take your turn
- o Tenants are liable for stair cleaning charges
- o It is good to be on good terms with neighbours!



FAQ's



Q. Who is my contact at GM?

A. Each city has a dedicated team

- o You will be informed of your team details during the application process
- o Assist with any question you may have
- o Call 0131 220 6360 and follow instructions
- o All email addresses can be found in www.gmhelp.com
- o Out of hours take a look at www.gmhelp.com



FAQ's



Q. What do I do in an emergency?

A. Call 999 for fire, ambulance and police

- o During office hours contact the team for your city
- o Outside office hours call 0131 220 6360 and follow instructions
- o Out of office hours only genuine emergencies will be dealt with
- o Unnecessary call outs will result in a charge to you





FAQ's

Q. What is the inventory for?

A. It details everything in the property

- o On moving in you must check and sign your inventory
- o Any problems or missing items must be notified to your team immediately in writing
- o Return the signed inventory to the your team
- o After 24 hours, missing items are your responsibility



FAQ's



Q. What is the Move In Pack?

A. It has all you need to move in

- o Your pack contains all the important documents relating to your property including the Inventory and Gas certificate for example
- o If something is missing you must tell us and we will send it to you



Keys



- o We supply one set of keys per tenant
- o All keys should work
- o If a key does not work:
 - 1) Notify us via the team for your city
 - 2) Get a new key cut
 - 3) Send us the receipt
- o If you loose a key you must pay to have another cut





Lease signing

Now please read the lease

- o Check names and dates are correct (pages 1 & 2)
- o Check rent due and deposits due (page 3)
- o Make sure you sign and date
- o Please ask us if you have any more questions



Welcome to your new home with Grant Management!



- o We hope you enjoy your stay
- o We hope you stay with us for years!
- o Please ask about our Ambassador Scheme
- o When you refer us on you can earn cash!

Thank you!



Our Credibility



INVESTOR IN PEOPLE



Manchester City Council Accreditation



We Support



Help Reverse Global Warming





Grant Management

Moving In Made Easy

Commitment to Customer Care

Investment



Management



Letting

