



The Lifecycle of your Townends Tenancy

Thinking of renting your property?

With our extensive branch network and centralised team of experienced property managers we are leaders in our field. It couldn't be easier, simply request a free valuation and once we have agreed a rental figure with you, we'll market your property to secure you tenants.

Pre-Tenancy

As soon as terms have been negotiated and agreed between you and your prospective tenant, your details will be passed to our centralised Pre-tenancy department who will work with the relevant branch, you and your tenants right through to the tenancy commencement date. This department co-ordinates all of your requirements from arranging gas safety checks to producing the Tenancy agreements - using the latest technology in digital document signing, so you can sign your documents wherever you are in the world.

Your Tenancy has commenced

Once your tenancy has started, there are a host of potential issues that as a Landlord you need to deal with. These range from day-to-day general tasks such as transferring utilities - right through to more complex procedures that can occur when collecting rent and dealing with maintenance issues at your property. Why not let Townends take the strain for you? We have a team of dedicated property managers on hand 7 days a week, covering all stages of your tenancy, who will deal with everything for you – keeping you up-to-date on progress every step of the way.

Within our central Property Management function, is our Maintenance department who are there to answer any maintenance queries that your tenants may have. Working closely with Inex - our in-house maintenance division - we ensure that all maintenance issues are dealt with as swiftly and efficiently as possible. Even outside of working hours, we are still on hand to assist your tenants in the event of an emergency situation.

If you opt for our Rent Demand or Managed service, we have a dedicated Rent Arrears Department who will monitor your rental payments. A delay in payment triggers contact with the tenants to ascertain the reasons behind this and a process to recover rent.

Time to renew your Tenancy

Gosh how the time has flown! 3 months before your Tenancy Agreement is due to expire; our expert Renewals department will make contact with you and your tenants in order to discuss the coming term. What ever your decision, we can assist in negotiating and drawing up of a new agreement or should your tenants wish to move on, we can re-market your property to find you new tenants, ensuring your property is vacant for the minimum amount of time.

The end of your Tenancy

If you and your Tenant have decided to go your separate ways, our End of Tenancy department will serve the relevant notice in order to bring the tenancy to an end and ensure your tenants are checked out of the property correctly. Our dedicated Deposits department will also manage all negotiations between you and your tenant to ensure the efficient release of your tenant's deposit. Throughout this process, we will work with you and our local branches, should it be that you have decided to re-market and re-let your property with us.