

# PORTFOLIO LETTINGS MANAGEMENT

Fraser Bond are proud to offer a residential portfolio lettings management service to cater to the needs of residential property funds and large residential landlords in London.

We manage residential rental units, serviced apartments and hotel properties on behalf of investment clients. Our clients include high profile estates, charities, property companies, pension funds, hotel portfolios and individuals.

Our team provides the fullest range of lettings and management services available as well as advisory services including:

- Strategic research based advice on asset location and tenure;
- Investment advice on anticipated rental returns from property purchases and refurbishments; and
- Assistance in sourcing property assets.

The multi-disciplinary nature of our company allows us to provide you with many services including lettings agency, estate agency, a full design and refurbishment service, enfranchisement advice and residential block management in cases where management of the building fabric and common areas is required. We are flexible, allowing you to select the specifics of the services you require.

Our website [fraserbond.co.uk](http://fraserbond.co.uk) has been built to be very user-friendly and we use the latest technology make finding the right rental property (regardless of your chosen length of stay) both quick and easy. As well as having our own website, we also advertise heavily with all key property marketing websites around the world and also through many other mainstream and digital marketing mediums. Our marketing gives our company a worldwide presence placing your properties in front of millions of potential tenants.

*Our property management aim is simple: to ensure maximum return on your investment and minimum hassle. By employing our proactive team, the pride we take in each instruction ensures that your property is in safe hands.*

**FRASER BOND**

**Customer Service**

Lettings and property management especially in the serviced apartment and hotel sectors are incredibly customer orientated. The branding of our company is built to be customer facing and to provide the highest level of customer satisfaction. Great customer service helps minimise voids and vacancies and maximise rental income returns. We have plenty of repeat customers who often refer friends and family directly to properties marketed and managed by us.

We are always keen to understand our customer experiences and use this valuable insight to improve our services and provide feedback wherever necessary.

*We relieve the burden of resolving difficult situations with tenants, using diligent negotiation to prevent issues becoming a problem.*

*Our proficient management service encourages tenants to stay longer. Quality corporate tenants insist on managed properties, resulting in fewer problems and less costly voids.*

**Long-term lettings property management**

We provide all the services you need for the day-to-day management of your property including repairs and maintenance, making sure that properties meet all health and safety regulations as well as refurbishments and improvement works when necessary. We inspect the property frequently and provide out of hours emergency services for tenants.

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

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

**Building maintenance**

Regular hands-on inspection and reporting is an important part of our property management service.

To ensure all building issues and repairs are identified and quickly dealt with, our property managers make routine onsite inspections at least once a month, during which time they're available to meet contractors, staff and residents.

As firm believers that prevention is better than cure, we run planned maintenance and renewal programmes and prepare servicing schedules for each block. We review and update these frequently.

We also encourage our clients to have a capital expenditure plan. This enables us to budget and schedule major works over appropriate time periods and in accordance with the lease, minimising dramatic increases in service charge costs and the impact of major works on residents.

By working only with a few carefully selected chartered building surveying practices, we're well placed to recommend professionals to specify, tender, oversee and undertake contracts for major works projects.

*Effective management of assured shorthold tenancies involves two key aspects: maximising the return to the client on their investment; and ensuring a hassle free process throughout a tenant's occupation. Our experienced and enthusiastic team achieves both these things.*

**Why choose us?**

Our team has been at the forefront of managing residential portfolios since the business began trading and we continue to lead change in the residential lettings market as it evolves.

- You will have a dedicated portfolio manager who will act as your primary point of contact for all your property related concerns
- We help you achieve the maximum possible rent by marketing your portfolio through multiple marketing channels and our own direct tenant database
- We will save you time by instructing works up to agreed expenditure levels, organising efficient and customised reports, and briefing you at set meetings
- We will give you an exceptional personal service and our dedicated team will be ready to see your properties and tenants across London whenever needed

**How we can help**

Our management model means that we offer you a tailor made service, whether your portfolio is three units or three hundred units.

- If you own multiple properties in Central London, our service is designed specifically to reduce your workload
- Our service is tailored to you – we understand how varied property portfolios can be and how your requirements can differ
- We can offer strategic, research-backed advice on purchasing or developing further assets, utilising our in-house research resources
- We also work with dedicated building surveyors operating from our project and building consultancy department



Marconi House, Strand WC2



Wells Mews, Fitzrovia W1



Lovat Lane, Monument EC3



Kensington High Street, Kensington W14



Rupert Street, Piccadilly Circus SW1



Maddox Street, Mayfair W1



# What we offer:

**Premium property:** we manage properties in world famous locations in central London

**Making you money:** we add real value to property holdings, by engaging in strategic, long-term thinking, and providing informed advice

**Integrated teams:** our property managers, client accountants and facilities managers are located on one floor, so work together as one team

**Enthusiasm:** we are passionate about the work we do, and offer our diverse knowledge, skills and ideas, for your benefit

**Commitment:** we take the time to build long term relationships with our clients, so we can give you the specialised service you need

**Villages:** alongside the management of offices, shops and apartments we specialise in the management and enhancement of mixed use villages

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**FRASER BOND**

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