



PROPERTY INTEL

CLIENT — GENERAL

# Property Intel — Full Management Service

Complete Property Management.  
Every Detail Handled. Every Obligation Met.

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PI-CM-FM-003

VERSION

1.0

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Client — General

OWNER

Head of Business  
Development

REVIEW CYCLE

Quarterly

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## Executive Summary

Property Intel's Full Management service is the most comprehensive property management solution available to London landlords. It delivers complete end-to-end management of your residential investment — from finding the right tenant through to ongoing rent collection, maintenance, compliance, financial reporting, tenancy renewals, and end-of-tenancy management.

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Full Management is designed for landlords who want their property professionally managed to the highest standard, without the burden of day-to-day involvement. Whether you own a single flat in Tower Hamlets or a portfolio across London, the service is structured to protect your investment, maintain compliance, and deliver consistent rental income.

Every property managed under this service is assigned a dedicated Property Manager, supported by a team of specialists in lettings, maintenance, compliance, and finance. You receive transparent monthly reporting, quarterly property inspections, and continuous compliance monitoring — all accessible through your personal landlord portal.

Property Intel's approach to Full Management is built on three principles: regulatory precision, transparent communication, and data-led decision-making. We do not guess. We verify. We do not react. We anticipate.

## Who This Is For

Full Management is the right choice for landlords who recognise that professional property management is an investment in the long-term performance and security of their asset.

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## CLIENT PROFILE

## WHY FULL MANAGEMENT

Overseas investors	You need a trusted UK-based representative managing every aspect of your property, with structured reporting delivered to your time zone and schedule.
Portfolio landlords (5+ properties)	Managing multiple properties without professional support creates compliance gaps and operational inefficiency. Full Management consolidates your portfolio under one structured service.
Time-constrained professionals	You have a career, a family, or both. You do not have the bandwidth to field tenant calls, chase contractors, or track certificate expiry dates.
First-time landlords	The regulatory landscape is complex and the penalties for non-compliance are severe. Full Management ensures your first property is managed correctly from day one.
Private landlords (1–5 properties)	Even a single property carries the full weight of regulatory compliance. Full Management ensures nothing is missed.
Ethical / Shariah-conscious investors	You require a management structure aligned with Islamic finance principles. Property Intel provides Shariah-compliant management options within the Full Management framework.
Landlords transitioning from self-management	You have been managing your own property and recognise it has become too complex, too time-consuming, or too risky without professional support.
Landlords with difficult tenancies	Arrears, disputes, compliance failures inherited from previous agents — Full Management includes structured resolution of legacy issues.

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## What We Handle

Full Management covers every operational, regulatory, and financial aspect of residential property management. The following table details the full scope of the service:

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CATEGORY	WHAT IS INCLUDED
<b>Tenant Sourcing</b>	Professional photography, portal marketing (Rightmove, Zoopla, OnTheMarket), accompanied viewings, applicant pre-qualification, offer negotiation, landlord consultation on tenant selection
<b>Referencing</b>	Comprehensive checks via accredited provider: credit history, employment and income verification, previous landlord reference, Right to Rent verification. Adverse findings presented with options.
<b>Tenancy Setup</b>	Assured Shorthold Tenancy agreement preparation, digital execution, deposit collection and protection within 7 working days, service of all prescribed information (How to Rent guide, EPC, gas certificate, deposit scheme details)
<b>Move-In</b>	Professional inventory/schedule of condition, pre-move-in property check, compliance checklist verification, key release, tenant welcome pack with emergency contacts and maintenance reporting instructions, utility and council tax notifications
<b>Rent Collection</b>	Monthly collection via standing order or direct debit, reconciliation against tenant ledger, management fee deduction, net rent disbursement to landlord within 5 working days of receipt
<b>Arrears Management</b>	Structured escalation protocol: first contact within 48 hours of missed payment, formal correspondence at 7 and 14 days, repayment plan negotiation, legal referral at 60 days if required
<b>Maintenance</b>	Tenant reporting via dedicated portal, emergency response within 4 hours, routine works instructed within 48 hours, approved contractors with quality guarantees, landlord approval for works above agreed threshold, completion verification

**Inspections**

Quarterly photographic inspections with written report, smoke and CO alarm testing, occupancy verification, condition assessment with maintenance recommendations, reports shared via landlord portal

**Compliance**

Continuous monitoring and proactive renewal of: gas safety certificate (annual), EICR (5-yearly), EPC (10-yearly), smoke and CO alarms, HMO and selective licensing. All certificates tracked with automated advance alerts.

**Financial Reporting**

Monthly landlord statement by the 5th of each month, quarterly portfolio summary, annual tax summary, all documents accessible via landlord portal

**Renewals**

Rent review analysis using comparable market data at 8 weeks before expiry, landlord recommendation at 6 weeks, renewal negotiation with tenant, agreement execution

**End of Tenancy**

Check-out inspection, inventory comparison, deposit reconciliation (proposed allocation within 10 working days), ADR management if disputed, property re-marketing to minimise void

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## The Property Intel Process

Every Full Management engagement begins with a consultation. We assess your property, understand your investment objectives, and confirm that Full Management is the right service for your situation. We provide a clear, written proposal within 48 hours. There is no obligation at this stage.

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## 5.1 INSTRUCTION

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## 5.2 ONBOARDING

Once you instruct us, we work to a structured 5-day onboarding programme:

DAY	ACTIVITY
Day 1	Terms of Business signed. Anti-Money Laundering verification completed.
Day 1-3	Property documentation collected and compliance status verified.
Day 3-5	Initial property inspection conducted with photographic record.
Day 5	Property record created. Landlord portal access issued. Compliance calendar activated.

If any compliance gaps are identified during onboarding (expired certificates, missing documentation), we arrange remediation immediately. Your property is not marketed until it is fully compliant.

## 5.3 LETTING

If your property requires a tenant, we manage the entire letting process:

- **Marketing:** Professional photography, compelling property descriptions, and listings across all major UK portals.

- **Viewings:** Accompanied by our lettings team, with applicant feedback provided promptly.
- **Selection:** Comprehensive referencing on all shortlisted applicants. You retain final approval on tenant selection — we provide the data and a clear recommendation.
- **Setup:** Tenancy agreement prepared, deposit collected and protected, all prescribed information served. Move-in coordinated with professional inventory.

Our target is a let property within 28 days of instruction, with an average void period of under 14 days between tenancies.

#### 5.4 ONGOING MANAGEMENT

Once the tenant is in place, the Full Management service operates on a continuous monthly cycle:

ACTIVITY	FREQUENCY	HOW YOU ARE INFORMED
Rent collection	Monthly	Disbursed to your account; confirmed on statement
Landlord statement	Monthly	Dispatched by 5th; available on portal
Property inspection	Quarterly	Report with photographs via portal
Compliance monitoring	Continuous	Certificates renewed proactively; status on portal
Maintenance	As required	Updates via portal; approval sought above threshold
Arrears management	As required	Immediate notification; weekly status updates
Renewal assessment	8 weeks pre-expiry	Market analysis and recommendation provided

You can be as involved or as hands-off as you choose. Every action is documented. Every decision is supported by data. Every obligation is met.

## **5.5 TENANCY END**

When a tenancy ends — whether by mutual agreement, non-renewal, or notice — we manage the entire exit:

- Professional check-out inspection with inventory comparison.
- Deposit allocation proposed within 10 working days, supported by photographic evidence.
- If the tenant disputes deductions, we manage the Alternative Dispute Resolution process through the deposit scheme.
- Property re-marketed promptly to minimise void periods.

## Risk Protection

Property investment carries inherent risk. Full Management is structured to identify, mitigate, and manage those risks systematically.

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RISK	HOW WE PROTECT YOU
Poor tenant quality	Comprehensive referencing: credit, employment, landlord reference. No shortcuts. You approve every tenant.
Rent arrears	48-hour first contact. Structured escalation. Formal correspondence. Legal referral pathway. Documented throughout.
Property damage	Professional inventory at check-in and check-out. Quarterly photographic inspections. Deposit deductions supported by evidence.
Regulatory non-compliance	Dedicated compliance function. Automated certificate tracking. Proactive renewal. No certificate expires on our watch.
Maintenance escalation	Structured response times (4 hours emergency, 48 hours routine). Approved contractors. Quality verification before sign-off.
Legal exposure	Section 21 validity monitoring. Pre-service checklists. Specialist legal referral network. All actions documented.
Financial mismanagement	Ring-fenced client money accounts. Monthly reconciliation. Client Money Protection membership. Transparent statements.
Void periods	Market-ready preparation. Multi-portal marketing. Competitive pricing based on comparable evidence. Re-let initiation before tenancy end (with consent).
Data breach	UK GDPR-compliant infrastructure. Access controls. Encryption. Annual staff training. Breach reporting protocol.

## Compliance Assurance

Full Management includes comprehensive compliance management — one of the most complex and consequential aspects of residential property ownership in England.

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The regulatory obligations on landlords are extensive, and the penalties for failure are severe:

COMPLIANCE AREA	OBLIGATION	PENALTY FOR FAILURE
Gas safety	Annual inspection and CP12 certificate	Criminal prosecution; unlimited fine
Electrical safety	EICR every 5 years; satisfactory rating	Civil penalty up to GBP 30,000
Energy performance	Valid EPC, minimum E rating	Civil penalty up to GBP 5,000
Deposit protection	Protection within 30 days; prescribed information	1-3x deposit compensation; S21 invalidated
Right to Rent	Identity checks on all adult occupiers	Significant civil penalty exposure (amounts vary by breach category and history)
HMO licensing	Mandatory and additional licensing where applicable	Civil penalty up to GBP 30,000; rent repayment order
Fire safety	Smoke and CO alarms on every storey and where required	Civil penalty up to GBP 5,000
Client money	Ring-fenced accounts; CMP membership	Criminal offence; loss of membership

Under Full Management, every compliance obligation is tracked, managed, and documented by Property Intel. You receive proactive notification of upcoming renewals, and certificates are arranged without requiring your intervention.

Our compliance record across the managed portfolio: 100% certificate validity maintained continuously.

SECTION 08

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# Why Property Intel

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## WHAT SETS US APART

## WHAT IT MEANS FOR YOU

Dedicated Property Manager	A named individual who knows your property, your tenant, and your preferences. Not a call centre.
Intelligence-led pricing	Rent recommendations based on real-time comparable evidence from the local market, not arbitrary estimates.
Compliance-first culture	Compliance is embedded in every process — not treated as an afterthought or a cost to minimise.
Transparent financials	Monthly statements, quarterly summaries, annual tax documentation. Every pound accounted for. No hidden charges.
London market depth	Deep operational knowledge of Tower Hamlets and the broader London rental market — local authority requirements, tenant demographics, pricing dynamics, and demand patterns.
Technology-enabled, human-led	Automated reminders, digital reporting, and online portals — but always supported by professional judgement and personal communication.
Ethical management options	Shariah-compliant structures available for investors requiring alignment with Islamic finance principles.
Scalable without compromise	The same standard of service whether you own one flat or fifty. Consolidated reporting for portfolios.
Regulatory expertise	Specialist knowledge of HMO licensing (including Tower Hamlets additional licensing), deposit protection, Section 21 validity, and tenant fee regulations.

## Pricing Positioning

Full Management is a premium service, and our fees reflect the depth, rigour, and accountability we deliver.

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The management fee covers the complete scope of services described in this document — from tenant sourcing through to ongoing management, compliance, reporting, and tenancy end. There are no concealed charges. Our fee proposal itemises every component, so you understand exactly what you are paying for.

We encourage landlords to assess management fees not as a cost, but as the return on a risk-management investment. The right management protects your legal position, sustains your rental income, maintains your property condition, and reduces void periods — outcomes whose combined value significantly exceeds the fee.

We do not compete on price with high-street agents. We compete on quality of service, compliance rigour, and the long-term protection of your investment.

A detailed, tailored fee proposal is provided following every consultation. There is no obligation, and the proposal is valid for 30 days.

## Call to Action

If you own residential property in London and want it managed with the precision, compliance, and transparency your investment deserves, we would welcome the opportunity to discuss Full Management with you.

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## **ARRANGE A FULL MANAGEMENT CONSULTATION**

If you own residential property in London and want it managed with the precision, compliance, and transparency your investment deserves, we would welcome the opportunity to discuss Full Management with you.

### **To arrange a consultation:**

- \*\*Telephone:07586479847
- \*\*Email:contact@property-intel.co.uk
- \*\*Website:property-intel.co.uk
- \*\*Office:30 Churchill Place, London E14 5RE

Consultations are available in person at our Tower Hamlets office, by video call, or by telephone. We respond to all new enquiries within two hours during business hours and provide a written proposal within 48 hours.

Whether you are a first-time landlord, an overseas investor, or an experienced portfolio owner looking for a more structured approach — Full Management is built to deliver clarity, compliance, and consistent returns.

*Property Intel — Structured Intelligence for London Property.*

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NEXT ACTION

## Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Head of Business Development or the relevant Property Intel service lead.

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DOCUMENT OWNER

Head of Business Development

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