



PROPERTY INTEL

CLIENT — GENERAL

Property Intel — Maintenance Management: Client Brochure

Maintenance is not a cost centre — it is the mechanism through which your property retains its value, your tenants remain satisfied, and your legal obligations are met.

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PI-BRO-007

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1.0

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Client — General

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Introduction

Maintenance is not a cost centre — it is the mechanism through which your property retains its value, your tenants remain satisfied, and your legal obligations are met.

Property Intel delivers structured, intelligence-led maintenance management for residential and commercial landlords across Tower Hamlets and wider London. We manage the full lifecycle of property maintenance: from the moment a tenant reports an issue to the final invoice reconciliation, every step is documented, controlled, and transparent.

This brochure sets out how our maintenance management service operates, the standards we uphold, and the protections we put in place for our clients.

The Challenge for London Landlords

London's regulatory environment for landlords has never been more demanding. Legislative changes over the past five years have significantly expanded the scope of landlord obligations and the penalties for non-compliance.

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CHALLENGE	IMPACT
Expanded repairing obligations	The Homes (Fitness for Human Habitation) Act 2018 gives tenants a direct right of action if a property is unfit. This goes beyond traditional Section 11 obligations.
Damp and mould scrutiny	Following national cases, local authorities across London are proactively enforcing against damp and mould. The “tenant lifestyle” defence is no longer accepted.
HHSRS enforcement	London boroughs — Tower Hamlets among the most active — are using HHSRS to issue improvement notices, with rent repayment orders as a further deterrent.
Contractor quality and availability	Reliable, insured, and responsive contractors in London are in high demand. Managing a supply chain of tradespeople is resource-intensive.
Overseas landlord risk	Landlords based outside the UK face additional challenges in managing maintenance remotely. Response time obligations do not allow for timezone delays.
Rising repair costs	Labour and material costs in London have increased significantly. Without structured procurement, landlords are exposed to inflated pricing.

For portfolio landlords, RTM companies, and overseas investors, the administrative burden of managing maintenance across multiple properties is substantial. The risk of getting it wrong — financially, legally, and reputationally — is real.

3.0

Our Approach

Property Intel's maintenance management framework is built on four principles:

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PRINCIPLE

WHAT IT MEANS IN PRACTICE

Structured Process

Every maintenance job follows a defined workflow. Nothing is left to memory or assumption. From triage to invoice, each step is documented and trackable.

Legal Compliance First

We ensure your property meets its obligations under current legislation. Our processes are designed around statutory requirements, not around convenience.

Cost Control

We protect your budget through tiered spend approval thresholds, competitive procurement, and transparent reporting. You always know what is being spent and why.

Proactive Management

We do not wait for things to break. Our planned and preventative maintenance programme identifies and addresses issues before they become costly emergencies.

4.0

Reactive Maintenance — How We Handle Repairs

When a tenant reports a maintenance issue, our response is governed by a structured priority system.

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4.1 PRIORITY RESPONSE FRAMEWORK

PRIORITY	CLASSIFICATION	OUR RESPONSE TIME	RESOLUTION TARGET	EXAMPLE
P1	Emergency	4 hours	24 hours	Total heating failure (winter), major water leak, gas safety concern
P2	Urgent	24 hours	3 working days	Partial heating loss, hot water failure, defective smoke alarm
P3	Routine	48 hours	10 working days	Dripping tap, running toilet, minor plaster damage
P4	Planned	Scheduled	Per schedule	Redecoration, cyclical maintenance, boiler servicing

Every report is triaged by an experienced property manager, classified against this framework, and actioned within the stated response time. Landlords are notified of all emergency and urgent works within 24 hours.

4.2 THE TENANT EXPERIENCE

We invest in the tenant experience because tenant satisfaction directly reduces void periods, disputes, and legal risk. Tenants report issues through multiple channels — portal, email, telephone — and receive:

- Acknowledgement within 2 hours during business hours.
- A confirmed appointment with contractor name and contact details.
- Post-works satisfaction confirmation.

5.0

Planned and Preventative Maintenance

Reactive maintenance addresses problems after they occur. Planned and preventative maintenance reduces the frequency and severity of those problems.

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Property Intel operates a rolling 12-month maintenance programme for all managed properties, covering:

ACTIVITY	FREQUENCY	PURPOSE
Boiler servicing	Annual	Manufacturer warranty compliance; breakdown prevention
Gas safety inspection (CP12)	Annual	Statutory requirement
Electrical Installation Condition Report	Every 5 years	Statutory requirement
Smoke and CO alarm testing	Annual	Statutory requirement
Gutter clearance	Biannual	Prevent water ingress and damp
External fabric survey	Annual	Early identification of structural and weatherproofing issues
Pre-winter heating check	Annual (September)	Reduce emergency callouts during winter months
Damp and condensation inspection	Annual (February)	Proactive identification before escalation

This programme is particularly valuable for portfolio landlords and overseas investors who require confidence that their properties are being maintained to a compliant standard without day-to-day involvement.

6.0

Contractor Standards and Procurement

The quality of maintenance work is only as good as the contractor who delivers it. Property Intel maintains a curated Approved Contractor Panel — a pre-vetted network of tradespeople who meet our standards for qualifications, insurance, response time, and quality.

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6.1 CONTRACTOR REQUIREMENTS

REQUIREMENT	OUR STANDARD
Trade qualifications	Verified (Gas Safe, NICEIC, or equivalent for specialist trades)
Public liability insurance	Minimum £2,000,000
DBS checks	Required for all operatives entering occupied properties
Response commitment	Written agreement to meet our SLA response times
Workmanship guarantee	Minimum 12 months on all completed works
Performance monitoring	Ongoing assessment of SLA compliance, first-time fix rate, and tenant satisfaction

6.2 COMPETITIVE PRICING

Our procurement process ensures competitive pricing without compromising quality. For works above £500, a minimum of two quotes are obtained. For works above £2,000, three quotes are obtained and presented to you with a clear recommendation.

We do not mark up contractor costs. Our management fee covers the coordination of maintenance; the contractor cost passed to you is the contractor cost we pay.

7.0

Financial Controls and Transparency

Maintenance expenditure is the area where landlords most frequently feel a loss of control. Property Intel addresses this through a structured approval framework.

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7.1 SPEND APPROVAL THRESHOLDS

SPEND BAND	WHAT HAPPENS
Under £100	Auto-approved by your Property Manager. Logged and reported in your monthly statement.
£100 – £500	Approved by our Operations Manager. One quote obtained. Reported to you.
£500 – £2,000	Approved by our Managing Director. Two quotes obtained. You are informed before works commence.
Over £2,000	Your approval required. Three quotes presented with our recommendation. No works commence without your written consent.

These thresholds are defined in your management agreement and can be adjusted to suit your preferences. Some clients prefer lower auto-approval limits; others grant broader authority for efficiency. We accommodate both.

7.2 EMERGENCY AUTHORITY

For genuine emergencies — a burst pipe at midnight, a complete heating failure in January — our team has authority to spend up to £2,000 to make the property safe without waiting for your approval. You are notified within 24 hours, and any further works follow the standard approval process. This protects your property and your legal position.

7.3 REPORTING

Every managed property receives a monthly maintenance statement detailing all works completed, costs incurred, and outstanding jobs. Portfolio clients receive a consolidated report with property-by-property breakdown and trend analysis.

8.0

Emergency Out-of-Hours Service

Property emergencies do not observe business hours. Property Intel provides a 24/7 emergency maintenance line for all managed properties.

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FEATURE	DETAIL
Availability	24 hours a day, 365 days a year
Staffed by	Trained call handlers with access to property records
Response for emergencies	Contractor dispatched within 4 hours
Coverage	All P1 emergencies: gas, water, heating, electrical, security
Landlord notification	Within 24 hours of any emergency callout
Included in management fee	Yes — no additional charge for the service

This service is of particular value to overseas investors and landlords who are not available to manage emergencies directly. The assurance that your property and tenants are protected around the clock is built into our standard management package.

9.0

Compliance and Legal Protection

Maintenance compliance is not discretionary. It is a legal requirement, and the consequences of failure are significant.

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9.1 LEGISLATION WE MANAGE AGAINST

LEGISLATION	YOUR OBLIGATION	HOW WE PROTECT YOU
Landlord and Tenant Act 1985, Section 11	Repair structure, exterior, and statutory installations	Reactive repairs within SLA; planned maintenance programme
Homes (Fitness for Human Habitation) Act 2018	Property must be fit for habitation throughout the tenancy	Proactive inspections; rapid response to habitability issues
Housing Act 2004 (HHSRS)	No Category 1 hazards	HHSRS-aware inspections; hazard identification and remediation
Gas Safety Regulations 1998	Annual gas safety inspection	Managed, scheduled, and documented annually
Electrical Safety Standards 2020	EICR every 5 years	5-year rolling programme; remedial works managed
Smoke and CO Alarm Regulations	Alarms on every storey; CO alarms where required	Annual testing; replacement as needed

9.2 INSURANCE CLAIMS COORDINATION

When damage occurs through an insured event — escape of water, fire, storm — we coordinate the claims process on your behalf. This includes emergency make-safe works, documentation and photography, liaison with loss adjusters, and management of reinstatement works. Our aim is to minimise disruption to your tenant and ensure the claim is settled efficiently.

10.0

Working With Property Intel

Maintenance management is included within our standard property management fee. There is no separate charge for the coordination, administration, or oversight of maintenance works.

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10.1 MAINTENANCE MANAGEMENT PRICING

Maintenance management is included within our standard property management fee. There is no separate charge for the coordination, administration, or oversight of maintenance works.

COMPONENT	INCLUDED IN MANAGEMENT FEE
Triage and coordination of all repairs	Yes
Contractor procurement and instruction	Yes
Spend approval administration	Yes
Emergency out-of-hours service	Yes
Planned maintenance scheduling	Yes
Quality assurance inspections	Yes
Monthly maintenance reporting	Yes
Insurance claims coordination	Yes

Contractor costs (labour and materials) are charged at cost and passed through to the landlord. Property Intel does not add a mark-up to contractor invoices.

10.2 GETTING STARTED

If you are considering Property Intel for the management of your London property, we would welcome the opportunity to discuss your requirements.

CONTACT METHOD	DETAIL
Telephone	07586479847
Email	contact@property-intel.co.uk

Office

30 Churchill Place, London E14 5RE

Website

property-intel.co.uk

We offer a no-obligation property review, during which we assess your current maintenance arrangements, identify compliance gaps, and outline how our service would operate for your portfolio.

10.3 WHO WE WORK WITH

Property Intel's maintenance management service is designed for:

- **Private landlords** — single property or small portfolio owners who need professional management without the overhead of managing tradespeople directly.
- **Portfolio landlords** — multi-property investors who require consolidated reporting, consistent standards, and cost efficiency across their portfolio.
- **Overseas investors** — UK property owners based abroad who require confidence that their assets and legal obligations are being managed to the highest standard.
- **RTM companies and freeholders** — resident-led management companies responsible for the maintenance of blocks and estates.
- **Commercial landlords** — owners of mixed-use or commercial premises requiring structured maintenance coordination.
- **SA operators** — serviced accommodation operators who require rapid-response maintenance to protect guest experience and platform ratings.
- **Ethical and Shariah-conscious investors** — landlords seeking a management partner whose approach aligns with ethical standards, transparency, and fairness.

*End of Document — PI-BRO-007 v1.0 Property Intel —
Intelligence-Led Property Management 30 Churchill Place,
London E14 5RE*

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Managing Director or the relevant Property Intel service lead.

DOCUMENT OWNER

Managing Director

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