



PROPERTY INTEL

CLIENT — GENERAL

# Property Intel — Rent Collection Service: Client Brochure

Property Intel is a London-based property management and lettings company built on precision, compliance, and measurable results. We serve private landlords, portfolio investors, overseas property owners, and institutional clients across Tower Hamlets and wider London.

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Head of Marketing

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# Introduction

Property Intel is a London-based property management and lettings company built on precision, compliance, and measurable results. We serve private landlords, portfolio investors, overseas property owners, and institutional clients across Tower Hamlets and wider London.

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Our Rent Collection service is designed for landlords who want to manage their own properties day-to-day but need a professional, compliant, and structured approach to collecting rent, handling arrears, and maintaining financial oversight. It sits between our Let Only service (tenant placement) and Full Management (comprehensive property oversight), giving you the financial control without the administrative burden.

We collect the rent. We chase the arrears. We produce the statements. You keep control of everything else.

SECTION 02

2.0

# What the Rent Collection Service Includes

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SERVICE COMPONENT	WHAT WE DO
Rent Collection	Monthly collection of rent from your tenant via standing order into our ring-fenced Client Money Account
Arrears Management	Structured, escalating arrears protocol from Day 1 through to Section 8 notice preparation if required
Monthly Statements	Detailed financial statement each month showing gross rent, fees, deductions, and net disbursement
Landlord Disbursement	Net rent transferred to your nominated bank account by the 10th of each month
Standing Order Setup	We liaise with your tenant to establish the correct payment arrangements
Deposit Management	End-of-tenancy deposit negotiation, deduction agreement, and scheme communication
Annual Rent Review	Market-based recommendation on whether to adjust the rent at tenancy renewal
Section 8 Notice Preparation	Preparation of formal possession notices for rent arrears grounds (8, 10, 11) when instructed
NRL Tax Compliance	For overseas landlords: HMRC Non-Resident Landlord Scheme tax deduction and quarterly reporting
Client Money Protection	All rent held in a designated, ring-fenced account under a government-approved CMP scheme

3.0

## How It Works

You instruct us — either as a new client or as an upgrade from our Let Only service. We issue a Rent Collection Service Agreement confirming the scope, fees, and terms. Onboarding is typically completed within 5 working days.

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## STEP 1: INSTRUCTION & ONBOARDING

You instruct us — either as a new client or as an upgrade from our Let Only service. We issue a Rent Collection Service Agreement confirming the scope, fees, and terms. Onboarding is typically completed within 5 working days.

## STEP 2: TENANT INTRODUCTION

We contact your tenant directly to introduce ourselves, provide the new payment details, and assist with standing order setup. From this point, rent payments are directed to our Client Money Account.

## STEP 3: MONTHLY COLLECTION & DISBURSEMENT

On the rent due date (typically the 1st of each month), we monitor our account for receipt. Once confirmed, we deduct our fee, process any applicable NRL tax, and disburse the net amount to your account by the 10th.

## STEP 4: ARREARS MANAGEMENT

If rent is not received, our structured protocol activates immediately:

DAY	ACTION
Day 1	SMS/email reminder to tenant
Day 3	Follow-up phone call; landlord notified
Day 7	First formal arrears letter
Day 14	Second formal letter; landlord advised on options
Day 21	Internal review; Section 8 consideration if instructed

Day 30

Section 8 notice served (if 2+ months' arrears and instructed)

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You are kept informed at every stage. We recommend next steps; you make the decisions.

#### **STEP 5: MONTHLY REPORTING**

By the 12th of each month, you receive a detailed statement covering: gross rent received, management fee, NRL tax deduction (if applicable), net amount disbursed, and any arrears balance.

#### **STEP 6: ANNUAL RENT REVIEW**

Approximately 60 days before your tenancy anniversary, we conduct a market review and recommend whether to maintain, increase, or (rarely) decrease the rent. This is based on comparable market data, not guesswork.

## Why Property Intel

Every pound of rent we collect is held in a ring-fenced Client Money Account, separate from our business funds. We are members of a government-approved Client Money Protection scheme, meaning your money is protected even in the unlikely event of business failure. This is not optional — it is a legal requirement, and we exceed the minimum standards.

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#### **4.1 PROTECTED FUNDS**

Every pound of rent we collect is held in a ring-fenced Client Money Account, separate from our business funds. We are members of a government-approved Client Money Protection scheme, meaning your money is protected even in the unlikely event of business failure. This is not optional — it is a legal requirement, and we exceed the minimum standards.

#### **4.2 STRUCTURED ARREARS RECOVERY**

Arrears are not ignored or handled informally. Our escalation protocol activates on Day 1 and follows a defined, documented path through to formal legal action if needed. Every contact attempt is logged. Every letter is on file. If the situation reaches court, the evidence trail is complete.

#### **4.3 TRANSPARENT FINANCIAL REPORTING**

You will always know exactly how much rent was received, when it was received, what was deducted, and what was paid to you. Our monthly statements are clear, detailed, and issued on a consistent schedule.

#### **4.4 OVERSEAS LANDLORD EXPERTISE**

For landlords based outside the UK, we manage the HMRC Non-Resident Landlord Scheme — deducting the correct tax, filing quarterly returns, and issuing annual certificates. We also assist with NRL1 applications so you can receive rent gross once approved.

#### **4.5 SHARIAH-CONSCIOUS APPROACH**

For ethical and Shariah-conscious investors, we offer a rent collection service that operates without interest-based charges on arrears. Our arrears protocol focuses on the outstanding balance without applying statutory interest, in line with your principles.

SECTION 05

5.0

# Who We Work With

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CLIENT TYPE	HOW WE HELP
Private landlords	Professional rent collection and arrears management for self-managing landlords
Portfolio landlords	Consolidated monthly reporting across multiple properties; batch disbursements
Overseas investors	NRL compliance, gross/net payment management, digital reporting
RTM companies & freeholders	Service charge and ground rent collection for managed blocks
Ethical & Shariah-conscious investors	Interest-free arrears processes; Shariah-compatible service structure
Landlords upgrading from Let Only	Seamless transition from tenant placement to ongoing rent collection

## What We Do Not Cover

The Rent Collection service is focused on the financial relationship between you and your tenant. It does not include:

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NOT INCLUDED	AVAILABLE UNDER
Day-to-day property management	Full Management Service (PI-FM)
Maintenance coordination	Full Management Service (PI-FM)
Property inspections	Full Management Service (PI-FM)
Tenant sourcing and marketing	Let Only Service (PI-LO)
Compliance certificate renewals	Available as an add-on or under PI-FM

If your needs change, upgrading to Full Management is straightforward. We transition your instruction without disruption to the tenancy.

SECTION 07

7.0

# The Monthly Statement

Your monthly statement includes:

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STATEMENT LINE ITEM	DESCRIPTION
Gross rent received	Total rent collected from the tenant
Management fee	Property Intel's service fee (deducted from rent)
NRL tax deduction	Basic rate tax deducted (overseas landlords without NRL1 approval only)
Net amount disbursed	Amount paid to your nominated bank account
Disbursement date	Date the net amount was transferred
Arrears balance (if applicable)	Outstanding amount owed by the tenant
Notes	Any relevant commentary (e.g., payment plan in place, partial payment received)

Statements are issued as PDF by email by the 12th of each month. Annual summaries are available on request for tax purposes.

8.0

## Arrears: Our Approach

We take arrears seriously, but we take them methodically. Our approach is:

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- **Immediate.** We act on Day 1, not Day 14.
- **Documented.** Every action is logged. If the case reaches court, the evidence is ready.
- **Proportionate.** We escalate gradually, giving tenants the opportunity to resolve the situation before formal action.
- **Landlord-led.** We recommend actions and prepare notices, but you make the decisions on how far to proceed.
- **Legally grounded.** Our Section 8 notices are prepared in accordance with the Housing Act 1988, citing the appropriate grounds (8, 10, or 11) based on the arrears position.

We prepare the notices. We recommend solicitors experienced in possession proceedings. We provide the evidence bundle. We do not provide legal advice.

## Pricing

The Rent Collection fee covers all services listed in Section 2.0, including: rent collection, arrears management, monthly statements, disbursement, standing order setup, deposit management, and annual rent review recommendations.

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## **9.1 WHAT IS INCLUDED**

The Rent Collection fee covers all services listed in Section 2.0, including: rent collection, arrears management, monthly statements, disbursement, standing order setup, deposit management, and annual rent review recommendations.

## **9.2 FEE BASIS**

Our fee is a transparent percentage of the monthly rent collected. There are no setup fees, hidden charges, or additional costs for standard arrears management.

## **9.3 PORTFOLIO TERMS**

Landlords with multiple properties benefit from a structured fee arrangement. Contact us to discuss portfolio terms.

## **9.4 PAYMENT**

Our fee is deducted from the collected rent before disbursement. You receive the net amount. There is nothing to pay upfront and no fee is charged during void periods (no tenant, no rent, no fee).

## **9.5 ADDITIONAL SERVICES**

Section 8 notice preparation and NRL tax administration are included in the standard fee. Court proceedings, solicitor instruction, and bailiff enforcement are external costs borne by the landlord.

## Contact & Next Steps

We welcome enquiries from landlords at any stage — whether you are looking for a professional rent collection partner, experiencing arrears issues with a self-managed tenancy, or considering an upgrade from our Let Only service.

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## HOW TO REACH US

CHANNEL	DETAILS
Telephone	07586479847
Email	<a href="mailto:contact@property-intel.co.uk">contact@property-intel.co.uk</a>
Website	<a href="http://property-intel.co.uk">property-intel.co.uk</a>
Office	30 Churchill Place, London E14 5RE

## WHAT HAPPENS NEXT

1. **Initial Conversation** — We discuss your property, current tenancy, and what you need from a rent collection service.
2. **Service Agreement** — We issue a clear, transparent service agreement for your review and signature.
3. **Onboarding** — We contact your tenant, set up payment arrangements, and activate rent monitoring. Typically completed within 5 working days.
4. **First Collection** — We collect the first rent payment and issue your first monthly statement.

Your rental income, professionally managed.

*Property Intel — Precision Property Management for London Landlords*

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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 Marketing or the relevant Property Intel service lead.

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DOCUMENT OWNER

Head of Marketing

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