



PROPERTY INTEL

EXTERNAL -- CLIENT-  
FACING

# Tenant Find Only

One placement. Full compliance. Complete confidence. Property Intel's Tenant Find Only service delivers professional tenant sourcing, comprehensive referencing, and full regulatory compliance -- from instruction to move-in.

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PI-STS-003

VERSION

1.0

CLASSIFICATION

External -- Client-Facing

OWNER

Head of Lettings

REVIEW CYCLE

Bi-Annually

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## 2. Executive Summary

Finding the right tenant is the most critical decision in the lettings cycle. It determines your rental income security, your property's condition, and your legal exposure for the duration of the tenancy.

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Property Intel's Tenant Find Only service is a one-off, instruction-based engagement designed for landlords who prefer to self-manage their property but require expert support for tenant sourcing and placement. We handle every stage from property marketing through to key handover, ensuring full compliance with current UK lettings legislation.

Our service is built on three principles: rigorous tenant vetting, complete legal compliance, and transparent communication. We do not cut corners, and we do not make promises we cannot evidence.

At the conclusion of the service, you receive a comprehensive Handback Pack containing every document you need to manage the tenancy confidently and compliantly. Property Intel's involvement ends at move-in – but the quality of our work protects you for the duration of the tenancy.

## 3. Who This Is For

The Tenant Find Only service is designed for:

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LANDLORD PROFILE	WHY THIS SERVICE FITS
Experienced self-managing landlords	You know how to manage a tenancy, but want professional sourcing and compliance assurance
First-time landlords	You need expert guidance through the most complex phase of letting a property
Landlords re-letting after a void period	You want to minimise void time with targeted marketing and efficient processing
Portfolio landlords with management capacity	You manage your own properties but need scalable, compliant tenant placement
Landlords who have had a poor previous experience	Previous agent underperformed; you want a structured, transparent alternative
Landlords with properties in Tower Hamlets and wider London	Local market expertise, borough-specific compliance knowledge (licensing, planning)

This service is not suitable for landlords who require ongoing rent collection, maintenance coordination, or tenancy management. For those needs, please enquire about our Full Management or Rent Collection services.

## 4. What We Handle

Property Intel manages the entire tenant find process from instruction to move-in:

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## **Marketing and Exposure**

- Professional photography by experienced property photographers
- Accurate, measured floor plans
- Compelling, compliant property descriptions (factual, no misleading claims)
- Multi-portal advertising: Rightmove, Zoopla, OnTheMarket
- Social media promotion across targeted London audiences
- Rent benchmarking against current local market data

## **Viewings and Applicant Management**

- All enquiries responded to within 2 working hours
- Pre-qualification of all applicants (affordability, Right to Rent eligibility, timeline)
- Accompanied viewings conducted by experienced lettings professionals
- Detailed feedback provided to you after every viewing
- Offer presentation with full applicant profile

## **Referencing and Compliance**

- Comprehensive tenant referencing: credit check, employment verification, previous landlord reference, affordability assessment
- Right to Rent check in full compliance with the Immigration Act 2014
- Tenant Fees Act 2019 compliance – only permitted payments collected
- Assured Shorthold Tenancy agreement preparation (reviewed for fair terms under the Consumer Rights Act 2015)

## **Deposit and Documentation**

- Deposit collection and registration with a government-approved protection scheme within 30 days
- Prescribed information issued to tenant within statutory timeframe
- How to Rent guide served before tenancy commencement
- Copies of Gas Safety Certificate, EPC, and EICR provided to tenant

### **Move-In and Handback**

- Professional photographic inventory and schedule of condition
- Accompanied check-in with meter readings and key schedule
- Complete Handback Pack delivered to you, containing every document needed for compliant self-management

## 5. The Property Intel Process

Our process is structured, transparent, and milestone-driven. You will know exactly where your instruction stands at every stage.

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STAGE	WHAT HAPPENS	YOUR INVOLVEMENT	TYPICAL TIMELINE
1	Instruction and compliance review	Sign Terms of Business; provide certificates	Day 1
2	Photography and marketing preparation	Property access for photographer	Days 2-4
3	Listings go live across all portals	Review and approve listing (optional)	Day 5
4	Enquiries handled, viewings conducted	Receive weekly viewing reports	Days 5-21
5	Offer received and presented to you	Accept, negotiate, or decline	When suitable offer made
6	Referencing and Right to Rent check	None – we manage the process	5 working days
7	Tenancy agreement prepared and signed	Review AST before signing	2 working days
8	Deposit collected and protected	None – we handle registration	Before move-in
9	Inventory, check-in, key handover	Optional attendance at check-in	Move-in day
10	Handback Pack delivered to you	Review and store for your records	Within 5 working days

Average time from instruction to tenancy start: 21 calendar days (subject to property condition, pricing, and market conditions).

## 6. Risk Protection

Every step of our process is designed to protect you from the most common risks in residential lettings:

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RISK	HOW PROPERTY INTEL PROTECTS YOU
Rent arrears	Rigorous affordability assessment; rent-to-income ratio capped at 40% gross
Property damage	Professional photographic inventory; detailed schedule of condition
Problem tenants	Comprehensive referencing: credit, employment, previous landlord, identity
Deposit disputes	Professional inventory provides evidential basis; deposit correctly protected
Illegal subletting	Clear AST clauses; permitted occupants specified; Right to Rent on all adults
Section 21 validity risk	All statutory prerequisites completed and documented before tenancy start
Regulatory penalties	Full compliance with Tenant Fees Act, deposit protection, Right to Rent, gas/electrical/EPC requirements
Discrimination claims	Documented, consistent tenant selection criteria; Equality Act 2010 compliance
Void periods	Data-led pricing; multi-portal exposure; responsive enquiry handling

## 7. Compliance Assurance

Compliance is not an add-on -- it is embedded in every stage of the Tenant Find Only service. Our Compliance Officer reviews every file before handback to ensure:

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- Gas Safety Certificate (CP12) is valid and a copy has been provided to the tenant
- Electrical Installation Condition Report (EICR) is satisfactory and current
- Energy Performance Certificate (EPC) is rated E or above
- Smoke and carbon monoxide alarms comply with the 2022 regulations
- The tenancy deposit is registered with a government-approved scheme within 30 days
- Prescribed information has been served correctly and acknowledged
- The How to Rent guide has been served before the tenancy start date
- The Assured Shorthold Tenancy agreement contains no unfair terms
- Right to Rent has been verified for all adult occupiers
- Any required property licence (HMO, selective) is in place
- No prohibited fees have been charged to the tenant

This compliance audit is conducted on every instruction, without exception. The outcome is documented in your Handback Pack.

## 8. Why Property Intel

Property Intel is not the cheapest option. We are the most thorough. For landlords who understand the cost of getting tenant placement wrong, the value proposition is clear.

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DIFFERENTIATOR	WHAT IT MEANS FOR YOU
Local market intelligence	We operate in Tower Hamlets and across London. Our pricing recommendations are based on live data, not guesswork.
Compliance-first approach	Every instruction is compliance-audited before handback. No shortcuts.
Structured, repeatable process	Our SOP-driven approach ensures consistent quality regardless of which team member handles your instruction.
Transparent communication	Weekly viewing reports, milestone updates, and direct access to your lettings negotiator.
Professional documentation	Photography, floor plans, inventory, and tenancy documentation are produced to a professional standard every time.
Complete Handback Pack	You receive every document needed for compliant self-management, organised and clearly labelled.
No hidden fees	Our fee is agreed at instruction and covers the full service scope. No surprises.
Tenant Fees Act compliant	We charge landlords, not tenants. Full compliance with the 2019 Act.

Property Intel is not the cheapest option. We are the most thorough. For landlords who understand the cost of getting tenant placement wrong, the value proposition is clear.

## 9. Pricing Positioning

Property Intel's Tenant Find Only service is priced to reflect the depth of work, compliance rigour, and professional standard delivered.

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Our fee covers the complete service scope: marketing, photography, floor plans, viewings, referencing, Right to Rent, AST preparation, deposit handling and protection, statutory document issuance, inventory, check-in, key handover, and Handback Pack.

There are no additional charges for individual components. The fee is payable upon successful tenant placement – you pay nothing if we do not find a tenant.

We do not compete on price with agents who cut compliance corners or deliver a reduced service. Our value is measured in:

- Tenancies that begin on a legally sound foundation
- Documentation that protects your ability to recover possession if needed
- Referencing that reduces the probability of rent arrears or property damage
- Time saved in navigating complex regulatory requirements
- Peace of mind that your obligations as a landlord have been met

For a detailed fee quotation, contact our lettings team.

## 10. Call to Action

Contact Property Intel to discuss your  
Tenant Find Only instruction.

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## Ready to let your property with confidence?

Contact Property Intel to discuss your Tenant Find Only instruction.

CONTACT METHOD	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

We will arrange an initial consultation to review your property, confirm compliance status, and provide a clear timeline for tenant placement.

No obligation. No pressure. Just professional, intelligence-led lettings.

*Property Intel – Intelligence-Led Property Management  
London | Tower Hamlets | Residential Lettings*

## NEXT ACTION

# Discuss this service

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

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### DOCUMENT OWNER

Head of Lettings

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