

Trust us to take  
the hassle out of  
your investment...



The Property Management  
Service that pays for itself

# Welcome to a world of self-funding Property Management

A world where landlords relax and enjoy the fruits of their enterprise and investment. A world where the day-to-day hassle of tenant issues and challenges are a thing of the past. Welcome to the world of Melanie Estates.

## WHY NORWICH LANDLORDS CHOOSE MELANIE ESTATES

- ✓ Our **Comprehensive Management** service – no more hassle, dealing with tenants. From payment of rent to dealing with minor maintenance, it's no longer your problem. **It's our problem.**
- ✓ Your dedicated online portal allows you **24/7 access** to all your documents & statements.
- ✓ Our **effective vetting** process gives you the best chance of acquiring reliable, low maintenance tenants.
- ✓ We carry out regular **quarterly inspections** – identifying and fixing snags quickly before they become serious. Following each inspection, we send you a report, along with appropriate recommendations.
- ✓ Our **24-hour emergency hotline** means your property is safe, your tenants are happy and you can sleep at night!
- ✓ **We save you money.** All our fees are tax-deductible. If you're a higher rate taxpayer, with 40% of your income taxable, the real cost to you of our service is around 3% of our fee.
- ✓ **Landlord legislation.** The legislation surrounding property management becomes more complex year-on-year. We'll use our experience and our legal know-how to ensure that you remain **100% legally compliant.**

'Your problem is our problem'

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Melanie Estates has been mega helpful in managing my property. The entire staff are always polite, and nothing is too much for them. They are always happy to answer your questions and offer expert advice in a timely manner.

Mrs Anibueze - Norwich Landlady

# Protecting you *and* your investment...

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Alex and his team have been amazing. Despite the terrible lock down they have managed my properties perfectly and kept in constant touch. I would thoroughly recommend.

Miss Dent - Norwich Landlady



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## EMBRACING TECHNOLOGY

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**With government guidance on COVID-19 restrictions, more than ever, you need an agent who is technology savvy.**

- ✓ Property virtual tours mean more tenant viewings – including potential tenants with at risk or with health conditions as well as from outside the area, even from overseas. This leads to quicker lets.
- ✓ We'll take professional pictures and record a walk-through virtual tour video of your property in readiness for viewings.
- ✓ Virtual viewings mean less disruption for you as a property owner.
- ✓ If you're based overseas, we'll make regular video calls to you.
- ✓ Our focus is to add value to your property – plus local property insight and pro-active forward thinking guidance.
- ✓ Our dedicated lettings team have a profound understanding of the Norwich market. We know the right rent for every type of property.

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## CLOUD-BASED TENANCY SIGN UP, AND MINIMAL CONTACT CHECK-IN

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**Almost all property work can now be carried out online.**

- ✓ Your tenants will be able to apply for properties, supply references and identification documents online, including all necessary verification.
- ✓ Cloud-based tenancy sign-up and minimal contact check-in. Only the lead tenant will need to visit the office to pick the key on the move-in day.
- ✓ On the move-in day, our check-in clerk will walk your tenants through the property virtually.
- ✓ Property virtual tours increase efficiency and lead to quicker lets. They also open up access to more tenants.

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## MELANIE ESTATES' PROPERTY MANAGEMENT SERVICE

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You're an investor.

You work hard to be in the position to buy property in return for rental income.

Shouldn't you be spending your time:

- Sourcing properties?
- Arranging finance?
- Developing and re-fitting your properties?

**Leave the time-consuming hassle of dealing with tenants to us!**

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## PROPERTY CAPITAL ALLOWANCES

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### Student Lets, Holiday Lets, & Serviced Accommodation

Do you own these types of property? Then you can usually claim Property Capital Allowances even if you bought after 2014 and no claim was pursued at the point of the sales contract (i.e. separate rules apply to these classifications of property).

Our partner firm of chartered accountants specialises in this area. They will almost certainly advise that, if you have not had a full PCA survey on your properties, that you are missing out on potentially significant HMRC tax rebates.

**Find out more...**

**Call today on 01603 444251**



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I and my wife after 1 year in a renting contract with your firm are proud and delighted with your services and support given to us, it has been awesome, with your prompt and considerate attention to our needs.

Mr Sean Omowanile - Norwich Tenant

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## THE MELANIE ESTATES' GUARANTEED RENT PROTECTION POLICY PAYMENT SERVICE

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# Complete peace of mind, guaranteed...

Here at Melanie Estates, we have developed a comprehensive & exclusive top-level service for complete peace of mind.

Our Rent Protection and Legal Expenses Policy guarantees your rental income – whatever the circumstances.

We handle all claims, saving you time on administration and returning the property to you as quickly as possible.



For comprehensive, hassle-free  
Property Management Services

# Melanie Estates – The name you can trust

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In 20 years of being a landlord and property investor, Melanie Estates have been one of the best estate agencies I've ever come across. They are on the ball, service is exemplary and attentive. I wouldn't use anyone else in the Norwich area.

Prominent Norwich landlord



Melanie Estates are proud sponsors of Cringleford Junior football club.

## Melanie Estates

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