

# Single-Source Property Maintenance Service

We in effectually act as caretakers for all your rental properties; we handle all emergency callouts internally if the tenant loses the keys for example, plumbing problems, electrics etc 24 hours 7 days a week.

How it works is simple. We will set up your own unique 24-7 telephone number that you issue to all your new and existing tenants as the number they need to call with all maintenance issues.

Your tenants will then have access to our operators who will then handle the emergency immediately through to a successful conclusion on your behalf.

**Our Service Centre is available to your tenants 24 hours a day, 365 days a year.**



24  
Hours  
7 Days  
Week  
Maintenance Service

24  
Hours  
7 Days  
Week

- Responds to tenants call, fax or email
- Selects the appropriate contractor
- Controls the 'event' to completion
- Manages all the administration
- Giving fast and efficient service

We will manage the whole process using either your own list of preferred contractors or from our own data base .

This service designed for those Letting Agents and Landlords who wish to provide their tenants with an excellent maintenance service, but without the expense of 'in house' administration or indeed out of hours hassle

Phone: 08700 423 576  
Fax: 07003 966 361  
E-mail: 24-7@tiic.co.uk

 **TIIC**  
The Independent Inventory Co.

# How it works

We have at our disposal, a network of approved contractors. The network is constantly reviewed and developed at all times.

This allows us to manage your property maintenance with the minimum of administration for you. We will remove the need for you to spend your time and money every time you need to appoint or replace a contractor. We will manage that on your behalf.

This also means that, should a contractor not perform to standard we can seamlessly replace the contractor without need for you to re-negotiate your

We will receive maintenance calls from your tenants 24 hours a day seven day a week

Dealing with their enquiry and organising contractors to attend where necessary

Giving you and your tenants:

- Lower administrations costs
- Fast response time
- One central contact point
- Excellent service
- Reclaim our fees against your rental income for maintenance and repairs



**£80.00 per annum per property**

Our fee of £80.00 per annum or £50 per 6 month lease is a small amount to pay for the peace of mind it gives. It allows you to concentrate on what you do best....selling or renting properties.

**Key Holding service:** We can let your tenants in if they manage to lock themselves out or lose their keys. You can register us as a key holder for alarm systems and we will respond if an alarm is activated. Alleviate the concerns of leaving your rental properties unattended at any time by instructing us to keep a watchful eye on it when they are empty **POA**



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