



FindersKeepers™

Our Services



Letting and Property Management

Specialist Letting Only

1-21

Every aspect of letting up to the tenant moving into your property. You benefit from our extensive contacts, marketing, online portals and advice on maximising your rental income.

Negotiating the best possible terms of a tenancy is nowadays quite complex and we are experienced at gaining every possible advantage for you.

Suitable for: Landlords who understand current tenancy legislation and who are available 24/7 to deal with every eventuality during the tenancy.

- 1 Initial visit to your property by an experienced Finders Keepers Manager
- 2 Assessment of your requirements and presentation of a marketing strategy to suit you
- 3 Discussion on rent level and advice on legal aspects of letting
- 4 Energetic marketing through your local office of Finders Keepers by specialist letting staff
- 5 Enhanced marketing through Finders Keepers' branch network
- 6 Prominent display on finders.co.uk of multiple photos, floor plan & EPC
- 7 Multi-listing with the very best property portals
- 8 Your property instantly notified to applicants by telephone, text message and email
- 9 Regular editorial and advertising by Finders Keepers in local and regional newspapers
- 10 Viewings accompanied by a member of our local letting team
- 11 Negotiation of all terms of the tenancy agreement
- 12 Comprehensive referencing procedure including a credit reference on your tenant
- 13 The bespoke Finders Keepers tenancy agreement, constantly updated with the latest legislation
- 14 Inventory and schedule of condition carried out by Finders Keepers' in-house specialists
- 15 Finders Keepers Block Insurance available at excellent rates
- 16 Holding of the tenant's deposit, registering it with the TDS, and administration of its release
- 17 Service of the correct legal notice as the tenancy end approaches, if required
- 18 Negotiation by Finders Keepers of applicable new rent level if the tenancy is renewed
- 19 Automatic re-marketing at least 2 months before the existing tenant leaves
- 20 Continuing expert advice from Finders Keepers as necessary
- 21 Property maintenance and emergency repairs carried out by the landlord

Specialist Letting Plus

1-24

All of 'Specialist Letting Only' plus rent collection, remittance to you, password-protected on-line account statements, together with the holding of the tenant deposit and compliance with the Tenancy Deposit Scheme.

Suitable for: Landlords able to deal with their own check-in, repairs and check-out but who want the financial aspects of the tenancy professionally administered.

Includes: Specialist Letting Only and

- 22 Rent collection by direct debit with rent transferred into your account electronically
- 23 24 hour online access for landlords to your property account
- 24 Printed annual statement for you and /or your tax advisor

For all services, fees are tax deductible and subject to VAT

The Set-Up fee for each new tenancy (not renewals) is 1/3 month's rent, which includes credit referencing, tenancy agreement, holding of the deposit and compliance with Tenancy Deposit Scheme legislation, and preparation of the inventory and schedule of condition.

Full Management

1-36

We handle everything. You retain control of non-routine expenditure. We include 24/7 emergency service by FK staff, 2 detailed inspection reports each year plus an optional on-site Annual Property Appraisal meeting with your office manager (this is the 3rd inspection – please contact us to arrange with at least 7 days notice).

Suitable for: The majority of landlords who want a professional service to complement their property and ensure maximum ongoing income.

Includes:

Specialist Letting Only Specialist Letting Plus and

- 25 Finders Keepers transfers utilities and council tax at all changes of occupant
- 26 Check-in of your tenant by your Property Manager from your local office
- 27 Check-out of your tenant by your Property Manager at end of tenancy
- 28 2-3 inspections of your property, with photographs for reassurance or to spot developing issues
- 29 Negotiation of the deposit allocation, and handover to the TDS, should this become necessary
- 30 Finders Keepers maintain your property using our own skilled, proven contractors
- 31 Administering claims on Finders Keepers Block Insurance with our unique mandate up to £2500
- 32 24-hour Finders Keepers emergency helpline for the peace of mind of your tenant
- 33 Annual Property Appraisal meeting on-site with office manager, at your request
- 34 Seamless management of upgrades and refurbishment with Bricks & Mortar and Decorum
- 35 Project management of the sale of your property via our relationships with the best local estate agents
- 36 Vacant property management between lets, should this be necessary

Home Owner Service

1-36

We focus on maintaining your home; minimising wear and tear and avoiding any damage. With at least 3 formal inspections each year (and an optional 4th as part of the Annual Property Appraisal) we will also report on and manage any aspects of particular concern such as the garden, neighbour relations or treasured furniture.

Suitable for: Home owners or landlords who want extra care taken of their property.

Includes:

Specialist Letting Only Specialist Letting Plus and Full Management with *one key difference*

- 28 3-4 inspections of your property, with photographs for reassurance or to spot developing issues



FK Portfolio Club

1-41

A flexible service tailored to each client's needs with the extra benefit of regular market updates; first option on any investment opportunities; invitations to seminars and special client events in addition to regular informal discussions with your office manager.

Available only to landlords with 6 or more properties.

Includes:
Specialist Letting Only
Specialist Letting Plus
Full Management and

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- 37** Invitation to Finders Keepers' 'Club FK' events and seminars
 - 38** Expert updates on the rental market and nationally relevant trends/new legislation etc.
 - 39** Bespoke statistical reporting based on your portfolio's Key Performance Indicators
 - 40** Annual sales valuation of your portfolio with advice about upgrades, investment and disposals
 - 41** Notification of property investment opportunities exclusive to FK Portfolio Club and Platinum clients

Platinum Service

1-44

A 'no extras under any circumstances' service where one of our senior managers fully replaces you. We will, of course, consult you before authorising any major expenditure.

Suitable for: The wise landlord who appreciates that for an extra 1.5 – 2.5% he has the assurance that any and every aspect of property letting and management will be handled by an experienced professional.

Includes:
Specialist Letting Only
Specialist Letting Plus
Full Management
Home Owner Service
FK Portfolio Club and:

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- 42** Locum service – Whatever needs to be done, we will handle it for you, subject to our discretion
 - 43** Discount on Finders Keepers Block Insurance
 - 44** Annual one-to-one meeting with a director of the business, at your request

Letting and Property Management Services

WHAT'S INCLUDED

	Specialist Letting Only	Specialist Letting Plus	Full Management	Home Owner	FK Portfolio Club	Platinum
1 Initial visit to your property by an experienced Finders Keepers Manager	✓	✓	✓	✓	✓	✓
2 Assessment of your requirements and presentation of a marketing strategy to suit you	✓	✓	✓	✓	✓	✓
3 Discussion on rent level and advice on legal aspects of letting	✓	✓	✓	✓	✓	✓
4 Energetic marketing through your local office of Finders Keepers by specialist letting staff	✓	✓	✓	✓	✓	✓
5 Enhanced marketing through Finders Keepers' branch network	✓	✓	✓	✓	✓	✓
6 Prominent display on finders.co.uk of multiple photos, floor plan & EPC	✓	✓	✓	✓	✓	✓
7 Multi-listing with the very best property portals	✓	✓	✓	✓	✓	✓
8 Your property instantly notified to applicants by telephone, text message and email	✓	✓	✓	✓	✓	✓
9 Regular editorial and advertising by Finders Keepers in local and regional newspapers	✓	✓	✓	✓	✓	✓
10 Viewings accompanied by a member of our local letting team	✓	✓	✓	✓	✓	✓
11 Negotiation of all terms of the tenancy agreement	✓	✓	✓	✓	✓	✓
12 Comprehensive referencing procedure including a credit reference on your tenant	✓	✓	✓	✓	✓	✓
13 The bespoke Finders Keepers tenancy agreement, constantly updated with the latest legislation	✓	✓	✓	✓	✓	✓
14 Inventory and schedule of condition carried out by Finders Keepers' in-house specialists	✓	✓	✓	✓	✓	✓
15 Finders Keepers Block Insurance available at excellent rates	✓	✓	✓	✓	✓	✓
16 Holding of the tenant's deposit, registering it with the TDS, and administration of its release	✓	✓	✓	✓	✓	✓
17 Service of the correct legal notice as the tenancy end approaches, if required	✓	✓	✓	✓	✓	✓
18 Negotiation by Finders Keepers of applicable new rent level if the tenancy is renewed	✓	✓	✓	✓	✓	✓
19 Automatic re-marketing at least 2 months before the existing tenant leaves	✓	✓	✓	✓	✓	✓
20 Continuing expert advice from Finders Keepers as necessary	✓	✓	✓	✓	✓	✓
21 Property maintenance and emergency repairs carried out by the landlord	✓	✓	Optional			
22 Rent collection by direct debit with rent transferred into your account electronically		✓	✓	✓	✓	✓
23 24 hour online access for landlords to your property account		✓	✓	✓	✓	✓
24 Printed annual statement for you and /or your tax advisor		✓	✓	✓	✓	✓
25 Finders Keepers transfers utilities and council tax at all changes of occupant			✓	✓	✓	✓
26 Check-in of your tenant by your Property Manager from your local office			✓	✓	✓	✓
27 Check-out of your tenant by your Property Manager at end of tenancy			✓	✓	✓	✓
28 Inspections of your property, with photographs for reassurance or to spot developing issues			2-3	3-4	2-3	3-4
29 Negotiation of the deposit allocation, and handover to the TDS, should this become necessary			✓	✓	✓	✓
30 Finders Keepers maintain your property using our own skilled, proven contractors			✓	✓	✓	✓
31 Administering claims on Finders Keepers Block Insurance with our unique mandate up to £2500			✓	✓	✓	✓
32 24-hour Finders Keepers emergency helpline for the peace of mind of your tenant			✓	✓	✓	✓
33 Annual Property Appraisal meeting on-site with office manager, at your request			✓	✓	✓	✓
34 Seamless management of upgrades and refurbishment with Bricks & Mortar and Decorum			✓	✓	✓	✓
35 Project management of the sale of your property via our relationships with the best local estate agents			✓	✓	✓	✓
36 Vacant property management between lets, should this be necessary			✓	✓	✓	✓
37 Invitation to Finders Keepers' 'Club FK' events and seminars				✓	✓	
38 Expert updates on the rental market and nationally relevant trends/new legislation etc.				✓	✓	
39 Bespoke statistical reporting based on your portfolio's Key Performance Indicators				✓	✓	
40 Annual sales valuation of your portfolio with advice about upgrades, investment and disposals				✓	✓	
41 Notification of property investment opportunities exclusive to FK Portfolio Club and Platinum clients				✓	✓	
42 Locum service – Whatever needs to be done, we will handle it for you, subject to our discretion. This can include organising airport collection, school visits, PA or valet service						✓
43 Discount on Finders Keepers Block Insurance						✓
44 Annual one-to-one meeting with a director of the business, at your request						✓

The complete service

We offer the total service to landlords and residential property investors.

Each component is driven by our core letting and property management expertise.

Pages 13 to 17 explain in more detail.



Investment & Acquisition

Finders Keepers Investment & Acquisition is the soul of the business. We started as a search service, and over the years we have bought hundreds of properties.

Today, our service is unique: we are the only search and acquisition service in Oxfordshire whose advice is founded on decades of letting and management expertise.

This has a clear benefit for clients.

By negotiating thousands of lets a year, we can give the most robust advice available about a property's target letting market and predicted rental income.

In a nutshell?

A relentless search machine, informed by market demand.

CONTACT
01865 302308

Our clients' views

"Since 1992 Finders Keepers has suggested what to buy, what to sell and how to reinvest again. Over 15 years we have not had any problems. I wish to acknowledge a perfect service but also a kind, friendly relationship with Finders Keepers staff. I strongly recommend their services and hope that a similar all-comprehensive service might develop in my country."

Alberto Oliverio, Oxford and Rome

"Finders Keepers have been advising me for some years now, enabling me to build up a small portfolio of rental properties in Oxford, all of which have been let throughout my ownership. I find it particularly helpful to have a combined advisory, letting and management service under one roof, as well as building and fitting out and furnishing services, which avoids delays on letting and re-letting properties."

Peta Dollar, Chipping Camden

"We decided we wished to diversify and invest our commercial property fund into the residential letting market. We were recommended to approach FK who helped us to understand the market and drew up a strategy for investment. With their help we have bought a mixed portfolio at keen prices that have been continuously let and managed by FK."

David Boreham, Oxford



Buying in Bicester

We acquired two one-bedroom apartments out of six units for reasonable prices. We chose the best plots before they went on the open market and so secured a significant discount. One client purchased for his children, the other client was a first-time buyer keen to make the right decision. After minor furnishing costs they let for significantly above-average rents, proving that for the right one-bedroom properties tenants will pay a premium.

Sealed bid success

We sourced this property after lengthy enquiries. The asking price was £750K but it would clearly sell for a higher sum given the interest. We advised our clients, who won the tense 'sealed bid' process. Bricks & Mortar then completed major renovation and extension projects over 6 months to increase re-saleability and capital gain. Our clients now enjoy their retirement away from the pain of fighting to gain a foothold in the amazing North Oxford market.

A balanced portfolio

We located and agreed a discount on a top-floor one-bedroom apartment in a purpose-built development. The scheme offered a mix of one- and two-bedroom apartments. We recommended a top-floor one-bedroom apartment to meet the growing demand for individual living. As with many of our clients, this purchase formed part of a longer-term strategy to create a balanced property portfolio.

Short Stay

FK Short Stay was created in response to the increasing demand for high-quality short-term accommodation from one to six months.

Based on Finders Keepers' profile, reputable experience and exceptional property management skills, FK Short Stay provides landlords with the structure to unlock the potential of their investments.

We can also offer tenants a 'serviced apartment' experience, arranging tasks such as laundry, personal shopper, babysitting and dry cleaning.

However, FK Short Stay is not for every landlord. To compete effectively each property must meet an exacting standard of furnishing, design and equipment.

In a nutshell?

Concentrated letting and management for higher returns.

CONTACT
01865 311011



North Oxford

Recently built with generous-sized rooms, some with balconies, this apartment block is strategically situated close to Oxford's ring road, with direct access to North Oxford and the A34, making it a perfect choice for mobile visitors.



Central Oxford

Newly refurbished and overlooking Oxford canal, this prestigious building is the favourite Short Stay property: spacious: elegant and tranquil. Bustling Jericho is less than a five-minute walk with a choice of restaurants, cinema and specialist shops.



Summertown

Close to Summertown shops, with a bus stop outside, a choice of 20 recently furnished one- and two bedroom apartments: invariably the preferred choice of academic visitors due to the fast access to university departments.

FK Student Letting

FK Student Letting (FKSL) is the market leader in Oxford and has taken student accommodation far away from the negative, dishevelled stereotype to a new level.

The proposition to landlords is clear:

- Offer the best student accommodation to obtain the highest rental income
- 50.5 weeks' rental income per annum
- Negotiate tenancies 9 months in advance
- Keep the properties in excellent condition
- Parental guarantor for every student
- Deliver proper customer service to the students

The average rent is the highest in the Finders Keepers group and FK Student Letting remains the most-plagiarised agent in town.

In a nutshell?

The best student homes commanding the highest rents, let and managed with surgical precision.

CONTACT
01865 260111

Our clients' views

"Since FKSL took over my property I have enjoyed superb service at every level, consistent courteous efficiency on the phone, excellent advice on when to update furniture and decor, suitable sources of appropriate items such as window treatments and very reasonable rates from workmen. I cannot express too highly how grateful I am."

Patricia Lee, Landlord

"I am very happy with the service we receive from FKSL, it is probably the best we have ever had. Their expectations are as high as mine so there has never been a time when I have been disappointed or surprised by their actions. They are a very professional outfit and I am glad they are our agents."

Philip Rainbow, Landlord

"You have been managing my property for 10 years and I am very happy with the service. Your main strengths are: honesty, I am informed as to how to fix my flat up to get regular tenants; flexibility; and politeness with a sense of humour. I can't really think of any weaknesses."

Margot Keen, Landlord



The definitive guide

'The List' launched in 2007 and has evolved into a sleek book. The latest edition had 170 properties and the response was unexpected: many students queued from 4am to book appointments. 50% of the properties were let in the first week of viewings. 'The List' is becoming Oxford's definitive guide to student letting, and more and more landlords want to be a part of it.

Increasing income

A Trust approached us after their current agent had let their property deteriorate. The location was excellent yet income was low at £1500 pcm. We helped rejuvenate the house: Bricks & Mortar redecorated throughout; hard-wearing laminate floors replaced tired carpets; and Decorum supplied light, bright furniture. We let the house before the work was complete for £2000 pcm and the tenants were delighted.



SPECIAL AGENTS

Decorum



Decorum is Finders Keepers' interior design and contract furnishing division.

It is also our secret weapon.

Decorum's USP is mixing the flair of our interior designers, the letting savvy of Finders Keepers and the practicality of an industrial contract furnisher.

In a market where tenants expect glamorous, gorgeous homes, Decorum knows how to seduce and excite tenants, command higher rents, resuscitate tired rooms and exploit trends.

Decorum handles projects ranging from a set of curtains to furnishing 20 apartments. 25% of the business is private interior design work.

In a nutshell?

Design flair, letting savvy and practicality rolled into one neat package.

CONTACT
01865 302339

Services

- Furnishing for rental: Hard-wearing furniture which balances good design with tenants' expectations
- Style to sell: Superficial staging to inject drama into an unsold property
- Interior design: Striking design at realistic prices



Furnishing to let

An investor wanted to attract a high-quality applicant at a good rent. To complement the oak kitchen and black worktop, we chose a lime green, plum and black colour scheme with high-gloss and glass furniture. The aim was for a clean look with simple lines to give a bold, modern appearance. The two-bedroom apartment let quickly to a relocating energy executive.



A confident approach

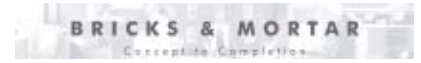
This Oxford city centre penthouse is dramatic with sweeping glass windows and it deserved an interior to match. We recommended a bold approach: blood-red chairs to match the existing red artwork and a large glass Italian table to centre the room. The sideboards add storage. We redecorated the whole apartment and dressed the bedrooms – Oxford living has rarely been so glamorous.



Sophisticated living

This scheme was chosen to produce an upmarket, sophisticated apartment offering a luxurious lifestyle in one of Oxford's smartest new developments. The white and grey kitchen led us to choose a black and white scheme with solid oak and glass furniture. When several units in the development came on-stream, our design helped our clients' apartments stand out and increased the apartment's yield.

Bricks & Mortar



Bricks & Mortar is the building and renovation division of Finders Keepers.

Running our own building division means we help keep the letting portfolio to a high standard, and we control when tenancies can begin post-project, minimising void periods.

For clients it means their projects are **on time and on budget** and delivered by people skilled in maximising rental income.

Today, half our work comes from outside Finders Keepers. We handle projects from £3,000 to £500,000.

In a nutshell?

A high-quality builder who is as professional as your lawyer.

CONTACT
01865 302350

Our clients' views

"B&M were a pleasure to work with – their estimates were accurate, they stuck to their timetables, and when unanticipated problems crept up, they always gave me a ring so that we could sort them out quickly. I have nothing but praise for their work, and commend the way they coordinated both simple and complicated jobs equally well."

Thomas Seaman, Oxford

"We wanted to extend our property and maximise our rental income. It was a daunting task. However, Finders Keepers and Bricks & Mortar guided us through the process. They advised us on the best use of our money and were able to co-ordinate the project efficiently to minimise the void period. Of course, no project of this scale is without its hiccups but these were addressed and dealt with efficiently and reasonably. We are delighted with the end product."

William Stileman, Oxford

"Bricks & Mortar take a professional approach to building refurbishment, tackling projects in a methodical and courteous way. They are flexible and resolve issues on site quickly and without fuss. Their site management, attention to detail and standard of finish are excellent, and as a result they have completed numerous projects for us."

Mark Hilton, Lucy Properties



Large project

The kitchen and ground-floor were not adequate for a house of this size. We removed the single-storey extension, constructed a two-storey alternative with a large kitchen / dining / family room. Work also included three bathrooms, plastering, repointing and chemical clean of the brickwork, new turf and a new patio.

Medium project

We removed seven skips of debris before we could start the renovation. We then undertook a new kitchen, bathroom, flooring, electrics, solar heating, plastering throughout, new windows and doors, new lighting, new patio and low maintenance garden. The home was transformed and let immediately.

Small project

The original kitchen of this one-bedroom apartment was award-winning – in the 1960s. How times change. We reoriented the layout to become open-plan and undertook a full kitchen refurbishment. The units are robust yet excellent value. The bathroom and kitchen use the same tiles for a coordinated look and feel.



North Oxford

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East Oxford

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Banbury

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Bicester

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Witney

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Short Stay

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FK Student Letting

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