

# Paramount Asset Management



## Benefits at a glance

✓ A dedicated Asset Manager carefully matched to you and your residents.

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✓ A direct line to your Asset Manager for quick responses.

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✓ Management of all maintenance issue reports. We provide an easy-to-use reporting and troubleshooting tool (Fixflo) at no extra cost to you.

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✓ A year-round, 24/7 managed emergency line for those urgent maintenance issues, whenever they happen.

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✓ Management of all compliance certifications and requirements.

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✓ Management of the end-of-tenancy process, including any dilapidations and deposit release negotiations. We provide an easy-to-use platform for approvals.

✓ One-on-one troubleshooting support to resolve issues without callout costs to you wherever possible.

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✓ Management of all property maintenance, including quotes and quality control. We only use vetted and trusted contractors.

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✓ Regular video updates of your property sent to you in your preferred manner.

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✓ Regular Property Reviews to check in with your residents and your property throughout a tenancy.

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✓ Creation of a Maintenance Roadmap for proactive management of your property maintenance.

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✓ Premium Perks programme for your residents at no cost to you.

# Why choose us?

## Great communication.

This starts before a new resident even moves into your property. They'll receive a personal video walk-through of their future new home a few days before they move in. We do this to give them peace of mind that everything is ready for them to move. We'll also immediately introduce them to their dedicated Asset Manager, so they know exactly how to get in contact, 24/7/365, throughout their tenancy. And we communicate in whatever method is preferred, whether that's by phone, WhatsApp, email, etc.!

***"Paramount managed my property with total professionalism and made everything easy. They were incredibly responsive and helpful about some tricky issues and gave me fantastic advice. I am very grateful to have found them to take over the management of my property from an incompetent firm. I only wish I'd found them sooner!"***

***- Louise, a real Paramount owner***

## Reducing your costs - PERSONAL SUPPORT.

Our team has the expertise help your residents troubleshoot common problems before we call a contractor in. This saves you money in callout costs, and helps residents resolve their issue quickly wherever possible. When your resident can see things get dealt with efficiently, they're more likely to address issues and help maintain your property. We also provide an easy, helpful portal called Fixflo for residents to report issues through.



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# Reducing your costs - PROACTIVITY.

Proactivity can make a huge difference to your overall costs. We check in with your residents often and conduct regular detailed Property Reviews throughout their tenancy to make sure things are running smoothly.

Importantly, we catch things that might need attention early. Missing silicone or grouting, windows beginning to rot or pass cold draught, and small leaks, are usually cost effective to remedy early, but if left can lead to a huge expense down the line. With us, you can trust that little things don't slip through the cracks. We even check your externals, to make sure, for example, things like a moss build up won't split your guttering and lead to an expensive replacement.

On our reviews we also check fire safety requirements that may not be up to date, like thumbturn locks, sash stops, smoke and CO alarms, and emergency lighting.

**We're trained to see what COULD happen BEFORE it does, to help protect you and your property.**

## Are you fully compliant?

From Gas Safety Certificates to HMOs, EICRs to fire safety and many things in between, it can be a lot of work to keep a property fully compliant and up-to-date, especially as rules and regulations continue to change. We have a team dedicated to just this, so you don't have to worry about any of it.

## Emergency response.

We have a 24/7 emergency line available to your residents year-round. That means those inconvenient night time and weekend calls are no longer your worry!

## Managed maintenance.

When troubleshooting with your residents doesn't resolve an issue, we use our own in-house maintenance team ([Paramount Maintenance](#)) or one of our pool of trusted, vetted contractors to attend your property. We manage all quotes and repairs for you, to make sure you're getting a high quality service at a reasonable price.



***"I looked around, and contacted a couple of agents with good Google reviews. I found Paramount to be the most responsive and to the point. I chose them after an initial discussion, and I'm really glad that I did."***

***- Charles, a real Paramount owner***

## The uncomfortable bit.

It's never pleasant to have to deal with rent arrears or dilapidations and deposit release negotiations at the end of a tenancy. With Asset Management, we handle these for you. And we use an easy platform provided by the Depositary to make these negotiations quick, easy, and fair.

## Valuable feedback.

Part of staying in contact with your residents involves getting their feedback about what it's like to live in your property. What's working well? What could be better? This feedback is valuable, because we can act on it to make sure your property retains great residents.



## Planning ahead.

We work with you to create a Maintenance Roadmap for your property. This helps you plan for upcoming expenses, like getting your property in line with increased EPC requirements, or preparing to replace an old boiler. It also gives you an idea of how you can bring your property up to Gold Standard, which can increase your rental income and retain great quality residents for longer.

***"Paramount have been fully managing both my properties in London. They are consistently excellent, being proactive with any issues and really effective in finding new [residents] quickly. They're a great team with customer service genuinely at the heart of what they offer me. Thank you!"***

***- Gordon, a real Paramount owner***