

LETTING SERVICES

Fully Managed
Find a Tenant



LOVE HOMES

INDEPENDENT ESTATE AGENTS

love-homes.co.uk



Why It Matters Who Manages Your Property

When it comes to letting out your property, choosing the right Property Management company is one of the most important decisions you'll make. You're not just handing over keys—you're entrusting someone with a valuable asset. And that's why who you choose matters.

At Love Homes, we believe the best choice is an independent agency
- like ours - backed by professional credentials that offer
real protection, for both landlords and tenants.





Why Choose an Independent?

Independent agents live and breathe their local area. We're not bound by corporate red tape or remote head offices—we're driven by our reputation, relationships, and results.

We know our clients by name, not by number. That means we take the time to understand

your needs, respond quickly, and tailor our service to fit you—not the other way around.

Being independent also means we're more flexible, more approachable, and more invested in your success. Your property matters to us, because you matter to us.

A Warm Welcome From James



Thank you for taking the time to find out more about Love Homes Independent Estate Agents. I'm James Diggins, the founder and Managing Director, and I'm proud to introduce you to our dedicated Residential Lettings Department.

Choosing the right letting agent is one of the most important decisions a landlord can make - and

at Love Homes, we believe that being independent gives us a unique advantage. Unlike large corporate chains, we're not driven by targets or tick-box exercises. We're driven by people. To us, landlords and tenants aren't just transactions - they're relationships we value and nurture.

Our dedicated Lettings Office covers the whole of North Lancashire, and our experienced, friendly team is always on hand to assist with your property needs. Whether you're a first-time landlord or have an established portfolio, we're here to support you every step of the way.

We like to keep things simple and transparent. That's why we offer just two core services:

- **Find a Tenant** We take care of everything from marketing your property to securing the right tenant. Your property will be listed on the UK's leading platforms, including Rightmove, On The Market, Zoopla, our own website, and across our active social media channels.
- **Fully Managed** Our most popular service. We handle every aspect of your tenancy, giving you peace of mind and freeing you from the day-to-day responsibilities of being a landlord.

This brochure will walk you through both options in more detail, and I hope it gives you a clear picture of how we work and what we stand for.

We're excited about the opportunity to work with you and look forward to welcoming you as a valued landlord with Love Homes.

Warm regards,

A handwritten signature in a cursive script that reads "James". The signature is written in a dark grey or black ink.

James Diggins, MNAEA
Founder and Managing Director
of Love Homes Estate Agents

Find a Tenant or Fully Managed? Let's Make It Simple.

At Love Homes Independent Estate Agents, we understand that no two landlords are the same. Whether you enjoy being hands-on or would rather leave the day-to-day to someone else, we offer two straightforward services to suit your needs: Find a Tenant and Fully Managed.

Not sure which option is right for you? Don't worry - we're here to guide you.

Find a Tenant Service

Perfect for landlords who are confident managing their property but want professional help finding the right tenant.

With this service, we'll:

- Professionally photograph and market your property on Rightmove, On The Market, Zoopla, our own website, and social media
- Arrange and conduct viewings
- Carry out thorough tenant referencing and credit checks
- Prepare the tenancy agreement and ensure all legal paperwork is in order

Once the tenant is in, you take over the management—rent collection, maintenance, inspections, and compliance are your responsibility.

Fully Managed Service

Ideal for landlords who want complete peace of mind and a hassle-free experience.

This includes everything in the Find a Tenant service plus:

- Monthly rent collection and direct payment to you
- Routine maintenance and emergency repairs handled by trusted local contractors
- Regular property inspections to protect your investment
- Tenant communication and issue resolution
- Ongoing legal compliance, including safety certificates and legislation updates
- A smooth end of tenancy process, including deposit handling and re-letting

We manage everything, so you can relax knowing your property is in expert hands.

Still Not Sure? Let's Talk.

Choosing the right service is all about finding the best fit for your property and your lifestyle. At Love Homes, we're always happy to have a conversation and help you make an informed decision.

Whatever you decide, you'll receive the dedicated, personal service that only a local, independent, and ARLA-accredited agency can provide.

Protecting Everyone: The Importance of a Full Photographic Inventory

At Love Homes Independent Estate Agents, we believe that clear communication and accurate records are the foundation of a successful tenancy. That's why we provide a detailed, full photographic inventory for every property we manage.

This isn't just a checklist—it's a crucial document that protects both the landlord and the tenant.

What is a Photographic Inventory?

A photographic inventory is a comprehensive visual and written record of your property's condition before a tenant moves in. It includes clear images and detailed notes covering:

- Fixtures and fittings
- Walls, floors, ceilings, and surfaces
- Appliances and furniture (where applicable)
- Decoration and cleanliness

We also go a step further by including:

- Smoke and CO2 detector checks to ensure the property is compliant and safe
- Utility meter readings to confirm the start of tenancy usage

Why It Matters

A professional inventory is one of the most important documents in the lettings process. It sets expectations from the start and provides a fair, factual basis for comparison at each stage of the tenancy.

For landlords, it offers peace of mind that your property has been accurately documented and will be returned in the condition it was handed over (allowing for fair wear and tear).

For tenants, it ensures complete transparency, avoiding disputes over damage or cleanliness at the end of the tenancy.



Signed, Sealed, and Referred Throughout the Tenancy

Once the tenant moves in, they are required to review and sign the inventory, confirming they agree with the condition recorded.

This document is then used during:

- Mid-tenancy inspections to monitor the property's condition over time
- Check-out inspections to assess any changes or damage at the end of the tenancy

By referring back to the original inventory, we ensure a fair and accurate process for all parties when determining the return of the deposit or any necessary deductions.

Clear. Detailed. Fair.

With Love Homes, nothing is left to chance. Our full photographic inventories ensure clarity, protection, and fairness - making the tenancy smoother from start to finish.

It's just another way we take care of the details, so you don't have to.



The Power of Presentation

Why Professional Photography and Floorplans Matter

In today's fast-paced rental market, first impressions count more than ever—and in most cases, your property's first impression is made online.

That's why professional photography and detailed floorplans are essential when marketing a property for rent. These tools don't just showcase your property - they tell a story, evoke a lifestyle, and capture the attention of the right tenants.



Photography That Stops the Scroll

Professional photography highlights your property in its best light - literally. Bright, well-composed images make a property look inviting, spacious, and cared for. They help potential tenants form an emotional connection before they even step through the door.

In an online world where people scroll quickly and make snap decisions, high-quality images can be the difference between a viewing request and being passed over. It's about sparking interest, creating desire, and standing out from the crowd.

Floorplans That Set Expectations

Floorplans provide valuable insight that photos alone can't offer. They help prospective tenants visualise the layout, flow, and proportions of a space. This transparency sets realistic expectations and leads to more serious, qualified enquiries.

A well-presented floorplan helps tenants imagine themselves living in the space - it answers questions before they're asked and builds confidence in the property.



Helping You Maximise Your Rental Income

Properties that are presented professionally tend to rent quicker and, more importantly, for better prices. When a property looks desirable and well-managed, it naturally attracts more interest, more viewings, and stronger applicants. It positions your property at the top of the market and justifies the rental amount you're aiming to achieve.

At Love Homes, we include professional photography and floorplans as standard when marketing your property. We believe every home deserves to shine - and that your investment should work as hard as you do.

All fees and additional services are subject to vat.

Peace of Mind, Guaranteed

As a landlord, your rental income is one of your most important financial assets. But what happens if your tenant unexpectedly stops paying rent?

At Love Homes Independent Estate Agents, we understand how stressful and uncertain that situation can be. That's why we offer a Rent Guarantee Service—a vital layer of protection that ensures you still get paid, even if your tenant doesn't.



What is a Rent Guarantee Service?

Our Rent Guarantee Service is designed to cover your rental income in the event that a tenant falls into arrears. If your tenant fails to pay their rent, the guarantee kicks in - providing you with consistent income and relieving the financial pressure while the issue is resolved.

In addition to covering missed rent, this service can also include legal expenses cover, should formal action be needed to regain possession of the property.

Why It's So Important

Even the most carefully vetted tenants can experience sudden changes in circumstance - redundancy, illness, or relationship breakdowns can all impact their ability to pay rent.

With the Rent Guarantee Service in place, you won't be left out of pocket or chasing arrears on your own. You'll benefit from:

- Consistent monthly income, even if the tenant stops paying
- Legal costs covered, should eviction proceedings be necessary
- Less stress and uncertainty, knowing your investment is protected
- Peace of mind, knowing a professional team is handling the situation

Who Should Consider Rent Guarantee?

Whether you own one rental property or a growing portfolio, Rent Guarantee is a smart safeguard. It's especially valuable for:

- New landlords who want added reassurance
- Landlords with mortgages or financial commitments tied to the rental income
- Anyone who wants to avoid the emotional and financial stress of tenant arrears

Protect Your Investment the Smart Way

Rent Guarantee is available as an optional add-on to our Fully Managed service. Combined, they offer total peace of mind - covering everything from finding tenants to ensuring your income is secure, no matter what happens.

At Love Homes, we don't just let properties - we look after your investment as if it were our own.

Why ARLA Propertymark Accreditation Makes All the Difference

We're proud to be ARLA Propertymark accredited, which means we're not just experienced - we're qualified, regulated, and held to the highest industry standards.

Here's why that matters:

- **Client Money Protection** Your rental income is protected and handled with complete transparency.
- **Up-to-Date Legal Knowledge** Property legislation is constantly changing. As an ARLA member, we stay ahead of the law so you stay compliant and protected.
- **Professional Standards** We follow a strict code of conduct and are accountable to Propertymark's rules and redress schemes.
- **Peace of Mind** You know your property is being managed by professionals who are trained, insured, and committed to best practice.



When you choose a Propertymark-accredited independent agency like Love Homes, you're choosing personal service with professional backing. You're choosing the best of both worlds.



LOVE HOMES

INDEPENDENT ESTATE AGENTS

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Love Homes is part of the
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