

MISTORIA

ESTATE AGENTS

Why Mistoria?

Whether you want to buy, rent or sell a property in the North West, Mistoria Estate Agents have a network of specialists to provide expert knowledge of the current market, and the buying, selling or renting processes. We also manage large letting portfolios for landlords providing bespoke services.

We have offices in Manchester, Salford, Bolton, Liverpool, Walkden and Cheadle offering a full range of services including sales, lettings, landlord support and HMO investments. With over 200 years of combined lettings and sales experience, our agents are friendly and knowledgeable of the North West property market and keen to offer their dedicated expertise.

We pride ourselves in getting positive results for our clients and have a high success rate. Those successes have led, in turn, to our own growth and standing within the local community through client recommendation and word of mouth referral.

LOCAL KNOWLEDGE

Our sales and lettings team live in the area they serve and therefore understand the makeup of the areas in which we operate. We are people focused and understand that buying and/or selling a property is often an emotional transaction, as well as a financial one. Our teams work with your best interests in mind to achieve a smooth and successful outcome.

When it comes to any property transaction you need to be comfortable that your agent is working hard for you. In an ever-changing property market Mistoria Estate Agents work to maximise the sale or rental prospects of your property, utilising our local knowledge and expertise, backed up by the latest technology and marketing innovations.

SERVICES WE OFFER

- An assessment of the most appropriate method of marketing to maximise your property value.
- Advice on investment properties and off market sales with appropriate rates for distressed sellers
- Advice on dressing a property for sale or rent and simple improvements to enhance its prospects.
- An accurate assessment of a market guide price or achievable rental income through local knowledge, being in tune with market conditions and extensive comparable analysis.
- Preparation of supportive marketing materials such as accurate floorplans and good quality photography.
- Online marketing through national portals; Rightmove, Zoopla, Spare Room, Gumtree, and OnTheMarket.com, together with our own website.
- Marketing through our branches via To Let and For Sale boards and a variety of property exhibitions throughout the year.
- E-marketing & social media – your property advert will be sent in email alerts to our managed database of subscribers who are currently looking to buy or rent a property, as well as displayed on our social media pages.
- Traditional agency methods of communication - adverts in regional property magazines and newspapers, where appropriate

Selling a Property

We will work with you to choose the right way to market your property, tailor the price and the package to suit you, manage the sale, and provide the highest level of customer service.

Managed by a team of highly competent National Association of Estate Agents (NAEA) qualified agents in both the residential and commercial sector, Mistoria can provide you an effective and efficient service.

Once we know that you are looking to sell, we can help you get started with our FREE, NO OBLIGATION, valuation. We will list your property on the main portals such as Rightmove, Zoopla, and OnTheMarket as well as our own website. We manage a list of up-to-date home searchers looking to buy a house in the North West and will do our best to match you with them. We also work with property investors and can assist with off market deals and expedited cash purchases for distressed sellers.

We will also make sure we keep in touch and let you know of the level of interest in your property and, of course, arrange viewings at times that are convenient for you.

Buying a Property

If you are looking for a new home, our team of local professionals are here to help. We've got dozens of great properties and would be happy to help you find your next home.

Once we know your budget and requirements, we will search through our property database and use our local area knowledge to match these with your perfect home. We will keep in touch and make sure you receive relevant listings as soon as they become available.





Landlords

If you own a property and are looking for a professional partner to help you manage the property and find you tenants, then our team is one of the most experienced in the North West. We manage property portfolios for many landlords.

Mistoria Estate Agents offers a variety of highly sophisticated, professional and tailored property management solution, guaranteed to satisfy all your property requirements. Managed by a team of highly experienced Association of Residential Letting Agents (ARLA) qualified and National Landlords Association (NLA) & Residential Landlord Association (RLA) approved lettings agents, we use state of the art lettings software programs to carefully monitor and manage your investment on a daily basis, allowing us to maximise and help you realise your property investment returns.

BENEFITS OF USING MISTORIA

- An experienced team that continuously strive to improve your rental income and subsequent returns
- Ensuring all rental money is paid to your nominated account
- Ensuring a rental statement is prepared and regular updates are provided
- Carrying out regular inspections and meter readings (if we manage utilities on behalf of the tenants)
- Dealing with general and emergency call outs as well all tenant and local authority queries

Landlord services

Mistoria Estate Agents can provide a total property management solution specifically tailored to your individual needs. As part of our comprehensive service, we provide:

PRE-MANAGEMENT APPRAISAL

Prior to accepting any property, we undertake a comprehensive due diligence/inspection of each property to establish the letting capacity and potential rates in line with the expectations of the landlord. Following an in-depth appraisal, we then advise on the best potential usage of the building, achievable income and any potential compliance requirements they may have to meet.

RENOVATION COMPLIANCE

Following the Pre-Management Appraisal, we have found that many properties have compliance and structural issues that can leave the owner at risk of conviction and/or fine up to £30,000, and prevent them from realising the full potential rental income. We have also discovered that many new landlords are unaware they may be able to realise higher rental yields if they were to convert their current property into a multi-let or HMO (House in Multiple Occupation).

Mistoria Estate Agents have extensive experience in this area and could:

- If requested, we can provide you with a customised RICS Building Survey with floorplans as part of a commissioned report designed to highlight any potential refurbishment issues
- Advise on specifications and requirements to ensure legal compliance

- Provide full turnkey renovation and furnishing services delivered on time and within budget through our trusted contractors
- Aiding HMO and Selective License applications, along with any other planning queries you may have

With extensive experience in the full renovation and refurbishment of over 300 HMOs and 100+ residential properties, Mistoria are well equipped to advise on any number of potential issues before they even arise. We will only ever recommend work be undertaken on a property if it is entirely necessary, or if failure to carry out the work would prevent the property becoming Health & Safety compliant.

PROPERTY FURNISHING

In keeping with HMO requirements and to satisfy the strict licensing conditions, all furniture in rented accommodation must now comply with the 1988 Fire Safety Regulations. Mistoria Estate Agents can assist your compliance requirements through our relationship with a furnishing specialist, who can provide an extensive range of quality hotel grade furniture packs at highly competitive prices. Experience has taught us that there is a direct correlation between the quality of furnishings and the typical rental values received.

GARDENING & LANDSCAPING

A well-maintained garden can play a major role in ensuring a property will attain the maximum achievable rents for the area. Mistoria Estate Agents have access to local and reliable landscaping and gardening teams, both pre-tenancy and during the term of the tenancies to make your investment stand out from the rest.

Tenants

Our range of rental properties offer both short term and longer lets. We manage family homes as well as student properties and those for professionals.

If you are looking for a property to rent in the North West, we have a range of private properties and house-share options suited to those who need a permanent home in the area or those who are here for work or study. Please give us a call to register your interest and we can make sure that you are kept up-to-date with all new rentals that come onto our list.

BENEFITS OF USING MISTORIA

- All-inclusive bills – utility bills (gas, electricity, water and internet) are often included in the weekly or monthly rental price
- Properties are in prime locations close to good transport links and amenities
- Mistoria-managed properties are refurbished and maintained to a high standard, many of which have been recently renovated
- Many of our properties come tastefully furnished including living, dining and bedroom sets, and white goods in the kitchen.



DSS and Social Housing

WE WELCOME DSS AND SOCIAL HOUSING TENANTS

Unlike some agents, our sister company, Pick My Pad, are experienced in assisting with claims and liaising with the local council when it comes to tenants who are in receipt of Housing Benefit or Universal Credit. All applicants are treated fairly and there is a reference process. Where applicants do not meet certain requirements - regarding guarantors or deposits for example - our team can help tenants access services to assist with securing a tenancy, such as using rental bonds and advance payments.

We also manage properties for private landlords that accept LHA/DSS/ Universal Credit tenants. We offer a wide range of accommodation, from fully furnished house shares with bills included, flats and 2-6 bed properties to suit everyone's needs. We can help find a suitable home for you and your family.

ACCESSING HOUSING BENEFIT AND UNIVERSAL CREDIT

Navigating the Government benefits system can be daunting. Our knowledgeable team have the expertise in dealing with LHA/Universal Credit/DSS tenancies, and the paperwork and application process that come with it.

We are up to speed with the latest LHA Rates and the legislation so we can fully support you in your search for a new home.

Whether it's at the start of your tenancy or a migration during your tenancy, our team can support you in the transition from Housing Benefit to Universal Credit to ensure all the requirements are met. Working with our friendly experts will ensure the transition is completed as quickly and with as little hassle as possible.

We will ensure, where applicable, Housing Benefit or Universal Credit will be paid directly to us, so you don't have to worry about your rent being paid on time.

Property Management Services

	PRIVATE / RESIDENTIAL / PROFESSIONAL PROPERTY MANAGEMENT			STUDENT
	FULL SERVICE	FIND & COLLECT	FIND	STUDENT
TENANTS				
Comprehensive Property Promotion	✓	✓	✓	✓
To Let Boards	✓	✓	✓	✓
Tenant Find	✓	✓	✓	✓
Full Tenant Referencing	✓	✓	✓	✓
Conduct Property Viewings	✓	✓	✓	✓
LEGAL				
Execute Tenancy Agreements	✓	✓	✓	✓
Serve Notices	✓	✓		✓
Ensure Full Compliance Of Property	✓ (Where Applicable)			✓
REGULAR CHECKS				
Full Property Inventory	✓			✓
Scheduled Property Checks	✓			✓
Utilities Management	✓			✓
MAINTENANCE				
Manage & Co-ordinate gas / Electric Checks	✓ (Where Applicable)			✓
Advise & Manage Maintenance Works	✓			✓
Routine Inspections	✓			✓
24 Hour Call Out Service	✓			✓
FINANCE				
Register & Protect Tenant Deposits	✓	✓		✓
Rent Arrears Follow Up	✓	✓		✓
Imbursement Of Rent	✓	✓		✓
Imbursement Of Contractors, Suppliers & Utilities	✓			✓



DENOTES SERVICES MISTORIA SUPPLY

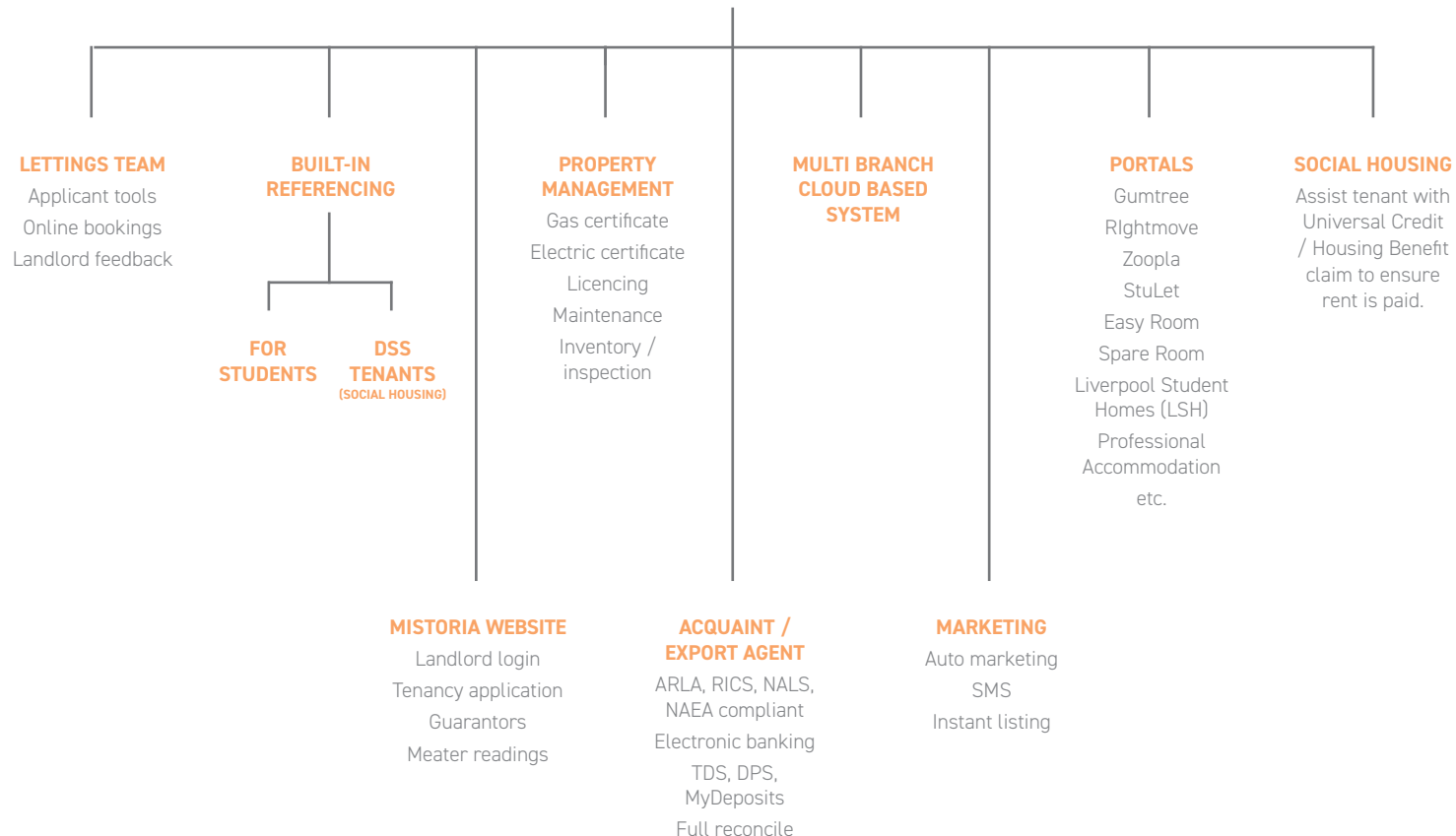


DENOTES SERVICES NOT SUPPLIED BY MISTORIA

Property Software System

Mistoria Estate Agents have invested heavily in acquiring the UK's leading property management software to ensure all properties under our management are managed so as to reach and maintain their full potential in regard to rental returns for all landlords.

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PART OF: THE **MISTORIA** GROUP

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