



Hub Partner

Management Guide for Landlords

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ABOUT MILHUB

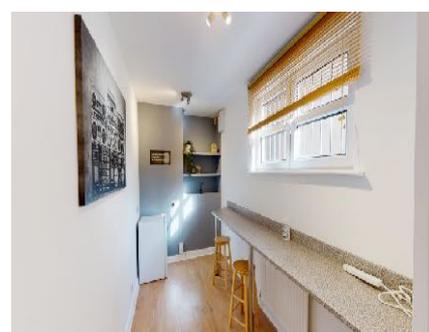
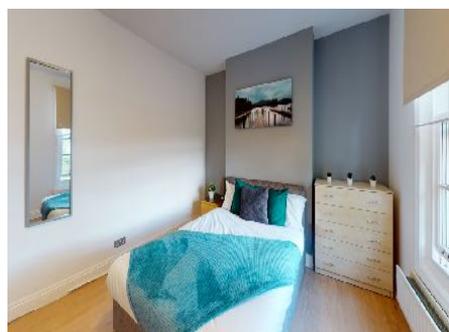
MILHUB provides first-class management services for London & Berkshire landlords.

Since 2018, our focus has always been to ensure our clients are able to benefit from consistent and reliable income, by providing exceptional services to both our clients and tenants.

Our in-house data and partnerships have enabled us to understand our market and we use this expertise to connect tenants within the right home.

As a co-living platform, we are able to secure and match tenants that are professional, reliable, and take good care of the property through our incentives.

MILHUB's goal is to introduce an efficient product & service that benefits all clients within the rental market.



OUR FOUNDERS

Childhood friends, **Andrew Okun and Ross Agbaje**, created MILHUB to simply improve the process and experience of renting a home.

Having previously worked at London-based high street estate agencies, we were fiercely passionate about bringing change and unlocking new ways for both landlords and tenants.

We started MILHUB to challenge the ongoing issues within the housing market, from housing affordability to untrustworthy agents, and bring this industry into the modern era.



Andrew Okun

Co-founder & CEO



Ross Agbaje

Co-founder & Head of Partnerships

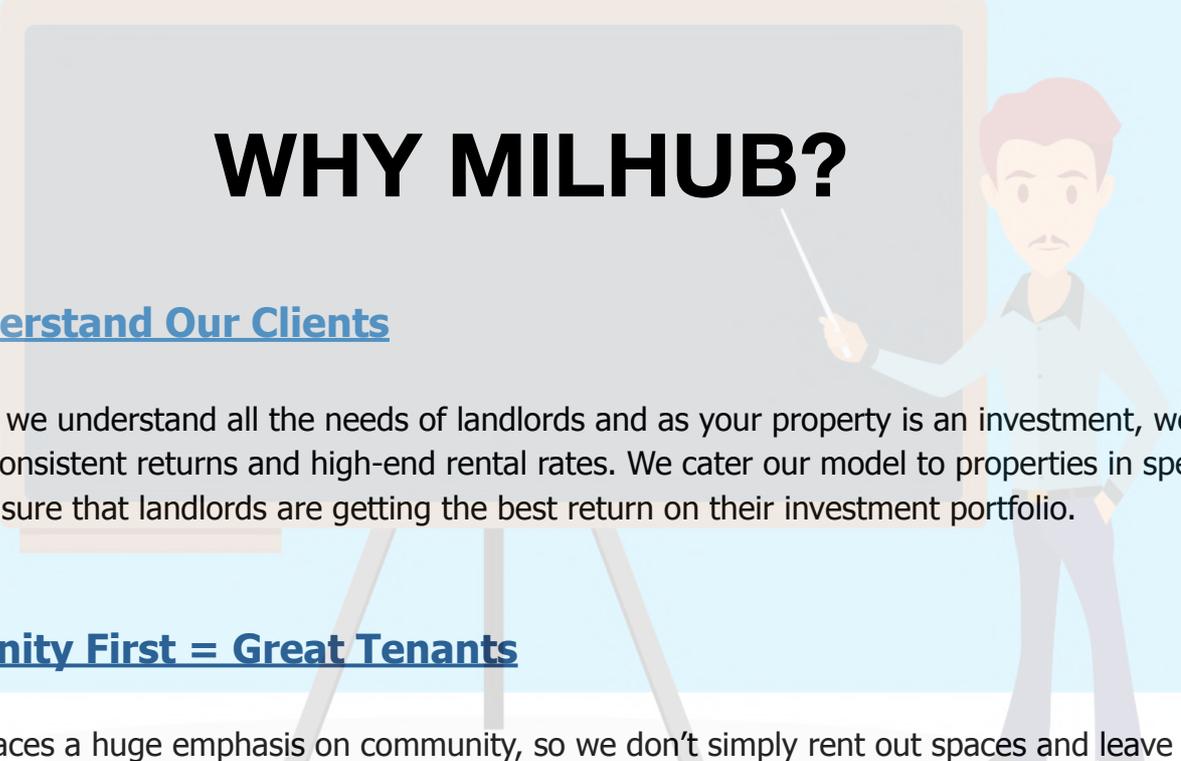
Unreasonable fees, outdated processes and lack of transparency towards landlords were other drawbacks which they decided to challenge, regardless of whether properties are filled or not.

We were frustrated with the outdated processes landlords endured when renting out their homes, and what tenants experienced when looking for the RIGHT one.



WHY MILHUB?

WHY MILHUB?



We Understand Our Clients

At MILHUB we understand all the needs of landlords and as your property is an investment, we strive to deliver consistent returns and high-end rental rates. We cater our model to properties in specific areas to ensure that landlords are getting the best return on their investment portfolio.

Community First = Great Tenants

MILHUB places a huge emphasis on community, so we don't simply rent out spaces and leave tenants to figure things out, we integrate them with other tenants from other properties to create a sense of belonging.

Tenants needs vary, but with a model that's able to adapt to their priorities, we continue to deliver outstanding occupancy rates.

Transparency & Data

Our business is based on transparency. We go above and beyond for every client and tenant to ensure we put their interests first, keeping them in the loop throughout.

The decisions we make aren't based on gut feeling alone, but rather the data and technology we utilise to ensure you're getting the best return from your property.

As a result, it is no surprise why the majority of our new business comes from both landlord and tenant referrals.

In-house Management

One of the main causes of why short-lived tenancies is due to poor property management. This is why we have focused on quality communications with our landlords and tenants. Our aim is to create positive relationships that are highly appreciated by tenants, making them wish to stay even longer.

We are available 24 hours a day to action any issues, so you can sleep easy and rest assured that we have everything covered.

HOW WE WORK



QUALIFICATION

To ensure that you are able to achieve market rental rates, we will **schedule an initial consultation call** with our partnerships team to discuss your property and see whether it's suitable.

Once we have qualified your property, we will set up a physical viewing to assess whether any work is required prior to marketing on our portals.

Landlords are able to choose from the following options listed below:



Let Only (Tenant Find)



Management Only



Guaranteed Rent



VIEWING PROCESS

Once we have successfully qualified your property, we will set up a physical viewing of the property to assess whether any additional work or staging is required.

A member of our team conduct a valuation report, within 24 hours, which will detail one of the following:

- Estimated Rental Price for the Property
- Management Fee Price
- Guaranteed Rent Offer **(if applicable)**



MARKETING YOUR PROPERTY

We use a number of portals to increase our reach to potential tenants. Covering mainstream portals, independent portals and social media platforms.

As the market has adapted in recent times, we have conducted property tours through our use of Matterport technology (virtual tour cameras), **increasing our tenant interest by 50%.**

We ensure our technology works for you.

rightmove 

zoopla

 SpareRoom



 OpenRent

 PrimeLocation.com
Find the home you deserve

MARKETING YOUR PROPERTY

At MILHUB, we are constantly challenging ourselves to stay ahead of the curb by thinking outside of the box.

We now work with HR teams of organisations and recruitment specialists to get your property seen first by new employees.

Our credible track-record with professionals, has enabled us to partner with recruiting firms to showcase properties to new employees relocating to London or Berkshire.

Some of the partner companies our tenants come from are:



OUR STATISTICS



TENANT SATISFACTION

94%



ROOM OCCUPANCY RATE

97%



LANDLORD SATISFACTION

100%

Book a **FREE 15-MINUTE CONSULTATION**

Call on **0208 820 1456** or via www.milhub.co.uk/enquiry-page

A photograph of a man and a woman smiling and looking towards the right. The man is in the foreground, wearing a blue checkered shirt. The woman is behind him, also smiling. The background is a brick wall. The text 'HUB PARTNER OPTIONS' is overlaid in large white letters.

HUB PARTNER OPTIONS

Guaranteed Rent

Our Guaranteed Rent Option is the most popular amongst clients looking for **stable long-term income, no void periods and no fees.**

Your rent will be a **cash guarantee and NOT an insurance product.**

Our partnerships team conduct an in-house analysis of your property to assess whether it would qualify for our guaranteed rent scheme.

Qualification criteria:

- Minimum of 1 Communal Room
- Minimum of 2 Bedrooms
- Furnished or Part Furnished

Should your property qualify, we will make a formal offer within **24 hours** of viewing the property.



Guaranteed Rent

THE 5 STEP PROCESS

Phone Consultation

Qualification call to understand your needs, property and how MILHUB works.

1



Viewing

A member of our team will arrange a viewing to assess any work that is required prior to an agreement

2



Offer

After we have viewed your property, our partnerships team will make a formal offer within 24 hours.

3



Agreement

Once terms & conditions have been agreed by both parties, we will send out an agreement for you to sign.

4



Partners!

Congratulations! You are now a HUB Partner and your rent payments will start.

5



Management Only

One of the main causes short-lived tenancies is due to **poor property management**. This is why we have focused on quality communications and putting community first with our landlords and tenants.

Our aim is to create positive relationships that are highly appreciated by tenants, making them wish to stay even longer.

We are available 24 hours a day to action any issues, so you can rest easy knowing that we have general issues covered.



Let Only (Tenant Find)

The **Let Only option** gives landlords access to our partners who are in need of accommodation for their staff in London & Berkshire.

Our data shows that working professionals are the least likely to fail referencing checks and take good care of the homes they occupy.

Let Only takes care of the following:

- Marketing
- Property Staging
- Viewings
- Referencing of all tenants to ensure they have a smooth and successful onboarding process





TESTIMONIALS

"I have been dealing with MILHUB since February last year, but due to COVID-19 our partnership was delayed. They recently took on my HMO property and outlined the type of tenant demographic they would be targeting.

Ross and Andrew oversaw a light refurbishment of the HMO and marketed the property via a virtual tour. The place looks amazing now and it's great to see they had already tenanted the property with 5 working professionals and rent paid on time. It's been hassle-free working with them so far"

Miss Nathwani, RG1, Reading Landlord

"MILHUB contacted me in 2020 regarding renting my property. At the time, I was struggling with occupancy rates and they consulted me on what steps I needed to take to solve this.

I was impressed by their approach to help create a sense of community within a property, which was a different approach to the traditional agent.

They really understood the needs of their tenant base and consulted me on how to modernise my property accordingly"

Varsity Design Director, Reading Landlord

Excellent service! I've been using MILHUB for nearly two years and I must say as a landlord they make life so much easier.

They take all the pressure off my shoulders and long may that continue.

Mr Santana, London Landlord



LANDLORD FEES

Lettings & Management

STANDARD FEES

DESCRIPTION	FEES
Lettings Only	
Tenant-find Fee - includes: <ul style="list-style-type: none"> • Property Marketing • Tenant Viewings • Tenant Onboarding • Referencing • Tenancy Agreements 	10% of contract value
Tenancy Extension Set Up - including production of extension tenancy agreement	No Fee
Property Management	
Management Only - includes: <ul style="list-style-type: none"> • rent collection • regular arrears checks • chasing rent arrears • processing statements for the Landlord • negotiating tenancy renewals • main contact for tenants & landlord • In-house maintenance: repairs & replacements, arranging annual gas safety checks, deposit holding, serving tenant notice 	8% of Monthly Income
Guaranteed Rent	
Guaranteed Rent Scheme - includes: <ul style="list-style-type: none"> • Tenant Find • Rent Collection • Fixed Monthly Rent Payment (Vacant or Occupied) • Full Management • 3-5 Year Lease Agreement 	0%

HMO (Room Only) FEES

DESCRIPTION	FEES
Lettings Only	
Tenant-find Fee - includes: <ul style="list-style-type: none"> • Room Marketing • Tenant Viewings • Tenant Onboarding • Referencing • Tenancy Agreements 	£499
Tenancy Extension Set Up - including production of extension tenancy agreement	No Fee
Property Management	
Management Only - includes: <ul style="list-style-type: none"> • rent collection • regular arrears checks • chasing rent arrears • processing statements for the Landlord • negotiating tenancy renewals • main contact for tenants & landlord • In-house maintenance: repairs & replacements, arranging annual gas safety checks, deposit holding, serving tenant notice 	10% of Monthly Income
Guaranteed Rent (HMO)	
Guaranteed Rent Scheme - includes: <ul style="list-style-type: none"> • Tenant Find • Rent Collection • Fixed Monthly Rent Payment (Vacant or Occupied) • Full Management • 3-5 Year Lease Agreement 	0%

ADDITIONAL FEES

DESCRIPTION	FEES
Property Check-in Inventory report	On Request
Additional Instruction of Property during the Sole Agency Period	£200
You withdraw from entering into a Tenancy Agreement after the Tenant(s) passes references	£100
Key Cutting	Reimbursement of Costs Paid
Property Staging	On Request (Let Only)
Virtual Tour Photography	On Request (Let Only)
Domestic Electrical Installation Condition Report	On Request
PAT (Portable Appliance Test);	£75
Emergency Lighting Periodic Inspection and Testing Certificate;	£75
Gas Safety Certificate	£75
Energy Performance Certificate (EPC)	£75

A modern office lounge area with a large glass wall. In the foreground, there is a dark grey modular sofa and a round wooden coffee table. The background shows a conference room with a table and chairs. The ceiling has exposed pipes and lighting fixtures.

GET IN TOUCH

CONTACT INFO

TELEPHONE: 0208 820 1456

WEBSITE: www.milhub.co.uk

EMAIL: hello@milhub.co.uk

HEAD OFFICE

First Floor, 14-16 Alexander House,
Peterborough Road, London
SW6 3BN

FOLLOW US

A photograph of a modern office interior. The space is bright and open-plan, featuring a long wooden table in the foreground, a yellow wall, and various office furniture. The text 'VISIT US HERE' is overlaid in large white letters.

**VISIT US
HERE**