



rent-hub[®]

Marketing Pack

The new standard in protected tenancy management & communication

Welcome to rent-hub

rent-hub is a cloud based tenancy management and communication portal designed to service the residential and commercial rental market.

Whether managing one property or thousands, rent-hub makes management more controlled, streamlined and therefore potentially more profitable.

Higher levels of communication, record keeping, compliance, dispute reduction and tenant retention are all more achievable using rent-hub.

rent-hub is a universal platform focused on the requirements of all tenancy partners across social, private, commercial and student housing...helping landlords, agents and tenants work cohesively and efficiently together.

rent-hub can't rid the sector of the rogue element, however the level of transparency and protection provided, makes it unattractive to those who operate dishonestly...creating a protected community for good landlords, agents and tenants.

Social Housing

A secure, protected platform delivering workflow activities that are simple and effective to use, whilst providing higher levels of transparency and engagement across all user groups

Efficiency savings

Improved, streamlined processes for managing property portfolios and customer communications.

Share documents instantly...no more delays caused by 'lost' communications.

A complete audit trail

Provides a complete record of all communication between connected parties: every event and conversation throughout the tenancy is logged, date stamped and digitally signed.

Improved relationship management

The less confrontational nature of messaging also encourages an increased level of communication and makes the tenant feel a valued part of the relationship.

Cloud based

Available anytime from anywhere with no complex or expensive IT set up costs.

Easy to use

A simple, intuitive interface designed to ensure maximum user engagement and satisfaction across all levels of computer literacy.

"It's not just about the relationship between the landlord and tenant, it's about inter-departmental communication; a recorded, verified flow of information protecting the property AND the users in the event of a dispute."

Private Housing

Everything you need to help ensure a successful, protected and profitable rental business. rent-hub is the only universal tenancy communication and management platform designed to work across private, social housing and student sectors.

Honest proactive tenants

rent-hub tenants are happy to be judged on the facts. They engage more easily and understand the importance of a good tenant landlord relationship.

A complete audit trail

Every event and conversation throughout the tenancy is logged, date stamped and digitally signed. In the event of an issue, the dispute can be judged on the digitally signed facts. All messages are also cc'd to your tenants chosen email account so they never miss a message.

No hidden costs

With rent-hub everything is included - inventories, inspection reports, even our file sharing service is included as part of your membership!

Can be introduced at any stage of a tenancy

With rent-hub you don't need to wait until you start a new tenancy. Simply invite your tenant and start experiencing the many benefits of rent-hub.

Cloud based & easy to use

A simple, intuitive interface that you can access from anywhere in the connected world.

“rent-hub removes the worry associated with renting out my property. I think both my tenant and I feel reassured that our words can't be twisted and every event is logged for both our protection” *Jon Walter - Landlord*

Student Housing

Providing student housing is a challenging task. Students away from home for the first time, all trying to live up to the 'party animal' reputation. Trying to manage the various relationships whilst also keeping your property standing has always been a challenge...until now!

More effective fluid property management

Easy to deploy 'spot checks' ensure tenants stay aware of their responsibility to keep the property clean and tidy. Messages sent via rent-hub also seamlessly 'cc' to your tenants mobile and personal email account to ensure they never miss a message.

Involve the guarantor

Protect your property and avoid end of tenancy arguments by involving the guarantor...the perfect way to keep students in line.

Low or no cost to you...

All the benefits of rent-hub for your organisation at little or no cost. Offset the cost to your company by offering your guarantors the opportunity to sign up to rent-hub from as little as £7.50 per annum.

Cloud based

Available anytime from anywhere with no complex or expensive IT set up costs.

Designed with the student market in mind

rent-hub's inventory system allows you to assign a different student to each room.

"My daughter shares her apartment with nine students. I don't know these people however as one of the guarantors I'm financially responsible for their actions! I want to be involved in a situation I'm financially responsible for"

Parent Guarantor - Portsmouth

rent-hub.co.uk

+ Add a property

John Doe
 Landlord account

Property Zone

Profile

Financials

Tradesmen

Dashboard

Calendar

Reminders

Notes

Comms

File Safe

Help

Calendar

today

<

>

Jan 29 – Feb 4, 2017

month

week

day

+ Add event

January 2017							Sun 29/1	Mon 30/1	Tue 31/1	Wed 1/2	Thu 2/2	Fri 3/2	Sat 4/2
M	T	W	T	F	S	S							
						1	5pm		John calling to confirm deposit Flat 3 Stancliffe House, Sutton				
2	3	4	5	6	7	8	6pm		John coming in to confirm deposit on new property. Add to existing portfolio code				
9	10	11	12	13	14	15	7pm						
16	17	18	19	20	21	22	8pm						
23	24	25	26	27	28	29							
30	31												

Communications dashboard

PDF

Thread actions

Sign & Archive

Create new

PROPERTY	CATEGORY	SUBJECT	
Flat 3 Stancliffe House, Sutton, SM7 2FE	General	Issue with Boiler	JOHN DOE, JANE DOE This thread is archived
Room C Apartment 1403 Greetham Street, Portsmouth, PO1 4DD	Inspections		
7 Elizabeth House, Banstead, SM7 2FE	Inventory		
107 Central Ave, Worcester Park, KT4 5GG	Maintenance		
23 Cressingham Grove, Sutton, SM1 9JJ	Rent related		
67 Link Lane, Wallington, SM6 2DD	Tenancy related		
37 Park Hill, Carshalton On The Hill, SM5 3SD	Urgent & Safety Issues		
206 Alberta Avenue, Cheam, SM2 4TG	Archive		
67 Lind Road, Sutton, SM1 3GG	General		
Internal Business Related, Banstead,			

Jane

09:33am
09th December 2016

50 DAYS AGO

15:45pm
12th December 2016

Hi Jane, I've called the electrician and will come back to you with a choice of times and dates. Regards, John

John

LIVE UPDATES

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Dashboard

- Manage all communication and diary events from one clear focused dashboard.
- Messages are automatically sorted by property and category, ensuring you never miss an important communication. Properties with new messages turn blue and rise to the top of the list for added visibility.
- All conversations and images are digitally stamped detailing, date, time and all participants. All notifications also automatically cc to your recipients chosen email address.
- Everything on the site has been engineered for clarity with dedicated search engines for messages, properties and tenants.

rent-hub.co.uk

Property Zone

Profile

Tradesmen

Robert Moss

Management (secondary)

Dashboard

Calendar

Reminders

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Comms

File Safe

Help

Property overview

Utilities and suppliers

Inventory

Condition report

Inspection report

Marketing

CBS1T (The Homestead, SM5 3SD)

[Switch Property]

PDF

Delete property

Tenancy Info

Tenancy Term: 6 months

Tenancy Start: 01/01/2017

Rent PCM: £1050

Rent due: 1st each month

Renewal date: 01/07/2017

Managing Agent Account

Agent: Smith and Jones Lettings

Contact: William Burford

william@smithandjoneslettings.co.uk

017373360057

07972584153

Landlord Details

John Brown

steve.reice@rent-hub.co.uk

0208 642 4343

07972584153

Guarantor Details

Do guarantor details exist?

☒ Guarantor details exist

Tenant Details

Karen Wood INVITED

Invite new tenant +

Right to Rent

Have you checked your tenant's right to rent?

Tenant's right to rent information

☒ I have read the document

Archived Tenancies

2017-01-30 12:10:10

Compliance

☒ Tenancy Deposit Certificate
DPS 0092367
☒ Gas Safety Certificate
2016-12-12
☒ Energy Performance Certificate (EPC)
☒ Carbon Monoxide Meter Fitted
2016-11-08
☒ Smoke Alarm Fitted
2016-10-31

How to Rent

This fulfils your legal obligation to supply your tenant with a copy of the Governments 'How to Rent' booklet.

How to Rent Booklet

☒ Tenant Informed

Choose files to upload...

LIVE UPDATES

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Property Overview

- A complete overview of all key tenancy information. Each tenancy has its own dedicated environment to ensure documents and communications don't get confused
- Both tenancy partners are automatically notified when the tenancy enters its last two months...ensuring renewals and notices are always issued in plenty of time.
- Your archived tenancies are also stored on this page, simply select the relevant tenancy date to retrieve a full history of all communication, inventories and inspection reports etc.
- Staying compliant has never been easier; rent-hub provides full details in relation to the Deposit Protection Scheme, Gas Safety Certificate, EPC, Smoke Alarms, Carbon Monoxide detectors, Right to Rent and How to Rent.
- As with all areas of rent-hub, all information can be downloaded by simply clicking the PDF icon.



Property zone

Profile



Dashboard



Calendar



Reminders



Notes



Comms



File Safe



Help

Property overview

Utilities and suppliers

Inventory

Inspection report

Budget tool

Marketing

Flat 3 Stancliffe House, Sutton, SM7 2FE [Switch Property]

PDF

Lounge

✓

Kitchen






!

Sign off entire room

Click

...

 to sign off or dispute individual items.

	ITEM	DATE	CONDITION/LANDLORD COMMENTS	IMAGES	SIGN OFF			
Bedroom (Master)	Double Bed	12/12/2016	Black double bed with integrated LED 32 inch TV. Please check all slates and condition of the leather and TV. before signing off. Instruction manual in bedside drawer	 More images	Signed off on 12/12/2016 Jane Doe			
Bedroom 2								
Ensuite to Master	Bedside Table	12/12/2016	Small watermark on top of unit.	 More images	Signed off on 12/12/2016 Jane Doe			
Bathroom								
Conservatory	Chest of Drawers	12/12/2016	Brand new for tenancy. Please note that this is a high quality product however the drawers will always be a weak link in these items and as such be mindful not to over stress the drawers by pushing too many clothes into the drawer.	 More images	Signed off on 12/12/2016 Jane Doe			
SNAPSHOTS								
				Bedside Lamp	12/12/2016	Again, this item is new for the tenancy	 More images	Signed off on 12/12/2016 Jane Doe
				Large Double Wardrobe	12/12/2016	Perfect condition. All hinges are in perfect condition and unit very sturdy and stable.The unit is fitted to the wall with safety straps so please be aware these would need to be removed before relocating.	 More images	Signed off on 12/12/2016 Jane Doe



LIVE UPDATES ^

Inventory

- Add unlimited rooms to your inventory with the added ability to assign a different tenant to each room.
- Add photo's and comments before asking your tenant to agree the inventory. Involving the tenant at every stage of the tenancy dramatically reduces the risk of end of tenancy disputes.
- Each time you add a new item and ask the tenant to agree the change, a snapshot of the old inventory is created and archived for future use.
- At the bottom of every page you will see the orange live updates lozenge. Simply click the lozenge to access messages, make notes and set reminders...all without having to leave the page or property you are working on. If you receive an urgent or safety related message the lozenge turns red.

rent-hub.co.uk

Search property or tenant

+ Add a property

John Doe

Landlord account

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Marketing

Flat 3 Stancliffe House, Sutton, SM7 2FE

[Switch Property]

PDF

Inspection date: 12/12/2016

Lounge

Room well aired and clean. Walls and floors unmarked.

CHECKED	NAME	OPTIONAL COMMENTS	SIGN OFF
<input checked="" type="checkbox"/>	Grey Sofa with Oak Legs Sofa just 12 months old. Note image 2 & 3 detailing marks on left cushion and leg of sofa.	No comments	Signed off on 12/12/2016 Jane Doe
<input checked="" type="checkbox"/>	Treadmill Full size professional treadmill. Two months old and in perfect condition. This item must be maintained regularly. If you use the treadmill, please read the instruction booklet stored in the bookcase. You will find the special treadmill oil in the kitchen cupboard under the sink. If you have any issues with the treadmill please let me know as it is under warranty.	Checked running mat, please ensure you keep the running bed lubricated as detailed within inventory.	Signed off on 12/12/2016 Jane Doe
<input checked="" type="checkbox"/>	Coffee Table Lime Oak, as new although slight damage detailed within image 3.	No comments	Signed off on 12/12/2016 Jane Doe
<input checked="" type="checkbox"/>	UHD TV - 75 Inch LG TV. under warranty, please ensure you dust the back ventilation panels regularly.	Please keep ventilation vents clear of dust.	Signed off on 12/12/2016 Jane Doe
<input checked="" type="checkbox"/>	Dining Table Solid oak dining table with six leather dining chairs. Please note that	No comments	Signed off on 12/12/2016

Inspection Report

- Simply click to create a new inspection template. Each template is auto populated from the latest version of the inventory.
- As with the inventory, the inspection report also involves the tenant. One of the unique strengths of rent-hub is the fact that all events and communications are agreed by all sides. This helps ensure that if a situation does arise, it can be easily resolved.
- Newly generated inspection reports can be emailed to a third party for completion outside of the rent-hub ecosystem. Once completed and submitted, the inspection report automatically returns to your account. At no point will the third party have access to your account or environment.



Flat 3 Stancliffe House, Sutton, SM7 2FE

PDF

Main Areas

Lounge

Features

Very good size room with office area off main room. White walls, cream coloured carpets and white uplighter. The main lounge area has hard wired Sky Q, multiple power sockets and direct connection for digital radio and standard freeview TV. The small office also has power sockets, additional telephone lines and halogen lighting. The lounge also features a full size electric treadmill

Size

Large 24 x 36

Kitchen

Features

Fully fitted to a very high specification, a generous size the full granite worktops and octagonal shape all combine to make this a stunning kitchen. White goods include Siemens hob, double oven, fridge freezer and microwave with a Bosch washer dryer and dishwasher. The soft feel floor is heated by dimples floor blowers. Large breakfast bar and centre island. This really is a stunning Kitchen and a feature of the barn.

Size

Large 24 x 12

Bedroom (Master)

Features

Large Double Bedroom with ensuite and built in double wardrobe. The room has power and telephone sockets and

Landlord Information

I am 45 and I'm a third generation professional landlord. I run all my properties as a business, this means I ensure my properties are well maintained and I treat my tenants as my clients. Being a professional landlord means that I will not suddenly decide to end your contract to enable me to sell the property. If you pay your rent on time, look after the property and report any issues quickly, then as far as I am concerned you can stay for as long as you wish. I manage my business effectively and this ensures I don't need to constantly increase the rent. To me a good tenant is worth more than a couple of extra pound in rent. If I do need to increase the rent I will ensure you have plenty of warning. I use rent-hub because it's a wonderful tool that allows us to talk freely whilst we both remain protected in the event of a dispute. rent-hub also allows my tenant to be an active and engaged part of the tenancy process providing input across such things as inventories and inspection reports. Thank you for reading my profile.

Marketing Text

An exceptional two bedroom, two bathroom penthouse apartment with a roof terrace on a prestigious gated development in Banstead. The apartment is finished to a high standard throughout, comprising a bright and spacious living and dining room with doors leading onto a fantastic roof terrace with views over the communal grounds, modern kitchen with integrated appliances, master bedroom with ample built in storage and an en suite shower room, a further spacious double bedroom with built in storage space and a modern bathroom. The property also benefits from the use of extensive communal grounds, including a bar and terrace for barbecue and dining

Images



LIVE UPDATES

Marketing Page

- Create stunning marketing brochures in minutes. rent-hub brochures contain everything you need to successfully market your property, including multiple colour images, floor-plans and the all important EPC.
- The marketing page contains a ready to use link making emailing the brochure simplicity itself.
- Including landlord information helps ensure you get the best tenant match for your property.

rent-hub.co.uk

Search property or tenant

+ Add a property

John Doe

Landlord account

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Flat 3 Stancliffe House, Sutton, SM7 2FE

Guarantor Info

Jane Doe

rent-hubT1@gmx.com

Tel: 0777 345 6789

Employment profile

SSI Limited
23 Fir Tree Lane
Banstead
Surrey SM6 2DF

Previous employment

CapitalLive Limited
Capital House
Kimpton Road Ind Estate
Sutton Surrey
SM2 4CH

Previous address

12 Denbigh Close
Cheam
Surrey
SM4 2WW

Guarantor address

23 Addington Close

Personal Statement

I have been renting for the past 10 years and have no plans to purchase a property for at least another 5 years. I have a secure job and a young child, and as such I am only looking to rent from a landlord who is happy for me to stay at the property on a long term basis. I have an excellent rental history, always paying my rent and bills on time. I believe that a successful rental is about maintaining a good relationship with your landlord and reporting small issues before they become big problems. I have been using rent-hub for a while now and find it the perfect way to ensure my relationship with my landlord stays on track and free from potential misunderstandings. I don't smoke and the only pet in our household is a goldfish (which we never allow to run around the house).

DOCUMENTS

employer-reference-request-letter.doc

previous-landlord-tenant-reference-request-letter.doc

pet-agreement-form.doc

individual-tenancy-application.doc

individual-guarantor-application.doc

identity-check-letter.doc

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Landlord / Tenant Profile

- All tenants and landlords are invited to create a rent-hub profile. The profile is an important part of the rent-hub culture and helps ensure a better landlord tenant match, as it enables both sides to understand who their tenancy partner is, their past and their future tenancy goals.
- All tenant related documents are also stored in this area. rent-hub always stores documents in the most logical place...no more navigating away from the page to look for a document.
- Click the guarantor tab to see all guarantor contact details and related documents.

FAQ

I'm an honest landlord, why do I need rent-hub?

As every conversation and event during the tenancy is digitally signed and archived for future use, rent-hub isn't very popular with dishonest landlords or tenants.

rent-hub is about protecting both sides from misunderstandings etc. However honest both sides are, occasionally things go wrong and when they do, being able to re-read the relevant conversations or supply the emails to the adjudication board can be invaluable.

I'm fed up with a constant flow of tenants; can rent-hub help stabilise my situation?

When anyone signs up to rent-hub they are asked to fill in a profile. These profiles help ensure better matched tenancies... whether you want a tenant for 10 years or just 6 months.

Who is rent-hub aimed at helping, the landlord or tenant?

rent-hub is aimed at providing all the tools required to run a successful, safe and proactive tenancy...whether landlord, tenant or agent. A successful tenancy is a partnership and it needs both sides to engage.

Do you charge extra for Inventories and Inspection Reports?

rent-hub doesn't believe in ramping up costs through a range of add-on modules. You pay one, tax deductible cost and that's it!

Is it correct that rent-hub works across private, social and student housing?

That's correct, rent-hub is a universal platform uniting all parts of the rental sector. Landlords can use the same membership whether letting their properties within the social or private sector or a combination of both. For new tenants, rent-hub will be a valuable companion providing credibility throughout their rental journey.

Do you have an app?

We are in the process of building an app however it's worth noting that rent-hub has been designed to be user friendly across traditional computers and mobile devices (down to iPad mini size).

How secure is your site?

rent-hub runs an EV SSL license, the most hacker-proof certificate in the industry. For a company to obtain EV certification, the company's legal existence, operational history and physical existence must be confirmed. These kinds of certificates are impossible to fake and that's why they get a "very high assurance" grade.

How secure is your payment gateway?

Our payment partner Stripe is used by many of the worlds biggest online companies and is certified to PCI Service Provider Level 1, the most stringent level of certification. Stripe also actively work to protect against fraud and monitor suspicious transactions. rent-hub never stores any of your financial information on our site or servers.

Also on rent-hub...

- Tenant budgeting software - simple to use, interactive interface to assist tenants with management of income and expenditure.
- Trades Database - populate with all your trusted trades for easy 'in system' access and communication. Use pre defined categories or create unlimited new categories via the 'add new' button.
- Utilities and Suppliers - populated by the tenant, this area provides the landlord with a vital insight into running costs when marketing the property to prospective tenants.
- File Safe - provides all the storage space you need for your private documents, images and receipts. Once inside the safe simply click the email icon to seamlessly share your files with recipients of your choice.

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the
rent-hub[®]
foundation

Foundation: launching Summer 2017

