



PINNACLE<sup>®</sup>  
letting agents

# Our Landlord Statement and Management Report





Joe Bloggs  
 Example Farm House  
 Landlord Road  
 Ewenny  
 Vale of Glamorgan  
 United Kingdom  
 Cfx xBN

# Statement

Date: 19 June 2013  
 Invoice Number: inv-84713

Letter Ref: post-130230

## YOUR STATEMENT

### 22 Example Street

Money in			
18/06/2013	Rent Payment for '22 Example Street' Cfx xNT' from 'Nick Wright' for period 01/06/2013 to 30/06/2013		£260.00
<b>Total income</b>			<b>£260.00</b>
Money out			
18/06/2013	Management Fee Charge at 12.00% (£31.20+VAT @ 20.00%)		£37.44
<b>Total expenditure</b>			<b>£37.44</b>

### 43 The Road

Money in			
19/06/2013	Rent Payment for '43 The Road, Cf24 4EX 'from 'Nial Wesley Magwood' for period 01/06/2013 to 30/06/2013		£270.00
<b>Total income</b>			<b>£270.00</b>
Money out			
19/06/2013	Management Fee Charge at 12.00% (£32.40 +VAT @ 20.00%)		£38.88
<b>Total expenditure</b>			<b>£38.88</b>

Payments made to you			
19/06/2013	BACS payment to landlord for balance		£453.68

*When and how much  
 have we paid you*

## our invoice

Date	Invoice No.	VAT No.	Fees	VAT	Total
19/06/2013	inv-84713		£63.60	£12.72	£76.32



## Welcome to your monthly Landlord Report

Joe Bloggs  
Example Farm House  
Landlord Road  
Ewenny  
Vale of Glamorgan  
United Kingdom  
Cfxx xBN

The aim of this report is to keep you informed of the activities we carry out on your behalf.

You will receive an up-to-date Landlord Report with each Statement/Invoice (advising you of the payments we are making to you). We will send you a copy of the Management Report at least every 35 days even if there are no funds to transfer to you.

Enclosed is your Management Diary which covers from 07/06/2013 to 19/06/2013.

Letter Ref:post-130230

If you require further assistance, please do not hesitate to contact us.

## RENT SUMMARY

The following rent is outstanding:-

**43 The Road**

*Know who owes rent*

**KELSEY LEE JONES owes £270.00**

**Total money collected: £790.00**

**Total outstanding rent: £270.00**

*If you have more than one property, we can add all your properties to one statement OR give you separate statements!*

*YOU DECIDE*

# TENANT NOTES

## 79 Example Street

<b>Date sent:</b> 14/06/2013	<b>Message:</b> Hello, a contractor will be over today to have a look at one of the bedroom locks. Any problems call the office. Thanks -Pinnacle Letting Agents
<b>Date sent:</b> 14/06/2013	<b>Message:</b> Hello, a contractor will be over today to have a look at one of the bedroom locks. Any problems call the office. Thanks- Pinnacle Letting Agents
<b>Date sent:</b> 14/06/2013	<b>Message:</b> Hello, a contractor will be over today to have a look at one of the bedroom locks. Any problems call the office. Thanks -Pinnacle Letting Agents
<b>Date sent:</b> 08/06/2013	<b>Subject:</b> Receiptrec- 848405 from Pinnacle Letting Agents  <b>Message:</b>  Hi Jack Rhys Roberts,  Please find attached your receipt rec-848405 at 08/06/2013 12:21.  Thank you Tara Taylor

## 43 The Road

<b>Date sent:</b> 18/06/2013	<b>Subject:</b> Receipt rec- 850285 from Pinnacle Letting Agents  <b>Message:</b>  Please find attached your receipt rec -850285 at 18/06/2013 15:56  Thank you Dan ODriscoll
<b>Noted at:</b> 18/06/2013	Money Owed Chase of type Late fee notification-2Day (SMS) sent
<b>Date sent:</b> 18/06/2013	<b>Message:</b> KELSEY, Please ensure that your rent is paid within 2 days of this message. Late fees will be incurred otherwise.-PinnacleLettingAgents
<b>Noted at:</b> 13/06/2013	Money Owed Chase of type Tenant (PhoneCall) made: Left voicemail to demand payment and that late charge will be added tomorrow
<b>Noted at:</b> 13/06/2013	Money Owed Chase of type Tenant (Phone Call) made: Left voicemail asking to call us back with payment
<b>Noted at:</b> 13/06/2013	Money Owed Chase of type Tenant Reminder (SMS) sent
<b>Date sent:</b> 13/06/2013	<b>Message:</b> Please forward outstanding money of £270.00. Please ignore this message if paid in last 2 days. Thank You. -Pinnacle Letting Agents
<b>Noted at:</b> 12/06/2013	Money Owed Chase of type Tenant Reminder (SMS) sent
<b>Date sent:</b> 12/06/2013	<b>Message:</b> Please forward outstanding money of £270.00. Please ignore this message if paid in last 2 days. Thank You. -Pinnacle Letting Agents

The tenant notes show you how we are chasing this owed rent

## 20 The Farm

<b>Noted at:</b> 13/06/2013	Maintenance job reported on 12/06/2013 14:55 has been accepted
<b>Date sent:</b> 12/06/2013	<b>Subject:</b> Receiptrec-849367fromPinnacleLettingAgents  <b>Message:</b>  Hi Nick,  Please find attached your receipt rec-849367 at 12/06/2013 17:42.  Thank you Dan O'Driscoll
<b>Noted at:</b> 12/06/2013	Money Owed Chase of type Late fee notification -2 Day (SMS) sent
<b>Date sent:</b> 12/06/2013	<b>Message:</b> Nick ,Please ensure that your rent is paid within 2 days of this message. Late fees will be incurred otherwise. -Pinnacle Letting Agents
<b>Date sent:</b> 12/06/2013	<b>Subject:</b> Re: New phone number  <b>Message:</b>  o.k  Thanks

# ADVERTISING YOUR PROPERTY

## 25 The Farm



**Rent:** Payment of £1000.00 per calendar month  
**Beds:** 4  
**Available from:** 01/08/2013

**Description:** A great property for medics and dentists, very close to the hospital. Offers equal sized rooms, separate bathroom and shower room. 3 double bedrooms and an extra room for the tenants. Off street secure garage. Can be let as a 3 bed for £900.00 per month

**Furnished:** Furnished

**Facilities:** Fridge Freezer, Tumble Dryer, Dish washer, Washing Machine, Central Heating,

*Read feedback on viewings*

### Viewings:

~~19/06/2013~~ (Appointment Cancelled)- Viewing with Elinor Lewis.

19/06/2013- viewing with Edward Maxwell. Feedback: Not interested in location.

19/06/2013- viewing with Jamie Price. Feedback: Big house but think they preferred the town house they viewed.

14/06/2013- viewing with Jayne Tennyson. Feedback: Liked 2 bathrooms in property. Rooms were a good size. Small bedroom was ok too. Just starting viewing, will view more over the next couple weeks.

## PROPERTY MAINTENANCE

When a maintenance job is first reported to us the 'Current Stage' says 'Reported'. Once we start making arrangements the stage changes to 'Actioned'. When the job has been completed the stage says 'Closed'. 'Closed' jobs will not be shown in future management reports.

### 79 The Streett

ID:job-36685	Date Reported:08/06/2013	Contractor: Ray Ringrose Ray'll FixIt(CRDF)	Current Stage:Actioned
<b>Description</b> -FFF-bedroom door lock will not work form the outside, the key will not turn. Tenant is away at home now for good, but will return at the end of the month to move out and hand back keys			
<b>Notes</b> 14/06/2013 Text to tenants: Hello, a contractor will be over today to have a look at one of the bedroom locks. Any problems call the office. Thanks 10/06/2013 Ray is attending the property tomorrow. 08/06/2013 Maintenance Job status type moved to Actioned by Daniel Egginton at 08/06/2013: 12:58:02 08/06/2013 Will get Ray to attend on Monday. Arrange access first.			

*We keep you up to date on what maintenance we are doing on your property*

# MAINTENANCE PREFERENCES

## 100 The Street

Maintenance contact Call Neil John first- Landlords contractor on 07799 xxx xxx

---

## 100 The Road

2011 Mr Chris Thomas from Gas tech .contact numbers 07541 xxx xxx home 01485 xxx xxx CALL FOR ALL BOILER/GAS ISSUES

CO Detector May2012: Ramesh supplied Honeywell Carbon monoxide detector fitted with battery back up till Dec 2016

Migrated Maintenance Notes in form I/I- New D/W 12/11/03. 1 year Warranty

---

## 18 The Farm

2011 Mr Chris Thomas from Gas tech...contact numbers 07451 xxx xxx home 01645 xxx xxx CALL FOR ALL BOILER/GAS ISSUES

lightbulbs- Always tenants responsibility strip light, speak to landlord all others are tenants

---

## 7 The Farm

2011Mr Chris Thomas from Gas tech...contact numbers 07951 xxx xxx home 01685 xxx xxx CALL FOR ALL BOILER/GAS ISSUES

Washing Machine Washing machine bought new from Crwys Electrics Oct2011 Make Hoover 1 years full guarantee 4 years parts guarantee.

---

## 26 The Road

2011 Mr Chris Thomas from Gas tech...contact numbers 07451 xxx xxx home 01684 xxx xxx CALL FOR ALL BOILER/GAS ISSUES

---

## 20 The Road

2011Mr Chris Thomas from Gas tech...contact numbers 07951 xxx xxx home 01645 xxx xxx CALL FOR ALL

You set out exactly what you want our Property Managers to do with maintenance.

Its one of the reasons we won The Sunday Times Gold Award for Best Property Management

# PROPERTY CERTIFICATES

These include safety certificates such as gas safety inspections.

There are no certificates due to be renewed except for the following ones:-

## 4 The Street

The following forms require immediate attention:

Gas Safety Certificate is due on the 22/02/2013

Be kept up to date  
about Gas Safety  
certificates

## 100 The Road

The following forms require immediate attention:

Electrical Portable Appliance Certificate is due on the 27/05/2013

## 4 The Road

There are no certificates overdue

The following certificates will soon need attention:

HMO Licence Certificate is due on the 01/07/2013

# TENANCY AGREEMENTS

Tenancy status explanation. 'New' means that we have found tenants and are processing their application. 'Signed' tenancies are legally binding. 'Ended' tenancies have passed their end date and we are in the process of finalising deposit arrangements. Once we have completed this process the tenancy will not appear in future management reports.

Property	Agreement date	Status
79 The Street	01 July 2012 with a fixed date of 30 June 2013 and an end date of 30 June 2013	Signed(Re-Let)
26 The Avenue	01 July 2013 with a fixed date of 30 June 2014 and an end date of 30 June 2014	Signed (Renewal)
26 The Avenue	01 August 2012 with a fixed date of 30 June 2013 and an end date of 30 June 2013	Signed (Re-Let)
43 The Street	01 July 2012 with a fixed date of 30 June 2013 and an end date of 30 June 2013	Signed(FirstLet)
20 The Farm	01 July 2013 with a fixed date of 30 June 2014 and an end date of 30 June 2014	Signed (Renewal)
20 The Farm	01 July 2012 with a fixed date of 30 June 2013 and an end date of 30 June 2013	Signed(Re-Let)
67 The Road	01 July 2012 with a fixed date of 30 June 2013, no end date specified	Signed (Re-Let)
25 The Avenue	01 August 2012 with a fixed date of 31 July 2013 and an end date of 31 July 2013	Signed (Re-Let)
4 The Road	01 August 2013 with a fixed date of 30 June 2014 and an end date of 30 June 2014	Signed (First Let)

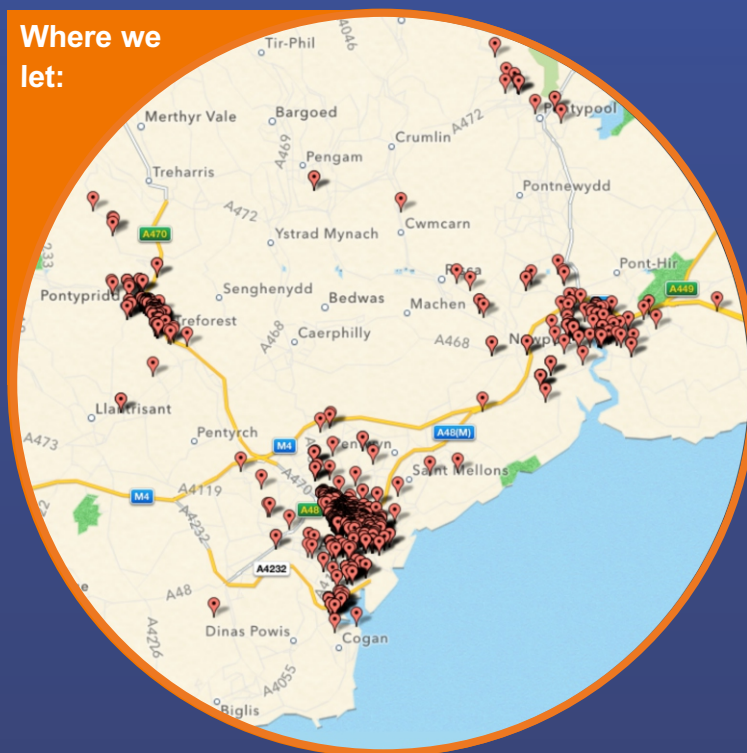




**PINNACLE**<sup>®</sup>  
letting agents

[www.pinnacle-landlords.co.uk](http://www.pinnacle-landlords.co.uk)

**Where we  
let:**



### **Cardiff**

3-5 Fanny Street  
Cathays  
Cardiff  
CF24 4EG  
t: 029 2064 0200

### **Newport**

9 Station Street  
Newport  
Gwent  
NP20 4AU  
t: 01633 223 300

### **Pontypridd & Treforest**

66 Park Street  
Treforest  
Pontypridd  
CF37 1SN  
t: 01443 402 400

**Gwasanaeth Cymraeg Ar Gael**