

# MANAGEMENT PACK

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**ONE RESIDENTIAL MANAGEMENT**

*"Elevating Living, Enhancing Value"*

# WHO WE ARE

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One Residential Management is a premier property management company located in the North East of England. With a commitment to excellence, we specialise in managing diverse residential and commercial properties, ensuring they are well-maintained and delivering outstanding living experiences for our residents. Our dedicated team brings local expertise, innovative solutions, and a personal touch, making us the trusted partner for property owners and tenants alike. At One Residential Management, we are not just managing properties; we are building vibrant communities.



**“WE DON’T JUST MANAGE  
PROPERTIES, WE CREATE  
COMMUNITIES”**

# OUR MISSION AND VISION

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## Mission Statement

Our mission is to provide exceptional end to end property management services that enhance the value and appeal of our clients' properties while ensuring a seamless and satisfying living experience for residents. We strive to foster a culture of integrity, responsiveness, and innovation to deliver unparalleled customer service and build long-lasting relationships.

## Vision Statement

Our vision is to be the leading property management firm admired for our commitment to service excellence, and community-focused initiatives via engagement strategies. We aim to revolutionise the industry standard through cutting-edge technology, proactive maintenance, and a deep understanding of client and resident needs, paving the way for a thriving and harmonious living environment.



# WHAT WE DO

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At One Residential Management, our lettings division offer comprehensive property management services designed to meet the unique needs of residential properties. Our services include tenant screening, rent collection, property maintenance, and financial reporting. We leverage advanced technology for efficient operations and transparent communication, ensuring smooth and hassle-free experiences for both property owners and tenants. With a focus on maximising property value and enhancing tenant satisfaction, we take care of the details so you can enjoy peace of mind.

## 01- Lettings

- Advertising and securing prospective tenants
- Full tenant referencing
- Mid term inspections
- Optional Add ons for peace of mind i.e. rental protection
- Tenant deposit scheme
- Move in/move out inventories
- Arrears management
- Secured client account
- Monthly landlord statements
- Clear management agreements with transparent fees.

**“EXCEPTIONAL SERVICE ISN'T JUST A PROMISE AT ONE RESIDENTIAL MANAGEMENT; IT'S OUR STANDARD”**



# WHAT WE DO

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Maximise your investment with our Sales Division! Our expert team is dedicated to helping landlords either sell assets or find the ideal properties to expand their portfolios. We offer a diverse range of high-potential homes, from modern apartments to spacious houses, all in prime rental locations. Benefit from our personalised service, market insights, and streamlined transaction process to ensure a profitable and hassle-free experience. Partner with us to confidently navigate the property market and achieve your investment goals. With our trusted support, watch your portfolio grow and thrive. Whether you're looking to buy or sell, discover lucrative opportunities with our sales division today.

## 02- Sales

- Customer journey experience - our sales teams are available to guide you from the point of reservation until exchange of contracts. We proudly offer our customers a personalised experience tailed to your needs
- Marketing via our unique investor database
- Sales progression - our tenacious team work alongside solicitors to offer the most efficient sales experience. We persevere to achieve the target completion dates and offer support to our buyers along the way
- Recommended solicitor - recommended solicitors available at request
- Recommended mortgage brokers to secure your mortgage needs

**“TURNING LISTINGS INTO LIVINGS- YOUR TRUSTED PROPERTY SALES PARTNER”**



# WHAT WE DO

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Enhance your property's value and appeal with our Block Management Division! Our professional team specialises in comprehensive block management services, tailored to meet the unique needs of your building. We handle everything from routine maintenance and financial management to legal compliance and tenant relations, ensuring your property is well-maintained and efficiently run. With our proactive approach and expert knowledge, we provide peace of mind and help maximise your investment. Partner with us for seamless block management.

## 03- Block Management

- Block and unit management
- Full operational strategies
- Lease up
- Mobilisation
- Onboarding
- Service Charge Management
- Compliance

**“YOUR  
PROPERTY, OUR  
PRIORITY”**



# FAQ'S

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Q: What services does One Residential Management provide?

**A: We offer a full range of end to end property management services, including tenant screening, rent collection, property maintenance, lease administration, and financial reporting.**

Q: How do you handle maintenance requests?

**A: Tenants can submit maintenance requests online through our portal or dedicated app. Our team will keep you updated via app notifications and will promptly address and resolve any issues, ensuring your property is well-maintained.**

Q: How do you screen prospective tenants?

**A: We conduct thorough screenings that include credit checks, background checks, employment verification, and rental history to ensure we find reliable and responsible tenants for your property.**

Q: What areas do you serve?

**A: We proudly serve the North East of England, managing residential properties across a wide range of communities within the region.**

Q: How can I pay my rent?

**A: Rent payments can be made conveniently through our secure online portal, via direct debit, or by bank transfer.**

Q: How do you ensure property value is maintained?

**A: We implement proactive maintenance schedules, regular property inspections, and efficient management practices to ensure your property remains in top condition and retains its value.**

Q: How can I contact One Residential Management if I have an issue?

**A: You can reach us via phone, email, or through the contact form on our website. Our customer service team is always ready to assist you with any concerns.**

Q: Why ORM?

**A: ORM offer more than just property management. We can adapt and offer services bespoke to you. We offer a range of benefits also to tenants and clients through our hospitality services.**

# PHOTO GALLERY

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ONE  
RESIDENTIAL  
MANAGEMENT

*Commercial property and hospitality experts*



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