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**UMEGA**  
LETTINGS

**YOUR HOME  
OUR PASSION**

— ESTABLISHED 2007

# WE'RE ON IT!



We're on it. Whether it's handling routine tasks like annual safety certificates or rent reviews, we're here to ensure everything is in order for your peace of mind. When maintenance issues or emergencies arise, we act quickly to prevent escalation. If your tenant serves notice, we find a new one promptly.

We're on it, so you don't have to be. With our organisation and experience, you can trust us to manage everything, making your landlord experience anxiety-free.

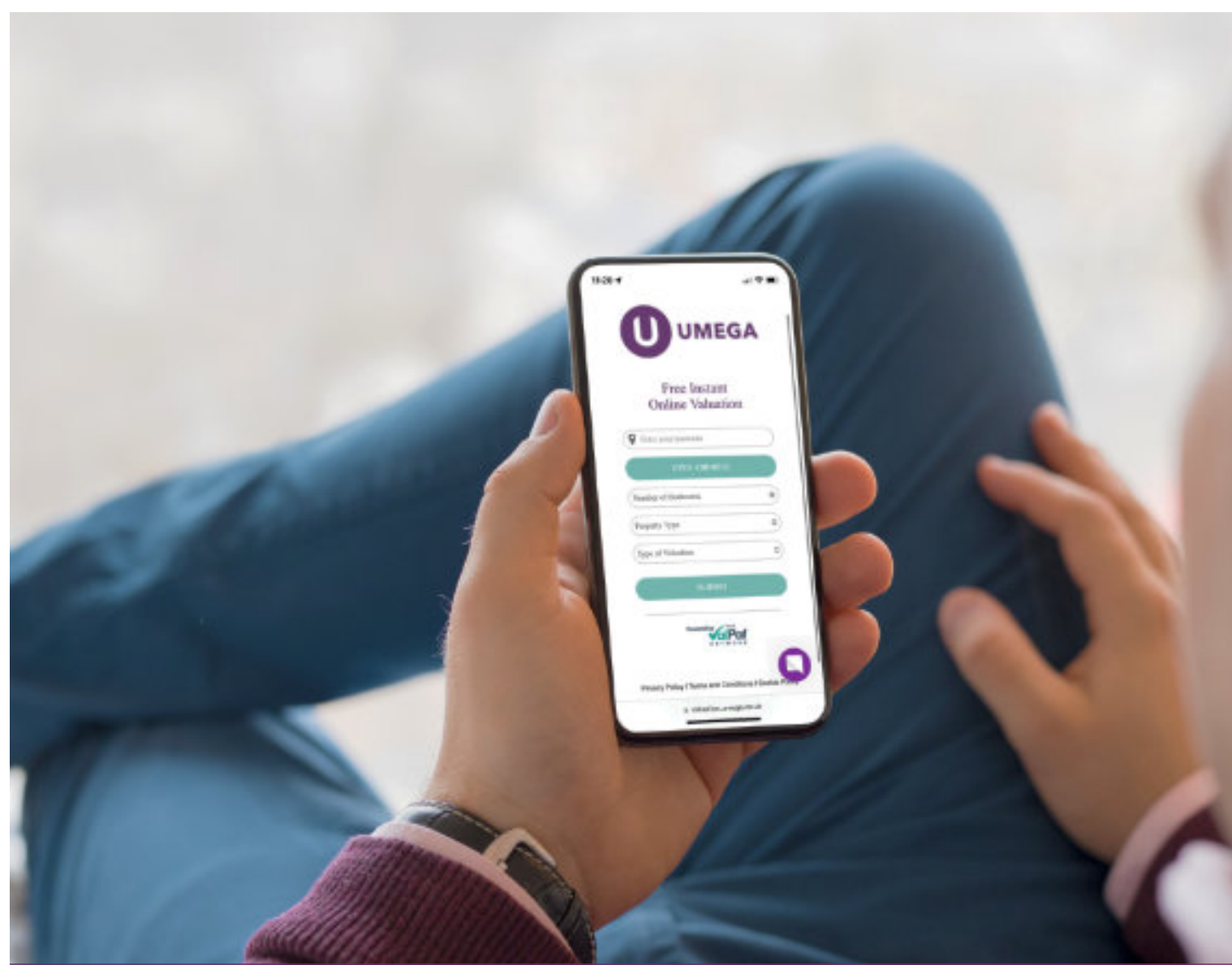


# KEEPING THINGS SIMPLE



There's nothing worse than trying to contact a business and not reaching anyone. We ensure you can easily speak to the right team member. We measure our team's call and email response times weekly to maintain our high standards.

## EASY ONBOARDING



### GET A FREE VALUATION

Use our handy free valuation tool to find out what your property is worth



### MEET AT THE PROPERTY OR ON VIDEO CALL

We'll follow up to answer any questions you have about our service, either face to face or on the phone



### ONLINE REGISTRATION

You can onboard with us nice and easy, completely remote and we'll take things from there

Under **12 hours** average response time for emails to our portfolio managers



Under **10 hours** average response time for routine maintenance reported through our online repairs platform

## MAKING SURE YOU CAN REACH US WHEN YOU NEED US

There's nothing worse than trying to contact a business who's services you use, and not being able to speak to someone. We do everything we can to make it easy to speak to the right member of the team to help. We measure each member of our team's telephone call and email response times every week to make sure they are keeping to our high standards.

# KEEPING ON TOP OF THINGS



We're organised and proactive. By handling fundamentals like annual safety certificates, routine inspections, and chasing late payments, we prevent property management issues from developing. Many letting agents let issues escalate, causing unnecessary worry for landlords. That's not our way. If you don't hear from us regularly, it's a sign that everything is up to date and running smoothly.



**100%** of safety certificates instructed **28** days before expiry date

## KEEPING YOU COMPLIANT

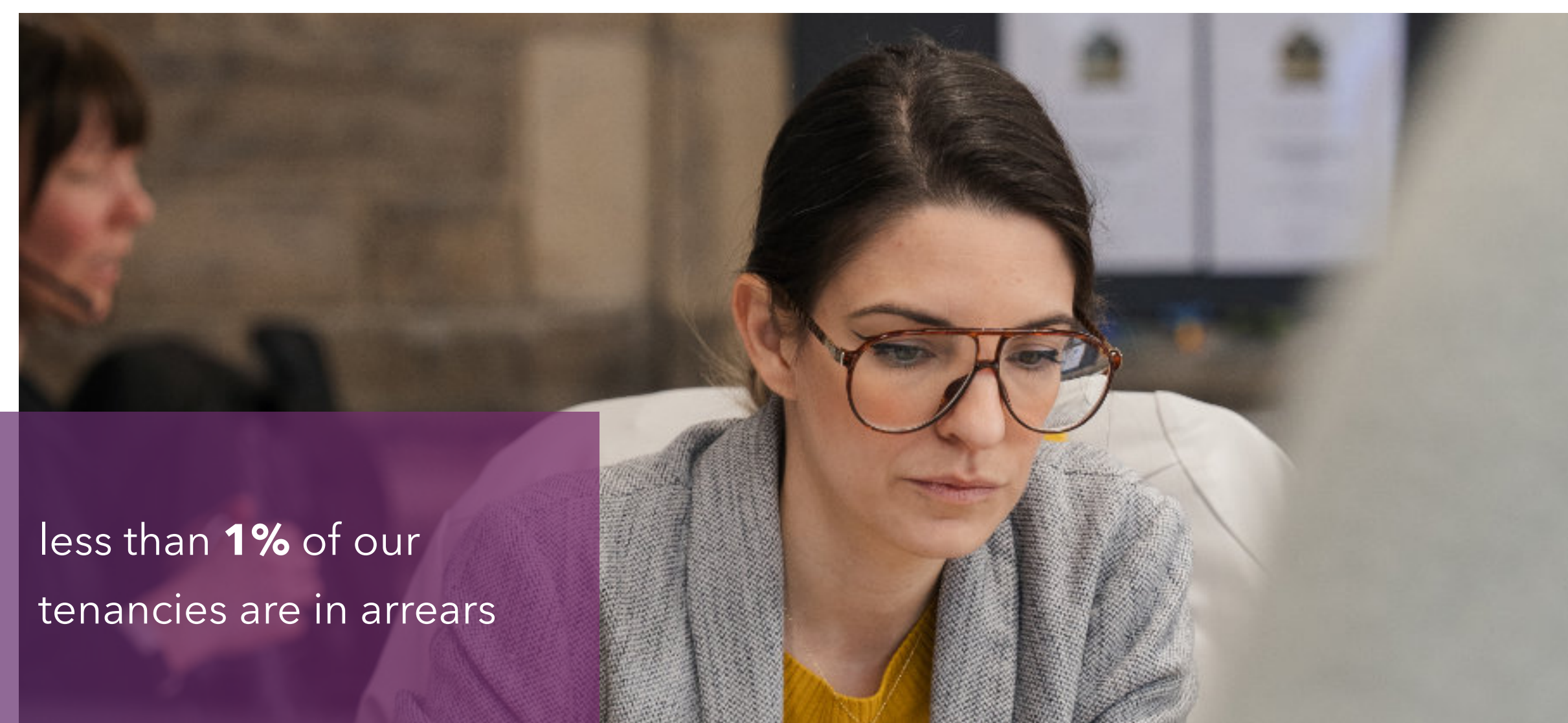
We keep up with the latest legislation so you don't have to and we schedule in all safety certificates in plenty time so your property is always complaint and is safe for your tenants.

## KEEPING AN EYE ON THINGS

Our dedicated property inspection team inspects every property twice in a 12 month period, making sure tenants are taking care of their home and looking out for issues before they get a chance to escalate.



**100%** of our properties inspected twice in a 12 month period



less than **1%** of our tenancies are in arrears

## KEEPING ON TOP OF FINANCES

Our accounts team process rents each day, paying out to our landlords the same day and if rent is late we follow a strict arrears process to make sure situations don't get out of control and are dealt with swiftly.

## RESPONSIVE REPAIRS TEAM

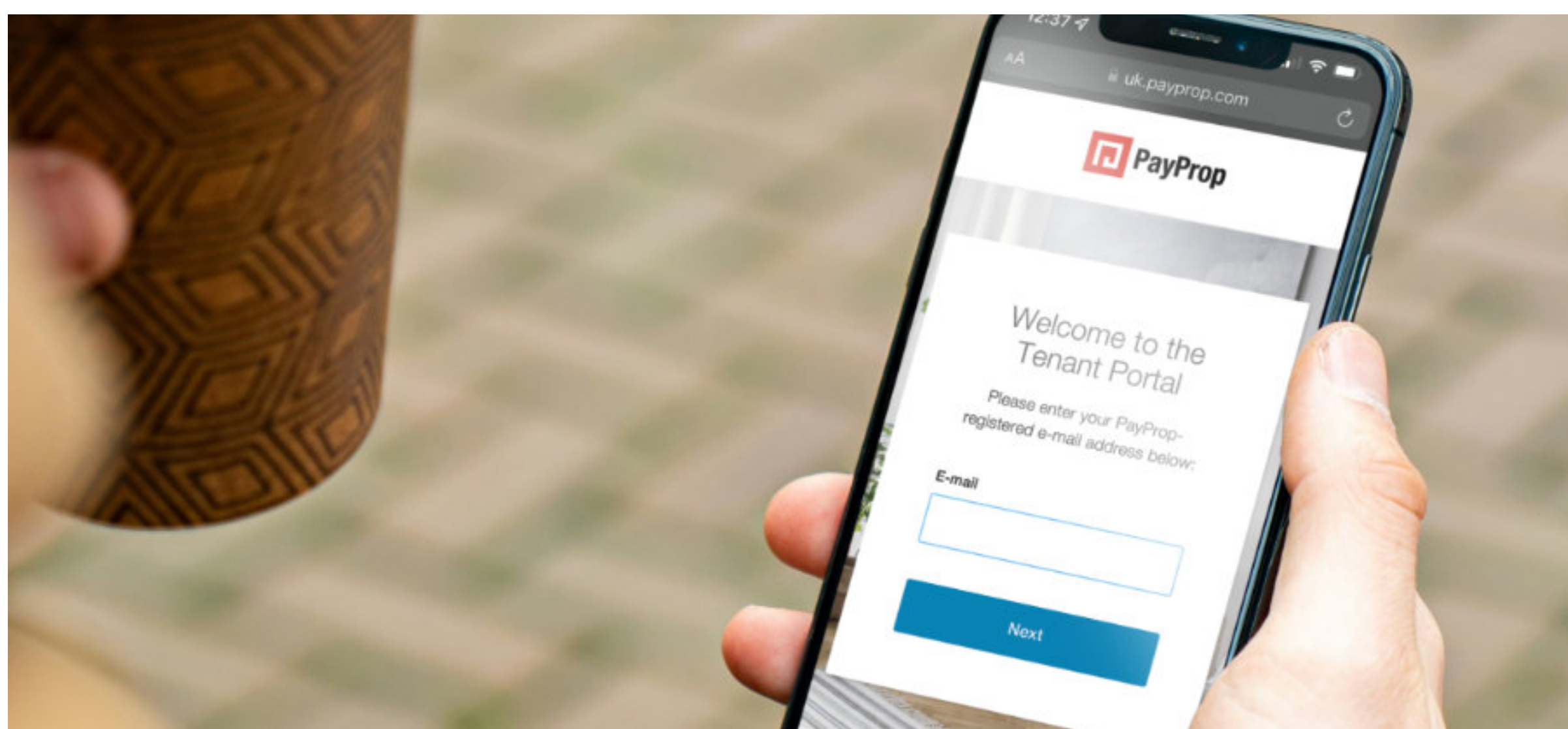
Our in-house repairs team allows us to be extremely responsive to any repairs that crop up, using a team we trust and who have experience of the common issues and the pressures landlords are under.



**85%** of maintenance jobs reported are actioned and closed off in the same month

# INFORMATION AND SUPPORT WHEN YOU NEED IT

In addition to managing the fundamentals, we've integrated top technologies and initiatives from our 17 years in business to elevate your landlord experience.

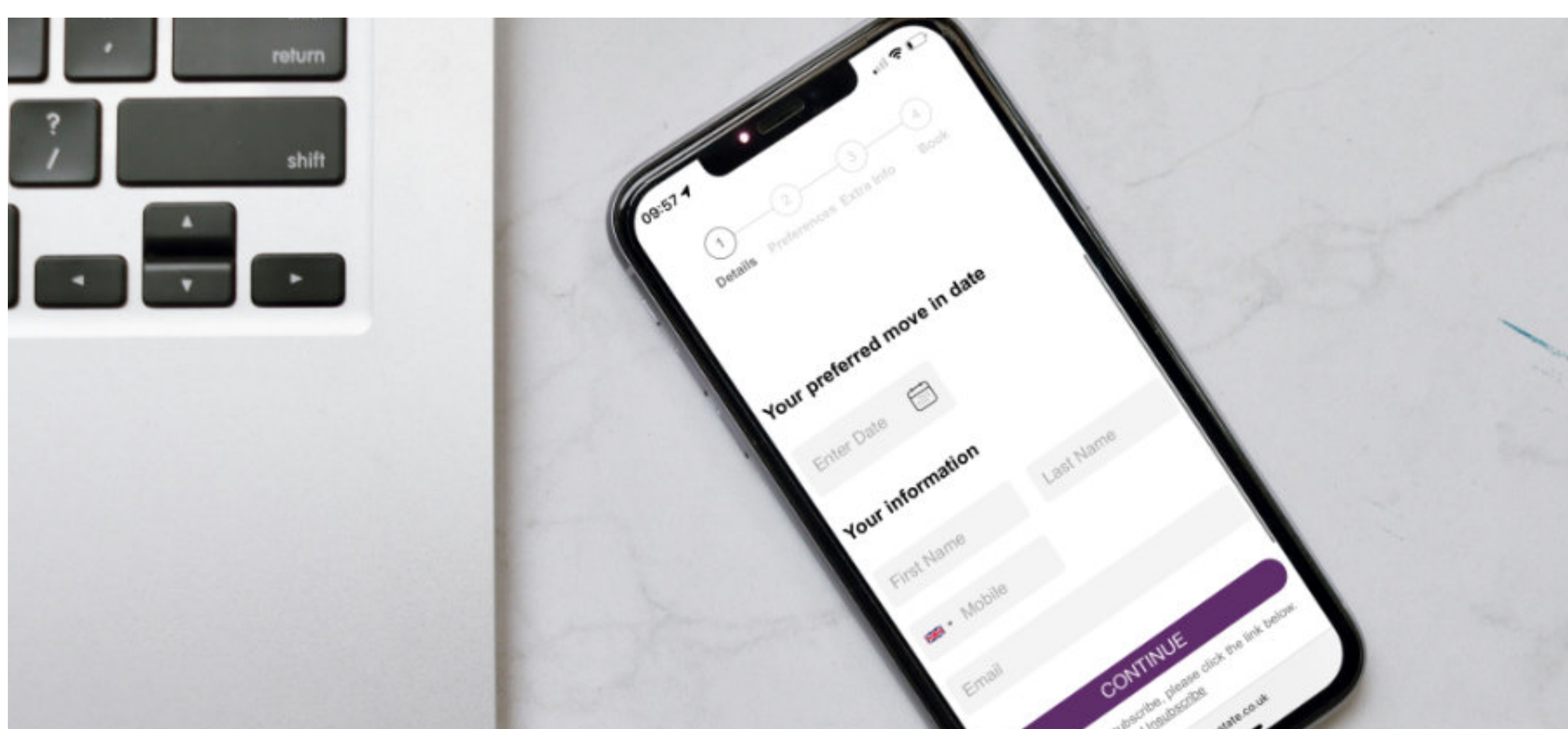
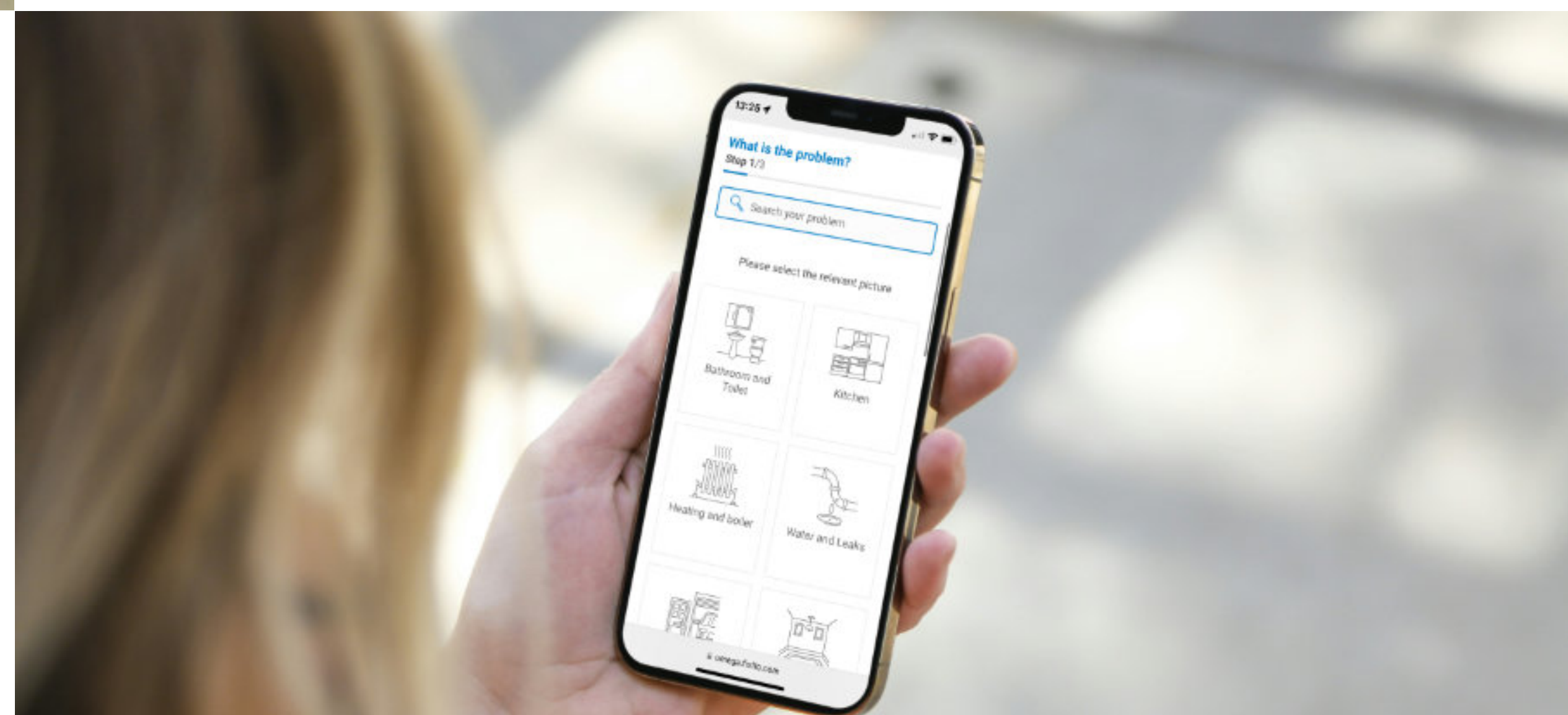


## ONLINE FINANCE PLATFORM

Powered by Payprop, our online finance platform and App gives you instant access to your property finances including rent paid and itemising all expenses.

## ONLINE REPAIRS REPORTING & NOTIFICATION

Using the market-leading Fixflo online repair reporting tool, Umega tenants lodge repairs requests via the portal where our responses and updates are tracked giving you peace of mind that issues are getting actioned efficiently



## ONLINE TENANT BOOKING SYSTEM

When your property is on the market, prospective tenants can book in online to arrange a viewing, ensuring no enquiries are missed and making the tenant experience as smooth as possible.

## OUT OF HOURS EMERGENCY COVER

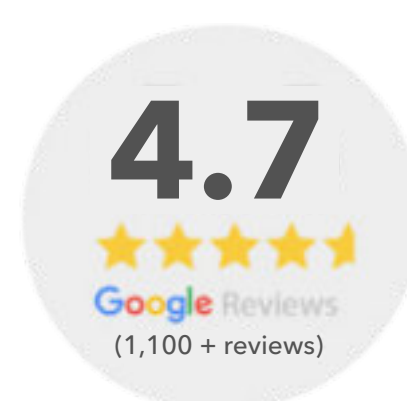
We have partnered with an out-of-hours emergency service to handle major issues, such as flooding or urgent electrical and gas concerns, that can't wait until the next working day.



# EDINBURGH'S TRUSTED & AWARD WINNING AGENT



Welcome to Umega Lettings. We're an award-winning letting agent with over 17 years of experience and one of the highest Google Review scores in the UK. We're committed to delivering the best property management service in the country and we take huge pride in what we do and the national awards that we have won. Don't just take our word for our - take a look at our online reviews and see why landlords and tenants consistently choose Umega.



## SEE WHAT OUR CUSTOMERS THINK

"We have very much appreciated the support, professionalism and responsiveness provided by Umega over the last few years where they have looked after our two apartments. They have worked with us closely since becoming our letting manager, helping us deal with any issues that come up - we feel very confident in their ability to deal with issues as they arise - to the benefit of us and our tenants. Very happy to recommend." **PAULINE**

"Umega is absolutely brilliant. They were incredibly informative, professional and proactive with any issues we had during the renovation of our property and organisation to get it ready for rental. It's been some of the best professional service we've received, and we wouldn't hesitate to recommend the company to anyone we know!" **ASHLEY**



"I have not regretted to moving to Umega. I had concerns that my previous agency were not managing my property to the standard I would like. I transitioned after speaking with one of their employees about the move. The move was very easy and seamless and have been impressed with the service received so far." **EMMA**

"Letting with Umega has been a really nice experience and I have had a lot of support so far especially from my Portfolio Manager. They have been very helpful and understanding, and I can really feel that they genuinely put their best effort into their clients. Renting in Edinburgh can be quite daunting but Umega makes it easier!" **PIMVALAN**

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