



MONARCH PARTNERSHIP

Utilities simplified

SEAMLESS VOID PROPERTY MANAGEMENT





Empty properties lose rent and rack up costs

We manage your void properties, saving you time and money

A “void” is any property that is untenanted for a period of time, whether that is for days or months. This happens most commonly between tenancies, or when renovation work is carried out on the property, meaning tenants can't live there. For this period, the property managers and owners are losing rent whilst the property

still accumulates council tax and standing charges on utility bills. It is important to have a policy in place and set of procedures to manage void properties in order to ensure that loss of rental income, security and repair costs are kept to an absolute minimum.



What are the benefits?

- 1.** Our seamless Void Property Management solution takes care of smooth utility transition for new tenants once they occupy a void property
- 2.** Online portal makes entire process really simple with no paperwork
- 3.** Landlords pay only for the property's vacant periods
- 4.** Tenants pay only for the energy they actually use
- 5.** No standing charges for up to 90 days
- 6.** Minimal work for you and you only deal with one supplier
- 7.** You will have a dedicated account manager



How it works?

We at Monarch Partnership manage the void property with the help of leading energy supplier SSE, who aid us with the connections and new energy contracts. You will have your own dedicated account manager as your point of contact on hand to help you with any issues or queries.

Here is the process in 6 steps:

1

Tenant out

As soon as your tenant gives notice to leave, you as the property owner or manager complete and upload a tenant out form to our online portal.

2

Meter readings

Once the tenant has vacated the property, upload the meter reads to our online portal.

3

Supplier contacted

Our sophisticated software then contacts the energy supplier to terminate the domestic contract.



4

Temporary ownership

Temporary ownership is transferred to you, along with up to £15 credit to continue the supply of utilities during the void period. This allows for maintenance of the property. There is a no standing charge for up to 90 days.

5

Meter readings

Just before the new tenant moves in, upload the meter reads to our online portal.

6

Tenant in

Once the new tenant has moved in, complete the tenant in form on our portal and you are done!

The Portal

If you wish to go beyond merely completing the tenant in and out forms, you can also use our portal to get a more comprehensive overview of the process and your void properties in a management dashboard display. The portal provides you with stats on your portfolio including percentage of void properties and the average length of void time amongst other useful information, which allows you to keep track and manage your expenses effectively. Our clients agree that this portal saves them administrative time and manpower overheads, as well as allowing property managers to better understand and prioritise turnaround of void properties. This system also benefits any future tenants you have, ensuring the smooth transfer of energy supply to them when they move in.



MONARCH PARTNERSHIP

Utilities simplified

www.monarchpartnership.co.uk

Monarch House, 7-9 Stafford Road, Wallington, Surrey, SM6 9AN

T: 020 8835 3535 | **E:** savings@monarchpartnership.co.uk

Monarch Partnership Ltd, Registered in England, (Reg No 4346309), VAT Reg No: 793 6132 10

Published in the UK: November 2021