



NUVO LETTINGS

HELPING LANDLORDS ACHIEVE AN EXCELLENT ROI, EVEN AFTER
MANAGEMENT FEES

OUR CORE VALUES

NUVO OPERATES ON TWO BASIC FUNDAMENTALS: SLEEK, AUTOMATED SYSTEMS & EXCELLENT, IN-PERSON CUSTOMER SERVICE

AUTOMATION

Sleek systemisation ensures that most of the daily admin is handled with minimal input from us. The reduced workload enables us to offer a lower price than other letting agents without sacrificing service quality.

Additionally, this allows us to prioritise what truly matters: excellent customer service, speedy maintenance, and minimising vacancies.

Our clever technology enables quick adaptation to sudden changes in property law and helps us identify potential future issues for properties and tenants by closely overseeing the unique data of each property.

CUSTOMER SERVICE

We firmly believe that tenants are our customers, which is why providing exceptional customer service ranks high on our list of priorities.

We ensure that every prospective tenant gets a face-to-face viewing. Each house and tenant is assigned a dedicated property manager who provides personalised assistance. Our tenants have a direct 24/7 contact line to their property manager.

NUVO's message is straightforward: We treat every property as if it were our own. We aim for our tenants and landlords to have regular contact with someone who possesses in-depth knowledge of their property..



OUR STATS:

Average time taken to find a new tenant	6 DAYS
Average tenancy length for single lets	2 YEARS
Average property visits per month	0.6
Average maintenance response time	<1 HOUR
Average maintenance resolution time	4 DAYS
Average % above market rent we achieve for single lets	13%
Average % of maintenance jobs a property manager has successfully fixed without the need for a trade	23%

WHO ARE WE?

nUvo is a lettings agency run by property investors, for property investors. We manage your property like it's one of our own.

Steph began investing in property in 2013. For over a decade she has invested in small and large HMO's, single buy to let properties, serviced accommodation, blocks of flats, commercial to residential conversions, social housing and, most recently, new build developments. She has a wealth of property investment experience and her property portfolio is primarily based within the North West of England. Steph is passionate about investment diversification and maximising the ROI of each property using high-end design.

She also operates as director of several other property related businesses including a project management company, a property coaching company and a new build development company.

Within NUVO, Steph acts as Operations Manager, managing the set up and running of all NUVO's systems and automations. Her main goal for NUVO is to create an exceptional and personalised experience for every customer based on very simple systems.

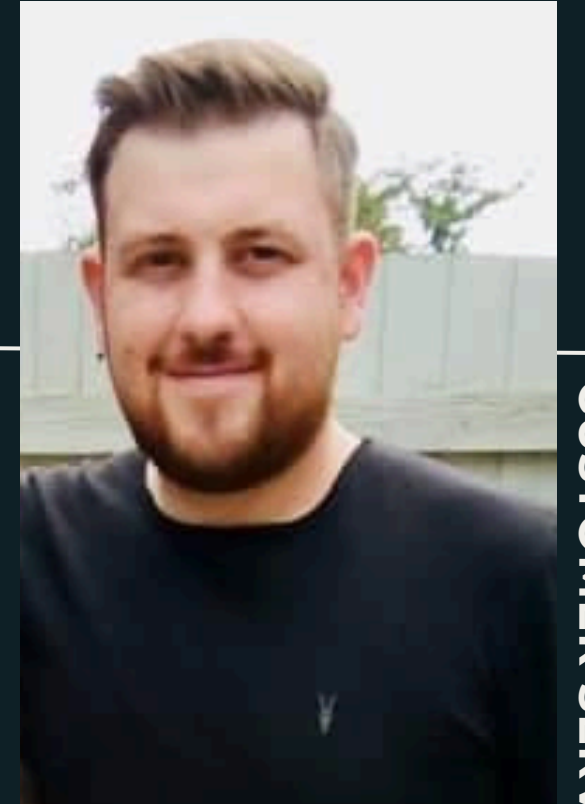
STEPHANIE JAMES

CALLUM MCILVEEN

Cal's background is in customer-facing service across retail and company car sales. He has worked in the customer service industry for over 10 years, and his previous career experience includes collections, sales, and customer retention.

In July 2019, Steph and Cal welcomed their son, Ellis, to the world. Cal took full shared parental leave from his job to stay at home with Steph and enjoy their time as new parents. While Steph continued to expand her property portfolio, it also meant more property management responsibilities. Cal saw this as an opportunity to build a management business, taking over the in-person management of the property portfolio. This decision relieved Steph's schedule and allowed Cal to work for himself while spending more time at home with his new family.

In 2020, amidst the pandemic, Cal made the choice not to return to work and instead turned the lettings agency into a full-time business. Cal and Steph sat down with the handful of other landlords they had begun to manage for (purely through word of mouth). They had in-depth discussions about what everyone liked and disliked about high-street letting agents, as well as the pros and cons of self-management. This culminated in the creation of NUVO Lettings.



CUSTOMER SERVICE

AUTOMATIONS





FULLY MANAGED SINGLE LET

10% of Gross Rent
£150 TENANT FIND

FULLY MANAGED HMO

12% of Gross Rent
£150 TENANT FIND

ONE OFF TENANT FIND

£300+

PRICING

WHAT'S INCLUDED IN TENANT FIND?

- 1 Advertising on all major portals including Rightmove + Zoopla.
- 2 Thorough tenant screening that aligns with your criteria and ensures compliance with government income standards
- 3 Two-hour block viewings on weekday evenings to maximise turnout,(Accommodates 12-24 viewing slots).
- 4 Thorough tenant referencing, preparation of all legal tenancy documents including Right to Rent checks and Deposit Protection
- 5 Complimentary biannual inspections.



DO WE CHARGE ANY OTHER FEES?

1

No onboarding fees.

2

No tenancy renewal fees.

3

No contract exit fees.

In fact, the only additional fee you might receive on your invoice is if our property manager needs to visit for maintenance or to read the meters for you, charged at a nominal £25/hour. We'll only charge this if:

1. It's cost-effective for you, such as topping up boiler pressure instead of hiring a more expensive emergency plumber, and ...
2. A tenant can't do it. (Most of our tenants read the meters and top up boilers for us).

TESTIMONIALS



Cal has been instrumental in setting up my small HMO in Crewe. There were some areas that our builder had not met regulations. but without a fuss Cal got these fixed quickly and the property was fully let within a month.

Being an international investor, I sought hassle-free management for my student HMO in Manchester. NUVO came highly recommended by a mutual friend, and I must say, they have exceeded my expectations. They have an impeccable work ethic and unwavering commitment to good service.

Would highly recommend. Personable, knowledgable and reliable service.

I had to move to Crewe for my job without knowing the area. Callum's communication was great and he made everything really straight forward for me.

I have lived in this shared houses for 3 years now and really love it! Everyone is very quick to respond when anything goes wrong and takes care of everything immediately!

Callum and Steph have so much experience under their belt! We felt so safe trusting them to look after our tenants and property. They don't charge extras for everything like our previous letting agency did and everything is done correctly, on time and with such professionalism!



WHAT NEXT?

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 www.nuvolettings.co.uk

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