goview
LONDON

Ahead of the Market. On Your Side.

LETTINGS • PROPERTY MANAGEMENT • BLOCK MANAGEMENT



> Had a very positive experience with Go View managing the letting of our Ealing property. From Michael's initial appraisal, the entire process was handled very professionally and efficiently. They found suitable tenants quickly and managed the referencing and documentation process seamlessly, keeping us well-informed throughout.
>
> What really stood out was the team's proactive approach. They identified that our safety certificates needed renewing and managed all the necessary remedial works, and the pre-tenancy cleaning without any hassle. Communication was clear and prompt. In short, a comprehensive and professional service that handled everything, including the unexpected.
>
> **O QURESHI**

Google ★★★★★
1,100+
5-Star Reviews

£10m+
ANNUAL RENT COLLECTED
End-to-end Lettings Management

Commission Collected Monthly

At Go View London, we help landlords let and manage their properties with confidence and ease.

> **Marta was incredibly helpful in assisting me to navigate the rental market. Incredibly responsive to my queries and the property was secured and rented within a matter of days. Would highly recommend Go View London.**
>
> **M PATTERSON**

Since 2010, we have built a strong reputation as one of London's leading independent estate agents, combining local knowledge with a straightforward, personal approach.

Our experienced Lettings team provides strategic advice, proactive management and tailored marketing to help landlords achieve the best results from their property.

With offices in Acton and Ealing, our Sales and Lettings teams work together to support clients at every stage, whether they are letting, managing, buying or selling.

CONTENTS

01 Introduction
02 Letting your Property
04 Landlord Responsibilities
06 Landlord Compliance
08 Go Premium
09 Go Plus
10 Our Services
11 Property Management
12 Block Management
14 Property Events
15 In the Community



LETTING YOUR PROPERTY

We don't just let properties – we build long-term relationships.

Our Lettings team provides a full service approach, whether you are a first time landlord or managing a large portfolio. We understand that every landlord has different goals, from maximising rental income to long term asset growth, and we tailor our strategy accordingly.

Our experienced specialists focus exclusively on the rental market, delivering a fully integrated and compliant property management service.

With an extensive database of pre-qualified tenants, market-driven pricing strategies and clear, consistent communication throughout, we help you achieve the best possible outcome for your property.



Why landlords choose Go View London

LOCAL EXPERTISE
Deep knowledge of the Acton, Ealing and wider London rental market.

TRUSTED & REVIEWED
Backed by over 1,100 five-star reviews from landlords across London.

MAXIMUM RETURNS
Expert marketing and pricing strategies designed to achieve the best possible rent.

PEACE OF MIND
End-to-end management so you don't have to worry about a thing.

PROVEN RESULTS
Focused on delivering exceptional results and long-term value for every landlord.

> Extremely satisfied with the whole process of renting through Go View London. They were prompt in responding to all communication and made the process extremely stress free.
>
> **E. CADY**

A COMPLETE LETTINGS SERVICE

EXPERT TEAM
Dedicated and experienced lettings team advising and supporting you every step of the way.

PRIME MARKETING
Professional photography, floorplans and premium exposure across all major property portals.

CORPORATE MARKET
Access to relocation agents and corporate tenants across London.

MY VIEW PORTAL
Landlord and tenant portal to access statements, documents and tenancy updates 24/7.

LETTING WITH GO VIEW LONDON
£10m+
ANNUAL RENT COLLECTED

GO PREMIUM + GO PLUS
Choose from our two lettings services depending on your needs – more information on pages 8-11.

FULL REFERENCING
Comprehensive tenant referencing, including financial, employment and ID checks.

MONTHLY COMMISSION
A clear, transparent fee structure with no hidden costs, giving you complete clarity and cashflow.

RENTAL INSURANCE
Optional rent guarantee insurance to protect your income against tenant default or arrears.

LANDLORD RESPONSIBILITIES

At Go View London, we take care of the detail so you can enjoy the returns.

We help landlords stay compliant, protect their investment and secure quality tenants.

Here's what every landlord needs to know.

SAFETY & COMPLIANCE

- **Gas Safety Certificate**
- **Electrical Installation Condition Report**
- **EPC Certificate**
- **Smoke & Carbon Monoxide alarms**
- **Property Licensing – if required**
- **Enrolment into the PRS Landlord Database**

WHY IT MATTERS

Ensures your property meets legal safety standards and protects you from enforcement action and penalties.

DISCRIMINATION & MARKETING RULES

- **No blanket bans on tenants with children**
- **A tenant has a right to request a pet**
- **No tenant discrimination**
- **Fair marketing practices**

WHY IT MATTERS

We handle the detail, meet the legal requirements and adapt to the lettings landscape so you can enjoy the returns with complete peace of mind.

TENANCY DOCUMENTATION

- **Written tenancy terms**
- **Deposit protection**
- **Prescribed information**
- **AML checks**

WHY IT MATTERS

Accurate documentation and legal compliance reduces risk and supports smooth tenancies.

SERVING SECTION 13 NOTICES

- **Preparation and service of Section 13 rent increase notices**
- **Ensuring the correct statutory notice period is given**
- **Guidance on lawful rent review procedures**
- **Comparable property reporting**

WHY IT MATTERS

Serving a Section 13 notice correctly helps ensure rent increases are legally compliant and reduces the risk of disputes or delays.

FINANCIAL MANAGEMENT

- **Prompt rent collection and arrears monitoring**
- **Secure digital records and detailed reporting (MTD compliant)**
- **Professional bookkeeping and complete financial transparency**

WHY IT MATTERS

Clear financial management protects your income, ensures compliance and gives you confidence that your investment is in safe hands.

Landlord MUST-HAVES

RENT PROTECTION & LEGAL EXPENSES INSURANCE

Rent protection and legal expenses insurance provides valuable reassurance. It helps protect your rental income if a tenant falls into arrears and covers legal costs when needed.

Go View London can advise on suitable cover and works with a preferred insurance partner vetted to meet our service standards giving landlords added confidence throughout the tenancy.

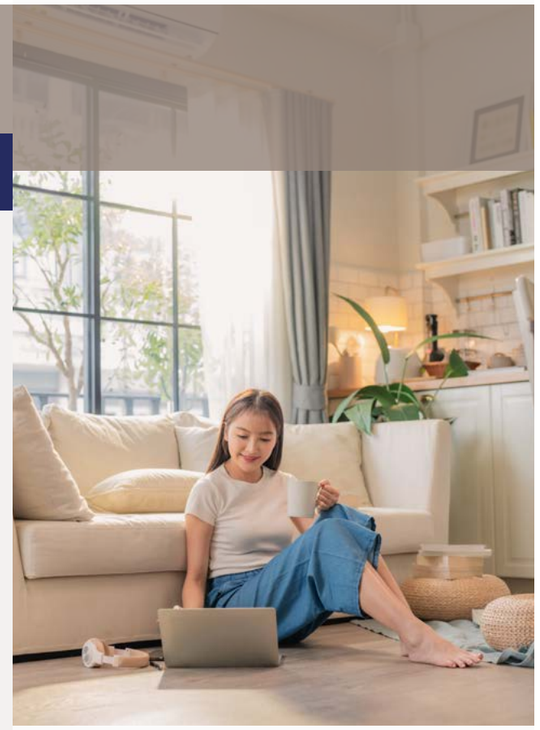
COMPREHENSIVE INVENTORY

A professional inventory is one of the most important documents in a tenancy. It provides clear evidence of the property's condition before the tenant moves in and is essential when making a claim against the deposit at the end of the tenancy. Without a detailed inventory, it is difficult to prove any damage, missing items or cleaning issues were caused during the tenancy, making deposit deductions harder to justify by a government-backed tenancy deposit scheme.



POTENTIAL FINES & PENALTIES

BREACH	POTENTIAL PENALTY
Failure to join Ombudsman/PRS Database	**Up to £7,000 (initial breach)**
Repeated serious breaches	**Up to £40,000**
Unlicensed property	**Up to £40,000**
Incorrect possession procedures	**Financial penalties & delays**
Rent Repayment Orders	**Up to 2 years' rent repayment**



NOTES

LANDLORD COMPLIANCE

Protecting your property, your income and your legal position.

Staying compliant isn't just about ticking boxes. It protects your investment, your tenants and ensures you're legally covered.

We take care of the checks, certificates and documentation so you can let your property with complete confidence.

NOTES

1. ANTI MONEY LAUNDERING (AML) CHECKS

Verification of a landlord's identity and source of funds.

WHY IT'S IMPORTANT

A legal requirement to prevent fraud and financial crime. Without this check we cannot legally market or let your property.

2. LAND REGISTRY CHECKS

Confirmation of legal ownership via official Land Registry records.

WHY IT'S IMPORTANT

We must verify that you have the legal right to let the property, protecting you and ensuring a smooth tenancy setup process.

3. LANDLORD LICENSING

Obtaining the correct licence if your property is under HMO or selective licensing schemes.

WHY IT'S IMPORTANT

Operating without a licence when required can result in fines of up to £40,000 and invalidate your ability to take possession.

4. SERVING NOTICES

Issuing legal notices correctly when required during a tenancy.

WHY IT'S IMPORTANT

Incorrect notices can invalidate the process, delay possession and lead to legal costs.

> "Go View Ealing team found us excellent tenants quickly and made the whole process straightforward."
>
> C. RAO

5. GAS SAFETY CERTIFICATE

Annual inspection to ensure all gas appliances are safe by a Gas Safe registered engineer.

WHY IT'S IMPORTANT

Failure to provide a valid certificate can lead to fines, legal action and may invalidate your ability to regain possession.

6. ELECTRICAL INSTALLATION CONDITION REPORT (EICR)

Electrical Installation Condition Report (EICR) completed by a qualified electrician.

WHY IT'S IMPORTANT

Ensures electrical systems are safe and meet current standards. Non-compliance can result in fines of up to £40,000 and issues with insurance.

7. ENERGY PERFORMANCE CERTIFICATE (EPC)

An EPC measures your property's energy efficiency and provides a rating from A to G.

WHY IT'S IMPORTANT

It is a legal requirement before marketing a property for rent. It gives a clear indication of the energy efficiency of the property.

8. SMOKE & CARBON MONOXIDE ALARMS

Smoke alarms on every floor and carbon monoxide alarms where required.

WHY IT'S IMPORTANT

A legal safety requirement to protect tenants must be installed and working at the start of the tenancy.

9. DEPOSIT PROTECTION REQUIREMENTS

Registering the tenant's deposit with a government-backed tenancy deposit scheme and issuing prescribed information.

WHY IT'S IMPORTANT

If not done correctly, you cannot serve notice to regain possession may face fines and disputes.

10. RIGHT TO RENT COMPLIANCE

Checking that tenants have the legal right to rent in the UK.

WHY IT'S IMPORTANT

A legal obligation under immigration law. Failure to carry out checks can lead to fines, criminal liability and invalidate tenancy agreements.

GO PREMIUM

15%+VAT
18% INC.VAT

Everything included within our Go Plus service, plus complete property management, compliance and landlord protection.

Complete support and value for money, compliance and peace of mind.

Our Go Premium service includes:

PROPERTY MANAGEMENT

- In-house Property Management Team
- Tenant liaison & support
- Proactive maintenance management
- Contractor coordination
- Insurance claim assistance
- Section 13 assistance
- Legal notice assistance
- Key handling

COMPLIANCE & PROTECTION

- Anti-Money Laundering verification
- Land Registry verification
- Right to Rent compliance
- Deposit registration with a government-backed tenancy deposit scheme
- Ongoing legislative updates
- Licensing application support (where required)

FINANCIAL MANAGEMENT

- Rent collection
- Monthly rental statements
- Annual income and expenditure report
- Deposit negotiation support
- Making Tax Digital (MTD) compliant

INSPECTIONS

- Property inspections
- Detailed inspection reports
- Photographic reporting
- Inventory & check-in service
- Recommendations & action plans
- Property condition monitoring
- Early issue identification & resolution

PLUS...

Priority bookings for Go View London events

WHY LANDLORDS CHOOSE GO PREMIUM

We take care of the day-to-day management, compliance, maintenance and tenant communication so you can enjoy the benefits of property ownership without the hassle.

A truly hands-off, fully-managed service. Buy back time.

Our commission is collected monthly

GO PLUS

10%+VAT
12% INC.VAT

Our lettings and rent collection service helping you find the right tenant and ensuring your tenancy is set up correctly.

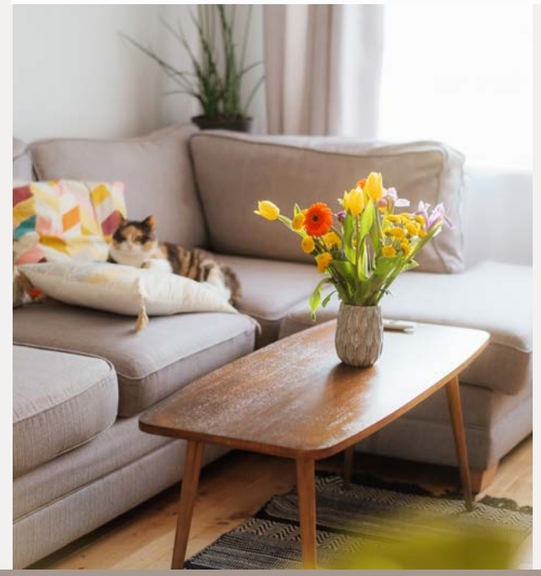
Ideal for landlords who want reliable tenant sourcing and rent collection while managing the property themselves.

Our Go Plus service includes:

- Market appraisal & rental price guide
- Professional photography and floorplans
- Advertising on all major portals
- Corporate relocation exposure
- Accompanied viewings
- Referencing & credit verification
- AML verification
- Land Registry verification
- Right to Rent verification
- Dedicated lettings professional
- Bespoke tenancy agreement
- Collection of rent
- Monthly rental statements
- Online landlord portal
- Ongoing legislation updates and compliance support

Secure Digital Reporting Support with Making Tax Digital Requirements

Real-time digital reporting that keeps you compliant and in control.



ADDITIONAL SERVICES

Charged separately under both Go Premium and Go Plus. Please refer to our fees and services.

- **EPC Certificate**
- **Gas Safety Certificate**
- **Carbon Monoxide & Smoke Alarm Installation**
- **Electrical Installation Condition Report (EICR)**
- **Fire Risk Assessment**
- **Deposit registration**
- **Professional Clean of Property**
- **Rent Protection Insurance**
- **Legal Expenses Cover**
- **Annual Income & Expenditure Report**
- **Annual Rent Review**
- **Void Property Management**

OUR SERVICES

FINDING YOUR TENANT	✓	✓	Market appraisal and rental price guide
	✓	✓	Advice on market conditions and compliance
	✓	✓	Professional photography and floorplans
	✓	✓	Advertising across major property portals and social media
	✓	✓	Corporate relocation exposure
	✓	✓	Accompanied viewings and feedback
	✓	✓	Tenancy negotiation
TENANCY SET UP	✓	*	Collect the Holding Deposit
	✓	*	Drafting and issue the Tenancy Agreement
	✓	*	Right to Rent verification
	✓	*	Final pre-tenancy compliance review and negotiation
	✓	*	Process the first rent payment and provide your statement
LANDLORD PROTECTION	✓	✓	Tenant referencing and credit assessment
	✓	*	Anti Money Laundering (AML) verification
	✓	✓	Land Registry verification
	✓	*	Deposit registration
	✓	✓	Bespoke Tenancy Agreement
	✓	✓	Ongoing legislation and compliance support
	*	*	Licensing application support (where required)
FINANCIAL MANAGEMENT	✓	✓	Online landlord portal
	✓	✓	Rent collection with rent processed by BACS into your account
	✓	✓	Monthly statements
	✓	✓	Annual statement of account
	✓	✓	Making Tax Digital (MTD) support
MANAGEMENT + MAINTENANCE	✓	*	Proactive maintenance management
	✓	*	Landlord and tenant liaison
	✓	*	24/7 emergency support
	✓	*	Coordination of repairs handled by trusted, qualified contractors
	*	*	Void property management
	✓	*	Insurance claim assistance
	*	*	Section 13 notices and associated compliance
INSPECTIONS + PROPERTY CARE	✓	*	Comprehensive inventory and check-in
	✓	*	Written and photographic condition reporting
	✓	*	Regular property inspections with detailed reports
	✓	*	Ongoing property condition monitoring
	✓	*	Early identification of maintenance issues
	✓	*	Recommendations and action plans
END OF TENANCY	✓	✓	Full market review when notice is received
	✓	✓	Advice on works or improvements to maximise rental value
	✓	*	Comprehensive check-out report with photographs
	✓	*	Final meter readings and utility notifications
	✓	*	Review and advice on appropriate deposit deductions
	✓	*	Deposit release negotiation and evidence submission to MyDeposits

PROPERTY MANAGEMENT

Our management service ensures your property is looked after at every stage.

Our Core Property Management Services

IN HOUSE PROPERTY MANAGERS

A personal service from branch-based property managers. No call centres.

RENT COLLECTION & MONTHLY STATEMENTS

On-time rent collection and clear monthly reporting.

PERIODIC INSPECTIONS

Regular property inspections to ensure your investment is well maintained.

MAINTENANCE COORDINATION

We handle repairs quickly and use trusted, qualified contractors.

HANDLING OF LEGAL NOTICES

Support you to serve notices correctly and manage legal compliance on your behalf.

TENANT COMMUNICATION

Clear, professional communication for a smooth tenancy.

> **All questions were answered, they didn't delay on anything, and honestly it was a no-stress experience with the whole moving process.**
>
> G. RUTEV

THOROUGH TENANT REFERENCING

We fully reference your tenant for credit worthiness, previous residential history and work status, while complying with statutory legal obligations over identity checks.

ONLINE PORTAL FOR TENANTS

An online reporting mechanism for tenants and all your account information and property history is kept in an online portal that you can access anytime.

24/7 EMERGENCY SUPPORT

An emergency call line set up 24 hours a day, 365 days a year for tenant emergencies.

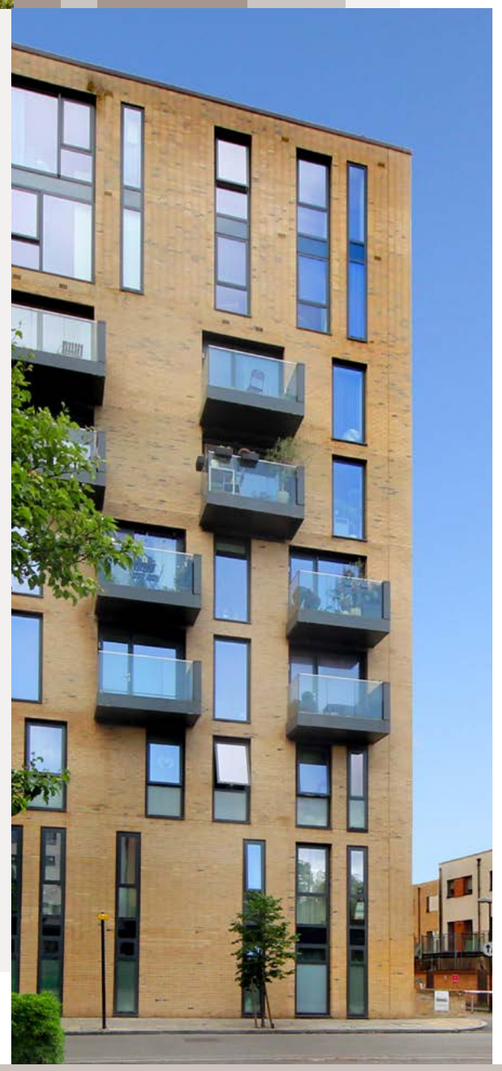
Expert care. Proactive protection. Total confidence.

BLOCK MANAGEMENT

Proactive Management. Clear Communication.







We believe successful block management is built on responsiveness, transparency and proactive day-to-day management.

Whether managing an established development or supporting a new scheme from inception, our focus is always the same – protecting the long-term value of your property while ensuring residents enjoy a well-managed living environment.

We work closely with freeholders, directors and leaseholders to ensure buildings remain compliant, costs are controlled and communication remains clear at every stage.

Go View managed my block of flats in Ealing in 2024, 2025 and 2026. They were very good and I would recommend. Helpful and responsive notwithstanding some difficult circumstances. Joanna and Ricky kept me up to speed generally and also in an unexpected situation.

P. SILBLY

THE KEY FUNCTIONS OF OUR BLOCK MANAGEMENT SERVICE

- **Collection of service charge and ground rent.**
- **Execution of strategy and expenditure on behalf of residents and/or the freeholder.**
- **Annual budget preparation.**
- **Authorising invoices and making payments to contractors.**
- **Organising quotes, negotiating on scope of works and instructing all maintenance works.**
- **General health and safety and fire risk compliance.**
- **Assisting with insurance requirements.**
- **Regular site inspections and reporting thereof.**
- **Section 20 major works consultations, specifications and tenders before executing.**
- **24-hour emergency repair telephone line.**
- **Taking minutes and circulating copies to members post AGM.**
- **Updating records held at Companies House.**

CLOUD-BASED REPORTING AND MONITORING

We use a cloud-based platform which enables directors and leaseholders to log in and view relevant information on their development.

Leaseholders can be given access to their individual service charge information and ongoing maintenance tasks – they can even report maintenance requests via the app.

Directors can be given access to financial reporting functions and real-time bank account information. As the system is cloud-based, users can log in from any device with a web browser.

For block management enquiries email:
blockmanagement@goviewlondon.co.uk



PROPERTY EVENTS

We believe that informed landlords make better decisions. That's why we run free, expert-led events throughout the year – designed to educate, connect and support our local property community.

Free events for landlords and local property owners.

EXPERT INSIGHT
Practical knowledge from industry specialists.

LOCAL CONNECTIONS
Meet like-minded landlords and local professionals.

STAY INFORMED
Updates on legislation, market trends and more.



THE LANDLORD LOUNGE

Our Landlord Lounge is a relaxed, informal gathering for local landlords and property owners to connect, share experiences and ask questions in a relaxed and open setting.

- Informal networking over coffee and drinks
- Q&A with our team and guest experts
- Local insights and practical guidance
- A supportive community of landlords



PROPERTY SEMINARS

Our expert-led seminars bring together leading professionals to share essential updates and practical advice on key property topics. Recent seminar themes have included:

- Changes in property legislation
- Tax and property compliance
- Leasehold changes and service charges
- Market outlook and investment strategies

FREE INFORMATION AT YOUR FINGERTIPS

To be invited to our next event, email **lettings@goviewlondon.co.uk** or follow our Instagram feed, packed with free advice and information on all things property.

FOLLOW US TODAY **@GOVIEWLONDON**

> **Always informative, up to date, well delivered, to the point and a great use of time.**
>
> T HERLIHY





IN THE COMMUNITY

Strong communities create thriving neighbourhoods.

Giving back is an important part of who we are. From supporting local initiatives to bringing people together at community events, we're committed to helping our community thrive.

LOCAL EVENTS

We help support community events that bring people together and build stronger connections.

LOCAL PARTNERSHIPS

We work with local organisations and groups to create a positive impact in our community.

SUPPORTING LOCAL BUSINESSES

We champion local independent businesses that make our high streets vibrant and unique.

COMMUNITY INVOLVEMENT

Our team regularly volunteers and takes part in local initiatives to give back to the area.

STAY CONNECTED

Follow us on Instagram to see the latest community activities and ways you can get involved.

We're passionate about supporting local people, groups and initiatives that make our area a great place to live, work and grow.

If you know of any community initiatives that would benefit from our support, get in touch.

COMPUTERS FOR SCHOOLS

REACHING ANOTHER MILESTONE

We continue to support the Computers for Schools programme, a charitable organisation that collects, reconditions and donates IT equipment to schools and education settings that need it most.

Thanks to incredible support, this initiative helps give children and young people access to the technology they need to learn, grow and achieve.

To find out more or support the campaign, please visit: computers-for-schools.org/about







MAKING A DIFFERENCE TOGETHER

Let with confidence

1,100+ 5-STAR REVIEWS ACROSS GOOGLE

EST. 2010

ESTABLISHED IN 2010 INDEPENDENT LOCAL EXPERTS

PROUDLY SUPPORTING OUR EALING & ACTON COMMUNITIES

LET

FULLY-MANAGED LETTINGS EXPERT CARE FOR LANDLORDS AND TENANTS

> Tanya and Marta were the most helpful agents I ever had to deal with. The process was smooth, all questions were answered and honestly it was a no stress experience.
>
> G V.

NOTES



> Go View Ealing team found us excellent tenants quickly and made the whole process straightforward. Big shout out to Marta and Michael for their prompt, professional and easy to deal with service throughout, and kept us informed at every stage. Happy to recommend them to any landlord letting a property in the area.
>
> C RAO

> We increased our rental income by over 20% and the team provided first-class honest advice throughout. Professional, responsive and highly recommended.
>
> N. CHOUDHURY

goview
LONDON

lettings@goviewlondon.co.uk
blockmanagement@goviewlondon.co.uk
propertymanagement@goviewlondon.co.uk

ACTON OFFICE: 020 8017 7950
27 Churchfield Road, Acton, London W3 6BD

EALING OFFICE: 020 8992 0333
24 Station Parade, Ealing, London W5 3LD

www.goviewlondon.co.uk