



# Achieve more

with your investment properties





## WHO WE ARE

# A consistently high-quality service you can rely on



As experts in the market and **London's most trusted property management company**, we maximise rental yield through our flexible letting model to achieve the best returns.

Our comprehensive service, managed entirely in-house, takes care of every last detail from marketing to payments to cleaning and maintenance.

We optimise your portfolio's performance using our proprietary smart platform, DRIVE, providing you with total visibility over every step we take.



WE OPTIMISE RENTAL YIELD

## Our flexible letting approach

**With flexible letting, you're not limited to offering one type of let.**

Our model responds to evolving market demands by blending short, mid and long-term lets, taking advantage of the peaks of short lets and the stability of long lets.

In providing residents with the flexibility to book last minute and stay for the amount of time they need, **our occupancy rates at City Relay are well above that of the rest of the London market.**

And thanks to smart technology, we're able to adapt rent rates to best reflect optimal occupancy all year round, further maximising ROI.



“I have seven properties with City Relay and find them professional, responsive and proactive.

Their model of filling void periods with short-term lets in between longer-term tenancies works perfectly and optimises occupancy rates, thereby maximising overall return. Would recommend whole heartedly.”

David  
Property investor



“They are fantastic at managing my property, thoroughly recommend. They go above and beyond to resolve guest issues and give a premium experience.”

Ben  
Property investor





## HOW WE DO IT

# Your one-stop-shop every step of the way



### Property sourcing

As experts in property sourcing, development, and design, we help you get the most out of your portfolio from the outset.



### Property listing

We list your property with 3D virtual tours, floorplans and professional photography on all major sites including Airbnb, Zoopla, Expedia and Rightmove.



### Property management

Backed by smart technology, we optimise your portfolio's performance and manage all operations, in-house, providing you with full visibility at all times.



## HASSLE FREE

# End-to-end property management

As a trusted partner, **we take care of the entire process**, keeping you in the loop and helping you understand exactly what's going on.

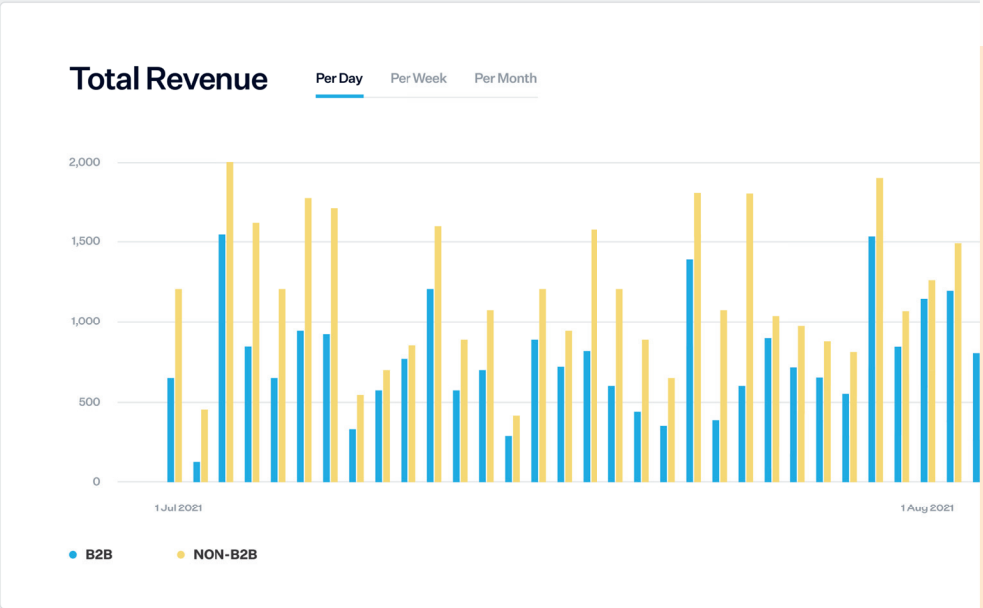
Our trusted network of local maintenance and housekeeping staff solve any issues with your properties — ensuring your investment is protected and kept in tip-top condition at all times.

We increase the demand for your properties by attracting new residents and managing the relationship from start to finish, creating unparalleled rental experiences.

- Properties
- Reservations
- Operations
- Analytics
- Overall Performance
- Operations
- Reservations
- Account Management
- Partners
- Finance

Operations

Housekeeping Onboarding Guest Team Drivers Maintenance



Services

21/05/2021 - 26-08-2021

Cleaning Only	NEW	30 May	£45.00
Office Cleaning	NEW	3 Jun	£50.00
Office Cleaning	NEW	1 Jun	£50.00
Driver Outcall	SCHEDULED	29 May	£20.00
General Service	NEW	29 May	£0.00
Housekeeping	TO BE CHECKED	28 May	£50.00
Washing Up Set	NEW	28 May	£5.00
Standard Clean	NEW	6 Jun	£60.00

MEET DRIVE

Smarter technology to power your portfolio

Our property management platform, DRIVE, puts everything at your fingertips.

From insightful **reports** showing you exactly what’s happening with your properties to **automated finances** to **updates on maintenance**, you will always understand how well your portfolio is performing in real time.



**Manage your portfolio’s calendar** all year round.



**Understand your entire portfolio’s performance** with clear reports and KPIs.



**Get real-time visibility into finances** for all your properties.



## OUR COMMITMENT TO SUSTAINABILITY

# Transforming our city and protecting the environment

### **Sustainability is at the heart of everything we do.**

We work closely with sustainable partners and brands, to ensure our homes protect the environment and local ecosystems.

We support the local community by sourcing sustainable British products wherever we can — from toiletries to coffee to chocolate.

We are committed to reducing the carbon impact of our properties through our green initiatives and our mission is to provide 100% renewable electricity and 100% carbon neutral gas in all of our properties.





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