

An aerial photograph of Manchester City Centre, showing a mix of historic and modern architecture. In the foreground, a large brick building with a flat roof is visible, with the text 'GREAT NORTHERN RAILWAY COMPANY'S GOODS W' on its side. To the left, a curved, multi-level parking structure is visible. The background features a dense cluster of buildings, including a prominent clock tower and several modern glass-fronted skyscrapers. The sky is blue with scattered white clouds.

**O'Connor
Bowden**

Manchester City Centre

A Guide For Landlords

About OCB

Established in 2003, O'Connor Bowden has grown from humble beginnings into one of Manchester's foremost independent residential property agents. We regard ourselves to be **"One Stop Shop for Manchester's Residential Investor Market"**.

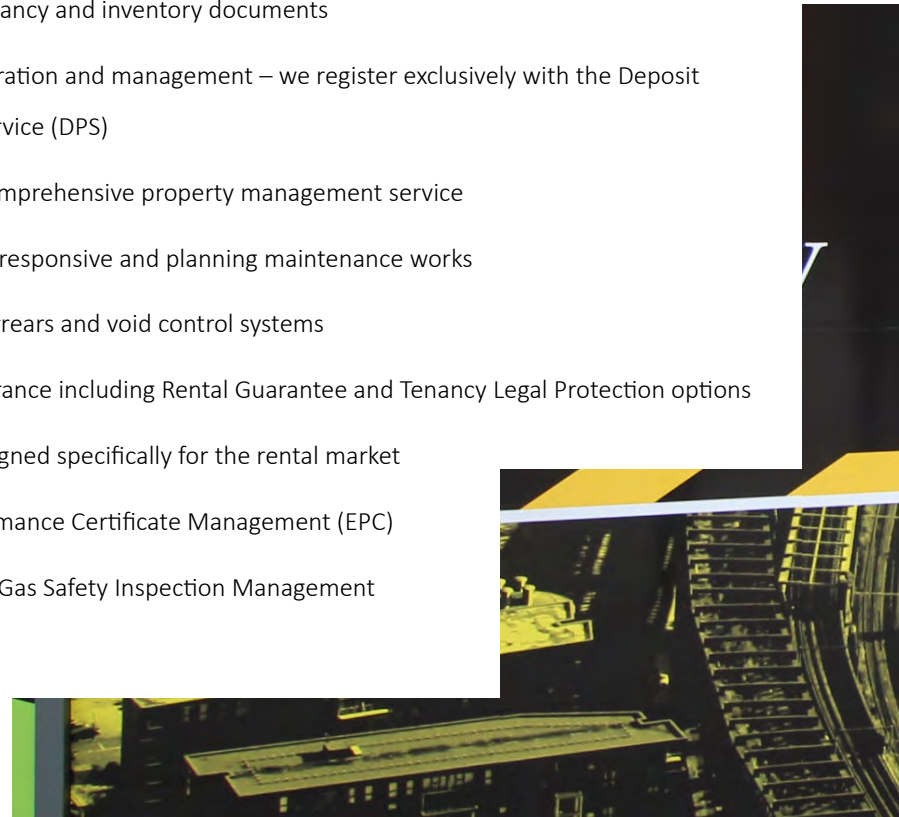
The company was founded by Alison O'Connor who, disillusioned by the poor service offered by local estate agents at the time, decided to form a company to manage her own properties and those of a like-minded group of investors.

By never forgetting the ethos that was so important in the early days, that company has become one of the largest and most successful Agents in the City.

O'Connor Bowden operates a specialist residential property team in the heart of Manchester's Northern Quarter with departments specialising in Sales; Lettings; Corporate Lets; Property Management; Investment Property, Furnishings and Building Management. We manage over 1000 City Centre apartments in some of Manchester's most desirable and iconic buildings throughout the City.

What we offer

- Director-lead Team with over 30 years' experience in Manchester City Centre
- Valuations and market appraisals: No underletting or valuing with O'Connor Bowden
- Competitive letting and management fees
- Marketing intelligence: helping you to understand the lettings/sales markets in Manchester City Centre
- High profile internet marketing
- Professional Tenants and corporate lets
- Third party, professional tenant referencing
- Compliant tenancy and inventory documents
- Deposit registration and management – we register exclusively with the Deposit Protection Service (DPS)
- Let Only or comprehensive property management service
- Scheduling of responsive and planning maintenance works
- Proven rent arrears and void control systems
- Landlord Insurance including Rental Guarantee and Tenancy Legal Protection options
- Furniture designed specifically for the rental market
- Energy Performance Certificate Management (EPC)
- Electrical and Gas Safety Inspection Management



A large, stylized yellow and black bee sticker is affixed to the glass window. The bee has a yellow body with black stripes, black legs, and white wings with black outlines. It is positioned centrally, facing forward.

Manchester City Centre

Manchester Evening News

Football City Music Shopping United Ar Hacienda Kid Canal Pam Oasis Town Queues Affects Ancient Architecture Vibrant For Library Northern Comedy Fashion British Lowry Science

Services Offered

Sales & Lettings

We have dedicated Sales and Lettings Teams, stripped of administrative functions so all property negotiators can solely concentrate on marketing, advertising and promoting property for sale or to let. Maximum media, internet exposure, e-marketing and social media activities ensures our quality properties are always directed towards 1,000s of quality buyers and tenants each year.

Property Management Department

Our professional Property Management Department provides operational support on all routine daily compliance and management tasks relating to property and tenancy management. Each of our Property Portfolio Administrators manages a dedicated property portfolio to ensure continual support service to our Landlords and Tenants. By using the very best property sales and management software, operating to exacting quality control systems and delivering the highest levels of customer service, the property management and maintenance of all of our client's properties is to the highest of standards.

Client Services Department

Our Client Services Team provides effective communication to Landlords on all sales negotiations and progression and on letting marketing and referencing processes. We also deliver comprehensive financial management support for all managed properties.

Estate Agency Services

Our Estate Agency offices in City Centre promote and sell apartments for homeowners and investors in Manchester.

Corporate Lets

Corporate Lets are a major part of our business with 100's of high spec apartments often let to companies and business executives.



Investment Property Services

O'Connor Bowden Investment Property services departments is headed by Directors Alison O'Connor and Stephen Bowden and we offer investment property and support services throughout the Northwest to individual and corporate investor clients.

Our services include; Off-plan investment sales, distressed property sales and asset management, property and development sourcing, management of refurbishment projects.

In addition to selling and sourcing property O'Connor Bowden provide a range of professional and strategic support services to help landlords and institutions make decisions informed decisions on acquisitions and disposal opportunities. Our services include; Asset Management, Valuation, Feasibility Studies, Investment Property Business Plans, Market Appraisals and Market Intelligence Reports.

Furnishings

The overwhelming majority of apartments offered to let in Manchester city centre are furnished. Many city apartments and suburban houses provided for Corporate Let are fully furnished with most conceivable household items. Since the outset, O'Connor Bowden has been instrumental in arranging a full range of furniture packs for new property. As times progresses, many properties require individual items replacing and upgrading.

Our Furnishings department can assist with the replacement of one item to the furnishing of an entire property.

What we offer

- Estate Agency services
- Property Sales
- Letting Services
- Professional Property Management
- Corporate Lets
- Accommodation Management
- Building Management
- Investment Property Services
- Investment Property & Portfolio Advice & Support Services
- Off Plan Property Investment Sales
- Furniture & Furnishing Packages



Why Landlords Chose OCB

Our City Centre Portfolio

O'Connor Bowden successfully manages in excess of 1,000 furnished apartments throughout Manchester city centre. The properties we manage are studios to penthouse apartments let to professional and corporate tenants. Most importantly and to meet with the demands of the unique city centre market, we have a dedicated team specialising in providing a range of property management services to suit our client's needs. Each member of our team is based at one of our three city centre offices and is given the responsibility to manage their own portfolio.

Professional Property Management

O'Connor Bowden successfully manages in excess of 1,000 furnished apartments throughout Manchester city centre. We specialise in the city centre market and provide a range of property management services to suit our client's needs. Our property management team is structured with 'Portfolio Managers' so you have a personal business relationship with the individual managing your property.

By using the very best property management software and operating to exacting quality control procedures, the efficiency of our property management and maintenance services is of the highest standard.

Professional Tenant Referencing

Only quality tenants are accepted for our properties. All tenants are professionally referenced by a specialist, independent third-party tenancy referencing company. Company Lets are subjected to a company search and references through an individually agreed referencing process. For additional financial protection, often UK guarantors are requested.

Compliant Tenancy Agreements

On behalf of our clients, for each tenancy, O'Connor Bowden prepares and correctly executes an assured short-hold tenancy agreement and all associated documents and contracts relating to a tenancy agreement, compliant with the Housing Act 2004.

"So often we meet Landlords who have their properties let out below value, have tenants with rent arrears, tenancy problems and rogue tenants due to poor quality referencing and, unfortunately, tenancies and properties with far worse issues! Our exacting services have been designed to avoid such issues"

Alison O'Connor, Managing Director

Property Inventories

A Statement of Condition and Inventory is prepared by O'Connor Bowden for each tenancy in both written and photographic format. The property inventories are signed by the tenant(s) as a record of the properties condition and contents at the start of a tenancy. Exacting detail of a property inventory reduced the risks of repairs dispute at the end of the tenancy period.

Deposit Registration & Management

In accordance with the terms and conditions of the Housing Act 2004, on behalf our landlords, O Connor Bowden registers all tenancy deposits within 10 days of receipt with the Deposit Protection Service (DPS). The deposit is held by the Deposit Protection Service and only released by them when a satisfactory agreement or arbitration is concluded.

24-hour Emergency Response

To help protect your asset and to provide a quality support service to your tenants, we provide a 24-hour emergency response to all managed property in the event of a serious failure such as water leaks, loss of heating and power.

Tenant Management

For managed properties, O'Connor Bowden will manage the tenant 'moving in' process and provide a home demonstration to explain the services and equipment provided and how they work. We arrange for the transfer of utility accounts to your tenants. Each month we manage the payment and reconciliation of rent, co-ordinate and manage repairs, periodically visit and inspect the property, enforce any tenancy breaches and resolve any contraventions such as neighbourhood nuisance issues and disputes. At the end of the tenancy we arrange and conduct property inspections, manage deposit returns and reclaims and, where applicable, manage any deposit or financial claim disputes that may arise following a tenancy end.



Why Landlords Chose OCB

Scheduling Responsive and Planned Maintenance

Our objective is to provide a proactive repairs and maintenance service, preparing our clients in advance for planned maintenance works and costs. When faults in expectancy occur, our clients are kept fully informed of any repair liability. Landlords are always given the opportunity to approve or reject work requests, quotations and estimates. We frequently inspect works undertaken and keep landlords full updated on the properties condition. Landlords with an appropriate a team of local repair contractors can choose to manage their own property repair and maintenance works.

Furniture & Furnishing Replacements

From time to time, furnishing and household equipment will require replacement. O'Connor Bowden has been a city centre furnishings specialist for over a decade. We can supply individual items for renewal and replacement to arranging full apartment installations or refits.

Rental Accounting

All rent we receive is accounted to you each month by means of financial rental statements. Funds are transferred directly to your chosen bank account and deductions for operating costs can be managed for you at source.

Property Inspections & Visits

We continually look after your property. Following the commencement of a tenancy, we will regularly visit your property to ensure the tenancy obligations are being fulfilled and the condition of the property remains satisfactory. Reports of our visits are shared with you and any enforcement issues will be managed efficiently. Before a tenancy ends, we will conduct a pre-termination inspection visit of the property and report our findings to both you and your tenant. A further inspection is undertaken during a tenancy check-out appointment.

Building Management Assistance

The majority of city centre homes are apartments located in large developments and buildings with communal areas. Most apartment developments have communal areas managed by Building Management companies or agents. Equally our clients are often remote property investors who are unable to be in regular contact with a Building Management company or agent. As part of our support service, O'Connor Bowden can act on your behalf for many communal management issues including: insurance claims, assessment and monitoring of services and tenancy management issues during major repair projects.

Managed Service or Let Only

It is estimated 40% of UK residential Landlords self-manage their properties. Amateur landlords may be at risk of not complying with latest legislation, unable to attract and source quality tenants, unable to offer the property management support services often demanded by tenants and have time and skill difficulties when dealing with enforcement matters. The most common reason given by Landlords for not instructing a property management agent to is concern over cost efficiency. This can often be a misguided fallacy.

If your property is correctly marketed to attract the best possible tenant and is professionally managed with a strategy to keep void periods and repairs to a minimum, your property management service will pay for itself. Whilst we pride ourselves on providing a comprehensive and value for money property management service, we do recognise some landlords may prefer only a let only service. We are happy to consider a letting service that may be tailored to suit your needs.



Is your property compliant?

Are you breaking the law?

Managing a property is fraught with legislation Landlords must comply with. Below we list some of the compliance-related services O'Connor Bowden provide to our clients.

Energy Performance Certificates (EPC's)

We can arrange Energy Performance Certificates to be provided by registered EPC surveyors.

An Energy Performance Certificate is often referred to as an EPC. An EPC is required when a property is built, marketed for sale or to let. The EPC contains information about a property's energy use and typical energy costs and recommendations about how to reduce energy use and save money at a property. An EPC gives a property an energy efficiency rating from A (most efficient) to G (least efficient) and it is valid for 10 years. All EPC's are issued by approved energy efficiency surveyors and inspectors. An EPC must be available for potential buyers and tenants to read before a property can be advertised or marketed for sale or to let.

Electrical Safety

We can arrange for electrical safety inspections to be completed by qualified electricians. Can you answer the following question? "What steps did you take to ensure the electrical wiring in your investment property was safe for your tenant?" A Landlord must make sure the electrical system at a property is safe (e.g.; sockets and light fittings). All appliances supplied at a property by a Landlord must also be safe (e.g.; cookers, kettles etc).

Gas Safety

We manage Landlord Gas Safety Inspections on behalf of our clients. It is mandatory for all Gas Appliances in a rented property to be serviced and checked annually.

- All gas equipment supplied must be safely installed and maintained by a Gas Safe registered engineer.
- A registered Gas Safe engineer must carry out a gas safety on each appliance and flue annually.
- A tenant must be provided with a copy of the gas safety check record before they move in or within 28 days of an inspection.

Deposit Registration & Management

We register and protect tenancy deposits for our Landlords.

Private landlords and letting agents taking deposits for assured short-hold tenancies (ASTs) in England and Wales are required to safeguard them with a government-authorised tenancy deposit protection scheme.

O'Connor Bowden registers all tenancy deposits within 10 days of receipt with the Deposit Protection Service (DPS) custodial scheme. The deposit is held by the DPS and only released by the DPS when a satisfactory agreement or arbitration is concluded.

Electrical Safety

We can arrange for electrical safety inspections to be completed by qualified electricians. Can you answer the following question? “What steps did you take to ensure the electrical wiring in your investment property was safe for your tenant?” A Landlord must make sure the electrical system at a property is safe (e.g.; sockets and light fittings). All appliances supplied at a property by a Landlord must also be safe (e.g.; cookers, kettles etc).

Selective Licences

O'Connor Bowden can help with your Selective License application and be a responsible party to your license, subject to agreed terms. Selective Licensing applies when a local authority designates an area where all rented accommodation must be licensed with the local authority under a ‘Selective Licensing scheme’. The designation of Selective Licensing is made by individual local authorities, which may include the whole of or part of their district. An area may be designated for selective licensing if the area is an area of low housing demand or if the area is experiencing a significant and persistent problem caused by anti-social behaviour. A Selective License will only be granted to a ‘fit and proper person’.



Landlord Income Protection

Proven Track Record

O'Connor Bowden has a proven record for ensuring you receive your rent in a timely manner. We seek only the best possible quality tenant's, with the financial means to support the rent and household living expenses. Our third-party professional tenant referencing process eliminates rogue tenant applications and our robust rent collection system, coupled with a 'zero tolerance' on rent arrears, helps us to pay your rent on time and you to manage your cash flow effectively.

Void Control

Void control is key performance part of any rental property. When a current tenancy is nearing its end, your property is marketed at least six weeks before the tenancy end date. This maximises interest from new tenants and where possible allows us to arrange for a 'back-to-back' re-let.

Rental Control

By means of additional support, through our professional referencing companies, we have the facilities to include or offer rent guarantee insurance, including tenancy legal protection cover, subject to contract terms and conditions.





Frequently asked questions by Landlords

The Rental Process

Before Renting

Get property in excellent, clean condition

Arrange Energy Performance Certificate

Find Tenant

Check references

Take deposit

Protect your tenant's deposit within
14 days of receiving it

Pass your tenant proof of deposit protection
within 14 days

Take 1st month's rent

Tenant Move In

Take inventory

Sign tenancy agreement

Hand over keys

During Tenancy

Manage property maintenance

Collect rent

Be available for tenant when necessary

Periodic visit to property

End of Tenancy

Checkout/agree inventory with tenant

Review repairs/cleaning beyond
'fair wear and tear'

Check outstanding council tax and
utility bills

Collect keys

Return deposit minus deductions
if required

Handling Deposit Disputes

Speak to tenant to try and resolve issue
between yourselves

If unable to resolve, advise tenant
to raise a dispute

Alternatively, take dispute through
court system

Dispute resolution based on evidence
the higher the quality the better

*N.B. The tenant has three months
to raise a dispute from the date of vacating
the property*

Managing your investment

Am I entitled to let my property?

If you have a mortgage and do not own the property's freehold, you need to contact your mortgage provider and/or the freeholder to check any changes or conditions they may impose before proceeding.

How much rent will I get?

O'Connor Bowden will have a member of their experienced Sales & Lettings team carry out a free valuation. This will be a realistic and achievable rental value based on our local knowledge and expertise of the current market. We will discuss our valuation with you in detail and take final instruction from you before marketing.

How are tenants found?

O'Connor Bowden will advertise your property on the top online platforms including Rightmove, Zoopla and Prime Location. We will arrange and carry out viewing appointments until a prospective tenant who meets requirements is found. We will then complete referencing, right to rent checks and all paperwork ensuring your property is in safe hands.

Do I need to furnish the property?

Furnishing the property won't impact the rental income greatly, however they are let much quicker. This will reduce the chance of any vacant periods ensuring you are consistently receiving your rental income.

Can I vet or veto a tenant?

Yes, a landlord is completely free to interview prospective tenants and reject their application for a valid reason. You cannot discriminate against tenants based on race, gender, disability, sexuality or religion. We will take full detailed references from their employer and previous landlord via our referencing company.

What are my legal obligations?

O'Connor Bowden will complete essential paperwork including Tenancy Agreement, Tenancy Deposit Protection and an Energy Performance Certificate. Regulations consist of an annual Gas Safety Report an Energy Performance Certificate and ensure the property meet current electrical safety standards.

Landlord responsibilities

What happens to the tenant's deposit?

O'Connor Bowden will take a deposit, by law this must be protected by the Tenancy Deposit Protection Scheme (DPS).

The Housing Act 2004 states that there are heavy penalties for landlords who do not protect deposits within 14 days of receiving it. This can include a fine of up to three times the deposit amount and the inability to serve a section 21 notice prior to protection.

What happens after the tenant moves in?

Let Only Service – If you choose our Let Only option, we will market your property, find desirable tenants ; complete the required paper work and collect the first month's rent and deposit. The deposit will be registered with the DPS and the rent minus our fees will be forwarded over to you. All documents and proofs will be forwarded to you once all paperwork is complete, the tenant will then pay the rent directly to you for the remainder of the tenancy.

Full Management Service – If you choose our Fully managed option, you will not only receive our full Let Only Service, we will also continue to manage the property for the duration of the tenancy. This includes dealing with all tenants issues and organise any maintenance repairs whilst keeping you informed at every stage.

Tenancy renewal and quarterly inspections are included in the service at no extra cost. When the tenancy ends we will inspect the property and resolve any deposit issues that may arise.

Do I have access to my property while it is let?

Yes, with prior agreement from the tenant, O'Connor Bowden can hold on to a set of management keys and can arrange access. Although you cannot just turn up and let yourself in – it is now their home.

What if I want my property back earlier?

Unless the tenant has broken the terms of the rental agreement, you cannot terminate the tenancy agreement early without the tenant's consent. Similarly, if the tenant wants to terminate early, it can only be done if you agree. You could include a reasonable break clause in your AST agreement to cover this situation.

What happens at the end of the Tenancy?

O'Connor Bowden will check your property against the original inventory taken upon move in. We will take note of any repairs that may be required beyond fair wear and tear and ensure all bills are fully paid and up to date. We will then organise the return of the deposit, minus any outstanding costs or rent arrears.

Should there be a dispute over the deposit, the DPS will provide free dispute resolution, that O'Connor Bowden will manage on your behalf as part of the Fully Managed Service option. We also offer a check out service option on the Let Only Service. Alternatively, you can seek independent legal help.

What is the cost?

Schedule of Charges	
Full Management Service	£295 plus VAT & 9% management (includes marketing, advertising, referencing, right to rents checks, Tenancy Agreement, move-in documentation, inventory and 2 inspections per tenancy term)
Let Only	£550 plus VAT
Rental Guarantee	Guarantee your rent from £60 per month
Complete Furniture Packs	Starting from £1995 plus VAT
Energy Performance Certificate	£95 plus VAT
Gas Safety Report	£95 plus VAT (Covers 2 appliances, additional appliances £5 plus VAT per item)
Electrical Safety Test/PAC	£85 plus VAT
Electrical Safety Certificate	£95 plus VAT

What does the service include?



Service	Let Only	Let Only
Market Appraisal	✓	✓
Commission of EPC (if required)	✓	✓
Marketing of Property	✓	✓
Professional Photos/ description	✓	✓
Accompanied Viewings	✓	✓
Negotiation of lease	✓	✓
Referencing tenants	✓	✓
Preparation of Inventory	✓	✓
Collection of Deposit	✓	✓
Registering utilities and council tax	✓	✓
Deposit Registration	✓	✓
Rent Collection	First month only	✓
Property Management	N/A	✓
Tenancy Renewal	£250 plus VAT	✓
Annual Gas Safety Certificates arranged	N/A	✓
Annual and Monthly Statements	N/A	✓
Mid-tenancy Inspections	N/A	✓
Serving Notice to quit	N/A	✓
Check Out	£95 plus VAT	✓
Deposit Resolution	N/A	✓



An aerial photograph of the Manchester City Centre skyline at sunset. The image shows a dense cluster of buildings, including several tall skyscrapers under construction with visible cranes. The sky is a mix of blue and orange, with scattered white clouds. The foreground shows a mix of older and newer architecture.

**O'Connor
Bowden**

Manchester City Centre

Need expert advice?

We can help you buy, rent and invest in City Centre Manchester

Call us: 0161 833 3820 m: 07702 649623 or email us: alison.oconnor@oconnorbowden.co.uk.