



MILLER
INDEPENDENT
PROPERTY
MANAGEMENT

Brochure



Why Miller Independent?

I've been in your position

I'm an (accidental) landlord myself. I know it takes away your weekends and evenings.

It can be stressful and costly.

And that's before you've got your head round all the legislation and compliance.



My high standards

I hold myself to high standards for my own properties, and I pass this on to my clients. I understand that your rental property is your biggest investment and most of the time, close to your heart.

I work hard to find the right tenant for your individual circumstances and use high quality trades for repairs and maintenance.

My customer care

It's not just about letting your home, it is about the whole process, making it simple, understandable and as stressless for you and your tenants as possible.

I'm qualified and regulated

Currently, there is no requirement to be qualified as a letting agent or property manager. I am qualified in residential letting and property management and regulated through [Propertymark](#).

My understanding of compliance and legislation

I manage a small number of properties at any one time to allow me to have the time to keep up to date with legislation to understand the changing compliance needs, reducing the risk to my landlords.

My Process



Meeting you and your property

You and your property are the key. I build my services around your story and your goals. No two landlords or properties are the same, and my services reflect that.

We discuss exactly what you're looking for and how I can achieve that for you.

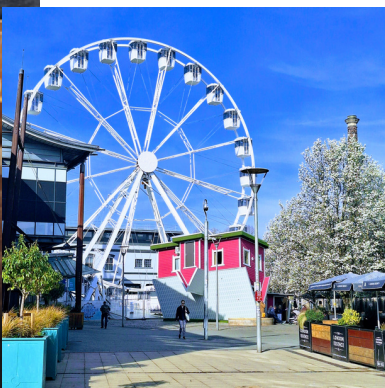


Defining the Services Needed

Understanding your background helps me to put together the services that will be beneficial to you.

This might be a light touch one off service, or continued property management so your property can become a more passive income.

I provide a clear plan and regular touchpoints as needed to tweak my services where required and as your goals are realised.



Communication is Key

Throughout our relationship communication will be paramount.

My communication style reflects your preferences so that I work seamlessly with your routine, rather than being disruptive or an added burden.

I provide various options to ensure my services are accessible to a wide range of clients.

My Services

Tenant Find - 80% of the First Month's Rent (minimum £800)

I market your property and conduct viewings to find your perfect tenant.

All documentation, including tenancy and referencing is included. Once the tenancy is in place, it's back over to you for the day to day management.

Full Management - 13% of the Annual Rent

In addition to the Tenant Find Service I manage your property throughout the year.

Dealing with annual obligations and emergency repairs, as well as quarterly property health checks to keep on top of any smaller issues that need to be addressed.

Pre-Tenancy & Renovations - 13% of the Cost of Works

I provide Pre-Tenancy Services from property health checking to ensure compliance. I also project manage renovations, transforming an owner-occupied property into a viable rental, reducing your burden throughout.

All services require a £330.00 set up fee

SERVICES	TENANT FIND	FULL MANAGEMENT	MAINTENANCE ONLY	HOME IMPROVEMENT
PROVIDE GUIDANCE ON COMPLIANCE WITH STATUTORY PROVISIONS AND LETTING CONSENTS	✓	✓	✓	✓
MARKET THE PROPERTY AND ADVERTISE ON RELEVANT PORTALS	✓	✓		
CARRY OUT ACCOMPANIED VIEWINGS	✓	✓		
RECOMMEND, SCREEN AND ON-BOARD TENANTS	✓	✓		
DRAW UP TENANCY AGREEMENT	✓	✓		
INVENTORY AND TENANT CHECK-IN	✓	✓		
COLLECT RENT AND HOLD DEPOSIT		✓		
EMERGENCY CONTACT, ANNUAL OBLIGATIONS AND REPAIR MANAGEMENT		✓	✓	
HOME IMPROVEMENT PROJECT MANAGEMENT				✓

Tenancy Documentation - £300

You'd like to keep managing your property but you're a little unsure when it comes to tenancy documentation. I will collate all the legal documents required and draft tenancy documentation on your behalf.

House Manual - £300

With all my managed properties I supply a comprehensive digital house manual, including all your property's quirks, detailing the house rules, pet policy and risk mitigations. Along with links to all your appliance manuals. I also offer this as a stand alone service.

Small Block Management - Price on Request

I manage blocks of up to 9 flats, 11m or less in height. I take on the role of property manager taking the stress from the residential management directors. I provide a premium service including the ability to organise and manage larger works.

Service	Description
Handover & Set-Up	Review of the lease, insurance, the current property plan, and work to date, with recommendations for the directors.
12-Month & Multi-Year Property Plan	A plan drafted and agreed with the directors for the next 12 months and a longer-term maintenance and repair plan, including reserve fund planning.
Insurance Management	Procuring building insurance and handling claims where required.
Site Visits	Quarterly site visits to ensure communal and outside areas are maintained to a good standard.
Directors' Meetings	Six-monthly management meetings including accounts review, chaired by Miller Independent with minutes taken.
Accounts	Managing the property budget, paying contractors, invoicing and chasing service charges, maintaining financial records. Submission of annual accounts is charged separately.
Maintenance & Repair	Regular maintenance and repair work including statutory safety compliance (fire safety, electrical testing, etc.).

Testimonials

We engaged Georgie to market our rental property. As we completed refurbishment works before going to market, Georgie undertook the project management of these works.

She gave us options to choose from or made helpful suggestions as they proceeded.

She then managed all aspects of identifying and checking potential tenants through to drawing up the contract, and liaising with the new tenants as she will continue to do.



Georgie is knowledgeable about the law around renting, and always responsive.

We have complete confidence in her professionalism and competence. I cannot recommend her services highly enough.

Charlotte



Georgie has been fantastic!

From first conversation, her attention to detail and knowledge put us at ease during a stressful time.

She has handled everything with care and professionalism and I knew our property would be in the right hands.

She stands out amongst a pool of property managers as trustworthy, contactable, professional and very easy to approach with anything!

She has looked after everything and lifted the stress from start to now.

Gemma

Google ★★★★★ 5.0

Top Rated Service 2026

verified by Trustindex ⓘ

Useful Information

If you are starting out as a landlord for the first time it can be hard. There is a lot to learn, legislation to abide by and processes to navigate.

Here are some useful resources to help.

The Government's Guide to starting out as a landlord:

<https://www.gov.uk/government/publications/how-to-let/how-to-let>

What is the Renters' Rights Act - what has changed?

<https://www.gov.uk/guidance/renters-rights-act-an-overview-for-landlords>

Letting & Estate Agents Professional Body:

<https://www.propertymark.co.uk/>

All letting agents and property managers in England must be a member of a government-approved redress scheme. This ensures both landlords and tenants can make complaints to an independent, expert body:

<https://www.tpos.co.uk/>

In England, letting agents and property managers who operate in the private rented sector and hold client money must belong to a government- approved client money protection scheme:

<https://www.propertymark.co.uk/professional-standards/rules/cmp.html>

You may ask the tenant to pay a deposit before moving into your property in case of any damage or unpaid bills at the end of the tenancy. It's important to remember that the deposit is the tenant's money. For assured shorthold tenancies created since 6 April 2007, the deposit must be protected by a government-approved deposit protection scheme:

<https://www.tenancydepositscheme.com/>

There are two types of deposit scheme, Insured and Custodial. I protect deposits through the custodial scheme:

<https://www.tenancydepositscheme.com/choosing-the-right-deposit-scheme-a-landlords-guide-to-insured-vs-custodial-protection/>



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