



Corporate Brochure

The Complete Difference

Complete services for international landlords



Lettings and Management Specialists

The Complete Difference

It's really quite simple. We know what it takes to deliver success for our clients. Our international landlords require a hassle-free management & lettings service with good communication at great value. This is what we strive to achieve and we have an impeccable track record to show for it.

The Complete Experience

Complete Service

With global expertise, we manage handover from the developer, preparation of the property with furnishing and design services, lettings and property management. When its time to realise your investment potential, we'll help you maximise returns with our resales service based on in-depth market insights.

Complete Support

We strive to make life as easy as possible for our landlords, by being prompt, helpful and accurate in all communications and transactions. We pride ourselves on our work recognition through being one of the most reviewed international management & lettings agencies online.

Complete Transparency

Our excellent relationships with developers give us added insight into each market we operate in across the globe. We know your development inside out and we err on the side of caution with our yields so that there are no surprises down the line. Across our 2022 portfolio of completions we have achieved on average 116% of our rental predictions.



Why choose Complete?

- Over USD 0.9bn of assets under management
- International Landlord Specialists operating in 13 global markets with local offices
- Strong Relationship with developers - ensuring fast, efficient handover
- Excellent track record of tenanting developments
- Successful large scale marketing campaigns – including bespoke sponsored lead generation campaigns
- Complete's occupancy rate across all regions is 98.6%
- Complete Access– 24-hour client portfolio management portal
- Over 450 Google Reviews with an average rating of over 4 stars
- Rental Protection Insurance available for UK properties
- We provide one of the lowest rates in the international management & lettings market - ask to see our comparable price list



Purchase your asset



Connect with Complete

And begin your residential investment journey with us



Furnishing

Furnish your asset with our bespoke furniture packages suited to the development and its location



Rental appraisal

Receive your market and unit appraisal from our expert global lettings team



Launch our bespoke development marketing campaign

With strategic local and national advertising, both offline and online prior to completion



Completion of the development



Our global property management experts will manage handover from the developer, snagging, statutory documentation and certification



Viewings, referencing and tenancy agreements

Our expert lettings team will manage the entire lettings process



Asset under management

Our global property management team will manage rent collection, maintenance and support, monthly and annual accounts statements, and refer you to tax specialists and advisors



Regular insights

Receive our regular news, insights and reports on markets, developments and the performance of assets



Resale of the asset and opportunities for further investment

End-to-End Service for International Landlords

You have other important priorities. Let us manage the details.

Handover

Our highly experienced team of residential property management professionals ensure a diligent and efficient handover process from developers on completion of your asset.

This process covers:

- Visible snagging and defect inspections against developer specifications
- Collection of keys, warranties and statutory documentation
- Collation and provision of a detailed report including snagging, meter readings and photographic schedules of condition

Furnishing and Design

Complete offers a tailored service to cover the furnishing of your asset to ensure maximum rental incomes. Our partners offer a number of packages to suit budgets and requirements in a range of local and international design styles.



International Reputation. Local feet on the Ground.

Our team know more about your new apartment than just its square footage and council tax band. With feet on the ground, we are able to find you the right tenant fit and manage the day-to-day complexities of your property. We're proud to boast exceptional occupancy rates across global markets with an average tenancy term of 14.6 months.

Included with Complete:

- Photography and creation of floor plans
- Tenant acquisition, with digital and offline high profile marketing
- Negotiating terms with potential tenants
- Referencing tenants
- Drafting tenancy agreements
- Coordinating safety inspections
- Compliance support for tax and legal requirements
- Carrying out the check-in with new tenants
- Rent collection and provision of monthly statements, annual income and expenditure reports
- Maintenance and repairs with 24-hour support
- Enhanced digital offering for tenants pre-tenancy and during the tenancy
- Regular newsletters to keep you up to date with the market
- Annual customer satisfaction surveys to improve our service offering
- Complete Access online management portal



Block Management

Complete offer a comprehensive block management service at selected developments across our property portfolio. Our team of block management specialists oversee the maintenance and general upkeep of the communal areas both inside and outside of the development. We assist with the preparation of budgets, organising billing and the collection of service charges and ground rents on behalf of the freeholder.

Resales

Our experts have access to a network of both local and international property buyers, and are best placed to advise on the sale of your residential investment asset. Our consultants will manage the process from negotiation to completion, and assist in legal, tax and financial matters as necessary. Complete also offer a retained search service to all our sales and resales clients.

Landlords Contents Protection

For added peace of mind, Complete are able to arrange contents protection for furnished properties, as well as rent and legal protection to indemnify for loss of rent for insured incidents and public liability.





UK FAQs

Q: Will I need a furniture package?

9 out of 10 tenants are looking for fully-furnished properties. Whilst furnishing your unit is optional, it is recommended to optimise rental income and expedite the tenancing process. If you choose to leave your property unfurnished, you will need to purchase window dressings as a minimum. We source furniture suppliers who will provide bespoke packages to compliment the look and feel of the apartment.

The quote is to fully-furnish your unit by our appointed interior design installation team to give your unit that designer edge.

Q: Will you be present for the handover?

Our local office conducts the handover in two stages, the first inspection prior to completion by way of checking the status of the premises against developer specifications and then secondly upon completion to ensure any defects have been rectified. We then accept the property on your behalf. We collect the keys, meter readings, documentation and produce a final report on the status of the unit for your records including photos. This process ensures peace of mind for our landlords residing overseas.

Q: Can I approve the tenant?

The normal process is for our office to show the units to potential tenants, once an offer is made the details are sent to you to accept the offer. A financial reference check is carried out by an independent credit referencing agency to ensure the tenant's suitability for the tenancy.

Q: How will you make sure the tenants look after my property?

An independent inventory of the property is taken when the tenants move in and again at the end of the tenancy. 5 weeks' rent is taken as a security deposit from tenants and if any damage aside from normal wear and tear is recorded a deduction will be made from the deposit. This process is governed by the government introduced Tenancy Deposit Scheme which protects both landlords and tenants.

We are also able to offer contents insurance through our recommended supplier, and rent and legal protection insurance at the start of the tenancy.

Q: Do I have to pay tax on my rental income?

You need to fill in and submit an assessment form as a non-resident landlord to be assessed by the relevant authorities in the UK. Complete Ltd will be able to assist you with completing the forms and we can refer you to a specialist UK Tax Accountant if required.

The German Market Model

In Germany we offer two options for types of rental agreements:

1. Limited time specific contracts - usually used for smaller apartment types such as micro apartments where the requirement is for shorter term tenancies of 12 to 24 months. The rent is a fixed rate and the tenant pays a fixed contribution to the heating and hot water costs. The deposit is 2 months gross rent.
2. Rental contract for an unlimited time - This is the standard type of rental agreement in Germany and the one which is clearly governed by German law. This can only be terminated by either party for specific reasons and the tenant pays an amount towards the operating cost of the building and the heating and hot water costs which can vary each year depending on usage. There is usually a scaled rent agreed with a 2-3%increase on the rent every year for the next 5 years. The deposit charge is calculated as 3 monthly net rent payments.

Clients will be provided with more information on the above options when looking for a tenant. Complete's fees are payable on the gross rent including the operating and heating and hot water costs

Ongoing costs in relation to the property include Hausgeld payments which are charged by the building management company for the operating costs related to the building (these are payable monthly) and Land Tax which is payable to the local authority on a quarterly basis. Complete are able to settle these payment on your behalf if we have sufficient funds on your account.

Complete are able to set up Trust Accounts for clients who require a bank account to be set up on their behalf in Germany. This is a separate service and charges will be provided on request.



Germany FAQs

Q: Will I need a furniture package?

Short term rental agreements in Germany require apartments to be furnished. We source furniture suppliers who will provide bespoke packages to compliment the look and feel of the apartment. The quote is to fully-furnish your unit by our appointed interior design installation team to give your unit that designer edge to attain the optimum rental income and high-quality professional tenant.

Q: Will you be present for the handover?

Our local office conducts the handover by way of checking the status of the premises against developer specifications and upon completion to ensure any defects have been rectified. We then accept the property on your behalf by way of keys, meter readings, documentation and produce a final report on the status of the unit for your records plus photos. This process ensures peace of mind for our international investors residing overseas.

Q: Can I approve the tenant?

The normal process is for our office to show the units to potential tenants, once an offer is made the details are sent to you to accept the offer. A reference check is carried out internally to ensure the tenant's suitability for the tenancy. This includes an employment, credit check and previous landlord history where available.

Q: Do I need insurance?

In most cases, buildings insurance is covered within the service charge (hausgeld). We can assist in arranging contents insurance.

Q: How will you make sure the tenants look after my property?

An inventory of the property is taken when the tenants move in and again at the end of the tenancy. A deposit is taken from the tenants and if any damage aside from normal wear and tear is recorded, a deduction will be made from the deposit. In Germany, this deposit is held in a secure account. At the end of the tenancy, the property will be inspected for any damage or repair requirements.

Q: Do I have to pay tax on my rental income?

You will be liable for tax on your rental income. Complete can refer you to a specialist Tax Accountant if required.

Q: What are your fees?

Our fees are very competitive for the market in both Berlin and Leipzig.

Handover service fees are payable on instruction and vary according to the size of the property.

| | |
|-----------------------------|-------------------------------|
| Management Service: | 10% plus VAT (12% incl VAT) |
| Tenant Find Service: | 1 month's gross rent plus VAT |
| Handover: | |
| Studio | EUR416.50 |
| 1 Bed | EUR535.50 |
| 2 Bed | EUR654.50 |
| 3 Bed | EUR773.50 |
| Inventory Check-In: | EUR89.25 |
| Tenancy Administration Fee: | EUR416.50 |
| Tenancy Renewal Fee: | EUR297.50 |

*All figures are inclusive of 19% VAT

Our London Fees

| | | |
|--|-------------|-------------|
| Lettings and Management: | 14% + VAT | £0.00 + VAT |
| Handover | | |
| Studio | | .00 |
| 1 Bed | | .00 |
| 2 Bed | £ | .00 |
| 3 Bed | | .00 |
| Inventory Check-In | Unfurnished | Furnished |
| Studio | £168.00 | £192.00 |
| 1 Bed | £192.00 | £216.00 |
| 2 Bed | £210.00 | £246.00 |
| 3 Bed | £228.00 | £282.00 |
| Inventory Check-Out | | |
| Studio | £144.00 | |
| 1 bed | £156.00 | |
| 2 bed | £174.00 | |
| 3 bed | £192.00 | |
| Tenancy Agreement | £240.00 | |
| Tenancy Renewal | £240.00 | |
| Tenancy Reference (per tenant/guarantor) | £75.00 | |
| Change of Sharer (during a tenancy) | £300.00 | |

Landlords Contents Protection Fees

| Apartment Type | Sums Insured | Annual Premium* |
|------------------|--------------|-----------------|
| Studio | £10,000 | £147.60 |
| One-bedroom | £15,000 | £191.40 |
| Two-bedroom | £20,000 | £235.20 |
| Three-bedroom | £35,000 | £366.60 |
| Claim handling** | | £216.00 |

Our Regional Cities Fees

| | | |
|--|------------|-------------|
| Management Fee | 10% + VAT | £0.00 + VAT |
| Tenant Find Fee | £500 + VAT | £0.00 + VAT |
| Handover | | |
| Studio | | .00 |
| 1 Bed | | .00 |
| 2 Bed | | .00 |
| 3 Bed | | .00 |
| Inventory Check-In | | |
| Studio | | n/a |
| 1 Bed | | £150.00 |
| 2 Bed | | £180.00 |
| 3 Bed | | £210.00 |
| Inventory Check-Out | | £90.00 |
| Tenancy Agreement | | £240.00 |
| Tenancy Renewal | | £240.00 |
| Tenancy Reference (per tenant/guarantor) | | £75.00 |
| Change of Sharer (during a tenancy) | | £300.00 |

Landlords Contents Protection Fees

| Apartment Type | Sums Insured | Annual Premium* |
|--------------------|--------------|-----------------|
| Studio/One bedroom | £8,500 | £136.16 |
| Two-bedroom | £13,500 | £180.96 |
| Three-bedroom | £15,000 | £194.40 |
| Claim handling** | | £216.00 |

The above insurance charges are inclusive of our set up fees of £60 including VAT (£50.00 plus VAT), which will be payable each year. *or 10% of the total claim value, whichever is greater.

All fees are inclusive of 20% VAT.

Contacts

Complete Prime Residential Ltd London
First Floor, 40-42 Charterhouse Street
London, EC1M 6JN
United Kingdom
Tel: +44 (0)203 551 9900

Complete Prime Residential Ltd Berlin GMBh
Reichsstraße 12
Berlin, 14052
Germany
Tel: +49 30 3180 6594

Complete Prime Residential Ltd Leipzig Eythraer
Straße 17
Leipzig, 04229
Germany
Tel: +49 0341 581 42 834

Complete Prime Residential Ltd Manchester
Office 4, Second Floor,
Parsonage Chambers, 3 Parsonage,
Manchester, M3 2HW
United Kingdom
Tel: +44 (0)161 348 7299

Complete Prime Residential Ltd Birmingham
Grosvenor House, 11 St Paul's Square
Birmingham, B3 1RB
United Kingdom
Tel: +44 (0) 121 232 8732

Complete Prime Residential Ltd Hong Kong
Suite 1001-03, 10th Floor
Harcourt House, 39 Gloucester Road
Wan Chai
Hong Kong
Tel: +852 3965 9300

www.complete-ltd.com
Email: reception@complete-ltd.com

