



SpareKeys.com **Landlords Facility**

Because tenants lock themselves out at the worst possible times...
...and then they call you.

+44 (0) 20 3 008 5465

Lost keys happen

Independent research shows that **82%** of us lose keys at least once a year, every year.

Even the most careful people need access to spare keys from time to time, such as when a **front door slams shut**, or a **tradesman needs access at short notice**;

Whatever the reason, tenants are **all too quick** to call their landlords, **no matter what time of day or night**.



Why is this the landlord's problem?

- Landlords want to **maintain good relations** with their tenants.
- It's the landlord's property - if a **window or door is broken** in a tenant's attempt to get in, it's **ultimately the landlord's responsibility**.
- A tradesman may well **need access to make repairs** on the landlord's behalf.

THERE IS ANOTHER **more compelling** REASON FOR LANDLORDS TO TAKE AN INTEREST.

- **More than half of Britons - 58%** - give their spare keys to friends and family.

A staggering **7%** of these admit that they **don't bother to retrieve them** when they move out of a rental property.

This means that **37,500** rental properties change hands every year where **at least one set of keys is with an unknown third party**.

YOU OWE IT TO YOUR NEXT TENANTS TO **make sure this doesn't happen.**



Possible Solutions

DELIVERING THE KEYS YOURSELF: **maximum hassle**

- The landlord must expect to be **disturbed at all hours, day and night.**
- They must either **carry all the spare keys with them 24/7,** or never be far away from where they're stored.
- They are faced with the **trouble and expense** of getting the right spare keys to the tenant quickly, and getting them back again.
- This is impossible if the landlord has **properties in several cities,** or is out of town.

USING SPAREKEYS LANDLORDS: **the problem solved**

- **Zero hassle**
- **Fully licensed**
- **Costs only £24 per property, per year.**



A Truly National service

LOCKOUT RESCUE FOR YOUR TENANTS OR ACCESS TO INVESTMENT PROPERTIES **24 hours a day, 365 days a year**, WITH **no inconvenience to the landlord**.

Keys are delivered nationally, guaranteed within set times of between **60 and 120 minutes**, depending how far the delivery is from one of our regional depots.

SPAREKEYS.COM RUNS A NATIONAL NETWORK OF DEPOTS:

Newcastle Upon Tyne – serving the North East

Manchester – serving the North West

Birmingham – serving the Midlands

London – serving the South East

Bristol – serving the South West

Glasgow and Edinburgh – serving Scotland



What people are saying about SpareKeys.com:

TheObserver

“SpareKeys.com is a bargain, considering the average cost of calling out a locksmith is £127”

05 October 2005

urbanpath

“Secure, simple and an all-round good idea”

Homes and Bargains

“A fantastic, simple service”

THE INDEPENDENT

“We can only hope it'll go national”

05 November 2005

THE TIMES

“So simple, it's brilliant”

05 November 2005

Evening Standard

“A revolutionary new service”

05 November 2005

TopGear

“That sinking feeling when you realise you've lost your car key need never happen again”

December 2005



How SpareKeys Landlords works

AS WITH OUR RETAIL SERVICE, THERE ARE **four things** WE TAKE **very** SERIOUSLY:

Convenience

Security

Data Management

Cost



Convenience

WE KNOW THAT YOU'RE SHORT ON TIME

WHEN YOU HAND OVER YOUR KEY HOLDING RESPONSIBILITIES TO US, **we'll get things moving instantly, AND with zero effort required from you.**

- **We'll arrange to pick up the keys** from your office without delay. **We'll make duplications** as necessary and then **return any originals.**
- All we need from you is **a list of properties**, and some way of **identifying** to whom we can release each set of keys. **We'll remind you** to change these details whenever a property receives new tenants.
- **We'll provide a simple instruction sheet** for each of your tenants. We can **send it to you** (by post or email) or, if you prefer, we can **send it direct to them.** If you can provide a mobile number for each tenant, we'll even make sure that the **instructions and our direct number are sent by SMS to their 'phones.**
- When a tenant gets locked out, at whatever time, **they call us on 08700MYKEYS. We dispatch their keys immediately,** provided they have the requisite ID or password.
- The first that you'll know about it is when we invoice you for the delivery. You can then **pass any costs on to the tenant as you see fit.** You can of course **arrange your own deliveries,** for any property, at any time.



Security

YOUR KEYS **couldn't be any safer** THAN WITH US

- Vetted staff occupy our facilities **24/7**;
- Motion Sensitive CCTV cameras **monitor inside and outside** the building;
- **Burglar, fire and panic alarms** are wired straight to the emergency services;
- Of course, we are **fully insured** for all eventualities;
- At all times, the **landlord retains control over the account through a unique pin number and password**. In one phone call or email, the landlord can adjust tenants' access to keys.

The list goes on. BUT YOU DON'T NEED TO TAKE OUR WORD FOR IT:

We are **inspected and accredited by the SSAIB to British Standards 7984 (key holding) and 7858 (staff vetting)**. We are also licensed by the **Security Industry Authority**.

Feel free to **get in touch** with us for more details or to see our certificates.



Data Management

WHEN YOU HAVE MANY THOUSANDS OF SETS OF KEYS, **it's important that they don't get mixed up**

- When keys arrive, they are **assigned alphanumeric, bar-coded tags**, which are then fed into our computers.
- For security, any **addresses or other identifiers are removed.**
- Once they are entered into the system, global positioning satellites **track where the keys are at any time**
- in the vault, on delivery or with the customer, awaiting return.
- At any time, **we know exactly which set of keys belongs to whom**, which delivery restrictions apply, where the keys are, and all without any risk to security.



Cost

KEYS COLLECTED FROM LANDLORD: FREE

DUPLICATIONS: Charged at cost

ANNUAL MEMBERSHIP: £24 per property

**DELIVERIES: £20 8am - 6pm Monday to Friday
£30 all other times and public holidays**

These can be charged to the landlord or the tenant,
as required

