



WORKING WITH

Aspire Partnerships

Building
Foundations,
Changing Lives

WHO WE ARE?



CHRIS PATON - ASPIRE GROUP

Full Time Property Investor for 12 Years

Construction & Design Background

Based in the North East

HMO's Have Been my Primary Investment Strategy Since 2013

Established & Grown an Award Winning Regional Brand

Housed Over 900+ Tenants to Date



CHRIS HENRY - ASPIRE GROUP

24 Years in Banking

Business & Wealth Coaching 2013

SSAS Pension Setup 2015

Met Chris Paton 2016

First HMO Investment 2016

Facilitated circa £3m of Secured Property Loans 2016-2021

HMO Landlord

Commercial Property JV Partners

THE ASPIRE LIVING INTERNAL MANAGEMENT TEAM

Aspire Partnerships
Company Overview



CHRIS PATON
MANGING DIRECTOR
UK



MARIAN SANTOS
PERSONAL ASSISSTANT
PHILLIPINES



NATHAN BERRY
LETTINGS DIRECTOR
UK



SAMANTHA MCCARTHY
LETTINGS MANAGER
UK



JOAN NARCISO
MARKETING & TENANT ADMIN
PHILLIPINES



IRMA PANOPIO
FINANCIAL ADMIN
PHILLIPINES



LEE HUMPHREY
SENIOR MAINTENANCE
TECHNICIAN
UK



CHRIS PURVIS
PROEJCT SITE FORMAN
UK



JAMES STAINES
COMPLIANCE MANAGER
UK

GLOBALLY SYSTEMISED 156 STAGE PROCESS

Aspire Partnerships Company Overview



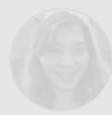
MANAGING DIRECTOR
CHRIS PATON [CP]



LETTINGS MANAGER
SAMANTHA MCCARTHY [SM]



LETTING ADMINISTRATOR
JOSEPHINE UY [JU]



EXC. ASST. TO MD
GRACE LOPEÑA [GL]



LEAD INTEGRATOR
JOAN NARCISO [JN]



MAINTENANCE CONTRACTS
STEVE DAVIDSON [SD]

VISION & LEADERSHIP
HR & SYSTEMS DEVELOPMENT
LEAD INTEGRATOR
HUMAN RESOURCES
KNOWLEDGE & PROCESS DEVELOPMENT
CONTINUOUS IMPROVEMENT

ASPIRE LIVING -PROPERTY MANAGEMENT
LETTING OPERATIONS
LETTING MANAGER
LETTING COORDINATOR

OUTGOING PAYMENTS
FINANCE MANAGEMENT
INVENTORY MANAGEMENT
SOFTWARE MANAGEMENT
BUSINESS DEVELOPMENT (PROPERTY MANAGEMENT)
BRAND & CONTENT MANAGEMENT
BRAND & CONTENT COORDINATOR
MARKETING & SALE COORDINATOR
LEGAL DOCUMENTS

ASPIRE BUSINESS DEVELOPMENT
PROJECT SOURCING
PROJECT ACQUISITION
DEVELOPMENT MANAGEMENT
CONSTRUCTION & PROJECT MANAGEMENT
LEGAL DOCUMENTS

1 BUSINESS DEVELOPMENT

- 1.1 CONTENT MANAGMENT
- 1.1.1 PLATFORMS USED
 - 1.1.2 CREATING TEMPLATE ADVERTS
 - 1.1.3 UPDATING TEMPLATE ADVERTS
 - 1.1.4 MARKETING ON SPAREROOM
 - 1.1.5 MARKETING ON OPENRENT
 - 1.1.6 MARKETING ON THE WEBSITE
 - 1.1.7 MARKETING ON FACEBOOK
 - 1.1.8 MARKETING ON INSTAGRAM

- 1.2 POTENTIAL TENANT INTERFACING
- 1.2.1 GENERAL GUIDELINES
 - 1.2.2 PRE-QUALIFICATION
 - 1.2.3 SPAREROOM PROTOCOL
 - 1.2.4 OPENRENT PROTOCOL
 - 1.2.5 WEBSITE PROTOCOL
 - 1.2.6 SOCIAL MEDIA PROTOCOL
 - 1.2.7 EMAIL PROTOCOL
 - 1.2.8 TELEPHONE PROTOCOL
 - 1.2.9 SMS PROTOCOL

- 1.3 PROPERTY VIEWINGS
- 1.3.1 SETTING VIEWING BLOCKS TO SAVE TIME
 - 1.3.2 BOOKING PROTOCOL
 - 1.3.3 CONDUCTING A PROPERTY VIEWING
 - 1.3.4 PROPERTY VIEWING SCRIPT

- 1.4 NEGOTIATION
- 1.4.1 WHEN TO FOLLOW UP
 - 1.4.2 WHAT TO INCLUDE IN THE FOLLOW UP
 - 1.4.3 SENDING AN APPLICATION FORM AND THE RENTAL PROCESS
 - 1.4.4 ADDING THE TENANT TO THE ONBOARDING CHECKLIST

- 1.5 VERIFICATION
- 1.5.1 ASSESSING THE APPLICATION
 - 1.4.2 WHAT TO INCLUDE IN THE FOLLOW UP
 - 1.4.3 SENDING AN APPLICATION FORM AND THE RENTAL PROCESS
 - 1.4.4 ADDING THE TENANT TO THE ONBOARDING CHECKLIST

2 TENANT ON-BOARDING

- 2.1 TENANT DATA CAPTURE
- 2.1.1 SENDING THE TENANCY AGREEMENT
 - 2.1.2 ADDING THE INCOMING TENANT TO THE DATABASE
 - 2.1.3 PROTECTING THE TENANTS DROPBOX FOLDER WITH A PASSWORD
 - 2.1.4 ADDING THE INCOMING TENANT TO SOFTWARE PLATFORMS
 - 2.1.5 SENDING THE WELCOME PACK, H2R GUIDE & COVID REMINDERS

- 2.2 DEPOSIT & RENT
- 2.2.1 CREATING A DEPOSIT INVOICE
 - 2.2.2 SENDING THE DEPOSIT INVOICE
 - 2.2.3 CREATING THE 1ST MONTHS RENT INVOICE
 - 2.2.4 SENDING THE 1ST MONTHS RENT INVOICE
 - 2.2.5 SETTING UP MONTHLY RE-OCCURRING RENT INVOICES
 - 2.2.6 PROTECTING THE DEPOSIT VIA THE DPS
 - 2.2.7 ACKNOWLEDGING THE DEPOSIT AND RECURRENT RENT PAYMENTS
 - 2.2.8 ADDING THE TENANT TO THE RENT PAYMENTS
 - 2.2.9 ADDING THE TENANT TO THE RENT PAYMENTS

- 2.3 TENANT MOVE IN
- 2.3.1 ORGANISING THE CHECK-IN INVENTORY & LOGISTICS
 - 2.3.2 SENDING & SIGNING OF THE INVENTORY
 - 2.3.3 DEPOSITING THE TENANTS KEYS TO THE PROPERTY SAFE

- 2.4 FANALISATION OF DOCUMENT
- 2.4.1 FILE NAMING CONVENTION
 - 2.4.2 APPLICATION FORM
 - 2.4.3 TENANT ID
 - 2.4.4 TENANT PROOF OF INCOME
 - 2.4.5 TENANT PAST LANDLORD REFERENCES
 - 2.4.6 SIGNED TENANCY AGREEMENT
 - 2.4.7 SIGNED PRESCRIBED INFORMATION DOCUMENT
 - 2.4.8 SIGNED INVENTORY

3 TENANT MANAGMENT

- 3.1 TENANT COMMUNICATIONS
- 3.1.1 MONTHLY NEWSLETTERS
 - 3.1.2 PAST DUE INVOICES
 - 3.1.3 NOTIFICATION OF SCHEDULED VISITS
 - 3.1.4 ZENDESK PROTOCOL
 - 3.1.5 MAILCHIMP PROTOCOL

- 3.2 MAINTENANCE PROTOCOL
- 3.2.1 USING FIXFLO
 - 3.2.2 WHEN DO WE CHARGE TENANTS FOR MAINTENANCE COSTS
 - 3.2.3 CALL HANDLING SERVICE PROVIDER FOR OUT OF OFFICE HOURS

- 3.3 CONFLICT RESOLUTION
- 3.3.1 SITUATIONS OF TENANT CONFLICT
 - 3.3.2 CONSULTING WITH THE NRLA
 - 3.3.3 TENANT CONFLICT RESOLUTION PHASES BASED ON SEVERITY

- 3.4 CREDIT CONTROL
- 3.4.1 RECONCILING RENTS DAILY
 - 3.4.2 ALLOCATING RENT OVERPAYMENTS
 - 3.4.3 SENDING RENT OVERPAYMENTS TO EX-TENANTS
 - 3.4.4 MONITORING DEBTORS ON A WEEKLY AND MONTHLY BASIS
 - 3.4.5 SENDING RENT ARREARS UNDER 1 MONTH OLD
 - 3.4.6 SENDING RENT ARREARS OVER 1 MONTH OLD
 - 3.4.7 SENDING THE RENT AFFORDABILITY FORM
 - 3.4.8 CREATING PAYMENT PLANS
 - 3.4.9 SIGNING PAYMENT PLANS
 - 3.4.10 MONITORING PAYMENT PLANS
 - 3.4.11 ACTION ON A DEBTOR TO A COLLECTION AGENCY
 - 3.4.12 SENDING RENT RELATED INVOICES DUE TO TENANT

4 TENANT EXIT

- 4.1 TENANT NOTIFICATION
- 4.1.1 WHEN DOES A TENANT MOVE OUT?
 - 4.1.2 ACKNOWLEDGING THE NOTIFICATION BY EMAIL (ZENDESK)
 - 4.1.3 SENDING TENANT MOVE OUT INFORMATION PACK (PODIO)
 - 4.1.4 INFORMING CREDIT CONTROL TO AMEND INVOICING
 - 4.1.4.1 SENDING THE FINAL RENT INVOICE
 - 4.1.4.2 DELETING THE RECURRING MONTHLY INVOICE

- 4.2 ROOM INSPECTION
- 4.2.1 ARRANGING THE PRE-MOVE OUT WITHIN 3-5 BUSINESS DAYS FROM NOTICE
 - 4.2.2 CARRYING OUT THE PRE-MOVE OUT INSPECTION
 - 4.2.3 INFORMING OT OF ARREARS OF CONCERNS WITH ROOM (PODIO)
 - 4.2.4 ARRANGING MAINTENANCE WORK TO BE COMPLETED ON OR BEFORE FINAL MOVE OUT DATE
 - 4.2.5 CONDUCTING THE FINAL INSPECTION ON OR A DAY AFTER CHECK OUT

- 4.3 EXIT LOGISTICS
- 4.3.1 ARRANGING RETURN OF KEYS
 - 4.3.2 ORGANISING FURTHER MAINTENANCE AND/OR CLEANING WORK IF REQUIRED AFTER CHECK OUT
 - 4.3.3 UPDATING TENANT PROFILES (PODIO, XERO, MAILCHIMP, ZENDESK, FIXFLO)

- 4.4 DEPOSIT RETURN
- 4.4.1 LANDLORD RESPONSIBILITIES
 - 4.4.2 SCHEDULE OF COSTS
 - 4.4.3 VAT VS NON-VAT CHARGES
 - 4.4.4 SENDING THE FINAL INSPECTION RESULTS, INCLUDING DEDUCTIONS IF ANY (PODIO)
 - 4.4.5 INFORMING CREDIT CONTROL OF DEDUCTIONS
 - 4.4.6 ENSURING RENT ARREARS ARE INCLUDED IF APPLICABLE
 - 4.4.7 RETURNING A DEPOSIT
 - 4.4.8 CLAIMING A PORTION OR THE ENTIRE DEPOSIT
 - 4.4.9 HANDLING DEPOSIT CLAIM DISPUTES
 - 4.4.10 MONITORING INCOMING DEPOSIT CLAIMS
 - 4.4.11 ALLOCATING DEPOSIT CLAIMS TO MAINTENANCE INVOICES

5 PROPERTY OPERATION

- 5.1 CONTRACTORS
- 5.1.1 PREFERRED CONTRACTORS
 - 5.1.2 BACK UP ONE-TIME CONTRACTORS
 - 5.1.3 INSURANCE PROVIDERS
 - 5.1.4 THE CONTRACTOR ON-BOARDING FORM
 - 5.1.5 WHATSAPP AND ZENDESK INTEGRATION

- 5.2 MAINTENANCE DATABASE (AIRTABLE)
- 5.2.1 THE PURPOSE OF A MAINTENANCE DATABASE
 - 5.2.2 HOW TO NAVIGATE AIRTABLE
 - 5.2.3 INTERNAL TEAM'S VIEW AND ACCESS
 - 5.2.4 CONTRACTORS' VIEW AND ACCESS

- 5.3 QUARTERLY INSPECTION
- 5.3.1 THE PURPOSE OF A QUARTERLY INSPECTION
 - 5.3.2 QUARTERLY INSPECTIONS CALENDAR
 - 5.3.3 CONDUCTING A QUARTERLY INSPECTION
 - 5.3.4 CREATING A WORK ORDER BASED ON WORKS REQUIRED

- 5.4 CERTIFICATIONS AND SAFETY TESTS
- 5.4.1 TYPES AND FREQUENCY OF TESTS
 - 5.4.2 CERTIFICATIONS CALENDAR
 - 5.4.3 CREATING A WORK ORDER FOR AN UPCOMING TEST
 - 5.4.4 CREATING A WORK ORDER BASED ON WORKS REQUIRED
 - 5.4.5 1.1.DROPBOX AND AIRTABLE FILING

- 5.5 UTILITIES
- 5.5.1 FAIR USAGE POLICY
 - 5.5.2 MONITORING MONTHLY USAGE
 - 5.5.3 DEALING WITH OVER USAGE

- 5.6 REACTIVE MAINTENANCE - CAT 1
- 5.6.1 WHAT IS CATEGORY 1?
 - 5.6.2 PHONE SYSTEM/PROTOCOL WITHIN OFFICE HOURS
 - 5.6.3 PHONE SYSTEM/PROTOCOL OUTSIDE OFFICE HOURS
 - 5.6.4 PREFERRED CONTRACTOR LIST
 - 5.6.5 HOW SHOULD CONTRACTORS RESPOND
 - 5.6.6 STAYING IN THE LOOP OF CATEGORY 1 ISSUES & ACTIONS
 - 5.6.7 PROCESSING CONTRACTOR INVOICES

- 5.7 REACTIVE MAINTENANCE - CAT 2, 3 & 4
- 5.7.1 DEFINITION AND COMPARISON OF CATEGORIES 2, 3, AND 4
 - 5.7.2 OUR MAINTENANCE REPORTING SYSTEM – FIXFLO
 - 5.7.3 HOW AIRTABLE WORKS WITH FIXFLO
 - 5.7.4 PREFERRED CONTRACTOR LIST
 - 5.7.5 COMPILING AND SUBMITTING PURCHASE REQUESTS
 - 5.7.6 DAILY KEY ACCESS LOG
 - 5.7.7 AUDIT TRAIL OF ISSUES AND ACTIONS
 - 5.7.8 PROCESSING CONTRACTOR INVOICES

6 FINANCE MANAGEMENT

- 6.1 PROPERTY OWNERS

- 6.2 MANAGEMENT STATEMENTS FOR PROPERTY OWNERS

- 6.3 TRACKING PROPERTY EXPENSES

- 6.4 PROJECTING PROPERTY EXPENSES

- 6.5 PERFORMANCE REPORTING
- 6.5.1 WEEKLY LETTING REPORT
 - 6.5.2 MONTHLY MARKETING REPORT
 - 6.5.3 MONTHLY MAINTENANCE REPORT
 - 6.5.4 MONTHLY NEW AREA ANALYSIS REPORT

HOW OUR BUSINESS WORKS

CUTTING EDGE TECHNOLOGY & SOFTWARE

Early adopters of commercially viable technology & software that create benefit

A FULLY SYSTEMISED MODEL

100% virtually managed company lead by process and systems

A GLOBAL OUTSOURCED TEAM

There are no boundaries. A best in class global team of talented people, working and collaborating through technology

IN-HOUSE MANAGEMENT

We believe in providing the best service, that's why we always manage our own properties. The best service with the best product. A win-win.

ASPIRE DEVELOPED PROPERTIES **ONLY**

A proven development model providing industry leading accommodation ensuring industry leading quality & consistency.



UNITS CREATED

242 units
of accommodation created

HMOs CREATED

44 HMOs built to
date

TENANTS SERVED

920+ tenants
housed to date

OCCUPANCY

99.2% Year to date

ASPIRE LIVING TRACK RECORD

PARTNERSIPS

3 Partnerships found
and launched

GRR

£960k GRR (Gross
Rental Revenue Per
Annum)

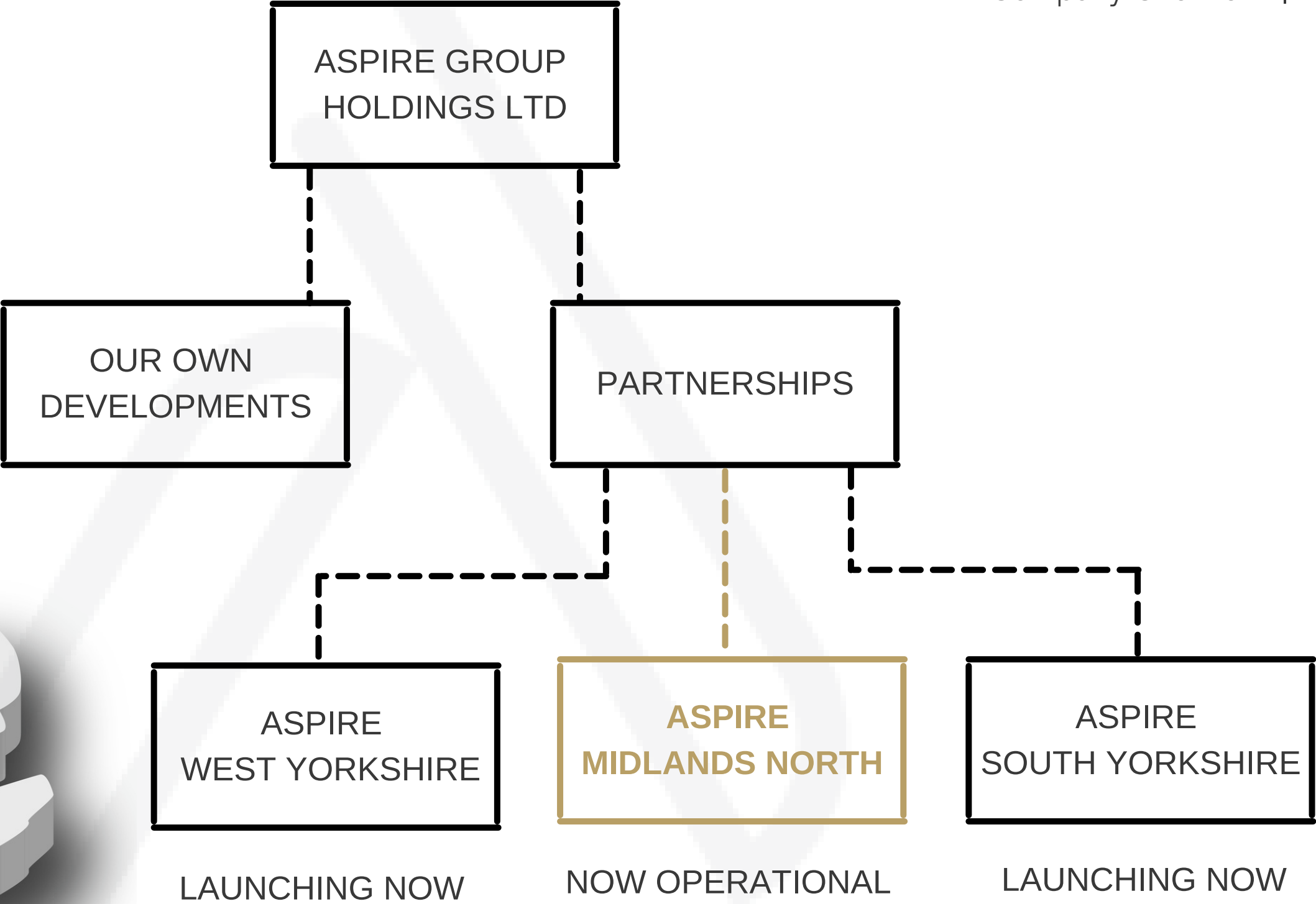
MULTI AWARD WINNING

Winner of
multiple "**Best in
North East**"
Awards

SYSTEMISED

156 point globally
systemised
management

COMPANY STRUCTURE & GROWTH



PURCHASE TO LET PROCESS



WHAT DOES SELLING WITH **ASPIRE** LOOK LIKE?

Fully funded cash purchase

Experienced professional investors

Experienced legal and admin team

Minimal (usually no) conditionality

Generally no survey required

100% completion track record

PROJECT CASE STUDIES

ELMIRE HOUSE NEWCASTLE



PROJECT HEADLINES

PURCHASE DATE
February 2018

PURCHASE PRICE
£275,000

GIA
3125 square feet

DEVELOPMENT COST
£230,000

PROJECT TIME
28 weeks

GDC
£505,000

GDV
£880,000

PROJECT DESCRIPTION

A period property conversion from a doctors surgery into a luxury 5 apartments complex. Once the property was acquired, planning permission was achieved to convert the building.

Building works commenced in October 2018 and were completed in April 2019. The project was managed through our Development Company, M&C Developments NE Ltd.

Works involved removal of the single-story rear offshoot and construction of a new single story extension to house 2 studio apartments and the complete internal renovation of the original building.

Luxury Apartment complex
consisting of 5 Apartments.

Retained, refinanced and rented out
as an Apart-Hotel

WESTGATE RD NEWCASTLE



PROJECT HEADLINES

PURCHASE DATE
July 2018

PURCHASE PRICE
£245,000

GIA
3400 square feet

DEVELOPMENT COST
£295,000

PROJECT TIME
32 weeks

GDC
£540,000

GDV
£995,000

PROJECT DESCRIPTION

The subject development is a former backpackers hostel which we acquired and have subsequently obtained planning permission for conversion to a student residential development.

Works have now commenced on site and are progressing well with a target completion date of June 2021. Once complete, this block will consist of a luxury 1 x 3 Bedroom HMO, 1 x 5 Bedroom HMO, 1 x 1 Bedroom apartment and 4 x Studio apartments.

Located in a fast improving area in the heart of the city with a strong demand for high specification student residential units. we very much see this is as a legacy, long term hold asset.

8 Luxury Student Apartments
consisting of 14 x Bedrooms.

This project will be completed
summer 2021, Let and retained.

WILTON STREET NEWCASTLE



PROJECT HEADLINES

PURCHASE DATE
MAY 2021

PURCHASE PRICE
£250,000

GIA
3600 square feet

DEVELOPMENT COST
£243,000

PROJECT TIME
32 weeks

GDC
£493,000

GDV
£760,000

PROJECT DESCRIPTION

The subject development was formally 4 terraced houses, each pair adjoining and was let to asylum seekers.

Works have now completed on site and consist of 6 luxury student studios per block, totalling 12 and were fully let off-plan.

As with other recent projects, this will be retained in house as part of our strategic legacy creation.

12 Luxury Student Studio Apartments
in a prime location

This was completed in the summer
2022, Let and retained.

HOW TO CONTACT US

Aspire Group
Company Overview

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email: chris.henry@aspire-group.net