

# Property Management Services



Speak to  
*Us First!*

*Experience, Knowledge.*



BMI GROUP  
ESTATE AGENTS

# *At BMI, we make property ownership effortless. Managing over 200 residential units across Gibraltar, we take pride in protecting your investment and maximising returns.*



Our proven track record demonstrates our commitment to protecting your investment, maximising rental returns, and ensuring landlords enjoy complete peace of mind.

Our property management is more than just collecting rent – it is about safeguarding the long term value of your asset, providing professional support and ensuring smooth, efficient operations at every stage. By choosing BMI, landlords benefit from a service designed around transparency, accountability and proactive care.

Our dedicated property managers serve as a single, reliable point of contact for landlords and tenants alike. From routine tasks such as rent collection and payments of repairs to lease renewals and regulatory compliance, we handle every detail with precision. Each property is treated as an individual account, overseen by our in-house accountant, to guarantee that service charges, rates, and utilities are always paid on time, recorded accurately, and presented clearly in monthly statements. This meticulous approach allows landlords to enjoy the financial benefits of property ownership without the administrative burden.



But administration is only one part of what we do. With decades of industry experience, BMI combines expert knowledge with practical solutions to anticipate challenges before they become problems. Our trusted network of tradesmen and service providers – available 24/7 – ensures all maintenance and repair work is carried out quickly, professionally, and to the highest standards. Routine inspections and spot checks reinforce our commitment to quality, protecting both property condition and landlord and tenant satisfaction.

Building on this foundation of proactive care, our lettings specialists combine local expertise with international market insight and a strong digital presence to minimise rental voids and secure the most suitable tenants for your property. Equally, we recognise that happy tenants lead to long-term stability, which is why we go beyond traditional management. From assisting with utility connections and relocation services, to arranging cleaning, shopping, and even airport pick-ups, we ensure tenants feel supported and settled. This extra care creates a positive rental experience that benefits landlords through fewer vacancies and longer tenancies.

It is this seamless integration of lettings and management that sets us apart. Choosing BMI means more than simply appointing a property manager; it means gaining a reliable partner dedicated to safeguarding your property, enhancing its value, and giving you the freedom to enjoy a truly hands-off investment.

## PROPERTY MANAGEMENT

# What you can expect

## *Comprehensive Tenancy Management*

We handle the entire tenancy lifecycle with precision and care.

- **Drafting and execution of rental agreements** – legally compliant contracts that protect both landlord and tenant interests.
- **Full tenant referencing and detailed inventories** – including photographic evidence to ensure transparency and safeguard against disputes.
- **Check-in/Check-out services** – supported by spot checks, ensuring properties are well looked after through tenancies.
- **Proactive contract management** – with advance expiry notices and renewal reminders to minimise void periods and keep your property income flowing.



## *Financial Administration*

Our in-house accounting team ensures your finances are managed with the same professionalism as a corporate business.

- **Timely rent collection and transfers** – with funds deposited directly into your account.
- **Automated late-payment alerts and follow-ups** – reducing arrears and protecting your cash flow.
- **Preparation and payment of service charges, rates, and utility bills** – handled on your behalf for complete convenience.
- **Transparent monthly statements** – including a full breakdown of rent and expenses, accompanied by scanned copies of all invoices for your records.
- **Clear financial reporting** – giving you visibility, control, and confidence in your investment.



# Maintenance & Inspections

We believe property care should be proactive, not reactive.

- **Timely handling of tenant complaints and repair requests in line with defined service levels** – ensuring issues are addressed swiftly.
- **Oversight of all repairs, installations, and professional cleaning** – only using vetted, trusted contractors.
- **Routine property inspections** – plus thorough end-of-tenancy cleaning to maintain high standards.
- **In-house handyman services** – providing cost-effective solutions for smaller works and quick fixes.
- **Bi-annual upgrade and wear & tear assessments** – offering advice on improvements to enhance long-term value.



# Liaison & Support

Strong communication is at the heart of our service.

- **Direct communication with tenants, landlords, and management companies** – ensuring issues are resolved quickly and efficiently.
- **Coordination with lawyers, insurers, and service providers** – so you don't have to.
- **Regular landlord updates** – via phone or email, keeping you informed every step of the way.
- **Optional mail forwarding services** – ideal for landlords living overseas.
- **Marketing of vacant properties** – with a strong digital presence and local expertise to attract the right tenants quickly.
- **Detailed monthly performance reports** – covering rent, expenses, repairs, and property condition, so you always know exactly how your asset is being managed.



# What you can expect

*We believe that a positive tenant experience is key to maintaining strong, long-term tenancies and protecting the value of your property.*

Our approach is designed to ensure tenants receive clear guidance, consistent communication, and reliable support throughout their rental journey — all of which reflects positively on you as the landlord.

## Personalised Guidance

From the very first interaction, we provide prospective tenants with tailored support to help them make informed decisions and settle into their new home quickly and smoothly. This includes:

- **Initial Contact and Advice:** We engage with tenants promptly via email or phone to understand their requirements and offer personalised guidance, setting a professional tone from the outset.
- **Targeted Property Search:** We present suitable properties based on their specific needs, supported by detailed information on locations, amenities, and local services — ensuring we attract quality tenants who are well-suited to your property.
- **Market Insight:** Tenants are kept up to date with market conditions in Gibraltar, helping to manage expectations around pricing and availability and reducing the likelihood of delays or misunderstandings.
- **Transparent Communication:** We maintain clear and regular communication with tenants at each stage of the process, ensuring they are well informed and engaged, which contributes to smoother negotiations and fewer complications.





## Support Throughout The Process

We provide comprehensive support to tenants from the moment they express interest, through to move-in and beyond, helping to create a stable and well-managed tenancy on your behalf. This includes:

- **Offer Submission:** All tenant offers are submitted to landlords in writing, and we act swiftly to secure commitments, reducing void periods and ensuring efficient turnaround times.
- **Progress Updates:** We keep tenants informed of any competing interest, helping them to make timely decisions and maintaining momentum throughout the negotiation stage.
- **Practical Assistance:** We support tenants in setting up utilities and other essential services, minimising disruptions and ensuring a smooth move-in experience.
- **Dedicated Point of Contact:** Tenants are provided with a reliable contact within our team for any urgent matters or general enquiries, which helps to resolve issues quickly and maintain tenant satisfaction.

## Added Convenience

We aim to deliver a service that not only supports tenants but also enhances the overall management of your property:

- **Trusted Service Providers:** We offer tenants access to reputable cleaning services for pre-move, regular, or end-of-tenancy needs, helping to maintain your property's condition.
- **Efficient Response Times:** We pride ourselves on prompt and professional communication. Tenant queries are dealt with swiftly, reducing the risk of escalation and ensuring that your property remains well looked after.



## *Disclaimer*

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EXPERIENCE. KNOWLEDGE.

## *Request a Free Property Management Consultation*

Whether you own one property or a full portfolio, our expert management helps you earn more while doing less. Transparent reporting, proactive maintenance, and dedicated support come standard.

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