

Landlords Legal Helpline

Expert legal advice, just a phone call away

working
with you,
for you | **Stephensons**



Landlord Legal Helpline

24/7 access to our 5-star rated legal helpline service

It covers the landlord for their whole portfolio. We'll give them initial guidance and practical advice on any legal matter, not just those related to tenants or rental properties.

We'll walk through what their options are, help them understand their legal rights and direct them over to next steps. Which could mean hiring the help of a lawyer.

Connections to the right people

Our experience in the sector means we know what agencies to refer them over to. Or better, which solicitor and specialist department within Stephenson's is best placed to help.

Premium service at affordable rates

It used to be that support services like these were only open to the landlords with big pockets. Not with us. We offer up our expertise for businesses of all shapes and sizes.

It's worth noting the helpline only goes as far as giving advice over the phone. We can't help with complex legal matters that involve specific legislation or need professionals to review documents.

Landlord Legal Expenses

All the same support with added legal expense cover

This product is purchased for each property to be covered. The Service includes our 24/7 Legal Helpline, as well as £50,000 legal expenses insurance cover for legal assistance with:

- Repossession of your property
- Recovery of rent owed to you
- Damages caused to your property
- Nuisance or trespass
- Defence of criminal prosecutions
- HMRC enquiries into your personal tax affairs.

We can also give advice on repossession – the various costs involved and how the landlord should serve the right notice to the tenant.

To save your clients time and hassle, our Legal Helpline team will help determine if legal expenses cover is relevant to the Landlord's enquiry, confirm policy cover with the insurer and instruct a solicitor on the Landlord's behalf.

Extra features

One number to contact

No different departments for different issues. Our experts are always at the end of one number.

A dedicated account and claims manager

They'll work with you to set up the product and make sure all your clients are getting the support they need. Claims management reports come as part of the process.

Commission opportunity

We provide cover at an agreed net rate, so there's opportunity for you to earn a fee.

White labelling is available

It's supported by a full management information package, so we can both understand customer needs, call volumes and service levels.

Get in touch

To learn more about our Legal Helpline or any of our other products and services, your dedicated Account Manager Nicola Brown will be happy to talk.

You can reach Nicola at nib@stephensons.co.uk or **07736 630006**.

stephensons.co.uk