

# Welcome to our Lettings team!

**A group of skilled and dedicated lettings professionals with expert knowledge in each of their particular areas of specialism, we're ready to help you with all of your property rental requirements.**

Managing over 1000 properties in addition to the hundreds of tenancy applications we handle each year has resulted in more than 11,000 enquiries from potential tenants in the last twelve months via one online portal alone! To facilitate the huge number of calls and emails we handle each day, as well as creating, managing, and finalising tenancies, we have these dedicated teams:

With you  
every step  
of the way



**Head of Lettings**  
**Fiona**

## Valuations

**Fiona, David and Jonny**, “we know property”

We’re the first people you will meet – whether in person, via video call or at the end of a telephone, our job is to answer your questions and guide you through the initial steps. We’ll let you know the rental potential of your property, how the market is currently performing and what you will need to do next. As well as compliance matters, ask our advice about décor, furnishings, appliances and external areas – we know how to minimise your expenditure but attract the very best tenant!

## Marketing Support

**Laura, Anita, Rianne & Keith** “we’re ever so slightly over-enthusiastic”

The photographs have been taken and floor plan created, it’s time for us to create a buzz around the market about your property. We’re bright, bubbly and love speaking to lots of people about how fantastic your property is and why it should be their new home. We do a lot of the behind-the-scenes stuff too like checking everything is in place and ready for your new tenant to collect keys on the agreed move in date – that’s the best bit!

## Applications & Renewals

**Jayne, Jodie and Matt** “investigating, checking and double-checking, we’re all about the detail”

Experts at building rapport and encouraging people to talk, we do our utmost to find the very best applicant for your property then liaise with you to share the good news and check that you agree. We guide prospective tenants through referencing, complete the regulatory checks and signing on the dotted line, albeit electronically now. Renewals are our responsibility too and we’ll try our hardest to negotiate a second, third and fourth term that meets your expectations.

## Inspections

**Margaret, Evita, David, Jonny, Austin & Shelley**, “we’ve seen it all”

When it comes to our houses, flats, bungalows, and sheds, we’ve inspected them all, there’s a very good chance we conducted the inventory too! Probably more than we care to remember, we really have been doing this job for years and make the most of our experience to help tenants look after your property. We’re very friendly and like to see everyone at least twice a year; we’ll also wave goodbye as they hand their keys back ready for us to complete the final inspection and negotiate the deposit return.

## Property Management

**Ahmed, Pauline, Tim, Jenny & Evita** “we’re the trouble-shooters and problem-solvers”

Compliance is a big thing for us; we’ll be speaking to you before your EPC, electrical and gas safety certificates expire to keep your property compliant and your tenants safe. On a day-to-day basis, you may also hear from us if something isn’t working quite as it should. We have a great relationship with reputable contractors within the area with whom we are able to arrange quotes on your behalf and instruct work once you’ve given the go ahead.

## Accounts

**Maria and Alicia, "we do the maths"**

We look at numbers all day and make sure they add up. Whether it's move-in monies, rent payments, invoices or deposits, it's our job to process funds and create your BACS payment, usually within a 24-hour period ready to credit your account 48 hours later. Weekends and Bank Holidays do get in the way sometimes so we ask you to allow five working days to receive your monthly payment should you be covering mortgage payments and insurance premiums. We also process HMRC payments for overseas landlords and well as dealing with lots of copy statement requests in January ready for the self-assessment cut off - quick tip: keep your emailed statements safe throughout the year to avoid a last-minute panic!

## Remarketing

**David and Jonny, "We notice everything!"**

As soon as notice has been served, it is my job to avoid unnecessary deposit negotiations and void periods whilst maximising the timeframe for marketing and referencing new tenants. I provide the tenant with details of any matters identified as requiring attention prior to the vacating date, in addition to a list of jobs that fall within two categories for you: work required to maintain the property's current standard and jobs you may wish to consider to retain the market value of your asset.

## End of Tenancy

**Maria and Alicia, "I cross the t's, dot the i's and say goodbye"**

Once everything has been done - tenants have moved in, had inspections, renewed their tenancies, provided notice and then vacated, it's me who wraps everything up. I let the TDS know how the deposit has been dealt with, update the utilities and local authority, ensure no matters remain outstanding and then archive the tenancy file.

## Head of Lettings

**Fiona, "I'm the accountable one"**

This is my team, and I am incredibly lucky to work with each and every single member that you have met here. I'm more of the 'jack of all trades' in this outfit, the person who needs to have a good grasp of everything whilst also keeping an eye very much on what is coming over the horizon. Lettings is such a fast-paced industry featuring an ever-changing landscape for our landlords and we serve to protect you and your property. Whether its regulatory changes, updated best-practice guidelines or just something you have read or overheard, we're here to help you, every step of the way.

