



Welcome to our  
**Lettings Service**





# About Us

Whilst most letting agents make properties the focus of their business, we put our clients at the heart of ours.

Whether you are a landlord with one property or have a large portfolio of properties, we understand that you want the very best return on your rental investment.

At Gilbert & Cleveland we offer a range of property management services tailored to meet your unique needs, whether it is full management or a let only service to market your property, we aim to find the best solution for you. We work in partnership with Abacus Lettings Services, an established lettings firm based in Felpham Village, which enables us to provide greater coverage for your properties.

# The Lettings Process

No matter what service level you choose, at Gilbert & Cleveland we will guide and advise you through every step of the lettings process. Here we have summarised the key process points in the majority of cases:



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As a landlord their management of my property is faultless. I particularly like their attentive customer service. I would have no hesitation in recommending this company for any property needs.

**Mrs Moore**

# Let Only Service

This service is often preferred by landlords who have experience of managing a tenancy and understand their legal responsibilities.

## **Our let only service includes:**

- Providing you with a current letting valuation and advice on letting potential
- Guidance on improvements and repairs that may increase rental value
- General guidance on regulations
- Producing property details, including photographs
- Arranging your property's Energy Performance Certificate if required
- Marketing your property, using methods such as applicants register, use of advertising boards, newspaper and internet advertising
- Arranging viewings - all viewings are accompanied
- Giving you regular updates of viewings or feedback
- Discussing the suitability of a prospective tenant with you prior to acceptance
- Obtain references and additional personal, financial, previous landlord and employer references
- Preparation of an Assured Shorthold Tenancy Agreement
- Collection of the deposit and first month's rent (please note: deposit must be registered by landlord)
- Setting up a standing order between you and your tenants
- Issuing the tenant with keys, signing the contract and checking them into the property
- Notifying utility companies and providing meter readings
- Issuing of first month's rental statement



# Let and Rent Collection Service

This includes all of the Let Only services, with the following additions, and is designed for landlords who prefer to organise their own maintenance direct with the tenant and carry out regular inspections.

## **Our let and rent collection service includes:**

- Collecting rent, one month in advance, paid into landlord's bank account
- The issuing of monthly rental statement sent by post or emailed
- Collecting tax from overseas landlords and submitting quarterly tax returns to HMRC
- Deposit registration
- Issuing of renewal tenancy agreements (subject to an additional fee)



# Full Management Service

This service is designed for landlords who prefer us to deal with both the letting and management of their property during the tenancy.

The tenant's point of contact is with Gilbert & Cleveland in all aspects of the tenancy. This service is in addition to all the basic tenant-finding services with the Let Only service and Let and Rent processing.

## **Our full management service includes:**

- Maintenance and repairs: during the tenancy, Gilbert & Cleveland will instruct contractors to undertake any necessary repairs or maintenance to the property at an agreed amount. In an emergency we will act as soon as we have knowledge of a problem and endeavour to keep costs to a minimum
- Periodic internal inspections and reports
- For overseas landlords only: assistance with the completion of overseas tax forms to obtain approval from HMRC for Gilbert & Cleveland to pay gross rental income to the landlord
- Annual evaluations to ensure you are receiving the maximum amount of rent for the property subject to the current market value
- Annual tax reports that can be sent direct to your accountant if required
- Out of hours emergency service for maintenance, to give your tenants peace of mind
- Completion of court forms as well as attendance in court to obtain possession, in the rare occasions that it becomes necessary to take such action
- Return of deposit: once the property has been checked against the inventory that was prepared at the onset of the tenancy and it has been agreed with the landlord, the deposit monies held will be returned to the tenant. If the condition of the property does not meet the standard at which it was at the commencement of the tenancy, Gilbert & Cleveland will liaise with the landlord to discuss and agree the cost rectification and endeavour to negotiate with the tenant in order to withhold some, or all, of the deposit held. Should this not be successful we will deal with the dispute through the tenancy deposit service and provide necessary documentation to support the claim

# Selling



## We also sell property!

Gilbert & Cleveland Estate Agents provide a wide range of comprehensive services for the sale of residential properties in West Sussex.

Founded by Jonathan Gilbert and Ian Cleveland in 1993, the company has grown to a five-branch firm with offices in Chichester, Bognor Regis, Pagham, Selsey and Felpham.

Our priority is to find the right buyer for your property at the best possible price. Through our local network of offices, extensive experience and unique attention to both buyer and seller, we have the passion and knowledge to deliver on this promise.

We strongly believe that the professionalism and enthusiasm of our staff keeps us ahead of our competition, and we are on hand every step of the way to guide you through the process right up until your property completes.

## Buy-to-Let

Being in the property market for both letting and selling, Gilbert & Cleveland can advise Buy-to-Let landlords on where to buy, based on our experience of the property market. We have a thorough understanding in the local area of suitable properties and locations for the type of tenants that you are aiming to attract. We can help you to buy, sell or let your property.

## Summary

We believe our own success is totally dependent upon the success of our clients.

Our advice and expertise is available to you when you choose to proceed. We look forward to a successful working relationship with you.

Thank you for taking the time to consider our comprehensive range of services. Please contact us to discuss your individual requirements.



## Bognor Regis

59 Aldwick Road  
Bognor Regis  
West Sussex  
PO21 2NJ  
01243 865511

[bognor@gilbertandcleveland.co.uk](mailto:bognor@gilbertandcleveland.co.uk)

## Chichester

10 Eastgate Square  
Chichester  
West Sussex  
PO19 1JH  
01243 532626

[chichester@gilbertandcleveland.co.uk](mailto:chichester@gilbertandcleveland.co.uk)

## Felpham

70 Felpham Road  
Felpham  
West Sussex  
PO22 7NZ  
01243 865432

[felpham@gilbertandcleveland.co.uk](mailto:felpham@gilbertandcleveland.co.uk)

## Pagham

1 The Parade  
Pagham  
West Sussex  
PO21 4TW  
01243 265566

[pagham@gilbertandcleveland.co.uk](mailto:pagham@gilbertandcleveland.co.uk)

## Selsey

127 High Street  
Selsey  
West Sussex  
PO20 0QB  
01243 607866

[selsey@gilbertandcleveland.co.uk](mailto:selsey@gilbertandcleveland.co.uk)

## Lettings

10 Eastgate Square  
Chichester  
West Sussex  
PO19 1JH  
01243 532626

[lettings@gilbertandcleveland.co.uk](mailto:lettings@gilbertandcleveland.co.uk)