

Chapmans

Case Study Social Relocator

The client

Our client, a retired gentleman who was looking to relocate from Scotland to the South of England, had tried selling his property with little success and as he didn't need to sell he wanted to investigate renting until the market recovered.

What they needed

He was worried about renting his property as he had never done it before and he would be 500 miles away. He therefore needed help and guidance as a first time landlord.

Why they chose us

On first interaction he found us to be very professional and informative which put his mind at rest. The fact that we were so experienced on the maintenance side was also very reassuring.

What we did

We appraised the large 4 bedroomed property and discounted the HMO license route due to high initial investment required. Also the work that would need to be done would be detrimental to the look of the property, which the landlord wished to sell as a Private Dwelling House in a few years time (i.e. fire doors, sprinklers etc). We therefore proceeded to advertise and prepare property for let and organised a deep clean. We set a sensible rent to attract a smaller family meaning there would be less wear and tear. In 2013 the client decided he wished to test the market for selling again and as such asked us to project manage some renovation works. During the works some dry rot was identified and so the landlord has to delay selling until 2014. Initially our client asked us to evict the tenants prior to the works, however on our advice, we managed the works around the tenants living there. This meant that our client enjoyed an income stream throughout the works and now that the sale has been delayed, he won't have to pay any remarketing costs or suffer an extended void period as the tenants are still in situ. In fact we are working with them to see if they can buy the property themselves.

What the client said

I have had a fantastic experience Chapmans. Here are some of the main features:

- *very friendly and responsive service-nothing is too much trouble*
- *very helpful Guide to Letting received at the outset, detailing legal issues*
- *skilled in interviewing prospective tenants, calling in references etc.*
- *excellent communication by telephone, letters, e-mails*
- *very diligent follow-ups once the property was let*
- *their qualified tradesman attended to various repairs, electrical certificates and so on promptly*
- *the above is a real asset to their business - no waiting on tradesmen to decide to appear!*

I cannot commend Chapmans too highly. They provide a friendly, reassuring and highly competent service covering all aspects in renting your house

LH, Scottish Borders