

# Chapmans

## Case Study Switcher

### The client

Our client is a professional person who was relocated to the US for an indefinite term with her work.

### What they needed

The client had initially considered employing Chapmans to rent her property when she first relocated the US. However she decided to engage a seemingly cheaper and established company. Abroad with a 5-hour time difference and a high pressured job, she became exasperated with an unceasing list of problems in her property. It seemed there was one problem after another. She had lost complete faith in her agency, she had no idea what was going on, had no trust in the solutions presented and was faced with some very expensive bills.

She contacted us to ask us if we could sort all the maintenance issues and then engage our full management services. She realised that we were under no compulsion to do this as she knew we only manage maintenance for our own clients.

### Why they chose us

Although she didn't engage our services initially, when her relationship and service with her existing agent broke down, she was urged by friends to approach us again as they had had a good experience with us.

### What we did

We sorted out all the problems in the flat. Applying commonsense we located the source of all issues to a water leak under the bath and a dripping radiator— which we solved. We replaced damaged flooring using spare flooring she had in her loft, sorted the radiator, replaced the kitchen floor and generally reassured a stressed, but essentially very good tenant. We kept the client and tenant fully informed of all the work that was being done and the timescales we would work to. We then took over the tenancy management, arranged new leases with the tenant and persuaded him to sign up for another 12 months to provide our client with more visibility of income.

### What the client said

*I can't believe I had initially thought Chapmans were expensive as you have saved me a fortune and my stress levels have dropped dramatically! I am planning on returning to Edinburgh for a short break and normally I would have had to squeeze in a visit to the flat and no doubt organise some repairs. However I am so reassured by the service you are providing me with that I feel totally relaxed about not stopping by and I will leave it all in your capable hands. What a relief and thanks!*