

Chapmans

Case Study Later Years

The client

Our client is a widower in her late 70s and she had reached the stage where she felt she needed to move into sheltered accommodation. She had lived on her own for the last decade, and in the family home for the last thirty years.

What they needed

Our client and her family did not wish to sell the family home but they needed it to be occupied and lived in and provide an income to supplement her pension and to offset some of the new accommodation costs.

Why they chose us

As a founder member of the Edinburgh Care Forum, Chapmans are well regarded for our sensitivity, professionalism and integrity in this sector. She chose us because we were able to put aside our own business model and adapt our services and pace of work to suit her in this very emotional time.

What we did

Over the course of a few months we stepped up our involvement with the client. Initially we provided a rental assessment to her and her son so they could work out the viability of retaining the family home. We then guided her through the process with as little disruption as possible. We ensured the house met all the new legislative safety requirements and then proceeded to discreetly advertise the property for rental. We conducted viewings when the client was out so she did not need to be distressed and unsettled unnecessarily. When we found the right tenant we then introduced her and to our client who was delighted to know a young family would enjoy living in her home. She felt she could imagine them having lots of fun and laughter in her old home. We arranged for the new tenant to move in a week after the client moved out which gave us time to organise a pre let clean and inventory but with a minimum void period. Now a few years on we deal directly with the client's son as she does not feel able to be the direct contact any more.

What the client said

It was great being able to use Chapmans at this stressful time in my mother's life. They sorted out everything that needed to be done to let the property with as little involvement from us as possible. The property has now been let for almost 3 years. Having Chapmans on board means that my mother and I do not need to worry about the property. We can focus on quality time together, knowing that the place is being looked after. Thank you.

Client's son.