

# OSBORN HUMPHREYS

[www.osbornhumphreys.co.uk](http://www.osbornhumphreys.co.uk)

## Property Management & Lettings Brochure

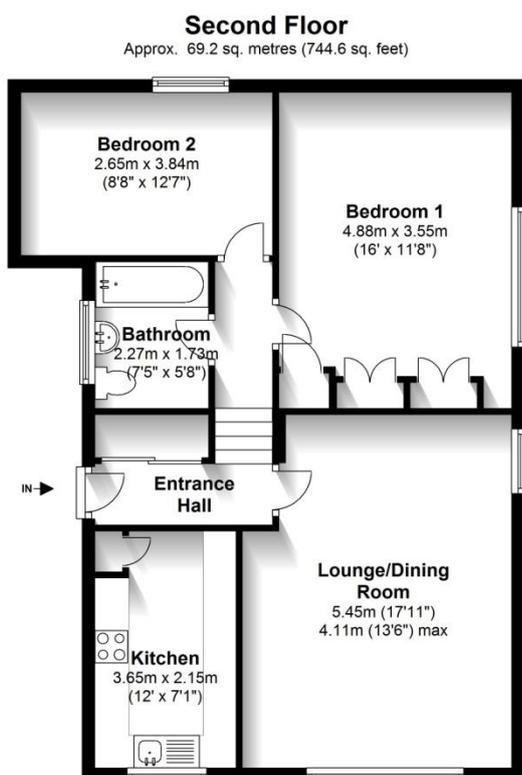


## About us & our services.

Osborn Humphreys have been at the forefront of property marketing & management in Shoreham, Steyning and the surrounding areas since 1968. During this time, we have seen many changes to the ways in which property is bought, sold, let and rented. Thankfully some things simply do not change, such as our commitment and dedication to the individual requirements of all our clients.

Our systems and technology have moved with the times but we still focus on our clients in a personal, individual and attentive way. Our dedicated team is friendly, warm, honest & professional, with vast local knowledge & property experience.

We are proud members of the National Association of Estate Agents (NAEA), The Ombudsman for Estate Agents (OEA) and the Association of Residential Letting Agents (ARLA).



Total area: approx. 69.2 sq. metres (744.6 sq. feet)

This floor plan is for identification purposes only - not drawn to scale.  
Plan produced using The Mobile Agent.



## How can we help you?

It is vitally important to correctly assess the value of a property in today's market. That is why we pride ourselves in providing an accurate valuation, backed up with quantitative market research and data. Our experience over many years, along with our readiness to embrace change and new technology, means we provide an efficient and effective service in this ever changing sector.

Letting property has also changed enormously over the years, so it is important to choose a forward-thinking agent with expert local knowledge.

Showcasing property to its absolute best is our aim. Our highly skilled team produce detailed, accurate and informative property brochures that are expertly presented, both electronically and in high quality print. Our photography is high quality and we can arrange for a detailed floor plan to be produced. Research confirms properties with floor plans attract 50-60% more interest on property websites than those without.

Letting and managing property can be complex and time consuming. We can offer several different packages, which are tailored to suit the individual requirements of any Landlord, regardless of their level of experience.

We have prominently located offices in Steyning and Shoreham, helping to ensure maximum local coverage. Along with our own website, we advertise on all the leading property portals, ensuring our reach is as far and wide as possible.

## **A service that works for you.**

### **Introduction Only**

*A service perfect for the experienced Landlord who simply requires us to find them a suitable tenant:*

- A free property valuation and market appraisal will be conducted at the outset to establish an appropriate monthly rent.
- Comprehensive marketing campaign, both locally and nationally, to include the most effective property websites and publications. Where appropriate, we will also provide a striking 'To Let' board.
- We can arrange and co-ordinate applicable certification and assessments, such as Gas Safety and Energy Performance Certificates, should they be required (additional fee/s payable).
- Extensive Tenant 'matching', utilising our own extensive and up to date database of suitable prospective Tenants.
- We will arrange & accompany all viewings and communicate all useful feedback in a timely manner.
- All applicants will be assessed for suitability and advised of any restrictions, costs and processes involved when entering into a Tenancy Agreement.
- We will arrange and organise references and credit checks for each prospective Tenant and, where applicable, guarantor/s, subject to Landlord's consent. (The costs for this will be borne by the applicant/s).
- Once the applicant/s pass our referencing procedure, we will prepare and execute a Tenancy Agreement on your behalf, where required (subject to additional fee/s).

### **Rent Collection Service**

*A popular service for Landlords who may be local to the property and wish to undertake and manage the property, but prefer not to be involved with the collection of rent and preparation of detailed accounts:*

- We will provide the Introduction Only Service, as outlined above, in addition to the following:
- Monthly collection of rent via standing order and manage the Tenant's payment schedule to ensure the relevant payments are received on time.
- Chasing late or non-payment of rent directly from the Tenant.
- Preparation of detailed monthly statement of accounts and direct payment of rent monies, less any commission and expenses that may be due.

### **Fully Managed Service**

*Our most comprehensive Lettings service, and also our most popular. Designed to offer Landlords a 'hassle free' option, where we take care of the day to day management of the property, Tenant and more.*

- In addition to the above Rent Collection Service, we will also provide the following:
- Regular property inspections, which are reported to the Landlord in writing, to assess the condition of the property and ensure the Tenant/s are fulfilling their obligations.
- We will be the main point of contact for the Tenant/s and deal with all problems, requests and queries accordingly.
- Where possible, we will arrange estimates for maintenance works, from appropriately qualified and insured contractors, and communicate these to the Landlord for approval and instruction to proceed.
- We will co-ordinate any repairs and maintenance where instructed by the Landlord to do so.
- When appropriate, we will issue the 'Section 21 Notice' advising the Tenant/s that possession of the property is required.



As a member of The Property Ombudsman, we follow the Code of Practice for residential sales which has been approved by Trading Standards under the Consumer Codes Approval Scheme. We are also members for lettings related matters and can resolve disputes, referred by landlords or tenants fairly via the Ombudsman. All members of staff are made familiar with the 'Code of Practice for Residential Estate Agents'.



Osborn Humphreys are ARLA certified. We follow the recommended 'Best Practice Guidelines' whilst maintaining a commercial approach to our business. We are active members, attending regular meetings and our client accounts are audited annually by our company accountants. ARLA offer robust protection for tenants and landlords alike.



SAFE – Safe Agent Fully Endorsed – is a mark denoting firms that protect landlords and tenants money through client money protection schemes. There are several schemes in the sector operated by ARLA/NFOPP, the Law Society, NALS and RICS to which agents voluntarily belong. The scope of these schemes varies and you should contact your agent for full details of the scheme of which they are a part.

Landlords and tenants often make decisions based on cost but it is important to ensure you ask your agent for details of the organisation by which they are regulated and whether or not they are covered by a client money protection scheme. All agents regulated by ARLA/NFOPP, the Law Society, NALS and RICS maintain and operate separate designated client accounts where your money is held completely separate from the operating funds of the firm. If the agent you are using cannot provide you with the assurance of knowing they are covered by a client money protection scheme, the question you need to ask is why not?

For more information, or to arrange a no obligation, free market appraisal and valuation of your property, please contact your local branch.

## Osborn Humphreys Estate & Letting Agents

Shoreham Office:

32-34 Brunswick Road, Shoreham, West Sussex, BN43 5WB

Tel: 01273 461400 email: [lettings@osbornhumphreys.co.uk](mailto:lettings@osbornhumphreys.co.uk)

Steyning Office:

39 High Street, Steyning, West Sussex, BN44 3YE

Tel: 01903 814888 email: [steyning@osbornhumphreys.co.uk](mailto:steyning@osbornhumphreys.co.uk)

web: [www.osbornhumphreys.co.uk](http://www.osbornhumphreys.co.uk)

