

# LESLEY GREAVES

estate & letting agents



The MODERN agent with TRADITIONAL values  
Lettings

# THE MODERN AGENT WITH TRADITIONAL VALUES

In a modern world with new and progressive technologies we are embracing these advances to improve even further on the service we can provide to our clients.

Our team is located under one roof dedicated to working with you to let your property.

The property market is changing and with it the way we shop. The internet has taken over how we search for our homes resulting in window displays generally no longer being required.

Our Gedling Hub is centrally based and the team are still able to welcome our clients to the office but with a difference, our progressive approach will result in the best possible client experience for our clients.

We offer extensive national and indeed global coverage of your property using platforms including Rightmove, Zoopla, Prime Location, OnTheMarket, Country Life and Lesley Greaves website as well as Facebook, Twitter and Instagram.

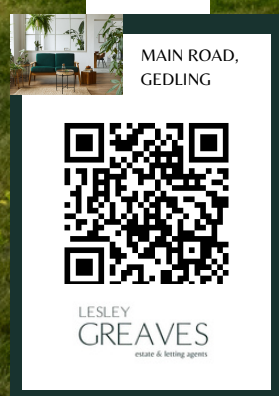
We also have our administration office on a busy high street which has a strong position and presence in Mapperley, this office is dedicated to administration and is by appointment only.

We are a long standing business founded in 2006 and are immensely proud of our fantastic reputation and the team will be here to meet all of your property requirements for many years to come.

Lesley Greaves..... The MODERN agent with TRADITIONAL values!!!



# GET 'ON BOARD' WITH OUR NEW LETTINGS BOARDS



Where required we can provide a QR code on your board which links clients directly to our virtual viewing online. This gives clients a clear understanding of the property.

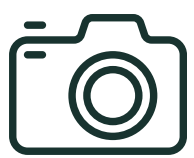


Scan to  
take a look

# TENANT FIND

Tenant Find service is  
50% of the first months  
rent plus vat  
with a minimum of  
£400.00 plus vat (20%)

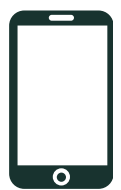
For landlords who feel confident  
to manage their property  
but need help to find  
a qualified tenant



**Professional photos**  
Free professional photography as standard



**Full referencing service**  
Each prospective tenant will be fully referenced



**Virtual viewing**  
At Lesley Greaves we film a virtual viewing



**Right to rent check**  
We will carry out a right to rent check on each prospective tenant



**Safety certificates**  
We can arrange an EPC, Gas safety record, EICR, Smoke Alarm, Carbon Monoxide Alarm and Legionella risk assessment for an additional cost



**Tenancy agreement**  
We will draft a comprehensive tenancy agreement between the landlord and tenant



**Accompanied viewings**  
We will conduct all the viewings



**Tenancy renewal**  
We charge only £50.00 plus vat to renew a tenancy

# FULL MANAGEMENT

Right to rent check

Arrangement fee  
£400.00 plus vat



Accompanied viewings  
We will conduct all the viewings

Management fee  
9% plus vat



Full referencing service  
Each prospective tenant will be fully referenced

We offer complete peace of mind with  
our full management service



Right to rent check  
We will carry out a right to rent check on each  
prospective tenant



Professional photos  
Free professional photography as standard



Tenancy agreement  
We will draft a comprehensive tenancy agreement  
between the landlord and tenant



Virtual viewing  
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Tenancy renewal  
We charge only £50.00 plus vat to renew a tenancy



Safety certificates  
We can arrange an EPC, Gas safety record, EICR,  
Smoke Alarm, Carbon Monoxide Alarm and  
Legionella risk assessment for an additional cost



Rent collection  
Rent collection with prompt payment



# FULL MANAGEMENT CONTINUED



## Monthly landlord statements

We will send you a monthly landlord statement



## Managing non-resident landlord tax

We will manage non-resident landlord tax



## Deposit protection

Your tenants deposit will be protected with the deposit protection service (DPS)



## Utility and local authority account transfer

We will notify the utility companies and local authority about the change of tenancy and provide meter readings



## Inventory and schedule of condition

Free inventory and schedule of condition



## Property inspections

Free property inspections at month 3 and then every 6 months



## Checkout inspection

Free checkout inspection



## Access to our in-house repair and maintenance

We will arrange repairs and maintenance



## Urgent maintenance helpline

Tenants can call us out of hours for urgent maintenance issues



## Day to day management

We will deal with the day to day management



# VIEWINGS

We realise how important viewings are, ensuring potential applicants have a good understanding of the property. We offer different ways in which they can view properties:

- Accompanied viewings
- Filmed viewings



# FILMED VIEWINGS

Our filmed viewings help to give a potential buyer an accompanied viewing experience without walking through the door. These are shared on our website, portal and social media.



Scan to  
take a look



# ACCOMPANIED VIEWINGS

We know what works and know what our clients want. If you prefer we can conduct all the viewings on your behalf. We understand you may know your property better than us. However, with our combined experience and knowledge we hope we can let your property quicker than you could.

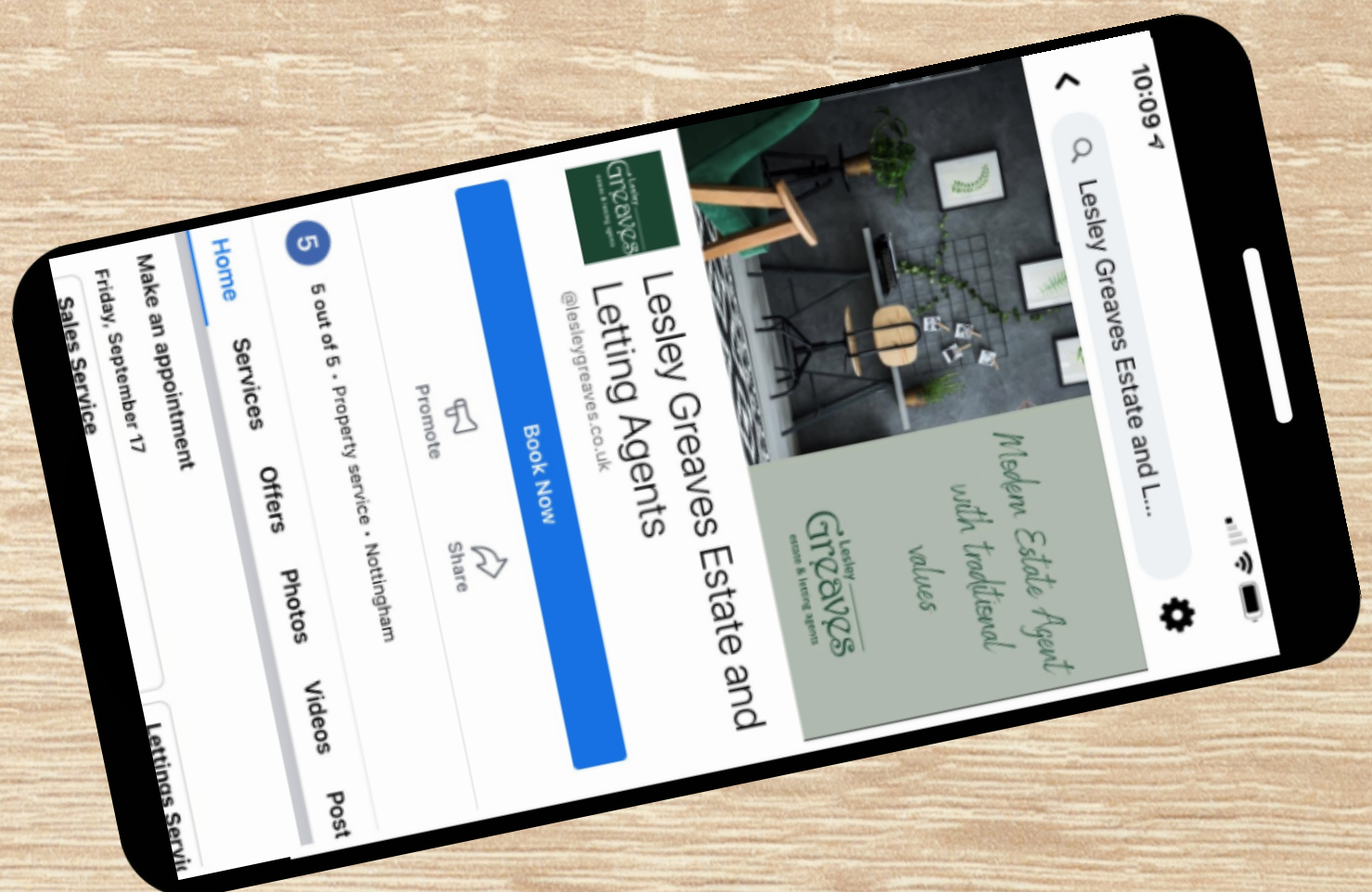
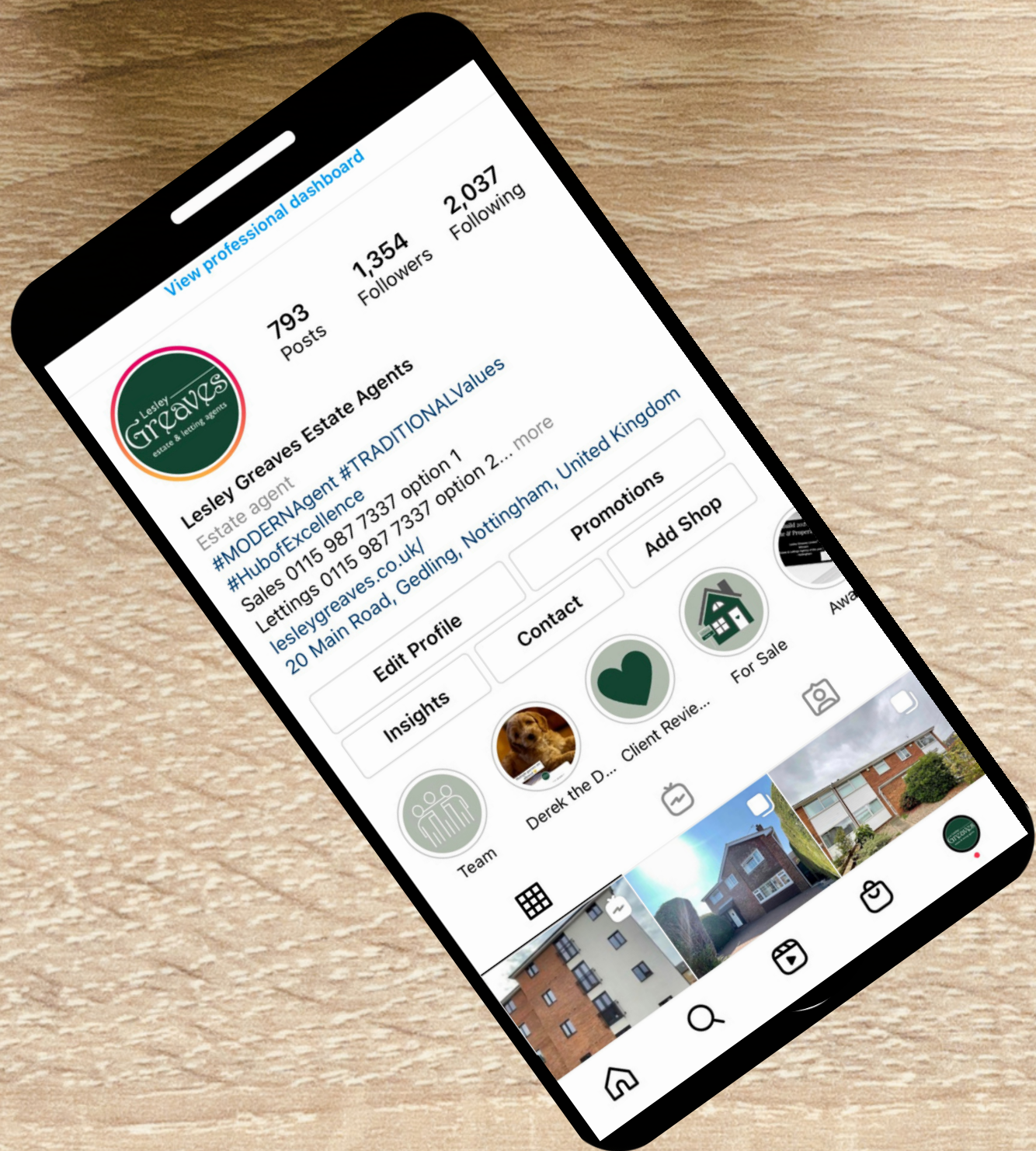
We ensure that we are available to conduct all viewings on your behalf which enables us to get honest feedback.

We offer out of office hours viewings where required, meaning we can be available for viewings 7 days a week. Feedback is essential in knowing that your property is being marketed and presented at its best.





# SOCIAL MEDIA



Every property we list will be posted on all our social media platforms!

# INVENTORIES

As it is law that the tenant's deposits are protected, it is highly recommended that Landlords/Agents should provide a comprehensive inventory carried out by a professional inventory clerk. This document will comprise an integral part of the Assured Shorthold Tenancy Agreement and provides a detailed record of the contents and condition of the property. This is invaluable should any dispute arise at the end of the tenancy.

We will arrange for this service through our recommended inventory company. For our full management package the inventory and inspections are included.

For our tenant find package we can arrange for an inventory at a cost of £100.00 plus VAT should you require one.

During inspections we can check for any visible defects that may require attention or repair. Should any defects be noted these would be reported to you, together with our suggestions of what to do to resolve the issue/s. It must be noted that we cannot be held responsible for any disputes arising out of missing issues or errors from inventories by a third party.

We will coordinate the tenant's vacation of the property and we will require a completed signed document from the landlord authorising us to return the deposit or withhold monies. It is strongly recommended that the landlord visits the property at the end of the tenancy in order to ensure the property is in good order and to see if any works are required prior to remarketing.



# EPC

When letting a property it is a legal obligation to have a valid Energy Performance Certificate in place.

An Energy Performance Certificate (EPC) provides detailed information about a property's energy efficiency, giving a rating on a scale from A to G. The EPC also offers suggestions to improve your property's energy efficiency, potentially saving you money in the long term.

Landlords are required to have their properties energy assessed before they are let, which must be at a rating of E or above. EPCs for every property must be made available to prospective tenants when they view your property.

We can arrange an EPC on your behalf at a cost of £85.00 plus VAT

Score	Energy rating	Current	Potential
92+	A		
81-91	B		82   B
69-80	C		
55-68	D	57   D	
39-54	E		
21-38	F		
1-20	G		



# LICENCES

## HOW TO LET & TENANT FEES ACT 2019

When renting a property there is so much involved, we choose to work closely with the Government to ensure we correctly advise both our landlords and tenants.

On our website we have attached helpful links that will provide you with all the information required to rent your property with us.

- How to let
- Tenant Fees Act 2019: Guidance for landlords and agents



## SELECTIVE LICENCE & Homes (Fitness for Human Habitation) Act 2018

A licence is a legal requirement for each property a landlord owns, you can check whether your property is covered by the proposed licence scheme through your local council website

# WHY OUR CLIENTS LOVE US

“We recently moved into a rental property with Lesley greaves. From start to finish with the process the ladies at Lesley Greaves we’re extremely helpful and kind. We cannot fault their hard work and we really appreciate it. To Jade, we send our kindest wishes and many thanks on helping us find our perfect home.”

CARLTON, Nottingham

“I having been using Lesley Greaves for the last 8 years, and I have used your letting service for new tenants, all the staff have been efficient, polite, professional and normally had a new tenant in 2-4 weeks moved in the property, which is a excellent service, so would just like to say big Thank you to all the staff.”

LOWDHAM, Nottingham

“This was our first time letting a property and we chose Lesley Greaves. The friendly, knowledgeable staff helped us through each step of the letting process and were always available to answer our questions. We have received excellent service and would thoroughly recommend them”

BURTON JOYCE, Nottingham

“Good morning, May I take this opportunity to thank you and your team at Lesley Greaves for an excellent service during the past few weeks. You have all been very helpful steering me through the letting process.”

NETHERFIELD, Nottingham

“Thank you for all your help & assistance with Hillcrest Gardens. It’s a home I will cherish and hopefully have lovely memories.”

BURTON JOYCE, Nottingham



# MEET THE TEAM



**Lesley Fry**  
**Director**

Lesley opened her first branch in 2006. With over 20 year's experience in Estate Agency and her passion for customer service her company has grown from strength to strength even with the challenge of an ever changing market. Her business has a great reputation for selling and letting houses in the Nottinghamshire area as well as sharing her success by giving to local charities. Lesley also has a busy home life with her 4 grandchildren and dog Derek!

Melissa started her estate agency career when she moved to Nottingham over 20 years ago. Originally from Essex, Melissa was a seasoned sales person already and her experiences seamless passed into estate agency where she worked up the ladder from trainee to Office manager. Melissa thoroughly enjoys her role as Office Manager and working with her team, making the most of her skills acquired throughout her career in both sales and lettings.



**Melissa Trussler**  
**Office Manager**

# MEET THE TEAM



Alison Dawson-Orchard  
Lettings Administrator

Alison has worked in estate agency for three and a half years, both as an accompanied viewer and lettings administrator. She thoroughly enjoys her current role of lettings administrator where her attention to details and bubbly personality makes her a great fit with both the team and clients. Alison's favourite part of her role is meeting new tenants, helping to find them their perfect home. Outside of work she is a keen gardener and loves spending time with her family.

Amy enjoys the challenge of her new role as the sales and lettings administrator. Amy has always lived in Carlton so has great local knowledge of the area which helps her greatly in her current role. She has worked in the Energy industry for 12 years and decided she wanted a change. Outside of work, Amy really enjoys spending time with her family and making memories.



Amy Knowlden  
Lettings Administrator



Derek  
Barketing Manager

Derek started his early career at Lesley Greaves as Trainee Barketing Manager early this year. His fun and energetic personality has quickly made him a firm fixture in the office. Derek is a keen walker can often be found pounding the local streets and parks, accompanied by his colleagues.

Our team is now located under one roof and dedicated to working with you to let your property.



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Nottingham  
NG4 3HP

Administration Office  
Lesley Greaves Estate &  
Letting Agents  
910 Woodborough Road  
Mapperley  
Nottingham  
NG3 5QR



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