THE ESTATE AGENTS FOR EVERYONE

appointmoor

Sales & Lettings

Selling, letting, property and block management in Chalkwell, Westcliff, Leigh, Southend and the surrounding areas.

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Accreditations

Whilst the industry is constantly changing, the one thing which remains stable is our commitment to professional accreditation.

We've made it our mission to maintain our status as a trustworthy and accountable agency. We know how important it is that our customers always feel safe – especially when it comes to their finances and property. You can be fully assured that we take our profession and responsibilities very seriously.

We are members of NAEA, ARLA, Safe Agent Scheme, ARMA, The Property Ombudsman and Tenancy Deposit Scheme.

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Established in 1998, we're proud to be the only estate agency in the heart of Chalkwell.

From our early days we've expanded with the market and today we have a dedicated team of staff members, many of whom have been with us since the start. Our team are experts in all of the surrounding local areas.

Our growth and success lie in our open-minded approach; **we welcome any prospective client.**

Not only do we really know the sales market, but we're quietly confident that we hold the largest rental portfolio in the area and there is little we don't know about lettings, property and block management.

We've helped many investors find and establish rental property portfolios, and a high percentage of our clients have returned time and time again.

Whether you're a first-time client or more experienced investor, you can be assured that you'll really be listened to as the individual you are.

We do what we say we're going to do, and we do it well.

Bradley Daniells
Managing Director

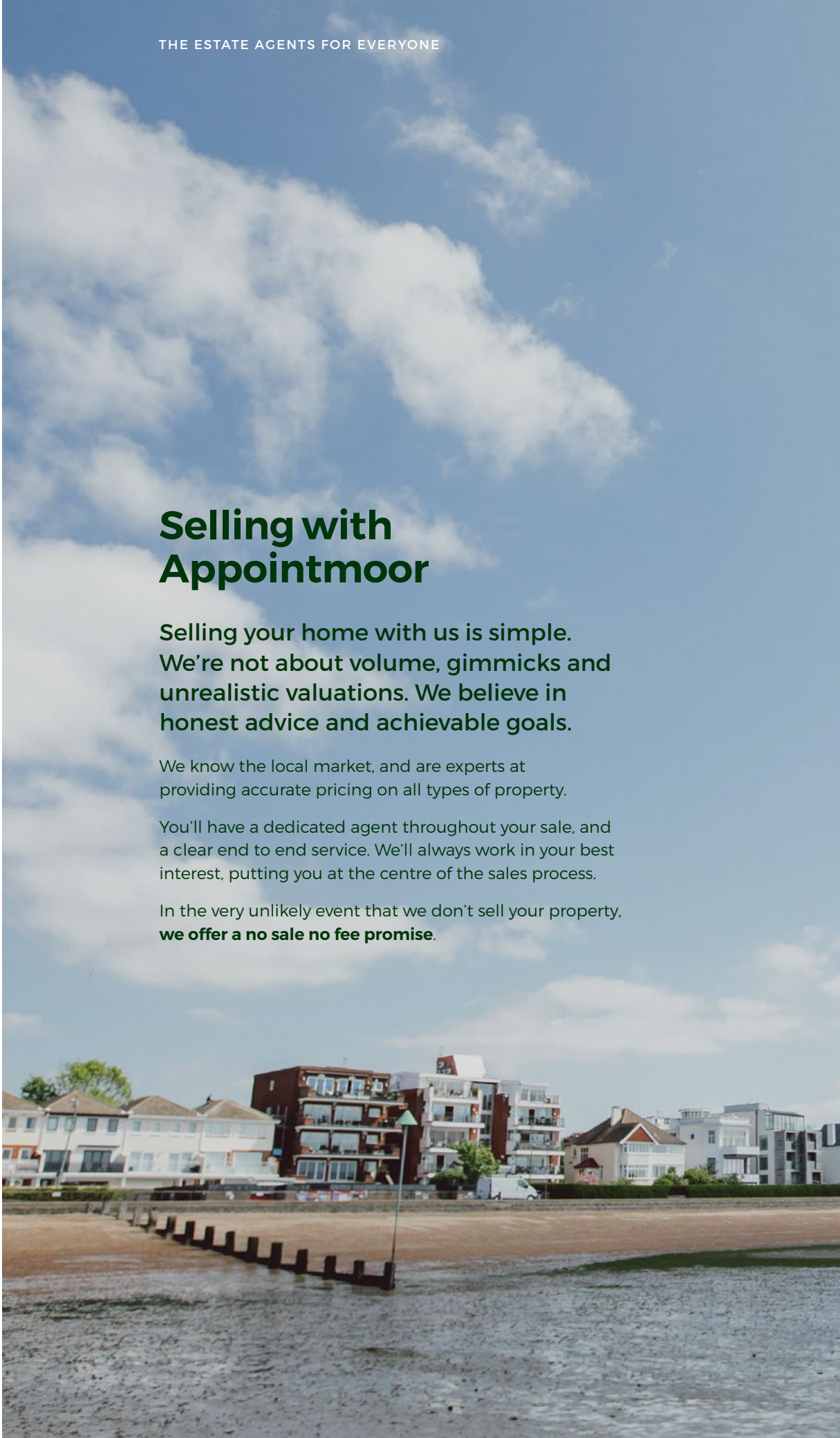
Selling with Appointmoor

Selling your home with us is simple. We're not about volume, gimmicks and unrealistic valuations. We believe in honest advice and achievable goals.

We know the local market, and are experts at providing accurate pricing on all types of property.

You'll have a dedicated agent throughout your sale, and a clear end to end service. We'll always work in your best interest, putting you at the centre of the sales process.

In the very unlikely event that we don't sell your property, **we offer a no sale no fee promise**.



"Our specialist team are highly experienced in every aspect of successful property sales – selling all types of property, from studio apartments to the ultimate luxury homes."

Our simple sales process explained

At Appointmoor, we try to keep the process of selling your home as simple and successful as it should be.

We've identified the 6 stages of your sale where we really make the difference and make the magic happen. Don't worry if you find the whole idea of selling quite daunting — we'll be with you every step of the way.

Valuation & preparation

A member of our sales team will visit your property and discuss your goals and expectations. We'll get to know you and your property, and provide accurate advice on its market value.

We'll be honest from the outset and we'll work with you to set an achievable value, with our goal being the maximum realistic price for you.

Marketing

Once you're happy with the valuation and have given us the go ahead, we'll begin to work with you on marketing your property.

We'll take attractive photos of your property, focussing on its unique features. We'll immediately list your property on our popular website, as well as all major national property portals including Rightmove, Zoopla, Prime Location and On The Market.

We'll also feature your property at our Chalkwell office and regularly feature on our social media pages including Facebook, Instagram, Twitter and LinkedIn.

Finally, our recognisable sales boards will draw attention to your property. Our boards aren't noticed for our name though – we keep that small so that the focus is kept on your property.

Buyers

We have a wealth of experience in attracting quality buyers.

Our sales team strongly believe in the power of accompanied viewings, really inspiring buyers about your property – we notice the small things that can make a big difference.

We want our buyers to be happy so we take time to view the property thoroughly, ensuring they feel relaxed and at ease in their potential new home. We'll always feedback to you about potential buyers and **keep you in the loop as we go.**

Negotiations

Once the right buyer has connected to your property, our role comes into its own.

We bring all the pieces together to ensure that your sale moves forwards. We'll negotiate between you and the buyer, and work towards locking in a price. **We're experts in ensuring that both buyer and seller are working within their budgets, so that no-one's time is wasted.**

Our negotiations are overseen by a manager at every step and once an offer has been accepted, the really important part begins.

Completion

Solicitors may take over at this point, but our specialist sales progressor also keeps a very close check on your sale too.

They work hard to **move your sale along quickly and effectively** – keeping tabs on everyone involved and dealing with any issues if they arise.

We know that a steady, thorough approach means we'll get you to your goal – that all important completed sale.

Moving

Your property has sold and you're finally ready to move. Perhaps you're on your way to a new home, or your next adventure means you need to store your personal effects for a while.

Whatever your circumstances, Appointmoor can offer advice on tailored removal services and storage solutions. We think this is just as important as the rest of the sale – and **we won't leave you high and dry just when you need a helping hand.**

Related services

Mortgages

Our in-house, independent mortgage brokers are based in our Chalkwell office and offer bespoke mortgage products to our customers. Often having **exclusive deals for Appointmoor clients**, they will work with you as you begin your sale or purchase process with us.

Conveyancing

Appointmoor work with solicitors who specialise in conveyancing. Our strength lies in our joined-up approach – your agent will work directly alongside your conveyancer.

Our total service package offers the best value conveyancing around and includes:

- **A selection of local specialist solicitors to choose from.**
- **Specially negotiated fixed legal fees.**
- **Easy communication – can be delivered by phone, email, online and post.**
- **Peace of mind – all solicitors come highly recommended**
- **Speed of service – agent and solicitor are kept up to date online and milestones are regularly tracked.**

Surveys

With over 20 years of experience our recommended Chartered Surveyors have the expertise and reputation for providing a valuable and comprehensive service which includes providing a homebuyer survey and valuation, building surveys, specialist valuation services and after-care for all clients.

When buying a home you should never rely solely on a mortgage valuation. The lenders themselves state within their terms and conditions that you should not do this.

We can assist you with:

- **A selection of highly recommended surveyors.**
- **Advice on the best type of survey to suit your needs.**
- **Clarifying points once the survey has been carried out.**

We pride ourselves on our ability to match the perfect buyers or tenants to your property.

Letting your property with us

We successfully manage the largest and most diverse lettings portfolio in the local areas so there isn't much we don't know about letting property. We know that every landlord and every property is unique.

We tailor our services according to your circumstances; **we can do a little or a lot – whatever you need.**

First we'll visit your property for an appraisal. Then we'll provide solid realistic advice on its rental value. With our extensive experience across the entire local area, you can be confident that we'll give you a fair and achievable figure. We'll discuss our different types of lettings service, allowing you to choose between them.

“ I've used the guys at Appointmoor to let and manage several properties. I always find them helpful, efficient & professional. They regularly go out of their way to help with any requests I might have — I really wouldn't hesitate to recommend them to any local landlords looking for a reliable letting agent.”

Our simple letting–only service

We understand that, as a landlord, you may just want help with the first part of the process, so we'll offer support and guidance with:

- Advertising your property
- Finding the right tenant
- Reference checking
- Preparing your tenancy agreement
- Collecting the first month's rent
- Arranging the checking-in of tenants
- Undertaking lease renewals and extensions

Once your property is let, that's where we'll leave you and your new tenant (but we'll still be here should you wish to return to use our full management service).

Our full property management service

Many landlords prefer to have us look after every part of their property let. You'll get all the benefits of our letting-only service plus we'll:

- Collect ongoing rent
- Arrange property maintenance
- Undertake regular inspections
- Provide monthly accounts to both tenant and landlord
- Complete all ongoing administration of the property under the terms of management
- Liaise with solicitors (if required)
- Liaise with the Local Authority regarding housing benefit (if applicable)
- Arrange rent guarantee scheme (if required)

By letting your property this way, you'll have a stress free transition to our property management team.

Time to relax — let us
take all of the stress out of
managing your property.

Tenant references & deposits*

Referencing

As a Premier Homelet Agent we provide you with a fast, efficient and comprehensive tenant referencing service, including:

- Credit history, voters' roll check
- Report on detrimental credit history
- Undisclosed address and application cross check
- Undisclosed county court judgement/ court decrees
- Credit
- Tenancy recommendation
- Previous landlord/letting agent reference (if applicable)
- Employer's reference

Rent recovery scheme

Our rental recovery cover includes any problems with rental payments, and legal costs incurred in the recovery of any debt.

Deposits

Appointmoor is instructed to hold the rental deposit, and shall do under the terms of the Tenancy Deposit Scheme (TDS) operated by:

The Dispute Service Limited
West Wing
First Floor, The Maylands Building
200, Maylands Avenue
Hemel Hempstead
HP2 7TG

T 0300 037 1000
F 01442 253 193
E deposits@tenancydepositscheme.com
W tenancydepositscheme.com

Tax advice & information*

Income tax

Several items of expenditure can be offset against rental profit, of which the following list covers the main tax-deductable areas.

If you require further information on this matter we would recommend that you seek the advice of an accountant, as tax status does vary.

- Letting agents fees
- Legal fees for lets of a year or less, or for renewing a lease for less than 50 years
- Accountants fees
- Buildings and contents insurance
- Interest on property loans (restricted)
- Maintenance and repairs to the property
- Utility bills, like gas, water and electricity
- Rent, ground rent & service charges
- Council tax
- Services you pay for, like cleaning or gardening
- Other direct costs of letting the property, like phone calls, stationery and advertising

Various other expenses directly relating to the letting

Communication with the Inland Revenue and Tax Returns are the responsibility of the landlord and/or their accountant. We do not withhold tax for landlords resident in the UK.

Overseas landlord taxation

The Inland Revenue's (IR's) new assessment rule changed the treatment of Overseas Landlord Tax with effect from 6th April 1996.

Under the Taxation of Income from Landlord (Non-Residents) Regulations 1995, the rent-receiving agent is required to deduct basic tax rate from the rent (after taking deductible expenses into account), and to pay the tax to the IR each quarter. If you decide not to have your property managed by Appointmoor, you will be legally responsible for the collection and payment of tax to the IR.

However, overseas landlords can apply to the IR for exemption, providing their tax history is good and up to date. The landlord will be issued with a certificate, with a copy sent direct to our management department authorising us to pay rent without tax deductions. We strongly advise that applications for exemption are submitted as soon as you're aware of your move overseas, to ensure rent can be paid gross.

The IR's Landlord Tax Guide is available by contacting your local IR office. You can also call their Financial Intermediaries and Claims Office (FICO) on 03000 516 644.

* This information given was correct at time of printing.

Safety regulations

The following requirements are the responsibility of the owner (landlord) and also, where we're managing the property, our responsibility. The costs remain the landlord's responsibility.

- **Gas —**
  Annual safety check. All gas appliances and flues must be safety checked within 12 months of installation, and thereafter at least every 12 months by a gas safe registered engineer.

  Maintenance —
  All gas appliances, flues and associated pipework must be maintained at all times.

  Records —
  Full records must be kept for at least 2 years.

  Copies to tenants —
  A copy of the engineer's safety certificate must be given to each tenant.

- **Electrical —**
  With effect from 1st April 2021 all rental properties must have a satisfactory Electrical Installation Condition Report (EICR). Satisfactory certificates are valid for 5 years*.

  Copies to tenants —
  A copy of the engineer's safety certificate must be given to each tenant.

- **Fire —**
  Specified items supplied in a let property must meet minimum fire resistant standards.

- **Smoke & Carbon Monoxide alarms —**
  All properties built since June 1992 must have been fitted with mains-powered smoke detector alarms from new. As of 29th July 2022, it is law that all private rented accommodation and new tenancies from 1st October 2022 must have a Carbon Monoxide alarm. A smoke alarm should be fitted on every floor of living accommodation and a Carbon Monoxide alarm in every room and within 3 meters of a fixed combustion application is situated. The full stipulations can be found on the Government website.

*This guidance was correct at the time of printing.

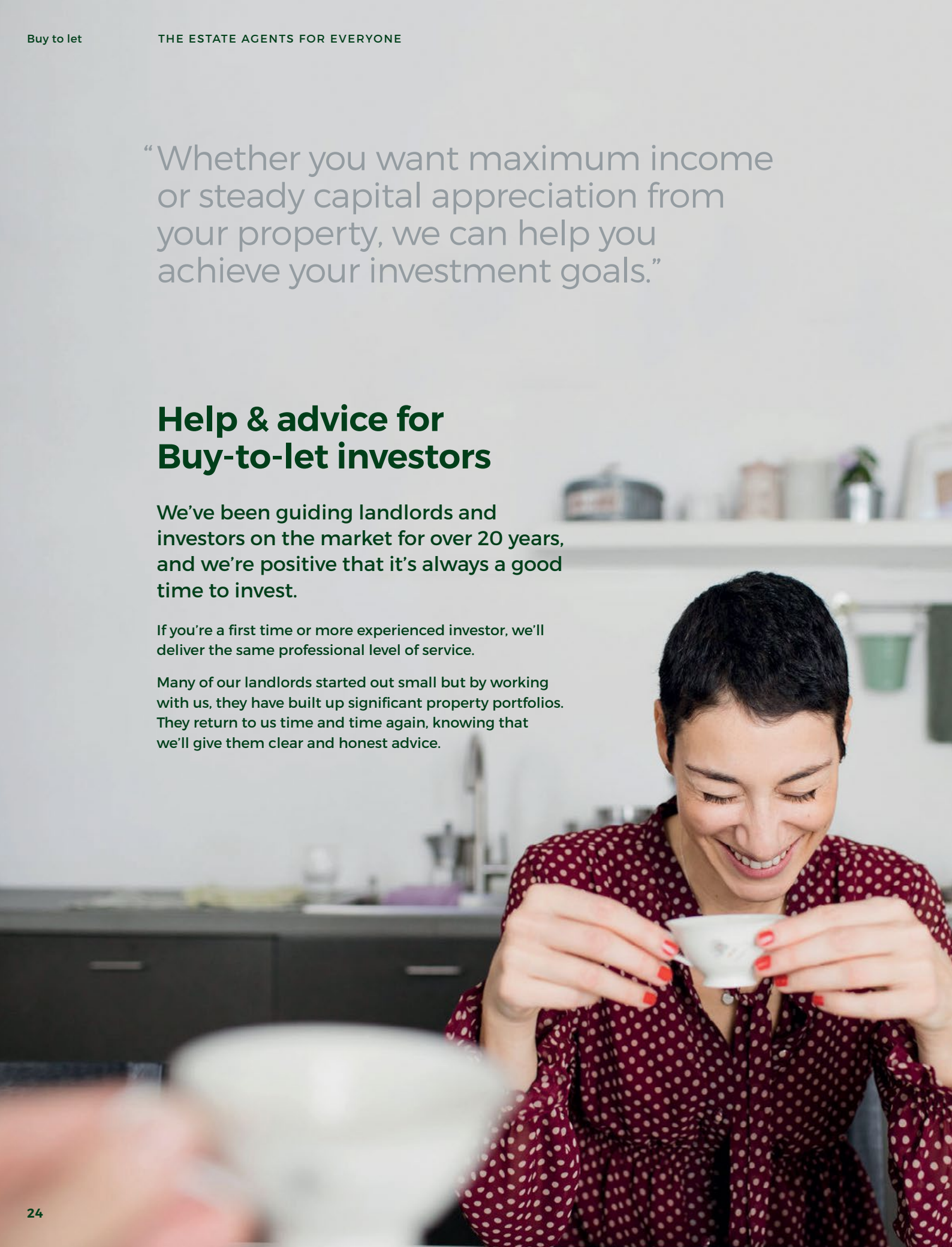
"Whether you want maximum income or steady capital appreciation from your property, we can help you achieve your investment goals."

Help & advice for Buy-to-let investors

We've been guiding landlords and investors on the market for over 20 years, and we're positive that it's always a good time to invest.

If you're a first time or more experienced investor, we'll deliver the same professional level of service.

Many of our landlords started out small but by working with us, they have built up significant property portfolios. They return to us time and time again, knowing that we'll give them clear and honest advice.



New homes & developments

Appointmoor have been at the forefront of many exclusive residential development projects in the local area. We're proud to say that we currently have more high-end schemes under our wing than any other local agency.

We really do get energised and excited about new builds. From blueprint to sale, we love seeing whole projects through. Our recent local projects include:

- Eden Point
- Milton Gate Mews
- St. Hilda's
- The Shore

Our specialist service takes the hassle out of block management for residents.

Your block managed to perfection

We are industry-qualified and professionally equipped to help you take over the management of your block

Communication is the key to a well-managed development and we keep you informed every step of the way, this ensures we understand the needs of leaseholders and manage the block effectively.

We are proud of our fully qualified staff, their knowledge, drive and professionalism ensure your property is proactively looked after and your investment is protected.

We work in partnership with all of our clients to ensure that they know exactly how their property is managed and how their money is spent. Our belief is that by giving excellent customer service, we will earn complete confidence and loyalty.

We are fully covered with Professional Indemnity Insurance a copy of which is of course available for you to inspect should you so wish.

- **Service Charge Budget —**
  We work with you to create a service charge budget to meet the needs of the block. We will provide recommendations and assist with forecasting to ensure value for money.
- **Health & Safety & Contractor Management —**
  We understand that the contractors we send to site are a reflection of us and poor workmanship reflects negatively on our company. By using local contractors vetted by us, we know the service you receive will be of a high standard at an affordable price. We have a strict process that is followed before sending contractors to site as Health and Safety of your home is our priority to provide peace of mind.
- **Site Inspections —**
  We carry out regular site inspections throughout the year and we like to tell you when we are attending so that we can use our time on site as an opportunity to meet with you and discuss the development.
- **Insurance —**
  We work closely with our dedicated insurance broker sourcing low cost, high cover premiums.

Block management services we offer include:

- Preparation of annual service charge budgets
- Preparation and administration of ground rent and service charge demands
- Providing annual reports of income and expenditure
- Assisting with the freeholder's maintenance and repair obligations
- Inspections to common parts on a schedule agreed with the client
- Preparation of Section 20 Notices of the Landlord and Tenant Act 1985 (As amended by Section 151 of the Commonhold and Leasehold Reform Act 2002)
- We provide separate client accounts for each building within our care
- We provide a 24 hour emergency service for clients
- Attendance of AGMs and Director meetings as required
- Arranging independent health and safety checks as required by law
- Communication with residents on all relevant matters

Meet the team at Appointmoor

Drop by anytime or give us a call on **01702 719 966**

"The Appointmoor family consists of sales, lettings, property and block management staff. We each have different roles, but we're all working towards the exact same goal: complete customer satisfaction."

Contact us

Appointmoor Estates
72 The Ridgeway
Chalkwell
Westcliff-on-Sea
Essex SS0 8NU

T. 01702 719 966
E. info@appointmoor.co.uk
W. appointmoor.co.uk

Opening hours

Monday — Friday	9.00am — 6.00pm
Saturday	9.00am — 5.00pm
Sunday	Closed

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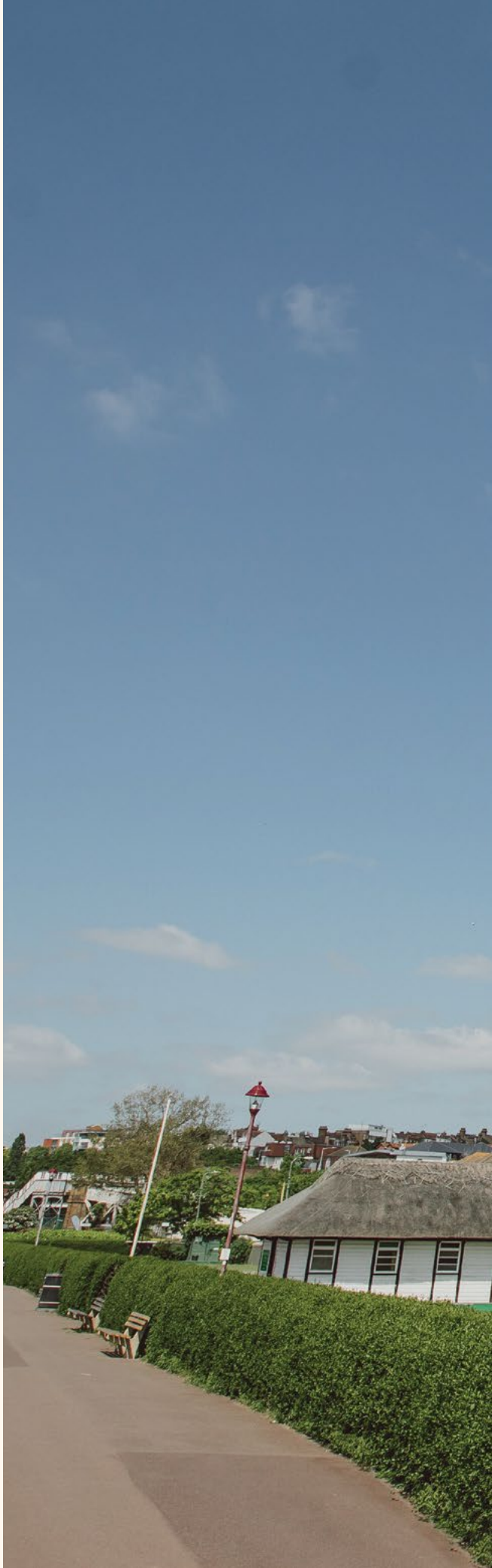
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