



Nicholas George

Lettings | Management | Sales

Lettings Brochure

Let Only Service

This service is for Landlords who wish to manage their own property.

Let Fee	£350 + VAT (£420 inclusive) For properties with a monthly rent of £0 - £699
	£450 + VAT (£540 inclusive) For properties with a monthly rent of £700 or more

Includes:

- ✓ **Initial rental assessment** - one of our team will come out to visit your property and will advise you as to the potential rental income. They will also be able to answer any questions you might have about the whole process.
- ✓ **Professional Photos** by www.benfeanhead.co.uk. We will arrange for our photographer to visit your property and get some fabulous photos, to entice people in for viewings.
- ✓ **Advertising** on our company web site and also numerous large national web sites including rightmove.co.uk Property lists and **window displays** at our prominent Moseley office.
- ✓ **'To Let' board** at the property if required - some Landlords prefer not to have these though it can help the level of interest in the property. Approximately a quarter of all of our enquiries come from people seeing the 'To Let' board.
- ✓ **Escorted viewings** - we think it is generally best if the agent carries out the viewings. In our experience most people feel more comfortable viewing with an agent than with the owner. We would therefore hold a key to the property, and can liaise with yourself or current tenants, depending on who is currently living at the property.
- ✓ **Comprehensive Tenant referencing service and full credit check** - it is very important to us to find you the right Tenant. Our business has been built on our reputation, and good Tenants are essential to maintaining this reputation.
- ✓ **Preparation of a list of fixtures and fittings** - this will detail the walls and flooring and will highlight any furniture or other removable items within the property, as well as any major defects to any fitting or fixture. A full professional inventory is available at additional cost, should you feel this is required.
- ✓ **Preparation of the Tenancy Agreement** - we arrange for the Tenant to sign this prior to occupation and would usually sign this on your behalf.
- ✓ **Collection of first months' rent and deposit** - you can either register the deposit yourself or we can do it for you for a small extra cost *. Once the Tenant moves in, we will pay over the first months' rent to you, less our letting fee and any other costs.
- ✓ **Prescribed Information **** and Right to Rent Checks would be carried out by us.
- ✓ **Full move-in procedure** - we physically meet the tenants at the property to hand over keys and run through the inventory together. Once we have moved them in, we will supply them with your contact and banking details so that they can liaise with you and pay you directly going forward.
- ✓ **Informing the utility companies** and Council Tax of the new Tenancy and providing any relevant meter readings - this will essentially set up the relevant accounts for the new Tenants.

Please note, the Let Only service can be tailored to suit your needs. For example, some Landlords just want us to advertise their property and are happy to take on the viewings and paperwork themselves. Our fee charged will be adjusted depending on which parts of the process you want us to do.

* Deposit registration - with the service above you can opt for us to register the tenants deposit with Tenancy Deposit Scheme (TDS) for an extra charge of £30 + VAT (£36 inclusive). You can also opt to register it yourself with one of a number of schemes and will just need to supply us with the relevant paperwork.

** All landlords / agents are required by law to carry out Right to Rent Checks on ALL adult occupiers. As of October 2015, new legislation dictates that Prescribed Information is given to all tenants, at the commencement of a new tenancy, when a tenancy becomes a Statutory Periodic Tenancy, and for any other changes in tenancy. The Prescribed Information required to be served is as follows:

- Energy Performance Certificate
- How To Rent Guide – current issue
- Deposit Scheme Leaflet
- Deposit Registration Certificate
- Deposit Prescribed Information
- Current gas safety certificate – if applicable

Managed Service

This service is designed to remove the potential hassles involved with maintaining a tenanted property - we will take care of everything. You will have the additional convenience and reassurance that all maintenance and administration will be dealt with on your behalf.

Initial Let Fee	£250 + VAT (£300 inclusive)
Ongoing Management Fee	10% of monthly rent + VAT (12% inclusive)

The managed service includes all the benefits of the Let Only Service, but also includes the following:

- ✔ **Rent will be collected monthly**, fees retained and the balance paid by BACS transfer directly to the Landlord's nominated bank account.
- ✔ **Monthly statement of account**, including full breakdown of fees and any stoppages / maintenance costs. We try to do as much as we can by email, though can post this to you if required.
- ✔ **Regular Property inspections** - we carry out the first inspection approximately 6 weeks after the tenant moves in, and then every 4-5 months thereafter. You will receive a written report following each inspection.
- ✔ **Co-ordination of repairs or maintenance**, including arranging for tradesmen to attend the Property and obtaining estimates where necessary. Supervising works and settling accounts from rents received. We will inform you of any major works that are to be carried out. Alternatively, if you prefer we can inform you of each and every maintenance issue at your property.
- ✔ **Service of repossession notice** if needed.
- ✔ **Moving out of the Tenant** and dealing with any stoppages from deposit - we are very experienced and have carried out thousands of move outs over the years. This in itself is a skill and we know how to most effectively handle the process.
- ✔ **Arranging any remedial works/refurbishment between tenancies** - we have a large number of Landlords who have not seen their property for long periods of time and have entrusted us to manage the tenancies and to maintain the standard of the property for many years.
- ✔ **Registering of Tenant's deposit** with TDS at no extra charge.

Other Charges (both services)

Tenancy renewal fee	£100.00 + VAT (£120 inclusive)
Periodic tenancy fee	£50.00 + VAT (£60 inclusive)
Energy Performance Certificate	£75 + VAT (£90 inclusive)
Independent Professional Inventory	£POA

About Us

We are an independent, family owned business originally started by Nick and Julia George in 1988, working from their Moseley home. We have expanded and now have an enthusiastic and dedicated staff, most of which have been with us for quite some time. We moved to our current premises in 2009 having outgrown our previous two offices. We endeavour to offer you a personal and professional service.



Nicholas George - Chairman

Nick has worked in the property industry for decades, and in 1988 he established what was then 'Nicholas George Property Management'. For many years Nick and his wife Julia ran the company from their own home in Moseley. With close links to both Edgbaston Golf and Cricket clubs, and also Moseley Rugby club, Nick has been fundamental in growing the business to where it is today.



Max Redgrave - Managing Director

Appointed Managing Director last year, Max joined the company in 2002 after having successfully completed degrees in Sports Science (University of Birmingham) and Business (Aston Business School). A keen squash player and biker, Max is kept busy at home by his 2 young sons.

max@nicholasgeorge.co.uk



Julia George - Director

With a Geography degree from The University of Hull, Julia oversees all aspects of the business from the marketing to the office finances. Having founded the business with Nick, Julia has worked hard to balance the running of the business with a busy family life. She loves to keep fit and is also a keen golfer and networker - she is always on the go.

julia@nicholasgeorge.co.uk



Dominic Knight - Director

Dominic, or Dom, first became associated with the company as a Landlord in 1998. Moseley through and through, Dom has lived in the area all of his life. No one knows Moseley better than him. Dom is a problem solver. He's a real people person - firm but fair!

dom@nicholasgeorge.co.uk



Tracy Eley - Office Manager

Tracy has been with the company since 2006. She is responsible for all things office related. Tracy deals with the client accounts - rents, deposits and also ensures that we are right up to date with all of the latest lettings regulations. Super organised, Tracy keeps everything running smoothly.

tracy@nicholasgeorge.co.uk



Lucy Carter - Negotiator

Lucy is a keen swimmer and jogger, and has a fine art degree from Nottingham Trent University. She is half Argentinian, speaks fluent Spanish, and loves photography. Lucy is one of our lettings & sales negotiators - she is friendly, enthusiastic and is always there to help. Lucy also takes care of the company's social media.

lucy@nicholasgeorge.co.uk



Mark Anning - Negotiator

Mark is our most recent recruit. Originally from Hereford, Mark has spent most of his life as a butcher. He is now one of our Lettings negotiators and carries out viewings. He is friendly and outgoing and enjoys going to the gym as well as eating! Mark's top 3 movies are Reservoir Dogs, Snatch and Rocky 4.

mark@nicholasgeorge.co.uk



Sophie Hamill - Property Manager

Sophie joined the company in 2014. She is one of our Property Managers, looking after half of our managed properties. A keen cinema goer Sophie was born in Rugby and studied Drama at Northampton University.

sophie@nicholasgeorge.co.uk



Scott Monnox - Property Manager

Scott is our most recent recruit. He is one of our Property Managers and as such manages one half of our property portfolio, liaising with Landlord and Tenant alike. Scott could not really be closer to the office, living right in the heart of Moseley Village. Although not yet an owner, Scott is a proud and upstanding member of Kings Heath Cat Club!

scott@nicholasgeorge.co.uk



Melissa Roper - Property Administrator

Melissa has joined us recently as an Apprentice in Business Administration. She is a keen chef and loves going to the cinema with friends. In this vein, her top 3 movies are Taken, Matilda and Love Actually.

weekend@nicholasgeorge.co.uk



Ellen Smith - Property Administrator

Ellen works in the office on Saturdays and also comes to our rescue when we are exceptionally busy. Brought up in Bournville, Ellen is currently studying History at The University of Birmingham. In her spare time, she loves nothing more than a good book.

weekend@nicholasgeorge.co.uk



Dylan Harrison - Property Administrator

Dylan works in the office on Saturdays. He is currently studying Biology, Geography and P.E. He loves sport and was a nationally ranked Gymnast when he was younger. Dylan's top 3 movies are The Lion King, Harry Potter and The Half Blood Prince, and The Conjuring.

weekend@nicholasgeorge.co.uk



Kam Soomal - Property Viewer

Kam carries out our evening and weekend viewings. She used to have a busy job at Nestle, but has now opted for more of a work/life balance. She loves Moseley and is very passionate about property.

weekend@nicholasgeorge.co.uk

Customer Reviews

We are pleased to say that much of our business comes from recommendation. Some reviews from our customers are shown below, please visit nicholasgeorge.co.uk/customer-reviews for our full list of over 140 positive reviews.

“Very professional organisation providing a quality service. NG completely understand my criteria as a landlord and provide excellent long term tenants. Very professional responding immediately to any queries, honest and polite!

- David Stevens

“14 Years of Excellent service! I have been using Nicholas George for over 14 years, as rental agents and more recently selling a property. They have always been efficient in getting the job done and would definitely recommend them.

- Ollie Weber-Brown

“Nicholas George have been letting our properties for a number of years. Incredibly efficient, no loose ends, personal service, very good communication, fast at sorting out any problems and most importantly your property is always let with good tenants.

- Melvyn Dunn

“Excellent. Would recommend them without hesitation. Very efficient. Approachable. As an absentee landlord living in Cape Town I have found them to always look after my property well, have found reliable tenants, never advise me to spend money unnecessarily. Always helpful and on the ball when you telephone them.

- Barbara Marshall-Foster

“Very satisfied and would gladly recommend to friends and family. Due to us moving away from Birmingham, Nicholas George fully manage a rented house for us and have been faultless for 5 years. The legal side is fully handled for us and when tenants leave we have not had to wait more than three or four days for new ones. Faults with the property can be, and have been sorted with just a few emails. They have taken all the potential stress and hassle out of being a landlord.

- Richard Lyman

“Nicholas George have managed our properties since 1998. Their team are consummate professionals - always courteous, prompt and friendly. They take all our day-to-day stress away and we highly recommend them.

- Jabba Zamin

“Totally professional in every aspect of their business. I have dealt with Nicholas George for many years both managing property and vetting tenants and have never had any problems what so ever. I have no hesitation in recommending them in all aspects of the property market.

- Terry Jefferies

“20 years of great service. I have been a client of Nicholas George for 20 years and not once in all that time have I been unhappy or felt 'let down' by their service. They are professional, conscientious, responsive and simply deliver terrific service.

- Andy Colquhoun

“Excellent agent who works fairly for landlord's and tenant's equally. Very good service and communication of issues. Easily contactable and will help resolve complaints very quickly. Low levels of vacancy for the apartments. Quick to relet.

- Munawar Sandhu

“Take the worry out of renting. I would highly recommend Nicholas George as they have always managed my rented property extremely well, keeping me informed, liaising with tenants and getting any maintenance jobs done efficiently. Don't go anywhere else

- Nicole Carney

“Amazing service at a good price, with no tenant voids in 10 years. Max from Nicholas George was my main contact. He was always readily available to answer my queries and to offer advice. Any maintenance work was sorted for me efficiently at a good price. Importantly, in the 10 years that Nicholas George looked after our rental property for us, we never had a void.

- Debbie Barrington

“Prompt, courteous and efficient. I have been dealing with Nicholas George for 5 years plus and have always found them prompt, courteous and efficient.

- Fiona Lilley

“ Our four year’s experience - from letting our flat, to finally selling it; Nicholas George were always very organised and all the staff so helpful and pleasant. We would certainly use and recommend Nicholas George Ltd again.

- Margaret Tanner

“ Provided us with some brilliant tenants over the last 10 years and sold a property for us. Received friendly service throughout.

- Sue Mengham

“ Very professional and efficient service. I would highly recommend using Nicholas George.

- Katy Shaw

“ Many, many years of setting the standards that should be the law and the minimum requirements of all Letting Agents. Well done you guys - thank you for your continued high attention to servicing your clients.

- Keith Burton

“ Having enjoyed 14 years experience with Nicholas George using their services both renting and selling I feel it is appropriate to give 5 stars, I’d give 10 if I could!!! They’re a well established company with a great reputation - not just for their dynamic professional commitment in delivering the best service but also for the way they treat their clients whether you’re a potential client or an existing client, in my case, a long standing client having engaged in their services for 14 years you’re always greeted in a warm, friendly approachable way. I can honestly say I will miss them but one day I may very well be back!

- Joanne Key

“ From the start, everyone was very professional. Communication was great and they have assisted with everything during the rental and sale of my apartment. As a result everything was very smooth and trouble free. I would highly recommend to anyone wanting a trusted agency offering a stress free service.

- Nick Orme

“ We were really pleased with the quality and friendliness of the service, and we felt it represented good value for money compared to other local estate agents. Furthermore, the team went beyond the call of duty to help us lease our property.

- John Campbell

“ Really pleased with the services offered by Nicholas George. Having been a client for over 9 years, I would definitely recommend them for both lettings and sales.

- Emma Jefferies

“ Very accessible. Delivered a seamless service with little need to get involved with the tenant.

- Brendan McGeever

“ As a long standing client of Nicholas George, I have been happy with their lettings and management service over the years. They are efficient and pay good attention to detail.

- Purvi Patel

“ I can thoroughly recommend Nicholas George having recently sold my flat via them. Throughout the process, they were proactive in keeping me advised of developments and responded in a timely fashion to any queries or concerns I had. I found Max Redgrave and Julia George particularly good in chasing up my buyer when the process, as it inevitably does at some point, stalled and the level of service they provide is first class.

- Ben James

“ I have been dealing with Nicholas George for 10 years and have always found all staff totally professional.

- Esther Bateman

Professional Photography

We use a professional photographer for all of our marketing photos, at no extra cost to you. If you choose us to let your property, we believe we will display it more attractively than our competitors, therefore making it more attractive to potential tenants. Find out more about our photographer at benfearnhead.co.uk



Further Information

Standard of Property

All properties should be provided in a clean and tidy condition. The fabric of the building should be in good repair prior to the property being advertised for let. Beds, sofas and all other soft furnishings must all conform to current fire safety regulations.

Maintenance

Owners should make us aware of any ongoing maintenance problems. The Landlord is responsible for the structure and exterior of the property, heating, hot water, sanitary installations and electrical wiring. For managed properties generally the Landlord gives authority for the us to carry out individual works up to the value of £150 without prior agreement, unless in an emergency situation where this limit may be surpassed. We have a team of experienced, tried and trusted contractors who can, for our managed properties deal with any general property maintenance related task.

Safety Regulations

The letting of property is now closely regulated with respect to consumer safety. The law makes particular demands regarding the safety, servicing and inspection of the gas and electric appliances and installations within a property, and with respect to the type of furniture and soft furnishings that are also provided. Legislation dictates that all gas appliances within the property are in full working order and carry a valid Landlords gas safety certificate. For managed properties the Landlords gas safety is generally administered annually without Landlord involvement. Best practice dictates that electrical installations and appliances are safe and well maintained. We strongly recommend that an electrical installation and condition report (EICR) is carried out prior to letting the property.

Council Tax and Utilities

Under our 'Managed' and 'Gold let-only' services we will inform the relevant utility providers and local authority of the new tenancy and effectively set up the account for the Tenant(s). It will then be the Tenant's responsibility to pay council tax and utility costs. If the Landlord has previously been living at the property, then they should inform utilities of their closing meter readings and forwarding address. Please note, whilst the property is empty responsibility for council tax rests with the Landlord.

Inventory

For all services except 'Bronze let-only' we will produce a basic list of contents. This will include floor/wall coverings and any removeable items/furniture and will also highlight any obvious defects in the property and its contents. This list will be signed by Agent/Landlord and Tenant at move in.

Tenancy Agreement

All of our Tenancy Agreements are valid Assured Shorthold agreements. We generally offer the Tenant the choice of 6 or 12 month initial term unless one or the other is stipulated by the Landlord. Under our agreements the Landlord is required to give a minimum of 2 months' notice should they require the Tenant to leave at the end of the term. The Tenant is required to give 1 month's notice.

Multi Agent Abortive Fee

If you decide to use more than one agent to let your property, it is your responsibility to inform us immediately should another agent take a deposit. We reserve the right to charge a fee should you not inform us and we go on to find a Tenant. If after agreeing a let, you subsequently change your mind, then we reserve the right to charge a fee.

Inspections (Managed Properties Only)

In order to ensure that your property is being looked after, an initial inspection is made approximately 6 weeks after the Tenant moves in. The purpose of this initial inspection is to ensure that the Tenant has moved in successfully and is keeping the place nicely. It is also to ensure that there are no initial teething problems or property maintenance issues. Providing the initial inspection is satisfactory, subsequent inspections are then carried out every 4-5 months for the duration of the tenancy. Following each property inspection, you will receive a written report highlighting general condition and noting any issues that may need to be addressed .

Overseas Residents

If you are going to be resident overseas then you are required to notify the Inland Revenue, who will issue us with an exemption certificate allowing us to pay your rents to you gross. Forms can be downloaded from the web address www.inlandrevenue.gov.uk/cnr

Insurance

The Landlord is responsible for the property being adequately insured and should also ensure that the policy covers the situation where the property is to be let. As a company we have taken out a block insurance policy. Being part of this policy may allow our Landlords to benefit from preferential rates for their insurance. Please speak to us for more details about this or to receive a quote.

Legal Proceedings

It should be emphasised that situations requiring legal intervention are very rare indeed. For Managed properties and any delays in payment or other defaults will be acted on by us in the first instance. Should these efforts be unsuccessful or if rent arrears become significant, the Landlord will have the option of appointing a solicitor, the full costs of which would be payable by the Landlord.

Right to Rent Checks

The Right to Rent responsibility lies with the Landlord as the person who authorises occupation of the property in return for rent. However, for certain levels of our Lettings service we will carry out the Right to Rent checks and be responsible for taking the steps necessary to establish an excuse against a penalty.

Regulatory Bodies and Client Money Protection

We are members of the National Approved Lettings Scheme (NALS). We are also members of The Property Ombudsmen (TPO). Full details can be found at www.nalscheme.co.uk and www.tpos.co.uk respectively.

Deposits

For certain levels of our Lettings service, upon signing the Tenancy Agreement, we will take a deposit from the Tenant(s) in addition to any rents due. The purpose of the deposit is to protect the Landlord against loss of rent or damage to the property during the tenancy itself. It is emphasised that deposit money belongs to the Tenant and that any stoppages need to be justified and agreed with the Tenant.

For our Managed properties we register all deposits with The Dispute Service (TDS) at no extra cost. We are happy to register deposits in this scheme for our Let-Only landlords at a cost of £30 + VAT (£36 inclusive). For our Managed properties, we will carry out a full move out procedure and deal with any deposit related issues, as well as any maintenance required at the property.

For Let Only properties, as a Landlord you can choose from one of 3 schemes. Firstly the TDS scheme above is available for Landlords to register for themselves at a cost. Tenancy Deposit Solutions (TDSL) is another scheme also available at a cost. The Custodial Scheme (DPS) is available free of charge to Landlords.

For Let Only properties the Landlord is responsible for the move out of the Tenant. It is emphasised that any stoppages from deposit must be agreed with the Tenant and we will require notification of this in writing.

Renewals

For all properties we will offer our services to carry out a renewal of the initial fixed term Tenancy. Typically we will write to the Landlord 2-3 months prior to the end of the tenancy. Should you be happy for the Tenant to sign up for a further fixed term, we would write to the Tenant in advance of their tenancy ending, enclosing our renewal paperwork. Should you be happy for a Tenant to remain at the property, but not wish commit to a further fixed term, you can allow them to go onto a periodic (monthly rolling) tenancy. This will give you a little more flexibility, should you for example be considering selling the property.

Termination of Managed Service

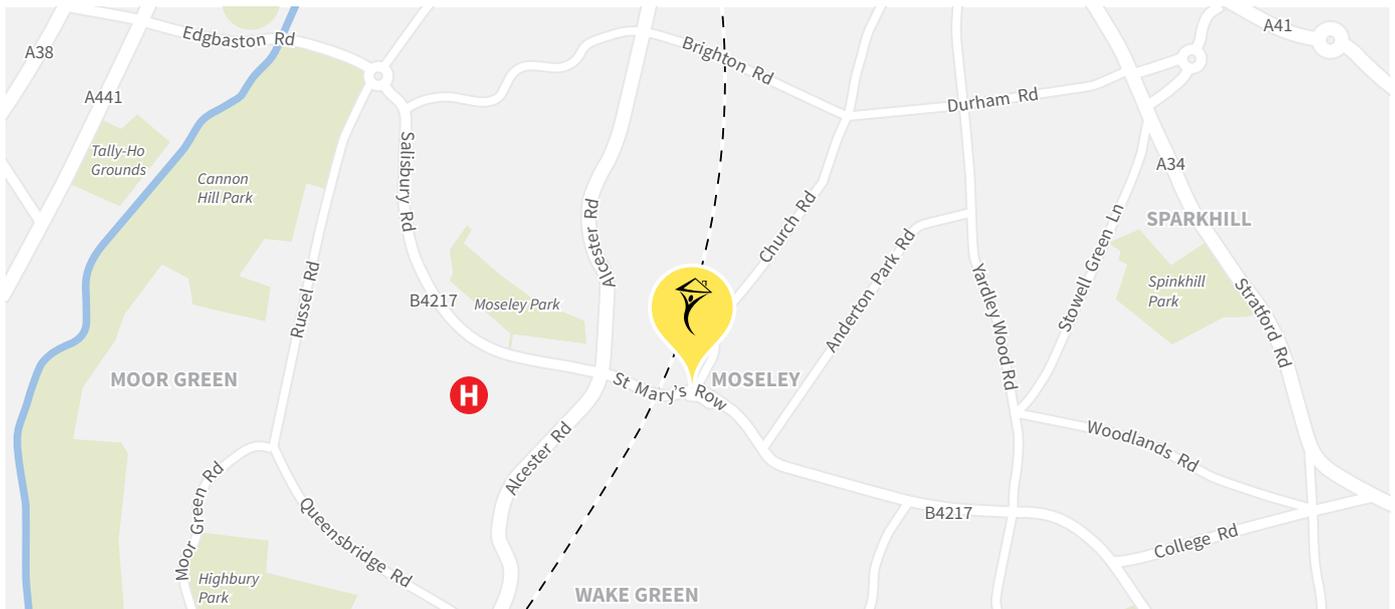
Our managed service can be cancelled by either party by giving 2 months' notice in writing.

GDPR (General Data Protection Regulations)

Should you decide to proceed with Nicholas George Ltd, we want you to be aware that we take our responsibilities with regards to data protection very seriously. We will provide you with more information about how we will handle your data in our Terms and Conditions document. We will never share your data with third parties for marketing purposes. Please speak to us if you need more information.

Nicholas George

Established in 1988, Nicholas George are an experienced, independent agency based in Moseley. We specialise in the letting, management and sale of residential property throughout Birmingham.



📍 86 St Marys Row, Moseley, Birmingham, B13 9EF

🕒 **Opening Hours:**

Mon-Thurs: 9am-5.30pm

Fri: 9am-5pm

Sat: 9am-2.30pm

Sun: Closed

🌐 www.nicholasgeorge.co.uk

☎ **Tel:** 0121 442 2049

✉ **Email:** lettings@nicholasgeorge.co.uk

📘 **Facebook:** www.facebook.com/NGLTD/

🐦 **Twitter:** www.twitter.com/ngeorgeltd

