

P.W.

patrickwilliams

Residential
Lettings

www.patrickwilliams.co.uk



PW.

We're always happy to meet new customers.

And even happier when they come back to us again, and again. In fact, continuity is at the heart of our business.

We've been helping people move in and around Reading for over 70 years.

Why do they come back? We'd like to think it's the personal service they can only get from a well-established independent agency like ours.

It's a commitment to you that's ongoing.

PW.

"I have had a relationship with Patrick Williams going back over 20 years and in that time I have always received customer service of the highest standards and professionalism. I do not hesitate to recommend them whenever the opportunity arises."

Paula Horsfall

our letting service

Whether you're a landlord with a property to let or a prospective tenant looking for somewhere to rent, we offer a friendly, efficient and professional service – at a competitive price.



"Patrick Williams has provided excellent service in managing our property for the past 2 years. It is a pleasure to find an agent who actually does what he states and completes this in a very professional manner. PW's went the extra mile to assist us, especially as our previous agent left the country unannounced, helping us sort out the existing tenants and then coordinating the update of our property, before re-letting it."

Paul Hargreaves

Lettings Services

Our landlords trust us with the people we choose to put into their property, so they come back to us time and time again. By offering a better service and access to tenants who are keen to make a move, we attract some of the best properties in the local area – from small but perfectly situated apartments, to beautiful family homes.

As you'd expect, our professional standards are exceptional. Our likeable and genuine staff deal swiftly and effectively with any issues that arise. To give both landlords and prospective tenants complete peace of mind, we adhere to the good conduct codes of several industry schemes, and are members of:

- The Association of Residential Letting Agents (ARLA)
- The National Association of Estate Agents (NAEA)
- The Property Ombudsman Scheme
- An insurance scheme which protects all monies paid to us by clients
- The government approved custodial Deposit Protection Service into which all tenant deposits are paid.



Lettings Services for Landlords

We offer a complete range of services to help ensure you get the highest quality tenants, at the right time, and for the best possible rent. Ensuring both your property and your income are protected.



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Our lettings-only service

Using eye-catching details, we'll market your property, conduct viewings and fully vet prospective applicants. We'll also prepare your tenancy agreement and, if required, arrange for your gas safety inspection and certificate. As part of our service, we will also:

- Organise the tenant check-in process and full independent inventory.
- Close down of your utility accounts, and create new accounts for your tenant.
- Collect the first month's rent, crediting this to your account (*less our fee and disbursements*)
- Submit the tenant's deposit to the Deposit Protection Service for safekeeping for the duration of the tenancy. After which, you'll be responsible for managing the tenancy on an on-going basis.

We carefully select all tenants

We continually update our register of prospective tenants, all of whom are thoroughly referenced and credit checked when they proceed with a property.

Our full management service

Designed to give you complete peace of mind, our property management service is the perfect solution for landlords who don't have time to worry about their property. In addition to everything included in our Lettings-only service, we'll also:

- Collect rent on a monthly basis, and credit this to your account with a statement
- Easy maintenance reporting for tenants using FIXFLOW available in 26 languages
- Carry out quarterly inspections to ensure your property is being well cared for and report our findings to you
- Set up tenancy extensions
- Renegotiate rents as and when applicable
- Arrange to end tenancies, including organising the check-out appointment.

Insurance for landlords

We offer a range of competitively priced insurance schemes. Specially designed for landlords, these include options to guarantee rental, cover legal expenses, as well as contents and buildings protection.



Key information

- Experienced professionals who deal swiftly and effectively with any issues that arise.
- Comprehensive property marketing.
- Your property showcased on www.rightmove.co.uk.
- Strict tenant selection process.
- Independent inventory for complete protection.
- Landlord rent guarantee protection available.



Introducing PW HQ,
our property hub
where all our experts
are housed under
one roof.



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Our property hub is ideally located to serve Tilehurst, Calcot, Reading west, Reading central and beyond. Having all our experts under one roof ensures the best possible client experience.



PW HQ is complimented by our busy branch in the heart of the pretty Thames side village of Pangbourne, the office is ideally located to serve all the surrounding villages, hamlets and Purley on Thames.

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Lettings services

| | Let Only | Letting & Rental | Fully Managed |
|---|----------|------------------|---------------|
| • Property advertising | ✓ | ✓ | ✓ |
| • Extensive Reference and credit checks | ✓ | ✓ | ✓ |
| • Tenancy agreement and associated paperwork prepared | ✓ | ✓ | ✓ |
| • Legal checks organised (Gas, EPC and Legionella) | ✓ | ✓ | ✓ |
| • Collection of first month's rent and deposit | ✓ | ✓ | ✓ |
| • New rent level negotiated | ✓ | ✓ | ✓ |
| • Detailed inventory* | ✓ | ✓ | ✓ |
| • Rent and legal guarantee* | ✓ | ✓ | ✓ |
| • Printed annual statement for you & your tax adviser, by request* | ✓ | ✓ | ✓ |
| • Organise check-in by independent inventory clerk | ✓ | ✓ | ✓ |
| • Deposit passed to DPS | ✓ | ✓ | ✓ |
| • Utilities & council tax transferred at start of tenancy | | ✓ | ✓ |
| • Rent collection by standing order with rent transferred into your account | | ✓ | ✓ |
| • Deposit return negotiations | | | ✓ |
| • Organise Check-out of your tenant by independent specialists* | | | ✓ |
| • Negotiation of the deposit allocation | | | ✓ |
| • Property maintenance using our local vetted contractors | | | ✓ |
| • Dealing with insurance queries & obtaining quotes for large works* | | | ✓ |
| • Arranging contractor visits | | | ✓ |
| • Managing deliveries of new appliances | | | ✓ |
| • Maintenance and repairs arranged | | | ✓ |
| • Utilities & council tax transferred at end of tenancy | | | ✓ |
| • Regular periodic property inspections, including photographic reports | | | ✓ |
| • Dedicated property manager | | | ✓ |
| • Monthly statements | | | ✓ |
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* Addition fee may apply

hear what our customers say....

"This is the second house that we have let out through Patrick Williams because we have been so impressed with the service they offer to us as landlords. Nothing seems to be too much trouble and they quickly get onto things that need to be dealt with. They are very thorough and efficient. Crucially, they have never struggled to find tenants for us which means the properties have never been vacant for long. Although I have nothing to compare them with, I do not need to go looking elsewhere because I am absolutely satisfied with Patrick Williams"

A review by: Mrs. Veryan Evans

"I find the team at Patrick Williams Tilehurst excellent. They have helped me rent my property while I live abroad, and fully manage the property. They make being a landlord easy. I would recommend their service to anyone looking for professional letting agent."

A review by: Amanda

You can read all our reviews by visiting the UK's largest independent review website for the property industry, allagents.co.uk, and find out why we are top of the league tables for customer service.

"I used this agent to manage the letting of my property and their service has been excellent. They have always communicated well and been efficient in organising all aspects of the management from advertising for new tenants to property inspections and gas certificates"

A review by: Sarah Mosley

"Patrick Williams has dealt with the letting of a property for me for the last 3 years and have been very professional, helpful and always willing to deal with any queries that have arisen. I have been very satisfied in my dealings with them and would not hesitate to recommend their services"

A review by: Mrs P Wollard

Patrick Williams Ltd Customer Experience Gold Awards Won



our senior team



Richard Goodwin
Director



Jane Telford
Lettings Manager



Andy Wheeler
Senior Negotiator



Shelley Harkin
Assistant Lettings
Manager



Emily Kennedy
Senior Negotiator



Trudy Zemaitis
Senior Negotiator



Nicola Roberts
Senior Negotiator



Jason Bishop
Senior Negotiator



Mandy Dorta
Property Manager



Alison Reddin
Lettings Administration

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