

# service guide

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# The Highest Standard

St Andrews Bureau is a family business with over sixty years' experience in managing properties for clients. We pride ourselves on our professional service with a personal touch.

Established in Cambridge in 1959 and now with offices in Cambridgeshire, Suffolk, Hertfordshire and London, we have a fully managed portfolio of approximately 1600 properties across all areas and an equally extensive Let Only client base of returning Landlords.

Our long standing portfolio clients are testament to our unrivalled reputation as a company that operates to the highest professional standards and our dedication to being at the forefront of all legislative changes and client care. We offer a comprehensive range of management services designed to maximise your income while safeguarding your property.

Our helpful staff are experienced and fully trained in all relevant aspects of property management and compliance. When instructing SAB, all of our clients are appointed their own dedicated Property Manager who will be on hand to help whenever necessary, and we include out of hours emergency assistance. We also have regular in house compliance training and all staff working towards professional qualifications.

From inner city apartments, houses of multiple occupation (HMOs) to large country homes, we carry out full reviews of your property to create your individual marketing strategy and carry out inventory inspections in house to make sure we know every detail of your property for the start of the tenancy. Our viewing representatives will meet all applicants and liaise with your Property Manager to make sure that we find the right tenant for you. We use Goodlord to ensure that our tenancies are fully referenced and compliant with the most up to date legislation, with comprehensive tenancy agreements and TDS Insured deposit protection for your complete peace of mind and protection.

We are long standing members of Propertymark and The Property Ombudsman. We can provide Residential Estate Management services via SABRE Estate Management which is also a member of The Property Institute. For further information please visit [www.sabre-estates.co.uk](http://www.sabre-estates.co.uk) or contact the estates team: 01223 903128 [management@sabre-estates.co.uk](mailto:management@sabre-estates.co.uk).

# our role



The requirements for property management are exact and demanding, being laid down by extensive laws, regulations, and established practice. Whether you opt for a Fully Managed or Let Only service, our experienced and professional team will ensure that you are provided with a service second to none. Our role involves the following:

## Property Appraisal

The starting point of letting is the initial appraisal of the property. Our experienced staff will advise you on the requirements for presentation, furnishings and the safety requirements. Should your property require any renovations we can work with you to find the right contractors and quotes, with an in-house project management service should you wish for us to manage the works for you. You will also be provided with a comprehensive marketing report and pricing strategy to make sure that you are maximising your return and attracting the right tenant.

## Advertising and Viewings

Successfully letting a property depends on a careful balance of the advertised rent, the presentation of the property and a wide scope of effective advertising. We will attend the property to take high quality marketing photographs and a video tour, and will arrange for a floorplan if you do not already have one. Your marketing will be put together with full details about the property and local area in order to attract the best and most suitable tenant for your property. We promote properties widely through various channels including our SAB interactive website and primary portals including Rightmove, Zoopla, On the Market, and Relocation Network. We also update local corporate and specialist contacts such as relocation agencies to ensure our marketed properties are brought to the attention of their prospective tenants promptly.

Viewings will be carried out by our SAB trained viewing representatives and applications collected in from prospective tenants. Your Property Manager will then be able to discuss these with you to make sure that we are finding the right tenant for you and that they are suitable for the style of property being let. Once accepted the applicant will be asked to pay a holding deposit and then will be added to our GoodLord platform for extensive referencing, credit and compliance checks.

## The Right Tenant

We believe that if you begin by selecting the right tenant you should enjoy a trouble free letting. So not surprisingly, we devote considerable time and effort to making sure that the prospective tenant is reputable and reliable. Only when we are satisfied with the tenant's references do we proceed with a tenancy. With your authority, we then produce the tenancy agreement, which sets out the landlords and tenants' obligations the property and the tenancy from the start.

## Preparing For Let

Care and attention are needed in preparing a property for a let. This involves not only the safety issues relating to a property, but also its physical appearance. Selection by a tenant is often based on a ten-minute viewing of a property. Creating a favourable impression at the outset is therefore critical. We have experience in all aspects of preparation, including arranging gas and electrical safety checks, energy performance certificates, installing smoke and carbon monoxide detectors and many other factors. We can also give advice on decorating and refurbishing the property and on furniture and fittings, to maximise potential. We are able to arrange for the work to be carried out and new furniture to be put into the property, should you require us to do so.



# property management



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the property specialists

# Inventories and Checkout Inspections

Once the property is ready for the tenancy, we will prepare an Inventory & Condition Check In report, and a final clean, which is essential to avoid disputes once the tenancy begins. This also allows for your Property Manager to check over all aspects of the property before the tenancy so that they are able to manage it to the highest standard for you. At the end of any tenancy, we will return to carry out a comprehensive check out to ensure that the property has been left in accordance with the Inventory and Tenancy Agreement, with considerations for normal wear and tear. Once completed, we will work with you to deal with issues that have arisen and the return of the deposit in compliance with deposit legislation.

# Maintenance and Contractors

Maintenance is an important aspect of property management to maintain the property to a good standard and compliant with legislation. Successful property management will maximise return on your asset and your tenants enjoyment of the property, resulting in longevity of the tenancy and reduced long term expenditure.

We have a variety of dedicated sub-contractors enabling us to provide a comprehensive range of maintenance services, including Gas Safe registered gas safety checks and electrical safety checks. We can arrange swift emergency response for plumbing, electrical and heating problems, routine matters such as general repairs or gardening services, through to complete refurbishment of properties, such as installation of new kitchens, bathrooms or central heating systems. Whatever the task, we have the experience and support to ensure that the matter is resolved effectively and efficiently.

# On-Going Property Maintenance, Routine Visits and PropertyFile

Once the tenancy starts, as part of our Fully Managed service, we will provide the on-going management of all property maintenance to ensure that rents are collected. We will carry out regular routine visits every 4-6 months depending on the type of property and tenancy to check for any maintenance and to make sure that the tenancy is being adhered to.

All SAB landlords and tenants have access PropertyFile your online portal where you will be able to access your account, statements and any invoices, maintenance tracking and communication history. Tenants can report maintenance and upload photos via their portal, allowing us to speed up resolution of any issues and reduce costs for you. With functions to store and share documents along with viewing feedback, it is a tool we use to make your tenancy more transparent and to help give you the best service.

# Insurance

Protection of your property is another area that requires careful consideration. We can arrange building and contents insurance through a specialist broker we are affiliated with and arrange for pet insurance if applicable. Whilst every effort is made to ensure the right tenants are found and rigorous credit and reference checks are carried out it is important to consider that a tenants financial circumstances may change leading to rent arrears. With tenants having protected rights the eviction process can be lengthy which makes a rent and legal insurance policy an important consideration. This would ensure peace of mind over the rental income as well as covering all legal costs involved.

# Buy To Let

The Buy to Let concept is now well established in the market. However, considerable care is needed for those entering the market for the first time, and for those owners adding to their portfolio. Our investment knowledge will be invaluable to you so please do not hesitate to contact Kane Astin (MARLA) – Managing Director Kane@sab.co.uk for further assistance.





# our services



The property management service that we aim to provide you with a tailored service to suit your requirements. Our Fully Managed Service is designed to give total peace of mind knowing that we deal with every aspect of property management from the start to the end of the tenancy for you. We also provide our Let Only service for those looking to self-manage the tenancy but still wanting the same level of marketing, initial set up compliance, referencing, tenancy set up and inventory.

Both services can be tailored for your needs and preferences, with flexibility to change your services should your circumstances change. Our handy guide below details the main elements of each service:

PACKAGES	LET ONLY	FULLY MANAGED
Property appraisal and valuation	✓	✓
Photography and bespoke marketing	✓	✓
Viewings and feedback	✓	✓
Application processing	✓	✓
Collect holding deposit and comprehensive tenant referencing	✓	✓
Right to Rent checks	✓	✓
Tenancy agreement and tenancy compliance documentation	✓	✓
Collect first month's rent and deposit	✓	✓
Deposit protection registration	Fee applies	Fee applies
Property inventory and schedule of condition	✓	Fee applies
Tenant move in and key collection appointment	✓	✓
Start tenancy and transfer rent balance to landlord	✓	✓
Process any inventory feedback	✓	✓
MyProperty file portal	✓	✓
Monthly statements		✓
Ongoing compliance checks inc. Right to Rent		✓
Manage rent arrears		✓
Manage Property maintenance and tenant queries		✓
Carry out routine visits		✓
Arrange quotes, liaise with contractors, arrange payments of contractors		✓
Renew safety certificates		✓
Liaise with council for inspections (HMO licenses)		✓
Annual rent review and Section 13 notices		Fee applies
24/7 emergency contact		✓
Processing of tenant notice to quit		✓
Remarketing	✓	✓
Check out	Fee applies	Fee applies
Return the deposit	✓	✓
Deposit dispute handling and mediation		✓

## The Next Step

As a family owned, long established professional company with a great many satisfied clients, we are confident that we can provide an excellent service for you, your property and your tenants.

Our initial advice is free, friendly, and offered without obligation. We would welcome the opportunity to tell you in person more about how we can help you make the most of your property. Please get in touch with your local branch if you would like to discuss our services or arrange an appraisal of your property.



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