



WHY CHOOSE SARNIA

- Free, honest and straightforward advice
- Free, no obligation valuations
- Service tailored to your individual requirement, reflected by our charge
- Accompanied viewings
- All tenants stringently referenced
- Superb customer care policy
- Peace of mind of three types of credit / reference checks
- No nasty surprises hiding in small print

Our professional attitude is demonstrated by polite, friendly and helpful staff, clear and well-presented literature, a constantly maintained website, comprehensive marketing and efficient administration.

Our market expertise is crucial to every aspect of **letting** your property, from setting the rent, to finding a suitable tenant and putting together a reliable lease and inventory we take our responsibilities very seriously.

Our **Property Management Service** for individual homes, is the perfect partner to our residential lettings business. Benefits for tenants

When you rent a managed property through Sarnia Estate Agents you can relax in the knowledge that we are only a phone call away if something does go wrong and are available 24 hours a day, 365 day a year.

Benefits for Landlords - "peace of mind"

When appointed to manage your property we take care of the day-to-day tasks associated with being a landlord. You can be sure that both your property and your tenant are given the essential professional care and attention required.

We are **available 24 hours a day, 365 days a year**. These days, more and more tenants request managed properties as it allows a more professional service, removing the emotion from both sides.

We understand about **good property maintenance**. Over the years, we have established strong relationships with a wide range of building contractors and professionals. We only work with those we know to be experienced, qualified, reasonably priced and reliable. Our excellent reputation is retained by attention to detail and professionalism.

Many agents offer to let your home, not all can deliver on the level of service we provide. Whether you are letting your home for the first time or are an experienced investment landlord, your property will be professionally managed. What is more we can customise our service to suit your particular requirements.

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Only you know how much time you can spare to deal with your tenant's telephone calls and the resulting work, required thereafter. Our comprehensive **Property Management Service** is designed to give you peace of mind and relieve you of the commitment of being a full-time landlord.

We can even help you with **Property Management** should you or another agent have let the property, we are finding that this service is becoming ever more popular.

One of the main benefits of the **Property Management Service** is that experienced property managers perform regular inspection visits on all managed properties ensuring that no issue is left unidentified. This offers complete peace of mind for Landlords and ensures that the property is being kept in the best possible order throughout the tenancy term.

Below is our **summary of services**, which outlines what you can expect as a landlord. If you would like to know more, please contact Sam Rowe who will be happy to answer any questions that you may have.

Sarnia's Lettings Service compared to our comprehensive Property Management Service**

Service Type	Lettings & Management Service	Lettings Service
Photography (colour photos, property video)	Y	Y
Comprehensive marketing	Y	Y
Finding a tenant	Y	Y
Obtaining references	Y	Y
Drawing up the tenancy agreement & inventory	Y	Y
Collection of Deposit & first months rent	Y	Y
Check-in of the tenant at the start	Y	Y
Collection of rent after first month	Y	
24-hour contact / call out service	Y	
Arranging repairs and maintenance	Y	
Keyholding service	Y	
Arranging payment of outgoing	Y	
Monthly transfers of rent and statements	Y	
Advising on deposit deductions	Y	
Managing the check-out process	Y	
Transfer of utilities	Y	
Full annual property inspections	Y	
Management while the property is vacant in-between tenancies	Y	

** the above is a guideline of the service we can offer, however we can offer as much or as little assistance to you, which will be reflected in the price you pay