

# INSERO NEWSLETTER

Issue 1 - May 2011

## WELCOME TO INSERO

Welcome to the first issue of the Insero newsletter which aims to provide landlords with valuable information about the rental market.

We will also provide you with answers to the most commonly asked and sometimes confusing questions for this sector. If you have any questions please feel free to contact myself or Denise Shaw on 0845 034 5792.

Kind regards  
Tony Lombardelli  
Manager



## TENANTS DEPOSIT SCHEME

This information may help your understanding of your Tenancy Deposit Scheme.

Insero gives details of all assured short hold tenancy deposits to The Disputes Service. The Tenants Deposit Scheme operates and produces registration certificates.

This is an insurance based scheme which, in the event of a dispute between Agent/Landlord and Tenant, will be settled by an independent panel. The actual deposits are held within our client account and the disputed part of the deposit is held by the scheme until resolved. The dispute resolution service is free to use but is not mandatory, allowing all parties to go to court if they so wish. Unlike most of our competitors, this service is offered free of charge by Insero, subject to suitability.

Please note:- the Tenant Deposit Scheme is not available to overseas landlords who do not use a UK based management company.

Please contact us for further information.



## ABOUT US

Insero Lettings have extensive experience in handling property rentals for clients across England and Wales. We work with corporate organisations, house builders, property developers, buy-to-let specialists and private individuals.

The majority of our management portfolio spans the M25, but we also manage property as far and wide as Bristol, Bedfordshire and Hertfordshire.

Insero work with local agents to help find tenants. We are usually able to obtain discounted rates for tenancy finding services, sometimes with no renewal fees. Insero is a reputable business with experienced and professionally trained staff who operate within the rules of ARLA, which is the ultimate in trading standards for our industry.

Should you or your friends and family require Lettings Management, please do not hesitate to contact us on 0845 034 5792 for information - we would be more than happy to help.

## GET THE FACTS

- Over 90% of properties on Insero's books are let within 1 week.
- 50% of Insero staff have more than 20 years' experience in the property letting industry.
- 50% of Insero staff are studying for a qualification in lettings/property. Customer feedback confirms Insero property advisors are professional, well-trained, helpful and informative.
- 8/10 landlords would recommend Insero.
- Insero aims to pass rent payments from Tenant to Landlord within 24 hours of receipt into company account.

## FOCUS ON PROPERTY

### Castlemaine House, St James Place, SW1

We are proud to announce that we have been appointed to manage an exclusive property situated in the heart of Mayfair and within 100 yards of the famous Ritz Hotel.

The property is a five bedroom duplex penthouse and is situated in one of the most prestigious and historic avenues in London. St James's Place is recorded as being the living area for various Lords, Ladies, Marquis and other nobility.

Spencer House, the ancestral home of the late Lady Diana, Princess of Wales, is within 10 yards of Castlemaine House and a little further away is Dukes Hotel-famous for inspiring the author, Ian Fleming to invent James Bond's immortal line "Shaken not stirred."

The penthouse boasts shiny brass and wood paneled lifts. Before entering the apartment a deep and wide entrance hall leads into a palatial polished wood floor morning room.

The immediate striking features are the tall windows and glass doors that invite visitors onto the balcony which directly overlooks Green Park. The lower floor has a state of the art Mitsubishi air coolant/heating system which radiates throughout the library and dining room. The kitchen is 'Lansbury' furnished by Mark Wilkinson, and completed with newly fitted cloakrooms.

Upstairs includes another full length balcony and five bedrooms, all with en suite. The main bedroom has a steam room, shower and Jacuzzi.

An emergency staircase leads to the roof terrace which has outstanding views of the London skyline looking towards The Thames.

### **This is no ordinary experience!**

For a full specification please contact the Insero Office on 0207 483 8425.



*Castlemaine House, St James Place*

## MAINTAINING YOUR CENTRAL HEATING

The majority of maintenance calls from our tenants are related to either appliance repairs or central heating issues.

During the last quarter of 2010, we saw a larger than average amount of gas central heating boiler call outs, which was due to the severe weather conditions. We are aware that this will again be the case during the winter.

As your Managing Agent, we want to minimise large expenses for landlords, which is why we have sourced out a product, which may be of interest to you. **Premier Care Plan**, offered by Hilton Heating, covers breakdown of your gas central heating systems and also provides a Gas Safety Certificate for £216 per annum. This is opposed to the normal cost of £85 inc VAT for Certificate only and the large amount paid every time a callout is made to contractors.

There are certain exclusions contained within the plan, so please fully read the terms and conditions before purchasing if you wish to do so. The Hilton will also carry out an inspection of the boiler before the contract commences.

We would like to point out that Insero Lettings do not accept commissions from any contractors; our intentions are to provide you with a high level of service while trying to keep costs down.