



Service guide



Saint Andrews Bureau Limited has over fifty years experience in managing properties for clients.

Established in Cambridge in 1959 and now with offices in Cambridgeshire and Hertfordshire, we enjoy an unrivalled reputation as a company that operates to the highest professional standards. We offer a comprehensive range of management services designed to maximise your income while safeguarding your property.

Our helpful staff are fully trained in all relevant aspects of property management, and all of our clients are appointed their own property manager who will be on hand to help whenever necessary.

You also have the security of knowing that we are a long standing member of the Association of Residential Letting Agents (ARLA), as well as being a member of the National Approved Letting Scheme, and the Association of Residential Managing Agents (ARMA) for block management.

The highest standards



Our role

The requirements for property management are exact and demanding, being laid down by law, regulations and established practice. Our experience in the market 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 and furnishings, on the safety requirements and provide you with our views on the rent that should be achievable.

Advertising

Successful letting depends on a careful balance of the rent proposed, the presentation of the property and effective advertising.

We promote properties through our interactive website, which gives up to date information, a sponsored link on Google and through Rightmove, press coverage in the local publication, photographs in our window displays and distinctive sign boards at the property. Local corporate and specialist contacts are also advised of properties to let to ensure they are brought to the attention of prospective tenants.

Preparing for a let

Care and attention is 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 view of properties. Creating a favourable impression at the outset is therefore very important.

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 advising on the fire regulations for furniture.

We can advise on decorating and refurbishing the property, and on furniture and fittings.

We can also arrange for the work to be carried out and new furniture to be put into the property.

Once the property is ready, we will then prepare a Condition and Inventory report, and a final clean, which is essential to avoid disputes once the tenancy begins. The property will then be ready for the tenant.

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 make sure that the prospective tenant is reputable and reliable.

We assess all prospective tenants, making use of professional, credit referencing companies. 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 owner's obligations for the property and the tenant's obligations from the start of the tenancy.

On-going property management

Once the tenancy starts, we can provide the on-going management to ensure that rents are collected; carry out routine quarterly visits, which are designed to provide reassurance that the tenants are looking after the property; and deal with maintenance issues.

At the end of any tenancy, we carry out a comprehensive check out to ensure that the property has been left in accordance with the inventory and condition report, taking into account normal wear and tear. Once completed, we will deal with issues that have arisen and the return of the deposit.

Maintenance

Maintenance is an important aspect of property management if the owner wishes to maintain the property to a good standard and keep the tenants in a contented state of mind.

Unlike most property management companies, we have our own in-house skilled maintenance department, supported by dedicated sub-contractors. This enables us to provide a comprehensive range of maintenance services, including Gas Safe registered gas safety checks, electrical safety checks and respond rapidly to any situation. This covers essential emergency call out involving such things as plumbing, electrical and heating problems, routine matters such as gardening services, through to complete refurbishment of properties, involving painting, installation of new kitchens, central heating systems, and electrical work.

Whatever the task, we have the experience and back up to ensure that the matter is resolved effectively and efficiently.

Insurance

Protection of your property is another area that requires careful consideration. We can arrange building and contents insurance through our specialist block policy for let properties. For owners who require the added protection against defaulting tenants, we can arrange rent cover and legal cost protection insurance once a tenancy has been entered into.

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 experience of the market can be invaluable for someone entering the property market for investment. Our investment booklet should be read as a starting point of any investment.



Our services

The property management service that we provide can be tailored to suit your requirements but fall into three main categories:

Full management – designed to give total peace of mind, this would deal with every aspect of property management from start to finish of the tenancy.

Let only – a basic service for owners that only require us to find and check the tenant, and prepare the tenancy agreement prior to handing over to the owner.

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 in managing your property.

Our initial advice is free, friendly and offered without obligation, and we would welcome the opportunity to tell you in person more about how we can help you make the most of your property.

We look forward to receiving your call.

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