



Lenwell
Property Services

Introducing Lenwell

Lenwell has been trading for 17 years and has built up one of the strongest portfolios of rented properties.

The company has been built on the basis of strong customer service and has previously acquired three other businesses.

Rob Wellstead Managing Director of Lenwell Property Services comments:

"We were looking to new areas as part of our longer term business plan, and this acquisition is a natural progression for us. We have admired how Walton Property have built up a reputation for quality service, and are delighted that we have reached this agreement".



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Lenwell has been registered with BSI under its ISO9000 accreditation since 1995



Lenwell are also bonded members of the Association of Residential Letting Agents (ARLA) and founder members of the National Approved Letting Scheme (NALS).

Our 'Questions and Answers' section overleaf gives further details of the reassurance and benefits this provides to you as a Tenant or Landlord.

Lenwell currently has over 20 staff based at its offices in Luton, Dunstable and Northampton. We have a dedicated accounts department, and our Managing Director, Rob will be pleased to personally answer any questions or comments you may have.

The Leading Letter

It's all change at Walton Property!

Lenwell Property Services are pleased to announce the purchase of Walton Property, expanding their successful property management and lettings business in Bedfordshire. Following a smooth handover, Lenwell are keen to improve the service to all landlords and tenants of the business.



The team at Bedford will consist of:

Kate Boittier Lettings Manager

Kate has worked for Lenwell since 1999, during that time Kate has proved herself as a key member of the Lenwell team. She is ARLA qualified and says, 'I would love to hear from existing customers and new customers. I think the service we provide at Lenwell is second to none and I am looking forward to the challenge of this opportunity.'

Lynn Sands Office Administrator

Lynn has worked for Walton Property for many years and will continue to provide a friendly face for all existing and new clients of the business.

Robert D'Alessio Senior Lettings Negotiator

Robert will work along side Kate, dealing with new lets and providing continuity of service for existing customers. Robert has worked for Walton Property since 1997 and we are delighted that Robert has decided to stay on with the new team.



What does this mean for you?

As a valued Tenant or Landlord of Walton Property, we want to ensure that any questions you may have are answered to your satisfaction, and assure you that the takeover will be handled as seamlessly as possible.

There will be:

- No changes in the way rent is paid to you
- No increase in charges
- Access to a much wider selection of Tenants and Properties
- Dedicated, professional and ARLA qualified staff working for you

Your Questions Answered

● Will the rent be paid to me in the usual way?

Yes. Our fully computerised accounts department will ensure rent payments are made to you as they are now, and you will receive a detailed statement listing your charges as you do now.

● Who do I speak to about my property(ies)?

You can contact the office in Bedford on **01234 272 662** or contact the administration centre in Luton on **01582 658000**

The team at Lenwell includes:

Rob Wellstead- Managing Director

01582 543677 / email: r.wellstead@lenwell.com

Gail Clements-Browne - PA to Managing Director

01582 543678 / email: gail@lenwell.com

Kate Boittier - Bedford Branch Manager

01234 272662 / email: kate@lenwell.com

Andrew Schröder - Customer Services Manager

01582 658000 / email: a.schroder@lenwell.com

● Is my money safe with Lenwell?

Yes. Lenwell are fully bonded members of ARLA (The Association of Residential Letting Agents), and as an ARLA member Lenwell are protected by bonding insurance similar to that offered by ABTA travel agents. In this way, you can be assured that your funds are secure. We are audited twice yearly and are happy to comply with ARLA's strict code of conduct for our management and accounts reporting.

● What is ARLA?

ARLA (www.arla.co.uk) are a professional body for the residential lettings sector in the UK, regulating all of its members with a code of conduct. ARLA members are also obliged to hold professional indemnity insurance (Lenwell holds £500,000).

We have tried to anticipate some of the questions and natural concerns you may have. Please do not hesitate to contact us directly if you have any additional questions or concerns.

● Will anything change?

The day to day administration of your property will now be dealt with at Lenwell's Luton office. The reletting of your property will be handled by the Bedford office as usual.

● Can I speak to the Managing Director of the business?

Absolutely. Rob Wellstead is always available to speak to both Landlords and Tenants on his direct line **01582 543677**, or email r.wellstead@lenwell.com. His Personal Assistant Gail Clements-Browne will also assist when Rob is not available.

● Will any charges increase?

No. Nothing will change until your Tenant moves out. As and when your Tenant vacates, you will be offered Lenwell's standard terms for property management, similar to the terms offered by Walton Property Services.

● How will my property(ies) be marketed?

Lenwell has a substantial marketing programme, and takes photos of all properties available and advertises these extensively in media, as well as full colour brochures, and internet marketing. Your property will receive maximum exposure. The acquisition gives us the opportunity to market your property to a wider audience through our other offices.

● Is my tenancy agreement still valid?

Yes.

● Do I need to change my standing order details?

No.

Online Statements and Payments

Want to see copies of your rent statements 'online'?

Visit www.lenwell.com and click landlords online (in the top right hand corner) to register.

Would you like to pay your rent 'online'?

Visit www.lenwell.com for more details.



Meet the team at Lenwell



Rob Wellstead
Managing Director

"All of the team at Lenwell are keen to ensure that whether you are a landlord or tenant we offer you the highest levels of customer service. Please feel free to contact us. You can be assured of our best attention at all times"



Kate Boittier
Bedford Branch Manager

"We always welcome your comments or suggestions as to how we can improve our service to you. So please give me a call to let me know what you think of our service."



Andrew Schröder
Customer Services Manager

"It's my job to ensure everything runs smoothly and we achieve our customer satisfaction objective of offering an unparalleled level of service to all of our landlords and tenants each time they contact us. Please let me know if I can help in any way."



Robert D'Alessio
Senior Lettings Negotiator

"We have all been working hard to ensure that the change-over is as smooth as possible. Don't forget to visit our web site for further information, or just give us a call."



Lynn Sands
Office Administrator

"I have enjoyed working with landlords and tenants in Bedford for a number of years. We are all looking forward to becoming part of Lenwell Property Services and the benefits that this will certainly bring to all."

New Law for Tenants Deposits

Tenants Deposit Protection Legislation came into effect on 6th April 2007. Landlords and Letting Agents are required, by law, to safeguard deposits and hold them in an approved Tenancy Deposit Scheme. Lenwell Property Services are full members of 'The Dispute Service'. TDS guarantee protection deposits; and provide a fair, independent and expert assessment and settlement of any disputes over the return of a deposit at the end of a tenancy. This is sometimes needed when landlords and tenants are unable to agree the amount due for damage, dilapidation or loss at the end of a tenancy.

Lettings agencies that are eligible for the scheme have to be members of approved professional bodies such as ARLA, the Association of Residential Letting Agents, or RICS, the Royal Institute of Chartered Surveyors.

Members of these bodies are fully bonded, carry professional indemnity insurance, operate ring-fenced client accounts and have qualified staff.

Letting agents have welcomed the TDS as it is a fast track method to resolve tenancy disputes over the apportionment and settlement of deposits. When the agent is holding a deposit but cannot negotiate a settlement between landlord and tenant, all details of the dispute, along with the amount of deposit money

that cannot be settled, will be sent to the Independent Case Examiner for the Scheme.

The dispute will then be subject to expert third party adjudication and the apportioning of the deposit money.

Each case will be assessed by one of a network of specially trained adjudicators. The Independent Case Examiner, operating as an Ombudsman, will make a decision within ten working days of receiving the necessary paperwork. The deposit money will be distributed no more than five days after that.



Said Lawrence Greenberg,
Independent Case Examiner for the scheme:

"By joining the TDSRA, firms are providing yet another guarantee of fairness and security for both landlords and tenants and we are delighted that Lenwell Property Services have joined us."

Lenwell also has branches in Luton, Dunstable and Northampton.

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