



Zest Residential now part of Lenwell in Milton Keynes

We are delighted to announce that Lenwell Property Services has completed the purchase of Zest Residential in Milton Keynes and it is with great pleasure that we welcome the Zest community of landlords and tenants to the Lenwell family.

Both Trisha Arathoon and Rob Wellstead, Owner of Lenwell have worked hard to ensure a smooth handover. Trisha commented, *"I've admired the Lenwell business for sometime and with their experience, local knowledge and commitment to raising standards I knew that Lenwell were exactly the right company for Zest to be part of, I wish them every success in the future."*

Meet the team

To ensure there is no disruption to the excellent service Zest clients have received to date the Lenwell team in Milton Keynes will immediately work with the Zest team to ensure a smooth transition.

Will any charges increase?

No, we will guarantee your charges for the next six months. If your tenant vacates we will offer you advantageous terms in accordance with Lenwell's usual terms of business. Our team will review your current charges and where a change is required we will contact you but this will not happen during the next six months.

Your Lenwell Leadership Team for the integration are:

Rob Wellstead Managing Director 07711 168 447 rob@lenwell.com	Richard Sharp Lettings Director 01582 616263 (opt 1) richard@lenwell.com	Andrew Schröder Operations Director 01582 658 000 andrew@lenwell.com	Janet Belcher Portfolio Mngr 01908 359499 janet@lenwell.com	Matthew Westlake-Tritton Lettings Mngr 01908 359499 matt@lenwell.com
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3,500
Properties under
Lenwell management



£30m
Rents collected
per year



46
Members of staff
across 6 offices



7
Average number of
days void between
tenancies



29
Years in business. Lenwell
was established in
November 1990



97%
Landlords happy with
the tenant we have
found for them



95%
Tenants happy with the
property they rent
from us



6
Sunday Times Gold
Awards won including
Best UK Small Agent 2015



215,000
Calls handled by
Lenwell last
year

Since 1990, Lenwell have been delivering the highest standard of residential letting and management services for landlords throughout Bedfordshire, Buckinghamshire and Northamptonshire. With over 3,500 properties under management, last year we helped over 1,000 tenants move home and collected more than £25 million in rent on behalf of our landlords.

We are full members of ARLA (Association of Residential Letting Agents), have achieved the quality standard ISO9000 with the British Standards Institute and ensure all staff work towards and achieve the ARLA 2000 qualification.

We believe that industry expertise, local know-how, trust and an unwavering commitment to

raising agency standards are the cornerstones of a successful company as well as an essential part of helping our customers get the most from their local property market. These values are as important to us today as they were when we started the business nearly 29 years ago.

Over the last 10 years we have received 9 Times and Sunday Times Lettings Agency of the Year Awards, with Gold Awards held in Best UK Small Agency, Best East of England Small Agency, Customer Service, Innovation, and Technology and Online. In addition, we have been awarded 3 Negotiator Awards with a Gold held in East of England Agency of The Year. The awards reflect the staff at Lenwell's commitment to providing the very best service they can.

Some answers

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

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. In addition, we have fully automated online accounting, with copies of your rent statements available for download.

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

To ensure service is not disrupted, the existing contact information and team will remain the same for the initial handover period.

Or should you wish to, you can contact:

Janet Belcher, Portfolio Manager

01908 359499 janet@lenwell.com

Matthew Westlake-Tritton, Lettings Manager

01908 359499 matt@lenwell.com

Rob Wellstead, Managing Director

07711 168 447 rob@lenwell.com

Richard Sharp, Lettings Director

01582 616263 (opt 1) richard@lenwell.com

Andrew Schröder, Operations Director

01582 658 000 andrew@lenwell.com

Will anything change?

The day-to-day management of your property and its future re-letting, will remain with your local team. It will be fully supported by Lenwell's administrative HQ based in Luton.

Do I need to change my standing order details?

No.

Is my tenancy agreement still valid? Yes.

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 is 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 fully comply with ARLA's strict code of conduct for our management and accounts reporting. All deposits are protected through the ARLA backed TDS (The Dispute Service) www.thedisputeservice.co.uk.

Will any charges increase?

No. Nothing will change during the transition. As and when your Tenant vacates, you will be offered Lenwell's standard terms for property management, very similar to the terms offered by Zest.

How will my property(ies) be marketed?

We take photos of all properties available and advertise in all the main forms of media, as well as producing full colour brochures. We are very active on internet property portals, and have enhanced listings on **OnTheMarket** and **Zoopla**, as well using a state of the art call response programme for portal leads. Please be assured, your property will receive maximum exposure enabling us to find the right tenant for your property as quickly as possible. The acquisition also gives us the opportunity to market your property to a wider audience through our network of 6 offices in, Luton, Dunstable, Bedford, Hitchin, Milton Keynes and Northampton.



Your opinion matters

We are very excited about the prospects ahead as we blend the considerable knowledge, expertise and technology of Lenwell and Zest.

We take pride in what we do and we look forward to earning your loyalty and support as our newest Lenwell customers.

In the future, we will move forward using only the very best parts of each company with a view to providing you with many new services very soon.

The future?

Going forward, we will be actively gathering customer feedback on how we can further enhance our existing products, service and support through 'Landlord Forums' and 'Meet the Team' events.

We very much look forward to getting to know you and gathering your feedback.



Lenwell Milton Keynes

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