

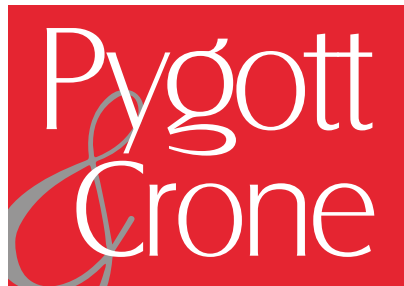


# Lettings

Residential Letting &  
Property Management







We aim to provide unrivalled,  
honest and trusted advice  
whilst continually exceeding  
the expectations of our clients.

## Welcome

Pygott & Crone are an award winning independent Estate Agency specialising in all aspects of property and land, including Sales, Lettings, Auctions, Financial Services, Conveyancing, Surveying and Commercial.

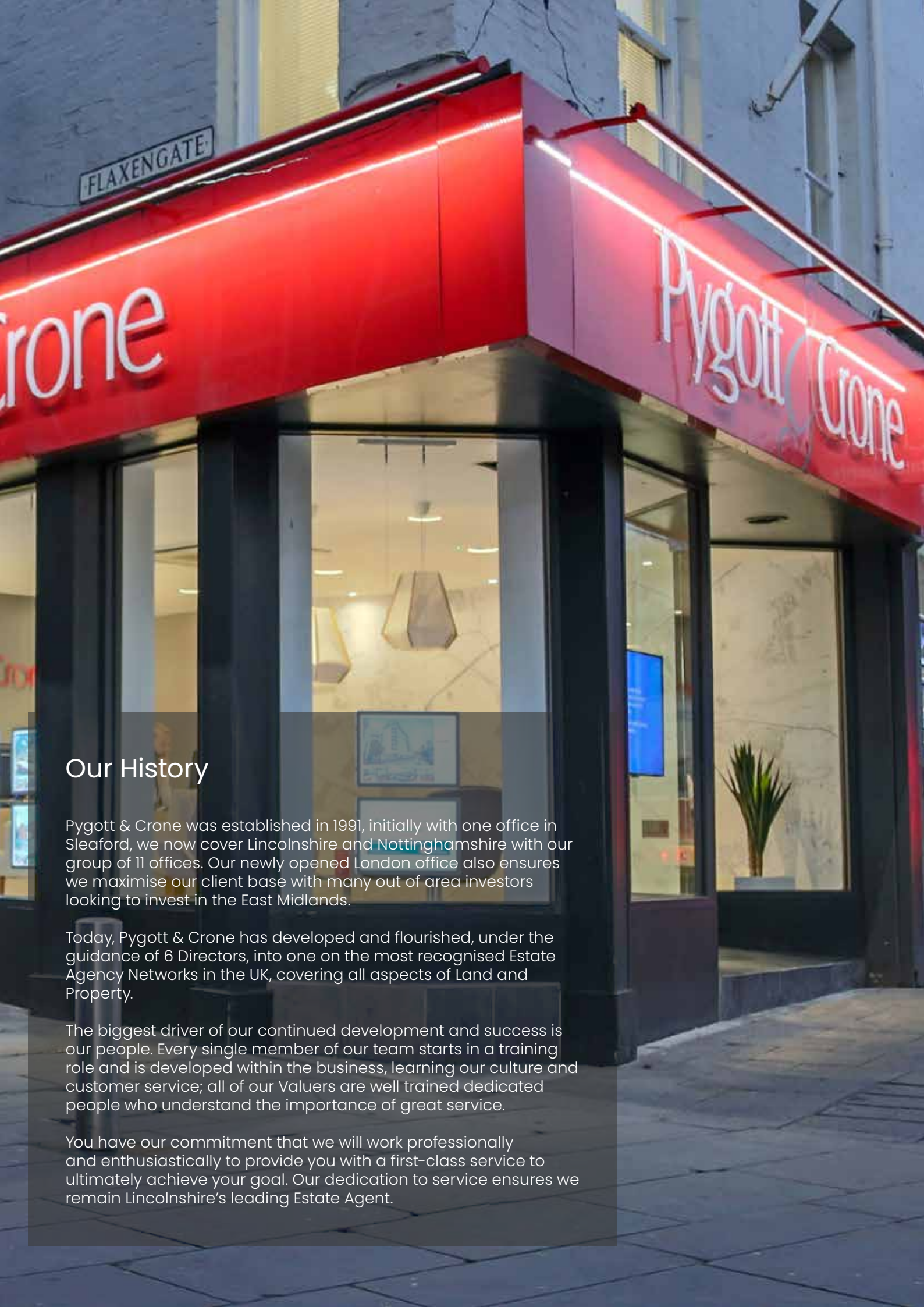
Selected as a member of the Relocation Agent Network, we can help clients to relocate to over 600 locations in the UK and many more worldwide.

We would like to thank you for giving us the opportunity to offer our services to you.

As your personal advisor, communication between everyone along the journey is critical to ensure we achieve your goals.







## Our History

Pygott & Crone was established in 1991, initially with one office in Sleaford, we now cover Lincolnshire and Nottinghamshire with our group of 11 offices. Our newly opened London office also ensures we maximise our client base with many out of area investors looking to invest in the East Midlands.

Today, Pygott & Crone has developed and flourished, under the guidance of 6 Directors, into one of the most recognised Estate Agency Networks in the UK, covering all aspects of Land and Property.

The biggest driver of our continued development and success is our people. Every single member of our team starts in a training role and is developed within the business, learning our culture and customer service; all of our Valuers are well trained dedicated people who understand the importance of great service.

You have our commitment that we will work professionally and enthusiastically to provide you with a first-class service to ultimately achieve your goal. Our dedication to service ensures we remain Lincolnshire's leading Estate Agent.





# What it takes to let.

At Pygott & Crone we offer an unrivalled level of service to ensure that letting your property is as easy as possible.





## Preparing your Property

Properties which look their best let quicker and achieve higher rents, so it's worth considering the type of tenant you would like to attract, and decorating or furnishing with them in mind.

Whether the property being let is your own home or a rental investment – traditional or contemporary – it pays to ensure you will appeal to your target market at a time when tenant expectations are rising.

### Permission to Let

Where the property to be let is subject to a mortgage, permission to do so is required from the mortgagee. You must obtain your mortgagee's permission to let in writing. We will require a copy of their authority before we can commence marketing.

If required, we will be very happy to recommend mortgage brokers to you. If your property is a leasehold, permission to let will be required from the freeholder.

### Insurance

It is essential that the property and your contents are adequately insured, both while the property is empty and while it is let. Your insurers must be told that the property is to be let, failure to do so may invalidate your cover.

### Security

Security systems (locks on windows and external doors, lights, and even full alarm systems) are considered essential by prospective Tenants, and are taken into consideration by all the leading insurance companies when calculating the premiums.

### Decorations & Carpets

We recommend these should be fresh and neutral in terms of colour and style. Higher quality properties will always attract better quality Tenants and therefore it is vital that a property is well presented to meet the expectations of a potential Tenant.

### Unfurnished or Furnished?

By far the greatest level of demand from Tenants is for properties that are let unfurnished, which traditionally includes just carpets, curtains and a cooker. This also suits Landlords, who avoid becoming responsible for furniture and the annual testing and maintenance of electrical appliances.

### Domestic Appliances

These should also be of good quality and condition and subject to regular servicing. It is important that full instructions for use are left on the premises to avoid the need to call in an engineer to demonstrate. Gas and electrical appliances must meet legal safety requirements and oil appliances must be tested annually.

## Cleaning

It is essential that the property is handed over in a clean condition. We recommend that the property be professionally cleaned throughout, including all carpets and appliances.

Chimneys must also be swept and any septic tanks emptied.

This creates a benchmark that will be recorded in the Inventory and Schedule of Condition.

## Telephone & TV

A working telephone line and TV aerial must also be provided. You should instruct whichever company supplies your telephone service to put a temporary stop on the line when you vacate and send you a closing account either direct or via the Agent's office.

## Empty Properties

It is important that you comply with any insurance requirements during vacant periods, especially during the winter months.

## Gardens

The gardens should be left in good seasonal order, as Tenants will be responsible for their maintenance and upkeep.

## Council Tax

We will notify the local Council Tax office of each occupier and of any void period between Tenancies.

## Keys

Three complete sets of keys should be provided, two for tenants and one to be retained at the Agent's office in case of emergency.





A person wearing blue overalls is using a silver and black vacuum cleaner on a grey carpet. The vacuum cleaner is positioned diagonally across the frame, with the person's hand visible on the handle. In the background, a light-colored sofa with patterned cushions is visible. The overall scene is brightly lit, suggesting an indoor setting.

## Safety Regulations

Landlords have a duty to ensure that the rented property is kept in a safe condition and it is therefore essential to examine the property and its contents closely before letting. Failure to comply with the following Safety Regulations may constitute a criminal offence under the Consumer Protection Act 1987 and could lead to a fine or imprisonment.

### Housing Health And Safety Rating System (HHSRS)

The Housing Health and Safety Rating System was introduced under the 2004 Housing Act. It is a risk-based evaluation tool, designed to identify potential hazards to health and safety from any deficiencies identified in dwellings.

### Fire & Furnishing Regulations

Under the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended) a Landlord who is letting a property is responsible for ensuring that the furniture carries the appropriate fire resistance labels.

### Electricity

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020. The Landlord must ensure all electrical insulation in their residential premises is tested every 5 years by a qualified person with a satisfactory electrical condition report.

### Water Systems

Landlords have an obligation to take suitable precautions to prevent or control the risk of exposure to legionella which can cause Legionnaires' Disease.

### Gas Safety Regulations

The Gas Safety (Installation and Use) Regulations 1998 govern a landlord's duty to make sure gas appliances, fittings and flues provided for tenants are safe. It is a requirement that an annual gas safety check is carried out every 12 months by a Gas Safe Registered engineer.

### Regulatory Reform (FIRE SAFETY) Order 2005

In effect since October 2006, it applies to the common parts of blocks of flats and houses in multiple occupation (HMOs). It is a mandatory requirement that a detailed fire risk assessment be carried out to identify any risks or hazards and any such findings should be eliminated or reduced.

### Energy Performance Certificate

As of 1st April 2020, the Minimum Energy Efficiency Standard (MEES) requires all lettings properties to have an E rating or above. Properties showing an EPC rating of F and G are unlawful to let and must now improve the property rating to E or register an exemption if they want to continue to let it.



## **Consumer Protection from Unfair Trading Regulations 2008 (CPR)**

There is now a legal duty to disclose anything that might influence a consumer's transactional decision. In other words, any matter that could affect a tenant's decision to apply to rent a property should be brought to their attention at the earliest stage.

The legislation is unfortunately vague and could range from the proximity of a local wind farm to the likelihood of flooding, or whether any serious crime has taken place at the property or nearby.


Currently, Trading Standards have been asked to obtain "case law" but an owner/landlord would be liable if something is not disclosed. Please therefore bring to our attention any matter that you feel should be disclosed at the earliest possible opportunity.

## **Smoke & Carbon Monoxide Alarms**

The Smoke & Carbon Monoxide Alarm (England) Regulations 2015 require private sector Landlords to have at least one smoke alarm installed on every storey of their property, and a carbon monoxide alarm in any room containing a solid fuel burning appliance. (e.g. a coal fire, wood burning stove).

The government has confirmed amendments to the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 to require private landlords to install a carbon monoxide alarm in any room used as living accommodation where a fixed combustion appliance is used (excluding gas cookers).





## 'Landlords have a duty to ensure rented properties are kept in a safe condition'

ARLA Propertymark is the UK's leading professional and regulatory body for letting agents; representing over 9,000 members.

Its members operate to professional standards far higher than the law demands and we campaign for greater regulation in this growing and increasingly important sector of the property market.

By using an ARLA Propertymark Protected agent, consumers have the peace of mind their agent will provide a professional service.

arla | propertymark

PROTECTED

# Important Considerations

## Assured Shorthold Tenancies

An Assured Shorthold Tenancy (AST), under the Housing Act 1988 (amended 1996) is the most common type of residential Tenancy Agreement. Under the terms of the agreement, a Tenant has exclusive possession of the property, although it gives limited security of tenure to the Tenant.

## Inventory and Schedule of Condition

Prior to a Tenancy, we are able to undertake an Inventory and Schedule of Condition, which record the decorative and physical state of your property and its garden. This will be supported by digital photographs. Tenants are required to agree and sign the Inventory, allowing us to accurately assess the property and gardens at the end of the Tenancy prior to refunding the deposit.

## Security Deposits (Tenant Fees 2019)

The Tenant Fees Act 2019 sets out the maximum amount of security deposit equivalent to five weeks rent.

This security deposit is held by ourselves, as a stakeholder throughout the Tenancy. Any dilapidations or deductions from the security deposit must be agreed by both the tenant and the landlord, or Alternative Deposit Resolution (ADR) where no agreement can be reached.

## Remittance of Rent

Rent will be paid to the Landlord via BACS once we are in receipt of cleared funds. We encourage all Tenants to pay their rent to us by standing order; however, there are occasional circumstances where a Tenant may choose to pay by cheque. Present banking arrangements are such that it is necessary for us to allow approximately five working days for rent cheques to be cleared.

## Void Periods

Our management service does not include the supervision of the property when it is vacant although, in the normal course of showing it to prospective Tenants, periodic visits may be made to the property by our lettings staff.

## Instructions to Solicitors

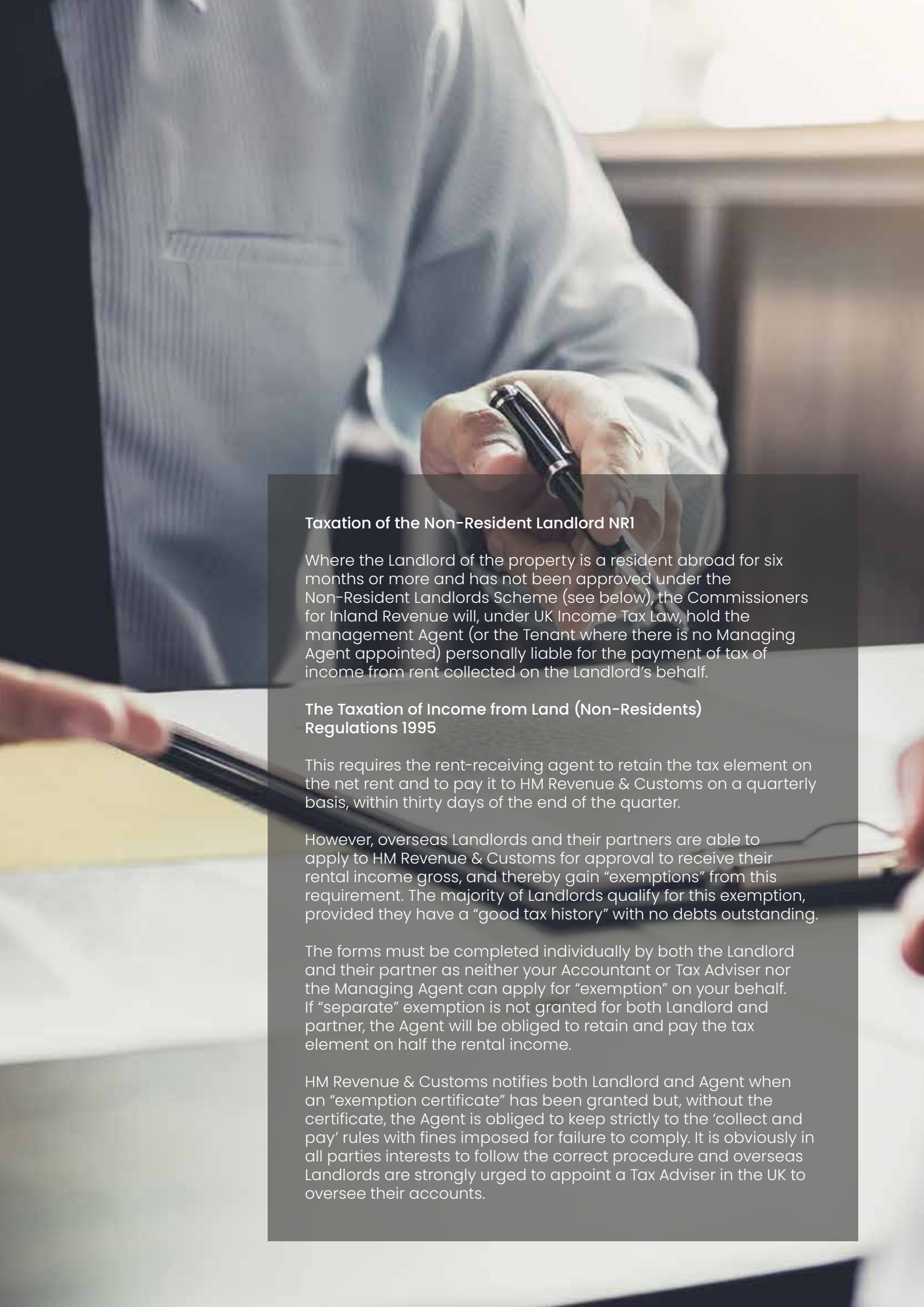
You will be informed of any rent arrears or breaches of covenant brought to our attention. Should it prove necessary to employ the services of solicitors you will be responsible for instructing them, and for all the fees involved.

## Taxation of UK Resident Landlords

Landlords who remain resident in the UK are required to declare rental income annually, together with all other income, as it is assessable, after allowable expenses, for Income Tax. We recommend that you seek further advice from a qualified accountant/financial advisor.







### **Taxation of the Non-Resident Landlord NR1**

Where the Landlord of the property is a resident abroad for six months or more and has not been approved under the Non-Resident Landlords Scheme (see below), the Commissioners for Inland Revenue will, under UK Income Tax Law, hold the management Agent (or the Tenant where there is no Managing Agent appointed) personally liable for the payment of tax of income from rent collected on the Landlord's behalf.

### **The Taxation of Income from Land (Non-Residents) Regulations 1995**

This requires the rent-receiving agent to retain the tax element on the net rent and to pay it to HM Revenue & Customs on a quarterly basis, within thirty days of the end of the quarter.

However, overseas Landlords and their partners are able to apply to HM Revenue & Customs for approval to receive their rental income gross, and thereby gain "exemptions" from this requirement. The majority of Landlords qualify for this exemption, provided they have a "good tax history" with no debts outstanding.

The forms must be completed individually by both the Landlord and their partner as neither your Accountant or Tax Adviser nor the Managing Agent can apply for "exemption" on your behalf. If "separate" exemption is not granted for both Landlord and partner, the Agent will be obliged to retain and pay the tax element on half the rental income.

HM Revenue & Customs notifies both Landlord and Agent when an "exemption certificate" has been granted but, without the certificate, the Agent is obliged to keep strictly to the 'collect and pay' rules with fines imposed for failure to comply. It is obviously in all parties interests to follow the correct procedure and overseas Landlords are strongly urged to appoint a Tax Adviser in the UK to oversee their accounts.

# Our Service

## Tenant Find

Our Tenant Find service is perfect for Landlords who have the time and experience to manage their own investment, but still require the reassurance and convenience of professional marketing and Tenant vetting to be carried out on their behalf.

## Marketing

A comprehensive marketing strategy including the circulation of your Property Details to all suitable prospective Tenants, regular advertising in the local press, listings on all the major internet web portals, details distributed to our list of numerous Corporate Relocation Agents, Blue-Chip companies, institutions and private tenants.

## Legal Tests

Organising an Energy Performance Certificate, Landlord's Gas Safety certificate, Periodical Electrical Inspection and Legionella risk assessment on your behalf keeping you compliant with your legal obligations.

## Thorough Referencing

Once we have secured a suitable applicant, we will undertake detailed referencing which includes a financial or employment reference, solicitor or Landlord reference and an accountant reference. A credit check will be used to establish whether the applicant has any County Court Judgements, bankruptcies or adverse credit history.

On receipt of satisfactory references, copies will be sent to you for approval so we can make an informed decision about the suitability of the tenant(s) before entering into a legally binding contract.

## Legal Documents

Preparation of a detailed Assured Shorthold Tenancy for an initial fixed term of either 6 or 12 months.

## Rent Payments

Collection of the first month's rent, to be paid as cleared funds prior to the start of the Tenancy. We shall arrange for all subsequent payments to be paid direct to you.

## Deposit Protection

Collection of the deposit and ensuring compliance with statutory deposit protection legislation.

## Utility Transfer

Transferring legal responsibility for gas, electric, water and council tax accounts to the Tenant's name.





## Letting & Rent Collection

Our Letting & Rent Collection Service includes all the benefits of our Tenant Find service, and in addition Pygott & Crone Property Management will handle:

### Payment of Outgoings

As instructed by you, we will pay ground rent, service charges, insurance premiums and any other outgoings from the rental income as and when it is received.

### Inspection of your Property

At the end of your Tenancy, we will arrange for the Inventory to be checked by the Inventory Clerk and for a Schedule of Dilapidation (if any) to be prepared.

### Rent Collection

Our accounts team monitor and arrange for the collection of rent in accordance with the terms of the tenancy agreement.

### Reliable Records

Our accounts team prepare and submit a regular Statement of Account to the Landlord and/or the Landlord's Accountant.

## Full Management

Our Full Management Service provides Landlords with comprehensive and thorough administration of their property. In addition to the services provided in the Tenant Find and Letting Services, we will:

### Detailed Reports

After each visit a written report is sent to the Landlord and any action taken, or situations which require the Landlord's decision.

### Property Maintenance

Oversee any day-to-day maintenance, repair or servicing of appliances up to a maximum cost of £250 per item or as agreed by the landlord.

### Out of Hours Contact

Provide your Tenant with an out of hours emergency office telephone number offering 24 hours of assistance.

### Added Financial Protection

Pygott & Crone will provide rent guarantee & legal expenses (see separate terms & conditions).

### Periodic Inspections

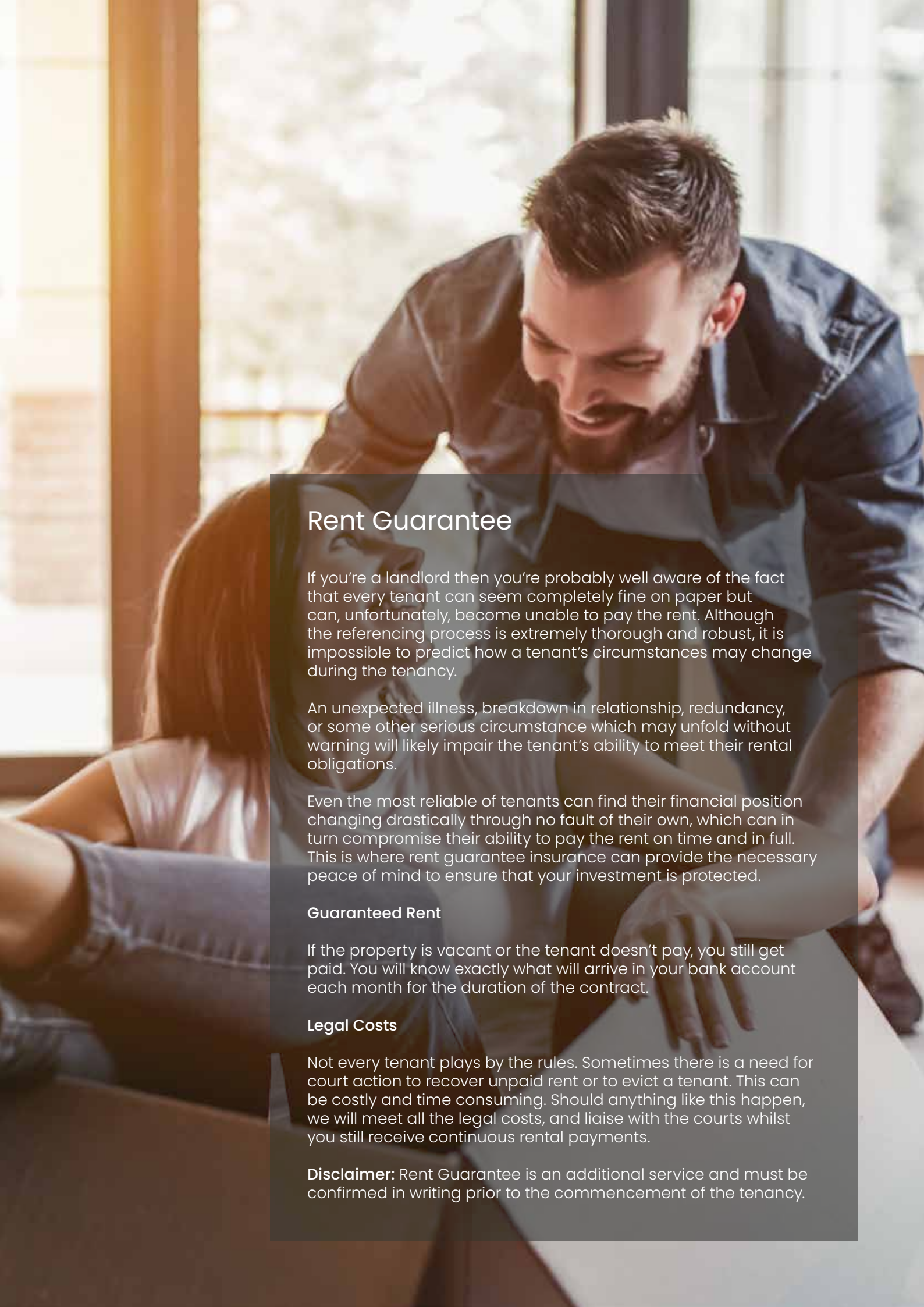
Undertake periodic visits to your property. These inspections are an opportunity for us to investigate any defects that come to our notice or are brought to our attention.

## Service Options

	Let Only	Rent Collection	Full Management
Qualified, experienced & dedicated lettings team	✓	✓	✓
Online marketing campaign on Rightmove & On The Market	✓	✓	✓
Comprehensive marketing strategy specific to your property	✓	✓	✓
Accompanied viewing service	✓	✓	✓
Extensive database of potential clients	✓	✓	✓
State of the art software system for comprehensive record keeping	✓	✓	✓
In-depth tenant referencing and credit checks	✓	✓	✓
Right to Rent checks completed and recorded	✓	✓	✓
6 or 12 month Assured Shorthold Assured Tenancy Agreement	✓	✓	✓
Detailed written Inventory with photographs	✓	✓	✓
Registration of Deposit with deposit scheme	✓	✓	✓
Preparation statutory prescribed information	✓	✓	✓
Organising legal safety checks and schedule of completion	✓	✓	✓
Testing and recording of all smoke and carbon monoxide alarms	✓	✓	✓
Collection of first month's rent and deposit	✓	✓	✓
Accompanied check in service and key handling	✓	✓	✓
Local council & Utility transfer to tenant		*	✓
6 monthly inspection with condition report		✓	✓
Copy of invoices to landlord		*	✓
Organising tenancy renewals		*	✓
Organising renewal of legal safety checks		✓	✓
Dedicated in-house accounts & rent chasing			✓
Dedicated Property Manager		*	✓
Organising Energy Performance Certificate Renewal			✓
Copy of invoices to landlord			✓
ARLA legal support helpline			✓
Preparing and Issuing Section 21 6A Notice		*	✓
End of Tenancy Check out		*	✓
Deposit Negotiation		*	✓
Organising end of Tenancy property improvements		*	✓

\*Available at an additional fee



A man and a woman are sitting at a table, looking at a laptop screen. The man is leaning over the woman, pointing at the screen. They are both smiling and appear to be in a positive, collaborative mood. The background is a bright, out-of-focus window with a view of trees.

## Rent Guarantee

If you're a landlord then you're probably well aware of the fact that every tenant can seem completely fine on paper but can, unfortunately, become unable to pay the rent. Although the referencing process is extremely thorough and robust, it is impossible to predict how a tenant's circumstances may change during the tenancy.

An unexpected illness, breakdown in relationship, redundancy, or some other serious circumstance which may unfold without warning will likely impair the tenant's ability to meet their rental obligations.

Even the most reliable of tenants can find their financial position changing drastically through no fault of their own, which can in turn compromise their ability to pay the rent on time and in full. This is where rent guarantee insurance can provide the necessary peace of mind to ensure that your investment is protected.

### Guaranteed Rent

If the property is vacant or the tenant doesn't pay, you still get paid. You will know exactly what will arrive in your bank account each month for the duration of the contract.

### Legal Costs

Not every tenant plays by the rules. Sometimes there is a need for court action to recover unpaid rent or to evict a tenant. This can be costly and time consuming. Should anything like this happen, we will meet all the legal costs, and liaise with the courts whilst you still receive continuous rental payments.

**Disclaimer:** Rent Guarantee is an additional service and must be confirmed in writing prior to the commencement of the tenancy.

# Zero Deposit Landlords

The Zero Deposit process is smooth and easy, helping to take the stress out of renting and moving house.

## **A guarantee is purchased**

You, the landlord chooses to use Zero Deposit. Your tenant(s) then purchase a guarantee that gives you protection equivalent to six weeks rent.

## **The tenancy ends**

At the end of the tenancy, if there are no damages or unpaid rent, then the guarantee will end and there is no further action required.

## **Damages or Unpaid Rent**

If you can't settle a dispute with your tenants your claim will be sent to TDS for adjudication. Approved claims will be paid to you within two working days.

## **Disputes Sorted Quickly**

Claims will be adjudicated by TDS, our expert partners, who will settle the dispute within 28 days - at no cost to you.

## **Fast Payouts**


Landlords receive approved payouts fast; two working days and they'll have the money transferred directly to them.

## **Ensuring Good Conduct**

Tenants are financially liable for damage. Non-payment may impact credit history.





The background image shows the exterior of a stone building. A white door is visible on the left, with a small lantern hanging above it. A large, leafy bush is in the foreground on the right. The text is overlaid on a semi-transparent dark grey box.

## Zero Deposit Tenants

With Zero Deposit you can rent your next home without paying an expensive security deposit, or you can unlock the money you have tied up with an existing deposit.

The Zero Deposit process is smooth and easy, helping to take the stress out of renting and moving house.

### **Purchasing a Guarantee**

You choose to purchase a Zero Deposit Guarantee to replace your security deposit. If you're already living in your rented property, your agent will begin the process to release your deposit.

### **The Tenancy Ends**

At the end of the tenancy, if there are no damages or unpaid rent, then the guarantee will end and there is no further action required.

### **Damages or Unpaid Rent**

If there are any damages or unpaid rent at the end of the tenancy, you'll still be liable to pay for it. Any disputes that can't be resolved with your landlord will be referred to TDS for adjudication.

Whether you're about to rent a new home or you've already moved in, Zero Deposit can help you rent deposit free!

### **New Tenants Pay Less Upfront**

New tenants can use Zero Deposit instead of an expensive cash deposit.

### **Existing Tenants Free Up Cash**

Existing tenants can use Zero Deposit to get their cash deposit back.

### **Fair Check Out Process**

At the end of the tenancy, our process ensures that disputes have a fair outcome for everyone, with TDS providing adjudication.



# Inventory & Schedule of Condition

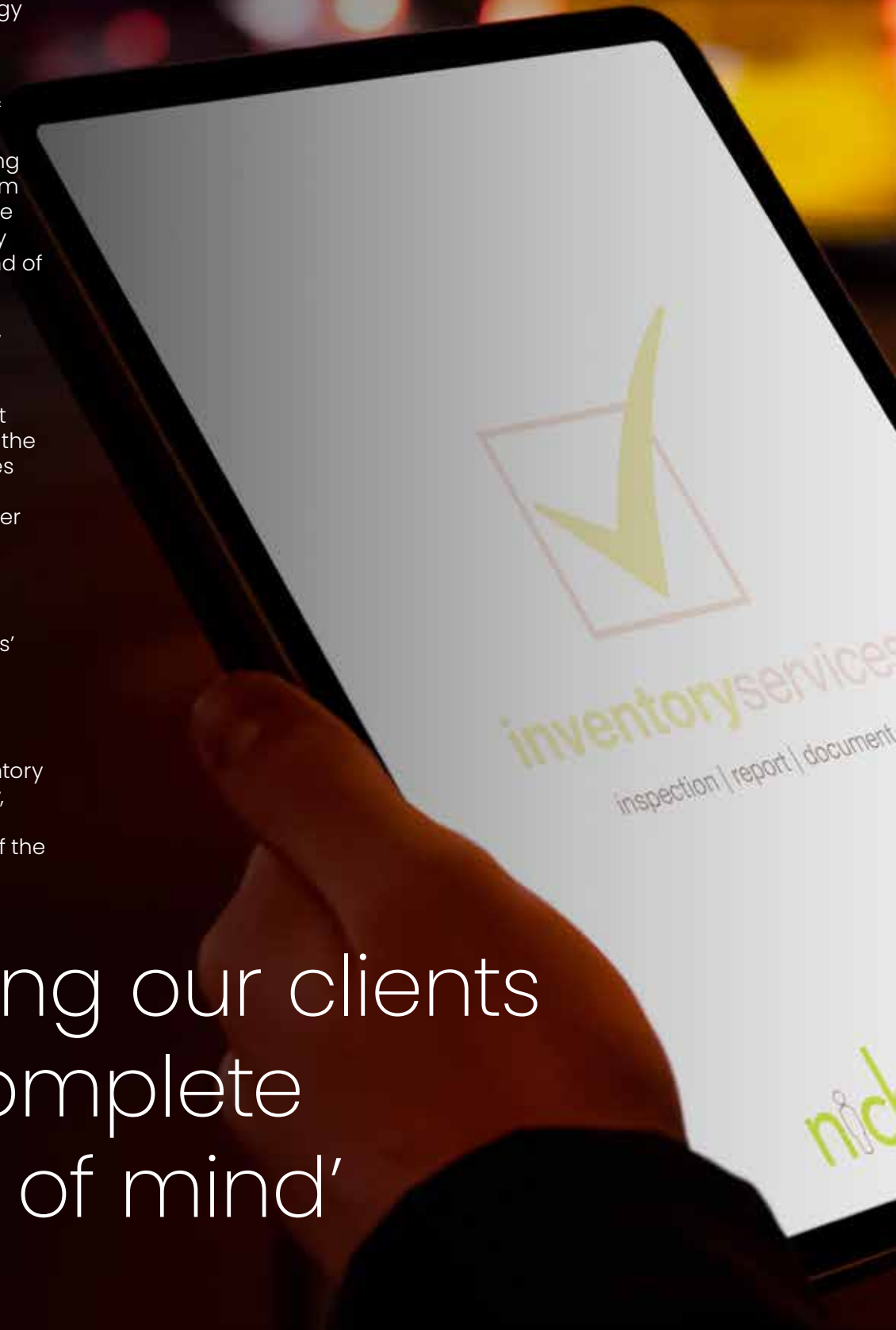
Pygott & Crone use the latest inventory based technology for the preparation and creation of professional property reports. Each report has a high level of imagery and description which is vital in evidencing the property condition from the commencement of the tenancy and reducing any deposit disputes at the end of the tenancy.

This data lead technology allows the tenant to add comments and images directly to the report whilst with the inventory clerk at the check-in. These techniques prevent the inaccurate recording of damages after the tenant has moved in.

All deposits are protected within a government scheme with the Landlords' responsibility to prove the original condition of the property.

Without the detailed inventory at the start of the tenancy, it will make any deposit dilapidations at the end of the tenancy difficult to prove.

'Providing our clients  
with complete  
peace of mind'





## FixFlo

Save time and money with Fixflo's smart repair reporting for managed rental properties.

Pygott & Crone use Fixflo which means customers receive updates and notifications on the status of their repair, it's available 24/7 and it keeps an auditable trail on all the works done for your records and compliance.

No more lengthy, confusing phone calls. Tenants can report repairs 24 hours a day, 7 days a week using their PC, mobile, or tablet. With Fixflo, they can easily report their issues or receive online guidance to solve problems themselves.

Fixflo is the ultimate property repairs software for lettings agents and property managers.

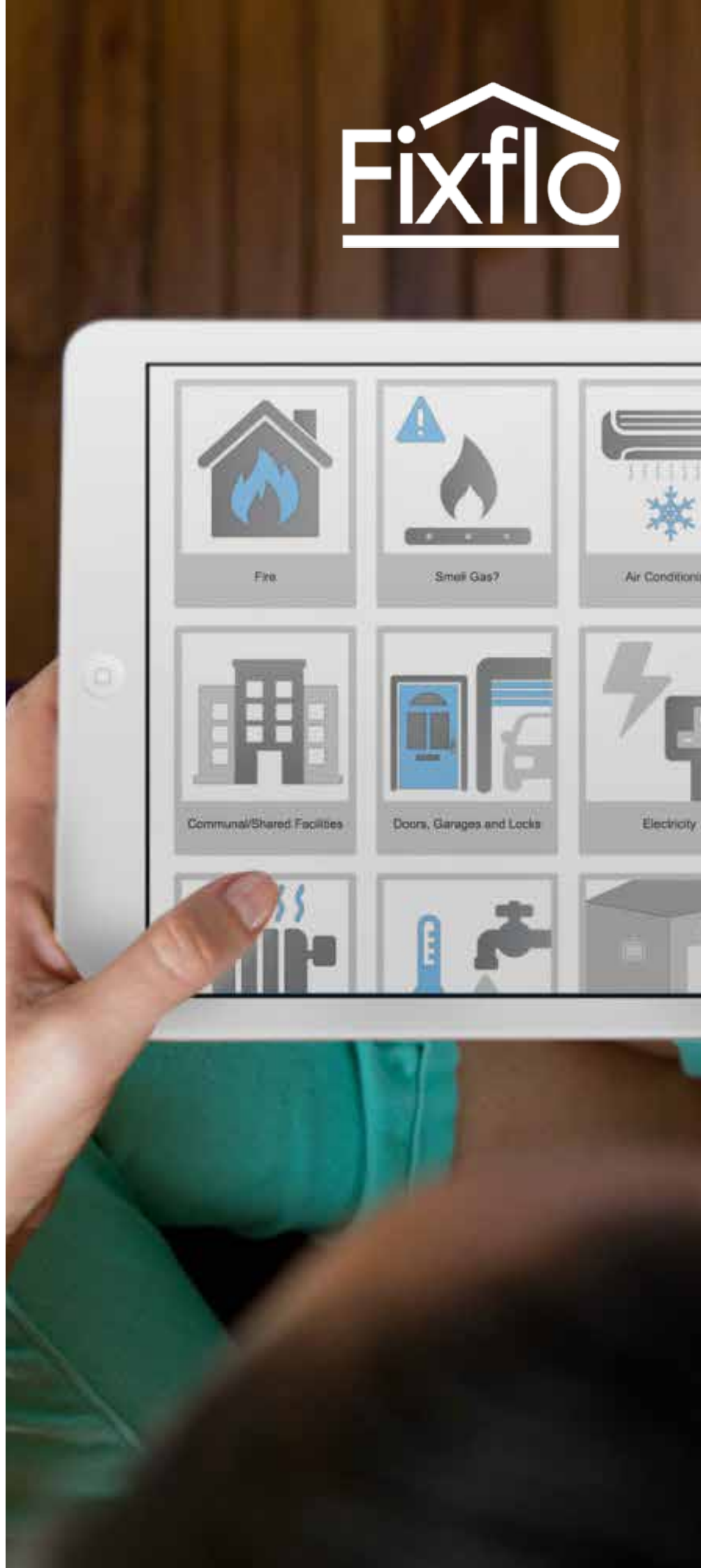
### All the information you need

Clear, concise repair reports contain all the information you need, including details such as Make and Model of appliances, specific location of the issue, and photos of the problem.

The reports are sent directly to the correct property manager in seconds.

### First-time fixes

Because Fixflo repair reports contain all the detail needed, contractors can prepare for the specific issue at hand. This means that most issues can be resolved on the first contractor visit.





# What makes us unique.

At Pygott & Crone we aim to provide unrivalled, honest and trusted advice, whilst continually exceeding the expectations of our clients.





## Award Winning Approach

Once you have instructed Pygott & Crone, our company has a unique structure that puts a team of support behind every client. This way we bring the most knowledge, support, training and understanding to every landlord's individual circumstances.

Whilst our Rental Manager will oversee the marketing of your property and communicate with you regularly, they will be supported by a designated office based manager and a support team to ensure you receive the support required to achieve the best possible result.

**Our teams' experience and services leads you to better results.**

We have been consistently voted Best Agent in the East Midlands region by the Relocation Agent Network, and 2021 saw us win the award for the tenth year in succession. This was awarded on a number of strict criteria including customer satisfaction, business innovation, and a proven sales record.

We are also delighted to report that we also retained the Customer Relocation Award having generated the greatest number of referrals in the past year. As a result we have become inaugural members of the newly created Relocation Agent Network Platinum League.

'During 2021 we relocated an exceptional number of families in and out of Lincolnshire; it is important to have both a strong local presence and global exposure for your property'







## Local & Worldwide

Whilst we have excellent local high street presence and brand awareness, it is vital that our local property experts are supported on a much wider scale to ensure we can attract the best possible purchasers for our clients.

Our company has been hand-picked by the premier provider of global relocation, to represent the Relocation Agent Network as the best estate agent in the area to act for their client relocation. The Network is made up of over 600 of the UK's top Estate Agents all committed to helping families relocate anywhere in the country.

Pygott & Crone have over 50 accredited relocation specialists throughout our branches. our network has an expansive global footprint.

### Where do we get our enquiries from?

Over the last year we have run analytics tracking where and how our potential applicant and actual tenants engagement takes place and whilst we are all aware of the importance of marketing, having this insight is critical.

We registered 16,000 potential buyers/tenants in 2021, our enquiries came from 175 different countries, for example the top overseas destinations for enquiries were U.S.A., Ireland, Spain, France, Hong Kong and Singapore.

There is no such thing as online, hybrid or traditional estate agents, today's Estate Agent has to offer the best of all models under one umbrella to maximise client engagement and achieve the best possible price for experience and service for both tenants and landlords.

### Product

We start by visiting your home and providing you with advice on how it compares to the competition and the expectations of potential tenants.

### Price

Next, we will review a comprehensive market analysis. We will review the overall market conditions and how your property compares to a similar value and style homes, we compare properties on the market and recently let. Our aim is to set a listing price that achieves the highest possible rental price for you to the right tenant.

### Promotion

Today's tenants use a wide variety of information sources during their search process. Therefore, we invest in a wide promotional strategy to capture the widest possible audience of qualified tenant for your property.

## Online

Our website is constantly evolving, adding and updating features to give our clients the best customer experience available online.

Our in-house IT & Marketing Teams have given customers the ability to book a valuation online via our website. Our clients are now able to book both valuations and viewings on a date and at a time that suits them, directly from our homepage.

This allows Pygott & Crone to combine all the benefits of a local traditional agent with the latest technology.

Our clients can now choose how to engage with us 24/7.

## Pygott Plus

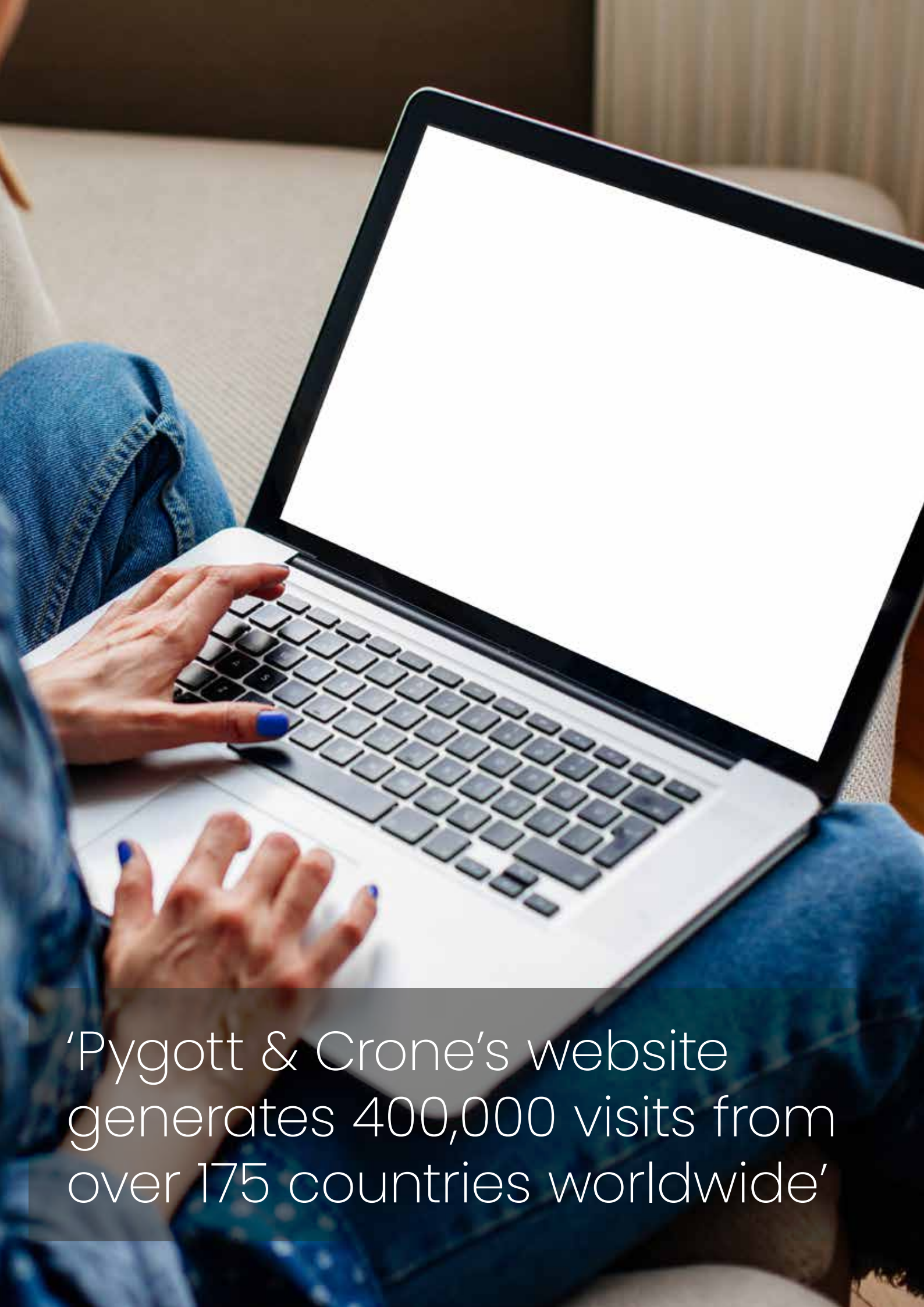
Whether you are a landlord or tenant (or both), Pygott Plus can help you along your journey, every step of the way.

Pygott Plus is our recently launched online portal which integrates seamlessly with our branches across Lincolnshire.

At Pygott and Crone we pride ourselves on delivering a first class customer service, and Pygott Plus compliments this service by making it even easier for landlord and tenant to keep in touch with us, manage their relationship with us, and speeding up some routine processes along the way.







'Pygott & Crone's website  
generates 400,000 visits from  
over 175 countries worldwide'

Pygott & Cron







## Promotion & Presence

We believe that it is still critical to have a High Street presence, whilst many enquiries begin online they are finalised face to face or via personal trusted service. Our experienced Lettings Team are trained to offer landlords and tenants a high level of customer service, their experience and local knowledge is key to maximising your sales price.

We market and network all year round through our exclusive qualified database of buyers, through community involvement and a variety of media channels, such as Sky TV, Lincs FM, Facebook, Twitter, YouTube, direct mail/email, market reports, blogs and regular client newsletters.

We want these efforts to benefit you by us becoming the agent of choice when a tenant is searching for a property.

Our team of over 100 trusted property professionals collectively reach thousands of potential clients a month and create a market to expose your property to more tenants.

We also have over 600 associated Estate Agency offices throughout the UK via the Relocation Agent Network, referring quality buyers to us throughout Lincolnshire.

### Online

With many tenants now searching the web, there is no doubt that the internet is the place to be. Our strategy is to ensure that your property is highly visible to potential tenants.

Social Media including Facebook, Twitter, Instagram, Google and YouTube are all important marketing media. Pygott & Crone ensure that our brand, services and clients' properties reach the widest audience

We ensure prospective landlords have access to what they want and what you need to promote your property, we provide plenty of quality photos, videos, area guides and more.

### Print

Print promotion still has a part to play in modern day marketing. We balance property advertising with brand awareness to ensure that every suitable client can be easily directed to your property.

Our in-house graphic design team create both individual property adverts and brand promotional adverts, all of which promote Pygott & Crone as the place to find your new home across all media.

Having an in-house team which covers IT, graphics, web, video, animation, and SEO performance allows us to be very proactive rather than reactive.

## Our Sign

When a prospective tenant arrives, we want your property to be the one they want, it is important that the property has kerb appeal and makes the client want to come in. First impressions really count, they say it takes most people 7 seconds to form a first opinion.

Pygott & Crone's sign is one of the most recognisable and respected brands in the Industry. The sign signals quality and professionalism to the buyers – a feeling that ties in with your property.



# Pygott Crone




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## TO LET

0800 9177 404





'Everyone knows the importance of the right first impression'

## Professional Photography

Never has the old adage a picture paints a thousand words been more true than when it concerns property photography.

Pygott & Crone ensure our clients' property is presented in the best light, everyone knows the importance of the right first impression. A fact that is even more important now that 70% of tenants use the Internet as their starting point when searching for a new home.

Elevated photography can display your property to its full potential, setting it within the surrounding landscape or portraying a view at its very best. Even a few feet of elevation can give a totally different viewpoint. Our experienced team will consider the best photography options for you.

## Our Customer Journey

Whilst you are initially engaging Pygott & Crone to appraise and rent your property, this is very often only one part of the journey. Once you have engaged the services of our company, there are so many other services we offer.

Our Customer Services Team will be available to help with Removal Companies, Utility Arrangements, Buildings & Contents insurance and many other services.

Whilst moving home can be very stressful, we endeavour to give you the support you need through the whole process.

### Renting your next home

If you are looking to rent another property, your designated property advisor will assist you with advice and comparable market analysis to ensure you rent correctly, they will even negotiate on your behalf.

## Every Lead Answered

Pygott & Crone have invested in the latest technology to ensure that all enquiries are responded to, enquiries from tenants are received by email, live chat, text, phone call or in person and our teams are well trained to provide good levels of service across all enquiries.

A quick knowledgeable response is required by all potential landlords and tenants in today's society and it is very important to have the correctly trained teams dealing with enquiries.

We aim to respond to every enquiry as quickly as possible via an experienced member of our team who will provide a confident response.

**Add Feefo Logo & RAN  
Cust Service**





A young man and woman are standing outdoors in front of a brick building and greenery. The woman is holding a document and pointing upwards, and both are smiling and looking up. The man is wearing a blue polo shirt, and the woman is wearing a blue and white striped shirt. A large, light-colored bag is visible in the foreground.

# Our services.

This section explains the benefits of all of Pygott & Crone's expertise and services available to you.



# Sales

Are you buying a property in Lincolnshire? Whether you are looking for a main residence, investment property, property with land or alternative use, Pygott and Crone offer the best selection of properties throughout Lincolnshire.

Houses, Bungalows, Apartments and New Build Homes, all of our properties have the benefit of a video tour, street view, and the majority have either a 2D or 3D floor plan to help you with your search.

## **Ask us about our Part Exchange Service**

If you are looking to buy a home – whether new or resale – but need to sell your existing property, then an obvious factor is being part of a chain (a sequence of linked house purchases that can be small or large). The larger the chain, the greater chance of issues that could affect the sale of your new property – causing you stress, inconvenience, and worry. If you have found the ideal home and wish to secure it as soon as possible, then why not consider the Part Exchange option?

## **Relocation across the Nation**

With our National Connections, we work together with Relocation Agent Network members up and down the country to help people buy and sell homes, wherever they may be.

So if you're selling, Relocation Agent Network can offer you the potential of additional out of town buyers viewing your property and if you're buying, we can help you find your new home across England, Scotland and Wales.

## **Buying your property through auction**

The Modern Method of Auction provides the ability to bid by phone, online or in person. You don't have to be an investor to bid, and you can purchase with a mortgage.

Properties are offered at realistic prices with the benefit of a speedy and secure transaction, and fixed moving dates.





## Financial

Buying a property is a significant event in any person's life and it always makes sense to take some financial advice. Stonebow Financial Services offer free no obligation expert financial advice on a very personal basis, and can help you through the process of getting a mortgage, arranging insurance for your property, and setting out other important options for consideration.

Selecting the right mortgage is very important, whether you are a first time buyer, re-mortgaging or buying an investment property. We will help you to plan your budget, look at all the costs involved in buying and selling property, and advise you about the outgoings you will incur once you have moved into your new home.

We have at least one mortgage and protection adviser covering each of our branches across Lincolnshire, so you can access our financial services easier than ever. Our friendly and experienced team are highly trained and well informed of the various markets and options available.

Your home may be repossessed if you do not keep up repayments on your mortgage.

There may be a fee for mortgage advice. The actual amount you pay will depend upon your circumstances. The fee is up to 1% but a typical fee is 0.3% of the amount borrowed.

Stonebow Financial Services Limited is an appointed representative of Mortgage Advice Bureau Limited and Mortgage Advice Bureau (Derby) Limited who are authorised and regulated by the Financial Conduct Authority.

Stonebow Financial Services Limited.  
Registered office: 3 Castlegate, Grantham,  
Lincolnshire, NG31 6SF, Registered in  
England Number. 09341449

Stonebow Financial Services Limited is  
part of Pygott & Crone Holdings Limited  
Group.



connecting  
buyers & sellers  
across the country



## Relocation Agent Network

**If you are considering moving either into or out of the East Midlands, buying, selling or renting, then Pygott & Crone and our Relocation Agent Network can help.**

Our network of over 600 office locations throughout the UK provides you with the 'Friend' you are looking for in your new area; someone who can provide you with trusted advice on popular areas, school catchments, local shops, restaurants, and facilities.

Relocation Agent Network members have been picked because they can bring that personal touch to their professional services, delivering expert advice whatever your budget.

**Sounds expensive? Actually it costs you nothing as it is a standard part of the service offered by us.**



# Auction

Times have changed and so has auction! It's often the preferred route to selling quickly, with no estate agency fees and the peace of mind of a secure, easier process.

There are circumstances in life where the security of quick sale or a fixed time-scale for completion is required. Our modern method of auction offers a fresh new approach to the auction process by welcoming the more traditional types of buyer, rather than just cash investors.

## Key benefits of Auction:

- More secure than private treaty.
- 2% fall through rate.
- Financially committed buyers.
- Maximum exposure & interest.
- Transparent & competitive bidding.
- Fast sale process.
- Achieve a fair market value.
- 0% sales fee to pay.



# Conveyancing

**Conveyancing is the legal process between the buyer and the seller which allows the legal transfer of the property to take place. Again if you have instructed our in-house conveyancing team, or an alternative conveyancer, prior to selling or buying a property, this may speed the process up.**

Once you have instructed a solicitor the legal process will begin, we have a dedicated sales progression team that will help guide you through the process and an online case tracker for ease of access to information; we will endeavour to make the process as simple as possible for you.



## SMS Instant Messaging

Our clients benefit from a unique dedicated messaging system.

At any of the key stages in the buying and selling process, clients who have a mobile phone can receive instant updates via text message, from our Client Liaison Team.

We can even confirm when your contracts have been exchanged! All you need to do is register your mobile phone number with us and we'll do the rest.

## How our Move File Works

Our conveyancers use our software to help prepare your Pygott & Crone Home File.

It's an official copy of the deeds, draft contract, replies to standard pre-contract enquiries and a fixtures and fittings list.

## No Move, No Fee

Should you decide not to move, there will be no legal fee payable whatsoever.

## Fixed Fee

Your Pygott & Crone Home File and Conveyancing are carried out for a fixed fee of £695 + VAT and disbursements.

Pygott & Crone are paid £300 per case for providing sales progression and other services.

## Internet Updates

All updates will be available to you on our website, so you can see when your Pygott & Crone Home File is ready.

Follow the progress of your move online and you'll be up-to-date in no time! Now's the time to make your best move yet.





# RICS Survey

**When buying a home you should seriously consider arranging an RICS survey of the property to ensure that you are buying with greater knowledge and confidence. At Pygott & Crone we employ several RICS registered surveyors, regulated and trained to the highest possible standards.**

Your home is probably the most expensive purchase you will ever make so choosing to have a survey done is a wise decision. Our surveyors have lived in Lincolnshire for many years and have a wide knowledge of all property related matters.

You should use an independent surveyor rather than using your mortgage provider's surveyor to ensure that you are independently advised of any defects that could affect your mortgage application. An independent surveyor acts solely for you and has no conflict of interest, they provide you with a comprehensive report detailing any defects or areas of concern.

Whether you are relocating locally or further afield, we can provide expert advice on the condition of your new home.

Our local experts can provide a survey on any property throughout Lincolnshire, and if the property is in another part of the UK we can help too. Through our associated network of over 150 RICS surveyors providing nationwide coverage we will put you in touch with a trusted surveyor in your area.

The benefits include a prompt, personal service from a surveyor who has local knowledge and who acts only in your best interest. If Pygott & Crone introduce the services of an external provider they receive a referral commission of £100 + VAT.



# Land & New Homes

**As a land or property owner, you'll no doubt appreciate that you possess a valuable asset. But are you aware of all the development opportunities available to you? And if you have already applied for Planning Consent with a view to selling, did you know that there are many lucrative options open to you that are often overlooked? Put simply: your land could be worth more than you think.**

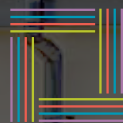
At Pygott & Crone, we're the local experts in providing landowners like you with unrivalled insight and intelligence, and on introducing them to trusted property buyers and local specialists. If we have identified that your site has development potential then we want to offer you the benefit of our unrivalled advice and experience.

We specialise in helping people like you navigate the many pitfalls that can occur when assessing a valued site.

We've got the expertise and experience of dealing with a range of national, regional and local house builders, so if you're thinking of selling, we can often introduce you to a serious buyer.

If you own a property or piece of land that may have potential, we can help you navigate the planning system (if necessary) and negotiate with possible partners such as house builders. We can also offer advice and insight that will help you maximise its value.

Our dedicated specialists are adept at adding value for our clients at any stage of this process.



## LAND & NEW HOMES NETWORK



# Commercial

**Our strength and position as one of the East Midlands' leading Commercial Agents is demonstrated by the range of skills our qualified teams offer, combined with local knowledge and expertise.**

Our Commercial team covers all aspects of commercial property and development across the East Midlands. We specialise in industrial, offices, retail, development, business transfer, leisure, licensed premises etc. We have extensive expertise on property agency, landlord and tenant, commercial lending valuations, property and land acquisition.

## **Professional Valuations**

We provide valuations within the following sectors:

- Residential
- Offices
- Industrial & distribution
- Retail
- Warehousing
- Leisure, pubs & hotels
- Development land
- Redevelopment / refurbishment

We provide valuations for all purposes including:

- As a guide to purchase
- For mortgage/lending security
- For balance sheet purposes
- Insurance & reinstatement valuations
- Development appraisals
- Sales and acquisitions

**With unrivalled knowledge in both the residential and commercial sectors throughout the East Midlands we provide the following services:**

- Investment acquisitions and disposals.
- Detailed market research, analysis and reporting.
- Marketing PR and sales strategy.
- Full analysis and advice of opportunities throughout the East Midlands.
- Purchaser and agent negotiations.
- Liaison with legal and professional teams.

## **Lease Advice, Planning Rates & Reviews**

With over 20 years' experience and a huge database of comparable evidence our knowledge plays a vital part of the negotiation process.

**We provide the following services:**

- Landowner & developer advice
- Site surveys & land registry plans
- Potential development of garden land
- Greenfield sites
- Brownfield sites
- Change of use
- Final sales and letting values
- Compulsory purchase compensation claims.

**Further services include:**

- Rent reviews
- Dilapidation negotiations
- Valuations
- Lease expiry and renewals
- Lease restructuring
- Arbitration

## Our Community

**We're really passionate about supporting charities and our local communities in a variety of ways: charity events, collections in-branch, fundraising, and sponsorship of events and teams across Lincolnshire.**

Supporting our communities helps the success of our business but most importantly helps those who may be less fortunate.

We support a number of sports teams, including Lincoln City Women, Velo Cycling Club, Holbeach United, Boston United, Sleaford Town, Bourne Town, Cleethorpes Town, Ruston's Junior & Bracebridge Heath Cricket Club.

We are also one of the sponsors of the Lincolnshire Show and as members of the Relocation Agent Network, we always get involved in any initiatives under the Agents Giving banner.

In addition, we participate in a number of local initiatives such as the Sleaford New Life Church Christmas hamper campaign, and we support a number of charities.

These include St Andrew's Care Home, Ewerby Dog Show, Callum Pite Smile, The Lincolnshire & Nottinghamshire Air Ambulance, Arthritis UK, Macmillan, The British Heart Foundation, St Barnabas and LIVES.

Our directors lead by example in raising awareness, promoting various charities and participating in various charitable events. Tim Downing is a trustee of LIVES and a committee member of the Star Trust whilst Kevin Scrups undertakes a number of charity auctions and events throughout the year.

For 2022, we have selected Dementia UK as our favoured charity and will be doing numerous events throughout the year to raise much needed funds for this fantastic organisation.



**We are passionate about supporting our local community in a variety of ways.**





# Our Offices

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