



JULIE TWIST  
PROPERTIES



A landlord's  
essential guide  
to letting

# Who we are

To those of you we have not yet met, nice to meet you. We're Julie Twist Properties and we'd like to start as we mean to go on – by being up-front, honest and professional.

We want you to get to know us and understand what makes us tick, as only then will you feel the confidence and trust that we think is so important in any business relationship. After all, we exist to make your life easier and take any hassles out of being a landlord for you. So we want you to believe in us and our ability 100%.



# What makes us different?

Being one of the longest-serving judges at the Sunday Times Letting Agent of the Year Awards, Julie's reputation speaks for itself. She's also a member of the Leadership Group in London, ensuring she is able to implement the most innovative ideas to her letting agency and remain ahead of everyone else.



# We don't just talk the talk

We don't like flannel or spin. So we'll try to prove our professionalism and success to you by simply telling you the facts. We opened our doors in 1994 and became Manchester's first city centre estate agency.

Since then, we've gradually expanded our portfolio of landlords and properties throughout Manchester city centre and Salford Quays and have rented to over 20,000 tenants.

We were the first dedicated letting agent in Manchester in 1994 and, ten years later, opened JJT Residential to become the first agency on Salford Quays. Through her passion, expertise and determination in a fiercely competitive market, Julie Twist has expanded once again and is proud to have opened a third office in New Islington – an area undergoing major regeneration work, which will soon become a hot-bed of activity for those in the property market.

Julie's career has seen her win the 'Overall Estate Agent of the Year' Award at the Daily Mail UK Property Awards. It was this success that led to her to use her experience and expertise to judge the NAEAs, priding herself on being a regulated agent who strives to improve the profile of letting agents in the UK.

Julie encourages every staff member on her team to take part in a two-year training programme to study for a technical award in 'sales and lettings'.



# What we can do for you

We're the whole package. We offer all the usual services that you'd expect from a letting agent, plus a few you wouldn't. Again, the reason we go this extra mile is because we understand what will make your life easier.

For example, because we know that it can be tricky to arrange viewings of your property during weekdays, we open 9am-8pm during the week (except Fridays, when we close at 5pm). We also open 10am-5pm on Saturday and Sunday, too.

**What's more, to give your rental property an additional boost we also operate a service called:**

## Open House

The aim of this service is to get as many applicants as possible through your door within an allocated time period. Not only does it help to create a buzz in the viewing process, it also adds a sense of urgency, most importantly, to the whole procedure.

*An 'Open House' package typically includes:*

- Preparation of all your property's particulars and floor plans
- An on-site negotiator available for extended viewing times
- Becoming a 'featured property' on Rightmove & Julie Twist
- A daily text/email to all applicants
- Facebook, Twitter and Youtube alerts

Over the years, Open Houses have successfully pulled in the crowds. As a result, they have a very high success rate in a very short space of time – so they may be an option you'll want to consider for yourself.



## Marketing – Getting noticed

With 20 years' experience in Manchester property, we know our stuff when it comes to rentals. We've moved with the times and are committed to marketing your investment widely and effectively.

We pride ourselves on our local knowledge and our personal touch, helping us to secure the right tenants quickly and efficiently.

Our goal is to ensure your property is given maximum exposure to as many potential tenants as possible. In fact, we think you'll find that few other letting agents can compete with our extensive marketing coverage, which includes advertising via:

- Our own interactive website (which attracts approx 25k hits a month)
- Major property portal websites
- Prominent window displays in our offices on Deansgate, at Salford Quays and at New Islington
- Local and national press, such as the Manchester Evening News and The Times
- And, of course, personal consultations at our offices, which are open 7 days a week, and until 8pm Monday-Thursday.

When you sign up with Julie Twist Properties, your property will automatically be advertised through all these channels, and we're confident that your new tenant is already waiting for you.



## How to be a great landlord

- For most people, it's effortless – just treat your tenants as you would like to be treated yourself
- Fulfil all your legal obligations
- Go the extra mile
- Set a fair rent – with our advice

## Valuation

This is where the process starts. You'll have done your own homework, no doubt, about current market conditions and have comparable information to hand. But our knowledge of Manchester and Salford Quays is unrivalled, so we'll give you a genuine

valuation, based on what we know tenants will pay for your property in the current market. Added to which, we can provide impartial advice on the most effective presentation of your property and, of course, help with all the legal procedures involved in a let, too.

## Presenting your property

**Nothing beats being visually appealing. So, where possible, we'll advertise your let with a board and we'll use external photographs.**

We can also take professional internal shots at an additional cost. All of this information will go into a set of property particulars. These will be available in our office and also available to view on our website and other property portals, such as [Rightmove.co.uk](http://Rightmove.co.uk).

## Checks and measures

Of course, you need to be sure that your tenants are credible people, too – that they'll pay their rent on time and respect your property. So we make sure that we perform a full background search on all applicants on your behalf. A mandatory EPC report will need to be completed, at an additional cost.

What's more, we'll follow-up all viewings and make sure that any comments made are recorded on a marketing report, which we'll give you on a monthly basis. We'll also work with corporate clients and relocation companies to ensure everything runs smoothly.



## Preparation of a tenancy

So, we've found some potential tenants for you. The next step is to send their offer to you in writing, which will usually be an email. We'll also take a holding fee from them, which will take your property off the market for a maximum period of 2 weeks.

During this time, we'll take references – although we can perform fast-track references for move-ins within 48 hours. We'll also carry out a detailed inventory of the contents and condition of your property, which will include photographic evidence.

The appropriate agreement will then be prepared, with guarantors where applicable. Rent guarantees can also be arranged on the strength of our reference checks. We'll perform all the practical necessities, too – such as informing relevant utility companies of the change of tenancy – not to mention the financial ones, such as preparing and sending you a statement of account and a copy of the agreement, and setting up a standing order for rent payments into your account.



## Tenancy Deposit Scheme for managed properties

**As you're aware, no doubt, all tenants in the private sector will give an initial deposit against possible damage to your property, and when the tenancy comes to an end, providing they haven't damaged your property, they will get their money back.**

It seems straightforward enough, but sometimes, there can be a problem. When there is, the Tenancy Deposit Scheme can help.

The scheme, established under the Housing Act 2004 and run by The Dispute Service, means that at the start and end of an Assured Shorthold Tenancy, we're obliged to register the details of any deposit taken. The aim of this is to protect deposits throughout the tenancy and ensure the prompt return of the deposit at the end of the tenancy, providing there's no dispute.

If there is a dispute about the deposit, the TDS also ensures that it's dealt with fairly and quickly by the independent Complaints Examiner (ICE).

Even if your property is a let-only property, we can provide TDS registration, at a small additional cost.

So, quite simply, if you choose to let us let your property, you'll be protected by TDS.

Go to [www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk) for more information.

# Management services

You might be wondering why you should pay us to manage your property, when you could save money by managing it yourself. But is this really the case? Our managed service takes a long-term, realistic view of property management. It aims to cover all eventualities and give you nothing to worry about, other than receiving your rent on time.

For example:

- For many of our managed properties, we can arrange rent guarantees, meaning your investment is guaranteed.
- What's more, we'll perform quarterly inspections.
- We'll also send you inspection reports, advising on the condition of your property.
- Perhaps more importantly, however, you'll find that many of our larger, corporate clients insist on placing their employees in properties managed by the agent.
- We also have a 24hr, 7 days-a-week emergency phone line both for you and your tenants.
- Plus, we'll collect the rent and send you a full monthly statement, which can save you time and money when it comes to doing your tax return!
- We'll also carry out weekly arrears visits if required.
- We'll resolve any neighbour disputes on your behalf.
- We will give you help and advice to ensure your property and tenancy comply with the constantly changing letting industry legislation.
- We also provide you with a log of when all the property safety checks are due.
- We'll send any notices necessary to gain possession at the appropriate time.
- We also carry out rent reviews at the end of each fixed term.

Quite simply, leave your keys with us and rest assured that your property is in safe hands.

<b>Service</b>	<b>Managed Premium</b>	<b>Managed</b>	<b>Let Only</b>
Marketing, including Window Display & Websites	✓	✓	✓
Accompanied Viewings	✓	✓	✓
Tenant Reference & Credit Check	✓	✓	✓
Tenancy Agreement	✓	✓	✓
Serving Legal Notice of a Section 21	✓	✓	✓
Serving Legal Notice of a Section 8	✗	✗	✗
Deposit Registration	✓	✓	Charges Apply
Full Inventory	✓	✓	Studio / 1 bed 2 Bed 3 Bed Charges Apply
Rent Collection & Monthly Statements	✓	✓	N/A
Quarterly Inspections	✓	✓	Charges Apply
Rent Guarantee (Includes legal fees & any unpaid rent)	✓	Charges Apply	Charges Apply
Tenancy Extensions (3 or 6 month lets)	Charges Apply	Charges Apply	Charges Apply

# Additional services



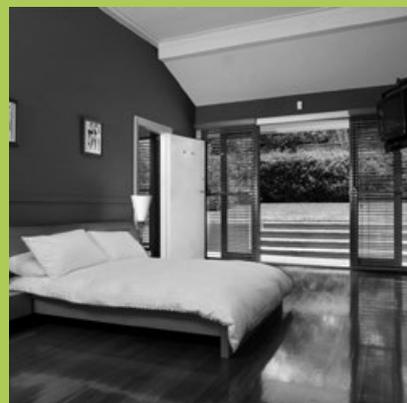
## Furniture

Looking to spruce up your place? Contact us to find out about our great value furniture packages!



## Maintenance

From leaky taps to furniture building and everything in between, our maintenance team can help you keep your investment in tip-top condition.



## Cleaning

Whether you need a one-off freshen up or would like a regular service, our in-house cleaners are efficient and trustworthy – why not give us a try?



## Mortgage Advice

If you're looking to invest in somewhere new or you need guidance on finding a better mortgage deal, our in-house expert is on hand to assist.



## Property Investment

We pride ourselves in being at the forefront of the Manchester property scene. Contact us today to find out about new developments coming to market!

Rentals • Sales • Insurance • EPCs • Property Management



## Where we are:

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### **Julie Twist Properties**

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### **JJT Residential Properties**

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