

# PROPERTY RENTAL BROCHURE



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# WELCOME TO MANNERS RESIDENTIAL

Founded by James Manners FNAEA & MARLA in 2000, we provide Woking and the surrounding areas with a premium sales, letting, and property management service from our independently owned and managed Woking office.

Our company ethos of honesty, integrity and accountability, has enabled us to build an outstanding reputation for providing a first class professional, yet friendly service for all your property requirements.

**But don't just take our word for it. Please take a moment to read some of our fantastic reviews and testimonials at our website [www.mannersresidential.com](http://www.mannersresidential.com)**

Established in 2000, we not only provide our clients with value for money and enviable results, our services are accredited and verified by the leading redress and industry authorities, to give our customers confidence and peace of mind.

Whether you are letting, selling, renting or buying, our experienced and approachable team are on hand to guide you expertly through the entire process.

As members of ARLA Propertymark, NAEA Propertymark, The Property Ombudsman and The Dispute Service, our customers can be assured of a professional and ethical sales and letting service.

At Manners, being independent gives us the freedom to put you first. Our friendly team, led by James Manners are always happy to help answer any of your property questions so why not find out for yourself what a fantastic property letting and sales services is all about.

Call today on [01483 590059](tel:01483590059) or email [property@mannersresidential.com](mailto:property@mannersresidential.com) and let us get you moving, or meet the team at [www.mannersresidential.com](http://www.mannersresidential.com)

## LETTING YOUR PROPERTY

Manners Residential have been successfully letting and managing all types of homes in Woking and the surrounding area since 2000, and as members of both ARLA Propertymark, and The Property Ombudsman, we offer you complete confidence that you and your property will be dealt with professionally throughout the entire letting process.

Whether you are a first-time landlord, an experienced owner of a property portfolio, or you are letting your family home whilst working abroad, our flexible levels of service allow you to choose the right one for you. With a full range of service options available, all you need to do is choose how much time you want to spend managing your rental property and tenants, or leave it all to us.

We are lettings and property management specialists and our friendly and approachable team are highly experienced in all aspects of the rental marketplace and property management. We understand the importance of selecting the right tenant, maintaining your property to a high standard, ensuring compliance with the latest legislation, achieving a continuous and profitable rental yield, and keeping void periods to a minimum.

For your financial peace of mind, we protect the tenancy deposit with The Dispute Service (TDS) and client money protection (CMP) is provided by Propertymark.

## PROPERTY VALUATION

We would be delighted to carry out a complimentary rental assessment of your property, where an experienced member of staff with great local knowledge will provide you with an accurate rental valuation, advice on legal compliance and health and safety requirements, as well as advice on any improvements to the property that would maximise your rental income.

Either give us a call on [01483 590059](tel:01483590059) or email [property@mannersresidential.com](mailto:property@mannersresidential.com) to arrange a suitable date & time.

# MARKETING YOUR PROPERTY

Manners Residential are located in a convenient and accessible location in Woking. In addition to extensive internet coverage, your property will be actively marketed by our team of experienced negotiators to the corporate sector, major relocation companies, as well as a steady stream of enquiries from the privately funded market.

## **PHOTOGRAPHY**

Prospective tenants rank photography as one of the most important visual aids when searching for a home online. Our trained staff have the skills to show a property at its very best. We will ensure your home looks as beautiful in the marketing as it does in real life.

## **FLOORPLANS**

Tenants also like to see the room layout of your home; they like to see where rooms fit in relation to others rooms and also to understand the flow of the property; a floorplan is undoubtedly the best way to gather this information.

## **OUR WEBSITE**

Our responsive website automatically resizes itself to fit the size of screen being used to view it, providing a far superior user experience, in landscape, portrait, on smart phone and tablet as well as desktop PC! It also has full HTTPS security which means visitors can feel totally confident that the forms they complete on our website are totally secure when they register, request a viewing or even a property valuation.

## **RIGHTMOVE**

Rightmove is the UK's largest property portal. We utilise every inch of our access to Rightmove whilst marketing your property and can even look "behind the scenes" to see how your property is performing against the competition.

## **ZOOPLA PROPERTY GROUP**

Zoopla is the UK's most comprehensive property website, launched in 2008, Zoopla has since been one of the fastest growing websites in the UK, now attracting over 40 million visits per month! It also incorporates Primelocation.

## **ON THE MARKET**

On The Market offers landlords a high-visibility platform trusted by millions of motivated renters. The site attracts serious, engaged tenants and provides clear, user-friendly tools to showcase your property professionally.

## **LOCAL KNOWLEDGE**

As local residents ourselves, and with many decades of experience working within the Woking property industry, our expertise of the local market ensures we know the best sales strategy for your individual property.

## **TENANT SELECTION**

At Manners Residential we believe that tenant selection is the key to a successful and trouble-free tenancy. We accompany every viewing to your property, in order to get to know the prospective tenant and find out the information, which is important for you and us. After the initial interview, your tenant will be asked to complete an application for tenancy, and references can be taken up by a specialist referencing company who will credit score your prospective tenant, check for CCJ's, as well as taking up references from employers, banks and current Landlords. In addition, we are required to carry out Right to Rent checks on all prospective tenants and occupiers to establish that they have the right to rent a property in the UK. If at any time we are not happy with the Tenant's credentials, we will advise you not to proceed with the proposed tenancy.

## **LOOKING AFTER YOUR PROPERTY**

Our in-house Property Management Department are on hand to look after you throughout the duration of the Tenancy (depending on service level chosen), including: organising the inventory, check in and check out of the Tenant, transfer of the utilities into the Tenant's name, compliance checks for gas and electrical installations and appliances, pre-tenancy cleaning, maintenance issues throughout the tenancy, regular property inspections, the return of the tenancy deposit, and post-tenancy cleaning if required.

## **INSURANCE SERVICES**

We act as introducers to The Lettings Hub who offer Landlords and Tenants a full range of specialist insurance products, including buildings, contents and legal expense insurance, as well as rent protection schemes.

## **LETTINGS REQUIREMENTS**

### **MORTGAGED PROPERTIES**

You will need your lender's consent to let prior to a tenancy commencing. Your mortgage lender may charge you a fee for giving their consent and may require additional clauses to be added to the Tenancy Agreement, which can of course be included but you must provide them to us prior to the start of the tenancy. Conditions cannot be imposed upon a tenant at a later date.

### **LEASEHOLD PROPERTIES**

You will need consent to let from your freeholder, superior landlord or managing agent, prior to a tenancy commencing. There may be a fee payable to grant a license, which will usually need to be renewed every time the tenancy is renewed. A copy of the head lease together with any schedules should be attached to the Tenancy Agreement; without this you cannot impose any obligations contained in it upon your tenant.

### **BUILDINGS AND CONTENTS INSURANCE**

You will need to notify your buildings and contents insurers that you are letting the Premises; otherwise any future claim during or as a result of the tenancy may be invalidated. You must continue to insure your own contents as listed on the Inventory. The tenant is only responsible for insuring his own belongings. You should also check that your insurance policies include third party liability to protect you if the tenant or a visitor to the Premises sues for personal injury.

### **ENERGY PERFORMANCE CERTIFICATES (EPC)**

Landlords offering properties for rent are required by law to provide prospective tenants with an Energy Performance Certificate (EPC) for their property. The EPC must be provided when any written information is provided to a prospective tenant i.e. when the property is marketed or prior to the first viewing. The certificate is valid for 10 years and will be accompanied by recommendations to improve the energy rating of the building. You will not be able to serve a valid Notice if the tenant has not been previously provided with a copy of the EPC for the Premises.

### **MINIMUM ENERGY EFFICIENCY STANDARDS (MEES)**

The energy efficiency of a property is rated from A-G, with A being the most efficient and G being the least efficient. Under the Minimum Energy Efficiency Standards (MEES), a property must have an EPC rating of E or above, for it to be let. Landlords of F or G rated properties will be expected to install all energy efficient improvements required to reach an E rating, or under certain circumstances apply for an exemption.

### **TAX ON RENTAL INCOME**

Tax is payable on any profit derived from rental income. If you are a resident in the UK you will need to inform HM Revenue and Customs ('HMRC') of any rental income you receive by completing an Income Tax Return. However, many expenses can be offset against the rent received. For further information please contact your tax advisor or HMRC who can be accessed on the website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

HMRC has special rules regarding the collection of tax on rental income if you are a landlord who is resident overseas for more than six months in the tax year, or you subsequently move abroad. If you fall into this category you will need to obtain a tax approval number from HMRC. The relevant form and guidance notes can be downloaded from the above website by inserting "non-resident landlord" in the quick search. Until HMRC gives that approval number to us, we are legally obliged to deduct tax from your rental income at the prevailing basic rate of tax, which is currently 20%, and forward the money to HMRC on a quarterly basis. You can off-set this amount against your final tax liability when you submit your annual Income Tax Return.

## **GAS SAFETY**

Under the Gas Safety (Installation and Use) Regulations 1998, landlords must ensure that all gas appliances, pipe-work, fittings and installations in any let or part let property are safety checked at regular intervals of not more than 12 months by a Gas Safe Registered engineer. A copy of the GSC must be given to the tenant at the commencement of the tenancy and within 28 days of it being renewed each year. Landlords can be convicted and fined up to £5,000 or six months in prison for non-compliance.

## **SMOKE ALARMS**

Landlords have a legal obligation to fix smoke alarms on each storey of all rental properties. The alarms must be tested and a record kept of the testing on the start date of all new tenancies. We can arrange for smoke alarms to be fitted (if required) and for them to be tested at your expense. Maintenance of the alarms will remain your responsibility during a tenancy.

## **CARBON MONOXIDE ALARMS**

Landlords have a legal obligation to install a carbon monoxide detector in all rooms of rental properties that contain a fixed combustion appliance (excluding any room where there is only a gas cooker). The detectors must be tested and a record kept of the testing on the start date of all new tenancies. We can arrange for carbon monoxide detectors to be fitted (if required) and for them to be tested at your expense. Maintenance of the detectors will remain your responsibility during a tenancy.

## **FURNITURE SAFETY**

Landlords must ensure that all upholstered furniture supplied in the course of letting a property complies with the Furniture and Furnishings (Safety) (Amendment) Regulations 1993. Fire resistant standards must be met by all upholstered furniture which includes three-piece suites; mattresses, the upholstered bases of beds; padded headboards; sofa-beds; furniture with loose or fitted covers; children's furniture; cots and other items used by a baby or small child; cushions; high-chairs; pillows; and garden furniture which may be used indoors. All of these must be match resistant, cigarette resistant and carry a permanent label. It is prudent to note the labels on the Inventory in case they are later removed. **Curtains & Blinds:** Regulations apply to the installations for raising and lowering blinds, and the movements of curtains across windows. All new blinds and curtains will have fixed cords or ball bearing pulls to prevent the danger of asphyxiation to a young child and warning notice with the purchasing material. The Landlord must ensure that any blinds or curtains that he has fitted comply with these regulations

## **ELECTRICAL SAFETY**

Under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, Landlords must ensure that electrical safety standards are met when the property is occupied during a tenancy. Every five years all fixed electrical installations at the property must be inspected by a qualified person and a report issued to the tenant(s) prior to the start of the tenancy, and when a subsequent inspection falls due. Where the report requires the Landlord to carry out further investigation or remedial works, these must be carried out within a 28 day period. Failure to comply with these regulations can lead to a fine of up to £30,000. It is also best practice to have all electrical appliances checked to ensure they are safe for use because under the Consumer Protection Act 1987 and the Electrical Equipment (Safety) Regulations 1994, any appliance supplied by the Landlord must be safe. Landlords must also ensure that instruction booklets and notes for safe use are available at the property for all supplied appliances, otherwise the appliance(s) will have to be removed from the premises.

## **LEGIONNAIRE'S DISEASE**

In order to comply with the Health and Safety Executive's Code of Practice, you are advised to carry out a risk assessment at property prior to letting it, especially if there are swimming pools, open water tanks or cooling systems.

# IMPORTANT INFORMATION

## **UTILITIES, SERVICES, RATES AND COUNCIL TAX**

Although tenancies can vary, the general rule of thumb is that the tenant is liable for gas, electricity, telephone, council tax, and rated or metered water supply for the duration of the tenancy. The Landlord remains liable for any maintenance charges, service charges, and ground rents, and remains liable to pay any outstanding charges (including council tax) up to and including the date upon which the tenant occupies the premises and for any void periods between tenancies.

## **THE TENANCY AGREEMENT**

Every tenancy agreement can be negotiated to suit the particular requirements of both the landlord and the tenant. However, you will need to take into account the Unfair Terms in Consumer Contract Regulations 1999 and guidelines prepared by the Office of Fair Trading. These state that any clause in a contract, which is unfair to the tenant, could be void and therefore unenforceable. The different types of tenancy agreement we use fall into the following categories.

## **ASSURED PERIODIC**

The tenancy will be an assured periodic tenancy as long as the applicant is an individual. From 1<sup>st</sup> May 2026, all new and existing Assured shorthold tenancies will cease to exist and will instead become Assured Periodic Tenancies. These are periodic (rolling) tenancies with no fixed end date, running month-to-month rather than as fixed-term contracts. The tenancy will continue until either the tenant gives notice, or a landlord uses a valid legal ground to seek possession.

## **COMMON LAW**

A common law tenancy is one not covered by the Housing Act 1988 and is governed by general contract law. This applies when, for example, the tenant is a company, the property is not their main home, the landlord lives in the property, the tenancy is a holiday let, or it is tied to employment. In these cases, the usual statutory protections for assured tenancies do not apply. Although not governed by the Housing Act 1988 it is nevertheless subject to other statutory regulations (e.g. Protection from Eviction Act 1977), which means a possession order from the County Court must be issued before a tenant can be evicted.

## **"COMPANY LETS"**

If the tenant is a company, the Tenancy Agreement will fall outside of the Housing Act 1988 (as amended) and a Company Let Agreement would apply. This is a type of Common Law Agreement.

## **THE INVENTORY**

The importance of the inventory should never be underestimated; it is a document that lists the contents and condition of the Premises including doors, walls, ceilings, fittings, furnishings etc. It is essential for the proper management of your property and tenancy, whether it is let furnished or unfurnished, to reduce the risk of a dispute arising in respect of the tenancy deposit. If you do not have a comprehensive Inventory or a check of it at the start and the end of the tenancy you will have no proof of the original condition of the Premises and may not get any compensation from the tenant's tenancy deposit at the end of the tenancy.

## **RENT COLLECTION**

Rent is payable by the tenant in advance and on a monthly basis, usually by standing order to our client bank account. We then pay the monies into your designated bank account after deducting our commission and any expenses that may have occurred during that rental period. Rent normally becomes due each month on the day the tenancy started. i.e. If the tenancy started on the 10<sup>th</sup> January, the rent becomes due on the 10<sup>th</sup> of each month thereafter.

## **TENANCY DEPOSIT**

A Tenancy Deposit, is taken in cleared funds from your tenant prior to the tenant taking occupation. For rent under £50,000 per year it's five weeks' rent and for rent of £50,000 or over per year it's six weeks' rent. This is held against damages or defaults on the part of the tenant during the tenancy.

The tenancy deposit is held by Manners Residential on a stakeholder basis and in the case of an Assured Shorthold Tenancy held under the terms of The Dispute Service Ltd and subject to the legislation laid down in the Housing Act 2004.

## **ONGOING MAINTENANCE**

Landlords are responsible for repairs to the property and equipment which result from fair wear and tear or maintenance requirements. The Landlord is also responsible for the upkeep and decoration of the exterior of the property, although in the case of leasehold properties this is usually arranged by the managing agent and is paid for via the service charge.

In accordance with Sections 11 to 16 of the Landlord and Tenant Act 1985 landlords must:

- Keep the structure (including drains, gutters and down pipes) and the exterior of the premises in good order and repair.
- Keep the appliances for supply of gas, electricity and water in good repair.
- Keep the appliances for supply of space heating and water heating in good repair.
- Keep the sanitary appliances in good repair and carry out all repairs within a reasonable time of being notified.

In addition, The Homes (Fitness for Human Habitation) Act 2018 entitles a tenant to take legal action against a landlord if the property is not deemed by the tenant to be fit for human habitation at the outset and during a tenancy. The Housing Health & Safety Rating System may be used to assess a property's fitness for human habitation. The intention of this rating system is to ensure that landlords maintain their properties in a safe manner, and ensure that they are free from any hazards which may affect the tenant's health and or safety.

## OUR SERVICES & CHARGES

We offer a full range of lettings and property management services, and our flexible approach means we can tailor our service to suit your individual needs.

	<b>Tenant Find &amp; Rent Collection</b>	<b>Managed Service</b>	<b>Manged Plus Service</b>
	8% +VAT	10% +VAT	12% +VAT
Market appraisal	✓	✓	✓
Advice on legal & safety requirements	✓	✓	✓
Extensive property marketing	✓	✓	✓
Accompanied viewings	✓	✓	✓
Negotiating the terms of the tenancy	✓	✓	✓
Taking up tenant references*	✓	✓	✓
Initial Right to Rent Checks*	✓	✓	✓
Provide the tenancy agreement*	✓	✓	✓
Arrange inventory & check in/out*	✓	✓	✓
Arrange safety inspections & EPC*	✓	✓	✓
Collection of initial and ongoing rents	✓	✓	✓
Collection and protection of the* tenancy deposit with the TDS	✓	✓	✓
Monthly financial statements	✓	✓	✓
Inform Council and utility providers	✓	✓	✓
Negotiate annual rent review*	✓	✓	✓
Chase overdue rental payments	✓	✓	✓
Negotiate deposit return	✓	✓	✓
Non-resident landlord tax reporting	✓	✓	✓
Dealing with all tenant enquiries		✓	✓
Dealing with day to day maintenance and repairs		✓	✓
Provide out of hours emergency contact		✓	✓
Arranging end of tenancy cleaning and repairs		✓	✓
Regular property inspections			✓
Arranging gardening contracts			✓
Arranging larger repairs and refurbishments*			✓
Payment of ground rents and service charges			✓

No matter which service you choose, we can carry out references and right to rent checks on your tenant, advise on legal and safety requirements, negotiate renewals and rental increases, and oversee the start and finish of the tenancy. \* See Additional Services and Charges below.

## ADDITIONAL SERVICES & CHARGES

Subject to your payment of an additional charge as set out, we can arrange the following on your behalf:

- Prepare, provide and exchange a standard Tenancy Agreement, Prescribed Information, and How To Rent Guide: **£150.00 incl VAT**
- Tenant Referencing and initial Right to Rent checks: **£350 incl VAT** per tenancy.
- Arranging for an Inventory and Schedule of Condition or Check Out to be completed by an independent inventory clerk: **£48.00 incl VAT** in addition to the cost of the inventory clerk. The service to include distributing the inventory documents to the parties and assisting in any post tenancy negotiations.
- Arranging gas, electrical safety or smoke and CO alarm checks, or EPC on your behalf if we are instructed on a TFRC basis: **£30.00 incl VAT** per check in addition to the cost of the contractor.
- Supervisory fee for all work to be completed at the Premises costing in excess of £500 on our Managed Service and £1000 on our Managed Plus Service: **15% +VAT of the final invoice price in excess of these limits**
- Additional visits to the Premises either during the tenancy or when a caretaking service is required when the property is vacant: **£90.00 incl VAT** per visit
- Preparing tenancy extension or continuation documents and/or rent review: **£120.00 incl VAT**
- Tenancy Deposit scheme registration and protection certificate: **£30.00 incl VAT** annually
- Adding or replacing a tenant during the course of the tenancy: **£350 incl VAT** – includes tenant referencing, right to rent checks, replacement tenancy agreement, prescribed information, How to Rent guide, and updated deposit protection certificate.
- Negotiate annual rent review, carry out pre-service negotiations, serve a Section 13 Notice: **£150.00 incl VAT**
- Preparation and service of relevant Notices on your behalf during the course of the tenancy: **£150.00 incl VAT**
- Preparing and submitting evidence to the First Tribunal: **£175.00 incl VAT**
- Attendance at court as a witness: **£500 incl VAT** per day or part of.
- Sales Commission in the event that the tenant buys the property: **0.75% +VAT** of the sale price.

Please request a copy of our Management Agreement & Terms & Conditions for a comprehensive guide to our services, charges and your legal and safety obligations and requirements.

## SELLING YOUR PROPERTY

At Manners Residential our aim is to make the whole process of selling as simple and as stress free as possible from the initial market appraisal through to completion. We offer our customers sensible professional advice, proactive and effective marketing, and a warm and friendly service from our knowledgeable and experienced staff. For your peace of mind, we are members of NAEA Propertymark and The Property Ombudsman. We pride ourselves on being an agent you can trust, and we go the extra mile to ensure we deliver an outstanding service and results.

We provide accurate market appraisals by experienced members of staff, and are happy to advise on any improvements to maximise your property's potential. Our marketing is extensive and proactive, with eye catching particulars, for sale boards and adverts on Rightmove, Zoopla and Prime Location. All viewings are accompanied by a member of our team, and our sales negotiators are trained to achieve the very best market value for your property. We don't lose interest once a sale has been agreed, we understand that proactive sales progression is vital to the success of your sale.

We love to showcase properties, but sometimes a more discreet approach is required. This is particularly important for landlords wanting to sell with a tenant in situ, and with an extensive portfolio of property investors to hand, this is our speciality!

From initial contact and market appraisal, right through to handing over the keys to your buyer, we promise a friendly, professional and ethical service throughout our contact with you. We make sure you are never left in the dark, and keep you fully informed and up-to-date with all aspects of the sales process, and are always happy to answer any of your questions.

For your free no obligation market appraisal, call us today on [01483 590059](tel:01483590059), email [property@mannersresidential.com](mailto:property@mannersresidential.com) or meet the team at [www.mannersresidential.com](http://www.mannersresidential.com). We'd love to help you get moving.

Please request a copy of our Estate Agency Agreement for our charges and terms & conditions.

## BUY TO LET

With our in-depth understanding of the Woking rental market, we offer sound advice on choosing an appropriate property to fit your investment goals, and strive to ensure your property will produce the best possible return at all times. Reducing the risk of rent voids by selecting the right property is crucial in helping you achieve a continuous income from your property.

We not only source new potential buy-to-let properties, we also provide landlords with the opportunity to invest in yield producing tenanted homes. We understand that an empty property is not earning you an income so investment buyers benefit from access to our full waiting list of tenants looking to rent, and landlords looking to release their investments with tenants in situ.

Our comprehensive and bespoke buy-to-let service offers investment landlords proven results, from identifying potential properties to purchase, to sourcing suitable tenants and fully managing your portfolio if required. We smooth out the bumps in the buy-to-let process and offer landlords well informed, unbiased and ethical advice throughout.

Whether wishing to expand an existing portfolio or thinking of investing in your first buy-to-let property, contact our team for a confidential chat and let us help you start seeing your money grow.

Please call [01483 590059](tel:01483590059) or email [property@mannersresidential.com](mailto:property@mannersresidential.com) or meet the team at [www.mannersresidential.com](http://www.mannersresidential.com)

We have a team of experienced and approachable professionals dedicated to your property and your move.

### **James Manners FNAEA & MARLA – Director**

James is a seasoned professional in the estate agency industry, having embarked on his career back in 1986. Since then, he has been actively involved in selling, letting, and managing residential properties, amassing a wealth of experience and expertise over the years.

Having managed branches for both corporate and independent estate agencies in the local area, James gained invaluable insights into the industry's inner workings. In 2000, he founded Manners Residential, a testament to his entrepreneurial spirit and commitment to providing exceptional service to clients.

James remains actively engaged in the day-to-day operations of the company, ensuring that customers benefit from his extensive knowledge and guidance. His expertise and advice are readily available to clients, as he strives to offer the best possible service.

As a resident of Woking for over 50 years, James has developed an intimate understanding of the local area and its property market. This insight allows him to provide valuable advice tailored to the specific needs of clients.

Outside of work, James cherishes his family life and enjoys spending time with his wife and two children. He indulges in his hobbies, including cycling and passionately supporting his favorite football team (although he keeps the team's identity a secret!). Additionally, he can often be found at Chobham Rugby club on weekends, enjoying the sport and community spirit.

As a member of both ARLA Propertymark and NAEA Propertymark, James adheres to higher industry standards, surpassing the legal requirements. He regularly undergoes training to stay updated on best practices and complex legislative changes, ensuring that he can offer clients the most informed advice.

With James at the helm of Manners Residential, you can trust that you will receive top-notch service backed by decades of experience, a deep understanding of the local market, and a commitment to ongoing professional development.

Contact James today to benefit from his expertise, receive personalised guidance, and experience the unparalleled service offered by Manners Residential.

### **Nick Griffiths – Director of Lettings & Sales**

As a qualified and experienced estate agent, with a deep understanding of the private rented sector, Nick is passionate about providing outstanding service to his clients in all aspects of residential property.

With expertise in lettings, sales, and property management, Nick brings a comprehensive understanding of the market and a sharp attention to detail to every transaction.

Whether you're looking to let out a property, buy or sell a home, or manage your investment portfolio, Nick has the knowledge and experience to help you achieve your goals. Nick stays up to date with the latest industry developments and regulations, ensuring that his clients receive the most accurate and relevant information and advice.

Nick's dedication to delivering exceptional results has earned him a reputation as a trusted and reliable professional in the field. He prides himself on providing personalised service that is tailored to each client's unique needs and preferences. If you're looking for a committed and knowledgeable partner to help you navigate the complexities of the residential property market, look no further than Nick.

### **Oscar Manners – Property Negotiator**

Oscar is a Bristol University graduate with a BSc in Business & Management, bringing a sharp commercial focus and strong interpersonal skills to the property industry. His internship with a global sponsorship and advertising firm, gave him valuable experience in client engagement and marketing strategy.

His time playing rugby for University of Bristol's First XV Team reflects his team spirit, discipline, and drive—qualities that make him a reliable and energetic member of the team.

With a background in customer service and hospitality, Oscar is committed to delivering a high standard of service across both sales and lettings.

If you're looking to rent or buy, Oscar can help you find a property that fits your needs. He works efficiently to match clients with suitable homes and is always available to guide you through the process.

### **Matis Wayland – Property Negotiator**

Matis is an ambitious and hardworking individual, eager to launch his professional career in estate agency. He has developed strong customer service skills through part-time work in retail and delivery roles, where he learned to communicate effectively, work under pressure, and deliver excellent service to a wide range of people.

Highly motivated and reliable, Matis is enthusiastic about joining a team where he can learn new skills, take on responsibility, and develop a long-term career in property. He thrives in fast-paced environments, enjoys problem-solving, and is always willing to go the extra mile for customers.

### **Han Rogers – Administrator**

Han is an invaluable asset to our lettings team, bringing exceptional support and efficiency to our operations. She excels in liaising with both landlords and tenants, ensuring a seamless transition from the point a let is agreed to the "move-in" day.

With Han at the helm, you can trust that all necessary processes are meticulously followed. She diligently oversees reference checks, ensuring the suitability of prospective tenants. Additionally, she ensures that all tenancy agreements are properly signed, right to rent checks are conducted, and the necessary rent and deposit payments are received on time.

What sets Han apart is her remarkable attention to detail. She leaves no stone unturned when it comes to ensuring compliance and accuracy throughout the lettings process. Landlords and tenants can rely on her to provide the highest levels of customer service, a quality that we pride ourselves on.

Whether you are a landlord entrusting us with your property or a tenant searching for a new home, rest assured that Han's commitment to excellence and her unwavering focus on detail will guarantee a smooth and satisfactory experience.

## **Nicky Manners – Head of Property Management**

Nicky is a highly experienced and dedicated property manager with an unwavering passion for the industry. With a remarkable tenure since 1985, Nicky has accumulated a wealth of knowledge and expertise over the years.

Following a short career break to raise her two young children, Nicky joined Manners Residential in 2005, quickly rising to the position of head of the property management team. Her extensive experience, combined with her friendly and practical approach, has made her an invaluable asset to both landlords and tenants in the Woking area.

Nicky understands that property management can be a challenging job, requiring a high level of flexibility and problem-solving skills. However, she embraces these challenges with enthusiasm and strives to find practical solutions that meet the unique needs of each client.

With her deep understanding of the local market and regulations, Nicky provides invaluable advice and guidance to landlords and tenants alike. Her expertise has garnered trust and appreciation from numerous clients, who rely on her skills to navigate the complexities of property management successfully.

In summary, Nicky's extensive experience, friendly demeanor, and practical approach make her an exceptional property manager. Her contributions have been instrumental in the success of Manners Residential, and her dedication to providing valuable support to landlords and tenants in Woking is widely recognised and appreciated.

## **Sarah Shaw – Property Manager**

Sarah is a seasoned professional within the property industry, boasting a wealth of experience that makes her well-equipped to handle the management of our clients' properties.

As an organised and enthusiastic individual, Sarah excels in her role by actively listening to our clients' needs and effectively translating them into desired outcomes. Her exceptional listening skills enable her to truly understand the unique requirements of each client, ensuring that their expectations are not only met but exceeded.

With her deep understanding of the property industry, Sarah is adept at navigating the complexities involved in property management. She brings a level of expertise that allows her to proactively address challenges and find innovative solutions to meet our clients' goals.

Sarah's commitment to excellence and her dedication to providing outstanding service make her an invaluable asset to our team. Her ability to deliver results while maintaining a client-centric approach is truly commendable.

Rest assured that when working with Sarah, you can expect a high level of professionalism, attention to detail, and a genuine commitment to achieving the best outcomes for our clients. Her experience and skill set make her a reliable partner for all property management needs.

## **Dawn Cook – Accounts**

Dawn takes the lead in rent collection and rental payments, ensuring a smooth and efficient process for our valued landlords. With her organised approach and friendly demeanor, Dawn consistently provides an exceptionally high level of customer service, putting our landlords at ease.

With an extensive tenure at Manners Residential since 2001, Dawn holds the distinction of being our longest-serving member of staff. Her deep experience in the industry has honed her skills and expertise in rent management, allowing her to handle all aspects of rental payments with finesse.

Landlords can rely on Dawn's meticulous attention to detail to ensure accurate and timely collection of rent. Her organised approach guarantees that landlords receive monthly statements confirming successful rent payments, providing them with peace of mind and a clear overview of their property's financial performance.

At Manners Residential, we are proud to have Dawn as an integral part of our team. Her dedication to delivering outstanding customer service and her unwavering commitment to providing accurate and timely rental payment management contribute to our overall mission of excellence.

Should you have any accounting queries or questions regarding your rental payments, Dawn is your go-to person. Her expertise and knowledge in this area make her an invaluable resource. By completing the form below, you can easily reach out to Dawn and benefit from her prompt and professional assistance.

## **Sally Pickford – Administrator**

Sally, one of our Administrators, brings a wealth of experience in the property industry, making her an invaluable asset to our team. Known for her meticulous attention to detail and composed demeanour, Sally is highly adept at working efficiently in a fast-paced environment.

One of Sally's key strengths lies in her ability to handle the preparation of tenancy documents and associated administration with precision and accuracy. This skillset is crucial in the dynamic world of lettings, where timelines can be tight, and attention to detail is paramount.

Sally's keen eye for detail ensures that all necessary documents are prepared accurately, meeting legal requirements and mitigating potential risks. Her calm disposition allows her to work under pressure while maintaining a high standard of work.

With Sally on board, you can trust that the lettings process will be streamlined and that all administrative aspects will be handled efficiently. Her dedication to delivering quality results is evident in her work, contributing to the overall success of our team.

Whether you are a landlord or a tenant, Sally's expertise and proficiency in lettings administration will provide you with peace of mind, knowing that all necessary paperwork and associated tasks are in capable hands.

## WHAT OUR CLIENTS SAY

At Manners Residential we pride ourselves on providing excellent customer care along with good, honest, no nonsense advice. Here are a selection reviews from recent customers. To catch up on our latest reviews, please visit [www.mannersresidential.com](http://www.mannersresidential.com)

"Manners have looked after my flat for around 10 years now and I have never had a single reason to be dissatisfied with their service. In fact, they have been constantly professional, helpful, proactive and a pleasure to work with. They have always explained procedures to me with patience and care and carried out their functions honestly and promptly. They are a valued part of my life and I owe them much. Thanks Manners ... I recommend you all the time!"

### **AM – Woking**

"Manners Residential is a local company that provides a professional, efficient and personal service. Before becoming a landlady, my husband and I were tenants of Manners for 18 months. We were looked after very well as tenants, so I had no hesitation in asking Manners to look after my 5 properties when I moved into the Buy-to-Let market. I highly recommend Manners."

### **SF – Woking**

"Thanks to the first-class service from Manners Residential we lived worry free in the USA for 11 years while they managed our Woking property. Maintenance issues were always addressed promptly and they carried out regular inspections of our property. We always felt they fairly represented the tenants. Would highly recommend."

### **EW – Woking**

"My husband and I transferred our properties to Manners Residential several years ago, as we were dissatisfied with our previous letting agents. We never regretted this decision; all the team at Manners have dealt with matters efficiently, professionally, and courteously, and over the years we rarely had a significant void. I would like to add that, after the sad death of my husband nearly three years ago, James and Nicky have made every effort to help me overcome several major problems, which I greatly appreciated. I have already recommended Manners to friends who are now their clients, and I shall continue to recommend them without hesitation."

### **JW – Woking**

"From my first meeting with the Manners Representative, I felt confident that the company would take good care of my interests. They recommended excellent contractors to assist with updating the property and I always felt that I had the support of a professional team. When the time came for the property to be marketed, they were honest and realistic in their expectation of the level of rent that could be achieved, and a suitable tenant was found very quickly. The support from all the office staff was friendly as well as highly efficient. I would not hesitate to recommend Manners Residential"

### **SHR - Woking**

## CONTACT DETAILS

Manners Residential – 7 York Road, Woking, Surrey, GU22 7XH

Lettings – 01483 590059

Sales – 01483 590058

Property Management – 01483 590060

Accounts – 01483 590070

Email - [property@mannersresidential.com](mailto:property@mannersresidential.com)



*“Now relax and let us look after your property”*

