

Sales & Letting Guide





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A note from the Director

Firstly, let me thank you for your interest in our company. The information included in this pack has been compiled to fully inform you of all levels of service offered at Quinn.

We take great pride in the fact that we are a fully regulated agent and as a result we ensure that all our clients are fully aware of both the obligations of the agent and the obligations of you as a Seller or a Landlord. We are members of NAEA Propertymark (National Association of Estate Agents) & ARLA Propertymark (Association of Registered Letting Agents) which means we meet higher industry standards than the law demands. Our experts undertake regular training to ensure they are at the forefront of developments in the industry and to provide the very best experience to you.

I formed Quinn in 2010 following completion of my degree in Housing Management at the University of Ulster and employment with one of Northern Ireland's largest Housing Associations. The experience gained has enabled me to position our company as one of the leading and highly commended sales and letting agents in Northern Ireland.

I truly hope that your experience with Quinn will be one that will exceed all your expectations and I trust that my team will offer to you my vision of the highest levels of customer service. I always welcome comments and feedback on all levels of our service and can be contacted by e-mail at any time:
jonathan@quinnestateagents.com

Jonathan Quinn, FNAEA, FARLA, BSc Hsg Mg
Managing Director



Our Branches & Opening Times

All of our branches are positioned in highly visible town centre locations. Our offices are designed to feel bright and modern and our illuminated LED brochure displays turn the ordinary into something special.

Ballynahinch Branch

3 The Square
Ballynahinch
BT24 8AE

028 9756 4400
ballynahinch@quinnestateagents.com



Downpatrick Branch

49 -51 Market Street
Downpatrick
BT30 6LR

028 4461 2100
downpatrick@quinnestateagents.com



Banbridge Branch

3 Newry Street
Banbridge
BT32 3EA

028 4062 2226
banbridge@quinnestateagents.com



Opening Hours

Monday	9.00am - 5.00pm
Tuesday	9.00am - 5.00pm
Wednesday	9.00am - 5.00pm
Thursday	9.00am - 5.00pm
Friday	9.00am - 5.00pm
Saturday	10.00am - 12.00pm
Sunday	Closed

Please note

Viewings and other appointments are also available most evenings and weekends.

Find us on social media



@Quinnproperty1



@quinnestateagents



@QuinnSales

Web quinnestateagents.com

Refer a friend

At Quinn, we pride ourselves on delivering an unparalleled level of service. If you agree and would like to refer someone who would benefit from this service, then we would love to reward you with a £50 M&S Voucher if the referral is successful.

Simply complete the form below.

T&C's | A successful referral is based on Quinn listing the property, (Sale or Rent) on quinnestateagents.com.

Your Details:

Name

Address

.....

Telephone

Email

Preferred Branch

Friends Details:

Name

Address

Telephone

Email

Our Sponsorship & Charity Involvement

Quinn Estate Agents supports a number of local charities and makes a significant contribution each year.

Recently we involved ourselves with Promise Dreams, a national charity that aims to make a real difference to children who are seriously or terminally ill. Every child has a dream and whatever it may be they aim to make it come true - whether it be to go on the holiday of a lifetime and spend time with their siblings following extended hospital stays, the chance to meet their celebrity hero, a specially adapted trike to enable them to join in on family bike rides, or essential equipment and resources for their home.

Quinn, made a massive £3500 donation to one particular dream which made a dream come true for one local family.

As well as that, our board appears at a variety of sports pitches and our logo appears on a number of sport kits with particular emphasis placed on youth sponsorship.



What Our Clients Say*



Dee Magee

We worked with Lindsey on buying our first home and it was a lovely experience. She always replied promptly to our queries and was extremely pleasant to deal with.

Brian Corry

Great local company that are friendly and good to work with. Professional service and were good letting agents and able to fix issues with their own team at reasonable rates.

Roisin Poland

I received an excellent service from Quinn Estate Agents both in the sale of my own house and the purchase of a replacement bungalow when I was downsizing. All the staff were very helpful and kept me informed of progress. The valuation, marketing, supply of viewers and when the sale was agreed dealings with solicitors was very proficient and I was delighted with the outcome.

Matthew O'Connor

I've been a tenant through a managed property of Quinn Estate agents for three years. With over 9 years of renting both direct through landlord and managed through agency, I've had my fair share of experiences. I've been nothing but blown away by the efficiency, ambition and forward thinking of Quinn as a letting agency. From the email reminders and confirmations for when I booked a viewing for the property to the dedicated PropertyFile app for billing, maintenance requests/reporting and personal details updates, it's been a flawless execution. It's the first time I've dealt with such a comms focused agency for both the tenant and landlord. This is what sets them apart from other agencies and combined with a friendly voice on the phone and a genuinely helpful team, I wouldn't hesitate in recommending them as a letting agent and as a management company. Special note to Anne, Sarah and Laura who were always on hand to help!

Seamus Burke

Trouble free experience. Very easy to deal with. Kept informed at every stage. Professional service. Leanne was particularly helpful and pleasant. We would definitely recommend Quinn Estate Agents Banbridge.

Jean McCartney

I have just purchased a house through Quinn and would easily recommend them. The service was excellent, very professional and personal. I give a special thanks to Edel, who was always at the end of the phone to answer any questions, and, who kept me informed throughout the whole process. To top it all, when I went to pick up the keys to my new home I was presented with a lovely home warming present of a bottle of Prosecco.

Sinead Fitzpatrick

We dealt with Edel when selling our property. We couldn't have asked for more. We were fully informed at every stage and felt that she went out of her way to help us. She was always at the end of the phone and nothing was a problem. We would definitely recommend Quinn Estate Agents to anyone thinking of selling a property. Thanks again Edel.

David Darling

I first encountered Quinn Estate Agents when I was looking to buy a property in Co. Down, and found both Belinda and Edel extremely helpful, approachable and knowledgeable. As a buyer new to the area and without any opinions on any agents, Quinn Estate Agents stood out for me head and shoulders above all other agents. So when I came to selling my house, my first and only port of call was to Quinn's. From the initial valuation, through the marketing and promotion of my property to the negotiation and eventual sale, I was kept well-informed of all developments, with speedy response to all my queries and friendly trustworthy advice at all times. If I come to sell again, I would have no hesitation in using Quinn Estate Agents, and I would wholeheartedly recommend them to anyone looking to market a property for sale.

Helga McKay

Leanne was the estate agent who dealt with the property I am letting. The service I received was excellent. Friendly, fast and efficient service and extremely helpful through all aspects of the rental process.

Andy Tate

We're now 3 months in to our 'forever home', and we can't thank Quinn's, and in particular, Edel, enough. Her help, advice, guidance, and support throughout the whole negotiating/purchasing process, was second to none (and we're in a position to compare!). In fact, any staff who ever picked up the phone, were extremely professional, and passed on all relevant info in Edel's absence. Thank you Quinn Estate Agents. We've already been recommending your services to family and friends.

Dearbhla Sloan

We have rented via Quinn Estate Agents for a number of years and recently they helped us purchase our first home. Edel in the Downpatrick office was an absolute pleasure to work with through the process, and guided us through it all, answering all our questions and advising us every step of the way; nothing was too small or an inconvenience.

Dionne McAnearney

Had a first class experience with Quinn! From beginning to end everyone was professional and stayed in contact through every stage! Leanne in the office went above and beyond with her care and advice! I can't recommend them enough.

* (Please note that the reviews below have been left by clients on Google. The text has been copied direct and not altered in anyway.)

The Secret to our Success

Our People

We employ only the very best people to help you in your property journey. Investment in training and continued development is key to our success. All of our team have completed or are in the process of completing level 3 or level 4 qualifications in the sale and letting of residential property in Northern Ireland. Knowledge is power and our team are extremely skilled in this field.

Our Presence

The Quinn brand is bright, modern and highly visible. When marketing a property, the larger the audience, the better the result, it is as simple as that! We have a huge following on Social Media, four well positioned offices in County Down, all of which communicate with each other and promote each other's properties. Give your home the audience it deserves!

Marketing

The standard of internet marketing is key. In the past anyone who wanted to purchase or rent came to branch and an agent had the opportunity to sell your property to them in person. This is less likely to happen in today's world. People view properties in the comfort of their own home and it is vital to leave a positive impression. Professional photography is one of our many secrets to help with this.

Technology

We are a great believer in the use of technology to enhance the customer service experience. Our software will automatically text viewers a reminder one hour before viewings and will request feedback one hour after they finish the viewing. Our system automatically matches properties to people and we often sell properties as a direct result of this. We also make use of Fixflow, an easy way for Tenants to report maintenance and DocuSign, an easy way to speed up the contract signing process.

Communication

We will always keep you informed. Our team pride ourselves on this and often receive 5 star reviews from clients who have not had the same communication from other agents and notice the difference when they engage with Quinn.

Following Sale Agreed

Many agents consider their job done at Sale Agreed stage, not us – We stay involved to the very end, often keeping sales on track and being available to our clients for accurate detailed advice as and when it's required. Don't believe us, ask the local Solicitors and they will tell you the benefits that Quinn bring to the table at this stage.

Work Ethic

Quite simply, we promise to work harder than anyone to make the moving experience as stress less as possible. Give us a try, you will not regret it.



Regulation

At Quinn we take great pride in the fact that we voluntarily subscribe to professional bodies who ensure that we work to the highest of standards and comply to strict codes of practice. This sets us apart from many other high street and online agents who have little or no regulation. These memberships provide our consumers with an assurance that they will receive the highest level of customer service and if not, then there is a form of recourse.

National Association of Estate Agents (NAEA)

As a licensed member of the NAEA we are obliged to follow strict guidelines in relation to the services we offer including client money protection, Professional Indemnity Insurance and our work practices are governed by the Code of Practice set out by the NAEA. We are audited by third parties to ensure compliance and as a customer you can take comfort knowing that the service offered to you is of the highest standard.

The Property Ombudsman (TPO)

At Quinn we aim to provide the highest standards of customer service. However, as a consumer if you are dissatisfied with any element of the service we offer and the issue fails to be resolved via our in-house Complaints Procedure you have the right to refer this to TPO. In addition TPO regularly audits members to ensure compliance with the Codes of Practice.

Client Money Protection (CMP)

There is no legal requirement for Estate Agents or Letting Agents to have a policy in place to handle client money. At Quinn we choose to be a member of the Client Money Scheme offered by the National Federation of Property Professionals. A requirement of the scheme is to have our client accounts audited by an independent chartered accountant each year. It also ensures that your money, be it rent or a deposit on a new house is in safe hands. Should there be an issue with banking or missing funds, then the insurance policy will indemnify you against this risk.

Association of Residential Letting Agents (ARLA)

Every year Tenants and Landlords lose thousands of pounds and suffer distress through dealing with agents who are inexperienced and do not deal with customers in a professional way. ARLA Licensed letting agents are regularly subject to independent inspection and work to the highest of standards. ARLA ensures that licensed members have Professional Indemnity Insurance and are up-to-date with current legislation by attending regular training and events. ARLA also ensures that licensed agents comply with the professional standards of the nationally recognised professional body for letting agents.



The Selling Process

Our sales team are well versed in the ever changing property market and we pride ourselves in providing a professional yet personal service. We are committed to providing a service to both buyers and sellers consistent with fairness, integrity and best practice. We aim to make the selling process stress free for both the Vendor and Purchaser.
Let us guide you through the process...

Accurate Valuation

Your aim should be to sell your property at the best possible price in the shortest possible time. Our highly skilled valuers carry out numerous valuations every month, giving us intimate knowledge of property values in your area. This is why we consistently achieve the asking price across our client's properties. During this visit we will take details of the property and discuss market conditions.

Following Instruction

Presentation and timing are everything. Our professional photographers are trained to take professional photographs and video tours. We can organise the government-required Energy Performance Certificate on your behalf or alternatively you can arrange this yourself. You must have commissioned an EPC before your property can be marketed. This can all be arranged in one day. A draft brochure will be sent to you for approval. The sign board will then be erected. When you are satisfied with the brochure, the property will then be made available on internet sites and social media.

Viewings

We can offer accompanied viewings if desired, allowing you to take advantage of our expertise to help sell your property. All viewings are qualified and arranged to best suit both parties. They are followed up and feedback communicated to all involved.

Our offices are open 9.00am-5.00pm Monday to Friday and 10.00am to 12.00pm on a Saturday. Viewings and other appointments are also available most evenings and weekends.

Expert Advice

There is a good reason why people say buying or selling a house can be stressful because things can go wrong. The consequences can be complicated and you could lose out on a sale. It takes skill and expertise to negotiate a sale successfully through to completion and still achieve the best possible price. Through training and experience our expert team offer advice on both the selling process and your legal obligations.

All offers made to our office are recorded electronically and remain a permanent record of the negotiations conducted on your property. We will strive, through skilful negotiation, to achieve the best possible price for your property.

Agreeing the Sale

When an acceptable offer is made we will prepare a memorandum of sale and write to all parties to confirm the agreed price and ask you to confirm your solicitor's details.

You will need to instruct your solicitor to release your deeds from your bank or building society if applicable. Your solicitor will then send out a draft contract to the purchaser's solicitor who will then carry out preliminary enquiries. We will liaise with both your solicitor and the purchaser's solicitor on progress and will keep you regularly updated until the sale completes. There are no legal obligations until contracts are signed.

Exchange & Completion

When the exchange of contracts takes place, the vendor and purchaser are legally committed to the deal. If the purchaser withdraws at this stage, for whatever reason, they could be pursued. Conversely, the vendor cannot accept a higher offer and if they withdraw the purchaser could claim compensation.

After exchange, a date will be fixed for completion – it usually takes place within four weeks. It can be done sooner, even on the same day if circumstances allow.

Day of Completion

On day of completion we will confirm with your solicitor that the purchase monies have been received and cleared. We will then contact you to advise that the keys can be released to the purchasers.

**Congratulations,
your property is now sold !**



• FOR SALE •

The Buying Process

Buying a house is possibly the biggest financial decision you will make. Finding a suitable property for you is only the tip of the iceberg. You have to navigate the seemingly endless maze of paperwork and professionals, and it all has to be done in the correct order! From getting a mortgage to moving in, this guide will help explain the process.

How Much Can you Afford?

Call a mortgage broker or visit a bank to get an idea of how much you can borrow. A mortgage broker will be able to search the market for the best available deal and help you maximise your borrowing power. Before deciding how much to spend on a property, you need to be sure you will have enough money to pay for all the additional costs.

These include:

- Survey fees
- Valuation fees
- Stamp Duty
- Land registry fee
- Local authority searches
- Fees, if any, charged by the mortgage lender or someone who arranges the mortgage, for example, a mortgage broker
- Solicitor's costs
- VAT
- Removal expenses
- Any final bills, for example, gas and electricity, from your present home which will have to be paid when you move

Choosing Your Property

Decide what you are looking for in a property, whether you need parking, a garden, how many bedrooms and pick an area on which to focus your search.

Beginning your Search

A good place to start searching for your new home is our website www.quinnestateagents.com

Input your criteria into the property search engine and see what is available or contact us and give us your details for our mailing list. We will then keep you informed of any new properties coming on to the market. You are unlikely to find the home you want straight away, so don't despair we can help you through this process.

Making an Offer

When you find somewhere you like, make an offer. If the owners do not accept the first offer, you can decide to make an increased offer. There is no limit on the number of times you can make offers on a property. At Quinn we will keep you updated on any increases either by email, telephone or by letter.

Offer Accepted

Once your offer has been accepted you will need to instruct a Solicitor. We will send out sales notifications to all parties. The Vendor's Solicitor will draw up the contract and start the necessary searches in preparation for the sale and forward them to your Solicitor. If you are financing the purchase, then you will need to make another appointment with your bank or building society to complete your mortgage application and pay your survey fees. Once this has been carried out successfully, the bank will instruct a surveyor to value the property to satisfy them that the property is worth the offer you have made.

When all has been confirmed a mortgage offer will be issued to you and a copy sent to your Solicitor.

Your Solicitor will arrange an appointment for you to come in and sign the contract and a completion date will be mutually arranged with the Vendor's Solicitor.

Completion Day

On completion day full purchase monies are received by the Vendor's Solicitor and keys are handed over.

Brace yourself for a house full of boxes.



• SALE AGREED •

Presenting your Property

Declutter – But Don't Depersonalise

When selling a property it is important that the potential buyer can easily visualise themselves living there. It is therefore important to declutter any excess furniture, fixtures or fittings and remove or place in storage. The aim is to make it as easy as possible for the buyer to see the living space being offered to them. It is important not to make your property look generic. People are often buying a lifestyle as much as a property and your personal touch will offer them ideas. You should also consider removing any bulky furniture that makes a room appear small, for example replacing a double bed with a single bed in a smaller bedroom. All of this can add desirability and therefore often lead to a higher price being achieved. Our expert Valuer will offer advice on what you should and should not do during our appraisal.

A Fresh Lick of Paint

Giving your walls (inside & out) a fresh lick of neutral paint can make your home appear lighter and brighter. It will enable viewers to easily imagine how they would adapt the rooms to their needs and more importantly it will create a positive first impression.

Fix and Clean

Prior to listing your property "for sale" it is a good idea to make good any minor repairs necessary. Small things which catch your eye are often easy to put right such as fixing cracks in walls, broken door knobs or condensation in ensembles and bathrooms. It is also important to tidy up the garden, cut hedges, clean the patio and cut the grass. Whilst this may not add much value to your home, it makes it more likely to sell as positive first impressions leave a lasting impact.

Update the Kitchen

The kitchen is often the most valuable room in the house and can often make the difference between a buyer making an offer or not. Simple things such as decluttering the surfaces can make a real difference. In some cases, replacing work surfaces or kitchen doors is tempting, but please take our advice as it can sometimes be difficult to recoup the cost.

Light and Airy

Wall mirrors make a room look much bigger and lighter and simple things such as replacing blown light bulbs can make all the difference. Lamps in dark corners or a soft lamp in a bathroom can create a warm glow. Lots of things to consider, but again we will only be too happy to advise during our market appraisal.





Light a Fire

If it's a cold evening, or even a chilly day consider lighting the fire if you have one. A flame from an open fire, gas fire or stove can feel warm and inviting. It also looks fantastic when a fire is lit in the photographs or video tour.

Dress the House

The final touches can make all the difference. Naked windows can feel impersonal, so it is a good idea to ensure windows are properly dressed with blinds or curtains. Plants and flowers bring colour to a room and smell wonderful too.

Get the Right Smells

Bad smells are the biggest single turn off for prospective buyers. Don't just cover them up, fix the source of the smell. It is a good idea to clear drains, waste bins, open windows, air the kitchen from cooking smells and get rid of furniture that is embedded with a pet odour or cigarette smoke. A good tip, if you are a smoker is to place bowls of vinegar around the house and leave for 3 days. Though the vinegar will smell, when you open the windows it will disappear quickly taking most of the cigarette smell with it. Conversely, good smells can make a property feel like an alluring home. The smell of freshly brewed coffee usually does the trick.

And Finally

Don't be afraid to ask for advice from us. Our friendly team are here to help you and they want to ensure that you secure a sale at the best possible price - after all it is their job. Not only are they professionals in their field, but they can often provide more detailed advice which can help you to sell your property and beat the local competition.



QUINN

After Service

QUINN Estate Agents

At Quinn we believe that every move-in should be a joyous occasion and for that reason we present every purchaser with a gift to celebrate their new home.



Professional Property Marketing

The largest local property website receives over 100,000 visitors every day. Help potential buyers find your property and achieve the best price by using our professional photographers.

All services are carried out in one visit

- Professional Photography
- Video Tours
- Floor Plans
- EPC certificates



Another agent's image



Our Image





Our service packages catered to suit you



Quinn Express

Premium Package

Platinum Package

Quinn Express

Quinn Express is a service designed to provide an enhanced marketing package for a property, whilst accommodating home owners who would prefer to manage all other aspects of the selling process themselves, such as viewings, negotiations and contract chasing.

The property will be listed to the same standard as all Quinn listings and will include a floorplan, professional photography, website listing and a "for sale" board. It will also be advertised on the two main property portals, propertynews.com and propertypal.com

We will simply set up viewings and allow you to deal with the rest. We will also provide you with a "how to" guide to help along the way, but if you need us, you can upgrade at any time. Our upgrade facility allows you to avail of our expertise if the sale is proving a little more difficult. This is subject to an additional cost and subject to terms and conditions outlined in our agency agreement.

The Service Includes:

- Professional Photography
- Listed on Propertynews.com
- Listed on Propertypal.com
- Listed on quinnestateagents.com
- Preparation of Marketing Particulars
- For Sale Board
- Energy Performance Certificate
- Floorplan
- Viewing Organising

Premium & Platinum Package

Our most popular packages combine traditional estate agency services with modern technology allowing the seller every opportunity to find a purchaser who is willing, able and ready to buy.

Our sales staff are well versed in the ever changing property market and we pride ourselves in providing the best professional yet personal service. We will ensure that sales are concluded with as little stress as possible and we aim to make the selling process an enjoyable experience for both the Vendor and the Purchaser.

Our Premium Package includes:

- Professional Photography
- Listed on Propertynews.com
- Listed on Propertypal.com
- Listed on quinnestateagents.com
- Preparation of Marketing Particulars
- For Sale Board
- Energy Performance Certificate
- Floorplan
- Viewing Organising
- Quality A3 Sales Brochure
- Dedicated Sales Negotiator
- Advanced Property Match
- Social Media Share
- High Street Window Display
- Internal Brochure Display
- Viewing Follow Up
- Offer Negotiations
- Contract Chasing
- Sales Gift for Buyer



In addition, you can avail of other services contained within our Platinum service such as:

- Accompanied Viewings
- Full Property Video Tour
- Personalised Sale Board
- Bespoke Sales Brochure
- Drone Photography

Our Packages at a glance

	Quinn Express	Premium Package	Platinum Package
Professional Photography	●	●	●
Propertynews.com Listing	●	●	●
Propertypal.com listing	●	●	●
quinnestateagents.com listing	●	●	●
Preparation of Marketing Particulars	●	●	●
For Sale Board	●	●	●
Energy Performance Certificate	●	●	●
Floorplan	●	●	●
Viewing Organising	●	●	●
Quality Sales Brochure		●	●
Dedicated Sales Negotiator		●	●
Advanced Property Match		●	●
Social Media Share		●	●
High Street Window Display		●	●
Internal Brochure Display		●	●
Viewing Follow Up		●	●
Offer Negotiations		●	●
Contract Chasing		●	●
Gift for Buyer		●	●
Accompanied Viewings			●
Full Property Video Tour			●
Personalised Sale Board			●
Bespoke Sales Brochure			●
Drone Photography			●

RITCHIE MORTGAGE **McLEAN** SOLUTIONS

TAILORED MORTGAGE ADVICE

Protection Specialists, including:

- **LIFE COVER • CRITICAL ILLNESS •**
- **INCOME PROTECTION •**

T: 028 9756 8541

M: 07731 435 310

E: laura@ritchiemclean.co.uk

**This firm usually charges a fee for mortgage advice.
The amount of the fee will depend upon circumstances and will
be discussed and agreed with you at the earliest opportunity.**

**YOUR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT
KEEP UP REPAYMENTS ON YOUR MORTGAGE**

**Ritchie and McLean Mortgage Solutions is an appointed representative of
Primis Mortgage Network, a trading name of First Complete Limited which is
authorised and regulated by the Financial Conduct Authority. You voluntarily choose
to provide personal details to us via this website. Personal information will be treated
as confidential by us and held in accordance with the appropriate data protection
requirements. You agree that such personal information may be used to provide you
with details of services and products in writing, by email or by telephone.**



Our Lettings Service

[Our Letting Service Guide](#)

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Our Lettings Service Guide

At Quinn we place great emphasis on developing solid relationships with both our Landlords and Tenants. We believe that a successful tenancy is created by hard work prior to tenancy commencement, but most of all during the tenancy. With our reference checking, full photographic iPad inventory, staff qualifications and experience, we have become leaders in the field and have developed an excellent reputation, resulting in Landlords wanting to use our services and Tenants wanting to rent our properties.

Valuation/Rental Appraisal

Your aim should be to rent your property at the best possible price in the shortest possible time to the best possible Tenant. Our rental experts carry out numerous appraisals every month, giving us intimate knowledge of rental values in your area. This is why we consistently achieve the asking price across our client's properties. During this visit we will take details of the property and go through the process with you in detail. We will also provide general advice in relation to the health and safety elements that must be adhered to when renting a property.

Marketing

Presentation and timing are everything. Our team are trained to ensure that the property is listed to its best potential. Our recognised high impact branding and broad range of quality marketing materials ensure the greatest possible reach for our client's properties, be it online or in print media. Unique eye catching branding across all offices with the characteristic double Ns features on all material. All offices are designed to feel bright and modern and our illuminated LED brochure displays turn the ordinary into something special.

We are always looking for innovative cutting edge promotional ideas and utilise a myriad of marketing strategies. We recognise the power of social media and utilise it in addition to video blogs and Quinn TV on YouTube.

We also use the traditional To Let boards with our highly visible branding and popular property websites including our user friendly website that incorporates latest web technologies and displays seamlessly in all formats i.e. desktop, tablet and smartphone. We often employ professional photographers to enhance the marketing of the property and if the opportunity arises use drone photography.

Software which was installed within the last 12 months allows us to effortlessly match properties with applicants and allows us to follow up by sending e-mails and book viewings. This match history is retained to allow us to feedback to the Landlord.



Accompanied Viewings

At Quinn we accompany all viewers to the property on your behalf. We do this to allow us to make a detailed assessment of those that are interested in applying. Remember, our aim is to find you the most suitable Tenant and we feel that our judgement at the viewing contributes significantly to this process. We offer viewing appointments 6 days per week including evenings and all day on a Saturday. Our Landlords and viewers are sent an e-mail confirmation of the booking which includes the full property address, the name of the Agent meeting the viewer at the property in a branded car and a link to an interactive map showing the property location. We also send all applicants a reminder text message one hour prior to the appointment.

Application

We make the process of applying for a property as straightforward as possible for the applicant. Our reference and credit checks are completed in house by our Property Managers. Our experience to date shows that personal contact between parties yields better quality information and together with information compiled at the initial viewing this gives us the best chance of selecting the right Tenant for you.

Making a formal offer to an applicant

Prior to formally offering an applicant the tenancy of your property we will seek your approval and present the information we have gathered. At this stage some Landlords like to meet the potential Tenant, however others prefer to keep a distance from the decision making process. We will be guided by you on this. When all parties are satisfied we will make a formal offer to the Tenant and upon acceptance we will collect a property reservation fee and agree a commencement of tenancy date.

Inventory & Check In

Prior to move in, we will employ an independent inventory clerk to carry out a detailed inventory and check-in report. A copy of which will be issued to all parties. Each room and it's contents will be photographed, with each photo date and time stamped. For this process we use advanced software allowing the Tenant to electronically sign and accept the report as the condition of the property prior to move-in. Should you intend to make any deposit deductions at the end of the tenancy, supporting documentation is required. Without this, Tenants have a legal right to make a challenge.

The Move In Day

Our lettings team will do a full audit of the file and property ensuring that everything is in order. We will arrange to hand over the keys to the new occupants and follow up with them the following day to ensure that everything meets their expectation. We will also offer some simple advice to the tenants at this point, for example the location of the stop cock to allow them to turn the water of in cases of emergency. Our team will then finalise the file and arrange for the deposit to be registered, all legal documents sent to everyone concerned and most importantly send payment to you if applicable following deduction of our fee.

Congratulations, your property is now let!



Award Winning Tenancy Management

Many Landlords often link this part of the service with maintenance. Whilst informing you of maintenance issues or arranging for a contractor to attend on your behalf is certainly part of it, the major element of on-going management concerns the tenancy itself, ensuring rent is paid on time, ensuring that the property is being looked after by conducting inspections, receiving out of hours calls including holiday periods, dealing with any reports of tenancy breach or anti-social behaviour and in worst case scenarios managing the eviction process.

Unfortunately for a Landlord to see us at our very best, then things are going wrong with the tenancy. At this point our percentage commission seems like very little money for the peace of mind that we offer to Landlords in this scenario. We often point out to Landlords that using an agent to find a Tenant is no guarantee of a successful tenancy, we cannot control people, but what we can do is react fast and with the knowledge and resources available to us we can deal with difficult Tenants with a high degree of professionalism. This often results in vacant possession without the need for court proceedings.

Dedicated Property Manager

When you opt to have your property fully managed we will allocate you a property manager who will be on hand to ensure that the Tenant is adhering to all obligations. They will also be your point of contact for any queries you may have throughout the tenancy. All of our Property Managers are highly trained individuals, many of whom have formal qualifications in housing management and similar fields.

Rent Collection

We offer Tenants a variety of payment methods including Direct Debit, Standing Order, by card, in person at our branches and on some occasions we attend the property to collect the rent directly from the Tenant.

Rent Review

When a property is in our management we will carry out an annual rent review to assess whether the rent being charged is aligned to prevailing market conditions giving consideration to the following points:

- how the Tenant has conducted the tenancy in terms of the agreement
- the length of the tenancy
- Tenant's affordability
- Landlord's financial circumstances
- Landlord's future intentions

Many of our Landlords are aware that retaining a good Tenant who is complying with the terms of the agreement and is looking after the property is more cost effective than enforcing a rent increase which risks the Tenant moving on and the inevitable remarketing charges, redecoration costs and potential void periods.

Payments to You

At Quinn we strive to pay all monies received to you as soon as funds have cleared in our bank account. The time between rent being cleared in our account and payment to you should not be more than five days. We will issue a management statement to you for each payment showing all transactions including our commission being deducted if applicable.



Credit Control

When a Tenant fails to make payment on time our advanced software will make us aware of this immediately. The Property Manager will aim to resolve the issue without involving you. However, if it is clear that further action is needed then we will make you aware of the situation. Our accounts manager will take over at this point and pursue the Tenant and Guarantor (if applicable) rigorously whilst keeping you informed every step of the way. It should be noted that in the vast amount of cases we are able to resolve late payment issues without the need for further legal action. Be assured that if further action is needed, then we have the expertise on hand.

Property Inspection

In the first year of tenancy we will carry out a formal inspection and report the findings to you. Should additional inspections be required, then we are happy to undertake however on some occasions these may be subject to an additional charge. (See terms and conditions)

24/7 Contact

Landlords who opt to have their property fully managed benefit from the fact that their Tenants are issued with a 24/7 emergency number. This means that if you are on a night out, on holiday or relaxing with family, you can have peace of mind that all emergencies are being dealt with.

Property Maintenance

Maintenance issues that arise from time to time in properties need to be dealt with in a robust fashion. Our experience shows that Landlords who carry out maintenance efficiently and professionally tend to benefit from longer term Tenants. All maintenance issues will be reported to our office or to our 24/7 emergency number. We will endeavour to take as much information regarding the repair and action accordingly as per your instructions. (See maintenance section, Option 1 & Option 2)

Renewal of Contracts

Our state of the art software streamlines the renewal process. We are prompted three months prior to the expiry of the fixed terms to make contact with the Landlord to review the tenancy. Due to lengthy business relationships with many of our Landlords we are typically aware of their requirements in terms of renewal intentions. Many of Landlords prefer periodic tenancies given the flexibility it provides in an ever changing property market. If a Landlord prefers a fixed term contract for their Tenant, we then contact the Tenant to ascertain their intentions. When both parties are in agreement we will prepare the appropriate paperwork for signature and advise all relevant parties including Guarantors (if applicable).

Safety Certificates

Landlords who opt to have their property fully managed benefit from knowing that we will monitor and inform when safety certificates in relation to Gas, Oil and Electric are due for renewal. If approved by you, we will also arrange the appropriate contractors to attend site, inspect the appliance or system and re-issue the relevant certificate.

My Property File

My Property File is an app designed to reinvent the renting experience. All Tenants of managed properties are given access to a revolutionary app that allows them to access everything in one place including...

- Easy maintenance reporting and tracking
- 24hr access to their tenancy details and important documents
- Staying in the loop with notifications automatically triggered by our software
- Rent Due Notifications & much more

Ongoing Advice

We aim to ensure that all Landlords of managed properties are made aware of their current requirements as Landlords. Northern Ireland has recently made some major changes resulting in added responsibility for Landlords. The signs are that further change is just around the corner. At Quinn, we are consulted on many of these legal changes through membership of professional bodies and are best placed to keep you informed and offer advice when needed.



CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

This certificate confirms your money is protected by the Propertymark Client Money Protection Scheme and that you can claim back money lost in the event of your letting agent going into administration or misusing your funds.

Your Propertymark Protection

Details of your agent

Quinn Property Sales Ltd

Trading as

Quinn Estate Agents

Scheme Reference number

C0127459

Is a member of Propertymark Client Money Protection Scheme
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

HOW TO CLAIM

Simply go to propertymark.co.uk/complaints/client-money-protection/ and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

Our Packages at a glance

Please think carefully which service suits you best. Landlords often confuse management with maintenance.

Whilst informing you of maintenance issues or arranging for a contractor to attend on your behalf is certainly part of it, the major element of on-going management concerns the tenancy itself, ensuring rent is paid on time, ensuring that the property meets the standards set by the complex legislation required of Landlords, receiving out of hours calls including holiday periods, dealing with any reports of tenancy breach or anti-social behaviour and in worst case scenarios guiding you through the eviction process.

Unfortunately for a Landlord to see us at our very best, then things are going wrong with the tenancy. At this point our percentage commission seems like very little money for the peace of mind that we offer to Landlords in this scenario. We often point out to Landlords that using an agent to find a Tenant is no guarantee of a successful tenancy, we cannot control people, but what we can do is react fast and with the knowledge and resources available to us we can deal with difficult Tenants with a high degree of professionalism. This often results in vacant possession without the need for court proceedings.

	Let Only	Rent Collection Service	Managed Service
Professional Market Appraisal with our letting expert	●	●	●
Advertised on quinnestateagents.com	●	●	●
Advertised on propertypal.com	●	●	●
To Let Board	●	●	●
Viewings booked & attended	●	●	●
Reference check	●	●	●
Tenancy Agreements	●	●	●
Independent Inventory arranged	●	●	●
Energy Performance Certificate arranged (if applicable)	●	●	●
Rent Collection		●	●
Notification of contract end dates		●	●
Dedicated Tenancy Manager			●
Credit Control			●
Property compliance check			●
Landlord compliance check			●
Annual rent review & advice			●
Detailed annual inspection			●
Safety certificate management			●
Taking all calls from Tenants 24/7			●
Taking maintenance reports from Tenants			●
Dealing with maintenance under option 1 or 2			●
Emergency call handling			●
We will keep you up to date on new relevant legislation			●
Deposit dispute management			●
Ongoing advice			●

Landlord Maintenance Options

When a Landlord opts to have their property fully managed by Quinn, the Tenant will be encouraged to report all maintenance via our office or online platform. A member of the Quinn team will take as much information from the Tenant and may offer advice enabling the Tenant to deal with minor repairs themselves. If we deem the repair to be a genuine Landlord responsibility then we will treat it in accordance with option 1 or option 2 as detailed below:

Option 1

If your Tenant reports a maintenance issue we will gather as much information about the repair as possible and report this directly to you or your representative. You may decide to investigate the repair or use a tradesperson that you are familiar with. You can also opt to instruct our trusted and vetted contractors who will deal with the repair. Payment will be deducted from your rental income if funds are available or you may be asked to provide funds to cover the invoice. Please note all repairs in rental properties should be carried out by a competent/trained person who holds adequate insurance cover.

Option 2

Our lettings team will appoint one of our trusted contractors who will carry out any repair works deemed necessary without consultation up to the net value of £200.00. Many of our contractors have a standard call out charge of £50.00 plus VAT which covers the callout and any jobs completed within an hour, so for example if a leak occurs at a sink, it is likely that a plumber would fix this issue quite quickly and on the assumption that his time was less than 1 hour, a bill would be generated for £50.00 plus VAT and materials. This bill will be sent to our office and added to your account to be deducted from your next rental payment if funds are available. Jobs over one hour are subject to an additional hourly rate. If a more serious repair occurs which cannot be fixed within the net budget of £200.00 then we will consult with you and offer a quote to repair.

Please note that all after hours, holiday and weekend emergency repairs will be treated under the terms of option 2.

Safety Certificates

There are a number of safety certificates that you will need when renting a residential property, some are a legal requirement and others are best practice.

At Quinn we take no chances and believe it is better to be safe than sorry. This is not the place to save money, the safety of your Tenant should be your number one concern.

Gas Safety

If you are a Landlord letting out a property equipped with gas appliances/ heating you need to understand and comply with the law relating to gas safety. If you let your property, you must ensure that pipe work, appliances and flues provided for Tenants are maintained in a safe condition. You need to have a gas safety check every year and we recommend that you also carry out a gas safe check at every change of tenancy. A Gas Safe registered engineer must carry out the safety check in your property. You are also obliged to show your tenants how to turn off the gas supply in the event of a gas leak.

Electrical Safety

It is a legal requirement for Landlords to ensure that the electrical wiring circuits, switches, sockets and appliances are in a safe condition, good working order and adequate for the needs of Tenants. You can make sure that the safety and well-being of your Tenants is not compromised through defective or inadequate electrical wiring installation by having regular inspections carried out by a competent electrician. Quinn Property Sales Ltd strongly recommend that the electrician you employ is a NICEIC approved contractor. For existing installations, the type of report you should be asking your electrician to produce is known as a Periodic Inspection Report. Any defects or deficiencies identified in the report which could be potentially dangerous must be attended to without delay.

Oil Boiler Servicing

Having an oil fired boiler serviced regularly can keep it operating efficiently. This reduces fuel bills and saves money on costly call-out fees for unexpected breakdowns. OFTEC recommends that oil fired appliances and equipment are serviced at least once a year or as recommended by the manufacturer. Appliances should be inspected, cleaned and components replaced as required when the boiler is being serviced. If your boiler is not serviced annually, it is at higher risk of breaking down and costing you more money. As with any fossil fuel burning appliance, poor or inadequate servicing can cause the generation of carbon monoxide. Therefore, it is absolutely vital that your oil boiler is checked and serviced at least annually.

Carbon Monoxide

At Quinn, we recommend that any fossil burning appliance is tested and certified by a competent engineer. This includes chimneys being swept and wood burning stoves being checked annually. We recommend that a quality CO alarm is installed in a rented property. This is just like a smoke alarm, except that it detects CO fumes rather than smoke. Before purchasing a CO alarm, always ensure that it complies with current British standards and carries a British or European approval mark, such as Kitemark or CE mark. Landlords can be fined or sent to prison if found guilty of neglect.

Other Safety Certificates

There are many other safety certificates that may be required depending on the circumstances of the letting, for example in communal buildings and houses of multiple occupation it is often a requirement to have fire alarms, emergency lighting and other fire-fighting equipment regularly tested. Landlords should also satisfy themselves in relation to the risk from Legionnaires' disease. A member of the Quinn rental team will be happy to discuss any other certificates required prior to letting your property.

Why use an Arla Propertymark Protected Agent?

Agents do not currently have to be qualified, anyone can set up a lettings agency but only an ARLA Propertymark agent offers true protection and peace of mind. All agents who belong to ARLA Propertymark are required to operate in a transparent way, providing services which are subject to independent scrutiny. Any agent who falls below Propertymark's standards will be subject to disciplinary action.

Using a Propertymark Protected Agent provides guarantees:

- Your income is backed by Propertymark Client Money Protection, a scheme which reimburses landlords and tenants for missing rent or deposits if their agent's business fails.
- The responsible agent holds a property management and lettings qualification to at least Level 3 eg A Level standard or equivalent.
- Your agent's experience is supported by regular continuing professional development and refresher training.
- They must belong to one of the three government approved independent redress schemes: The Property Ombudsman, Ombudsman Services or Property Redress Scheme.
- Your agent is up to date with complex legislative changes and best practice.
- The agent must comply with a nationally recognised Code of Practice.
- All agents offering Propertymark Protection must hold appropriate Professional Indemnity Insurance.
- If they hold client money their accounts are independently inspected regularly.

If your agent is also dealing with sales they need to be registered with HM Revenue and Customs for antimoney laundering. ARLA Propertymark members are required to undertake training every year, this means that agents are up to date with best practice and understand legislative changes which regularly alter the requirements involved in residential lettings.

For more information visit arla.co.uk



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F: 028 9031 6959

Newtownards Office

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Newtownards, BT23 7DW

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As members of the Law Society Home Charter Scheme™, we adhere to the highest standard of conduct towards our clients.

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Friday: 09:00 – 17:00



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Scullion & Green are experienced Property Lawyers and can advise you on all aspects of property law. We recognise and understand the difficulties that can arise in buying and selling properties, both residential and commercial and also renting and leasing properties.

We can help you with this.

We particularly understand the stresses in moving home and we will provide you with important advice throughout the process. We have excellent Solicitors and friendly support staff who will assist in the efficient running of your conveyance from commencement to conclusion.

"It is important to contact your Solicitor when you have decided to sell your home, even before putting it on the market. This can avoid any unnecessary delays in the process. Be sale ready!" - **Declan Green, Director.**



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