

Customer Service Guarantee

Providing a high level of customer service satisfaction is central to the Gladstones ethos of providing a quality service to all our clients. However, we do recognise that from time to time issues can arise which might leave you feeling unsatisfied with the level of service you have received.

In these circumstances we hope to hear directly from you in the hope that the matter can be resolved to your satisfaction.

As we value your custom, we are committed to providing you with a level of customer care which meets your requirements and we regularly review our Communications and Complaints Procedure. With all complaints, we hope that you would first raise the issue with your portfolio manager.



In the unlikely event that you are not satisfied with this response, then you can refer the matter to our managing director John Blackwood.

Your satisfaction with the level of service we provide is important to us and feedback is always welcome. Please be assured that any concerns will be treated with due consideration and as swiftly as possible.

As a commitment to our professionalism, Gladstones Ltd is accredited with Landlord Accreditation Scotland (LAS), and a member of the Council of Letting Agents (CLA) and firmly complies with their codes of professional conduct and handling of client account practices.

Gladstones is also registered in accordance with the Data Protection Act 1998 Reg No: Z7395004 and as part of our Privacy Policy we undertake not to release your details to third parties without your permission. Gladstones is also a registered letting agent with the Scottish Government Reg No: LARN1806008

*'Quality Accommodation
for Quality Living'*

GLADSTONES

Property Investment Managers

Thank you for your interest in our work and we trust that you will find this information pack informative and useful in helping you to identify the range of services that we offer.

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About Gladstones

Unlike conventional Estate Agents & Letting Agents, we at Gladstones pride ourselves in providing a range of residential property services that both stand alone and complement each other in providing the ultimate 'tailor made' service meeting the individual needs of all our clients.

Our clients range from large corporate property investment companies and investment trusts, to individuals with investment portfolios and people with second homes that they wish to let out. *Whatever your property needs Gladstones can help.*

Over the last 20 years we have established a reputation for marketing and managing a quality residential portfolio and offering an unparalleled service to our clients. We have quickly built a reputation as a market leader in the marketing of premier property in Edinburgh and the Lothians. *Whether you're looking for that County House or City Penthouse - Gladstones is the agent for you!*

If you choose Gladstones as your agent, and once your requirements have been identified, you will be assigned to a portfolio manager

who will personally handle your account. Clients often move to Gladstones because they are unhappy with the level of service they receive from larger companies, which appoint a range of people to do a number of tasks, so that no one is responsible for 'personally' ensuring quality of service. A high level of personal service is important to us as 97% of clients are long-term clients and so maintaining good working relationships is vital to our success.

Of course part of offering the ultimate service is providing ease of contact wherever you are at any time of the day.

Our office is manned during office hours Monday – Friday and we don't close for lunch! Viewings are carried out whenever required, whether it be evenings or weekends. You will also have a personal mobile number for your portfolio manager, who will be able to help you with your enquiry.

Whether you're at home or abroad, contacting us by email couldn't be easier. Or why not log onto our website gladstonesproperty.com and send us a message which will be picked up by our administrator the next morning?

Contacting Us

Gladstones Property Investment Managers

23 Jarnac Court

Dalkeith

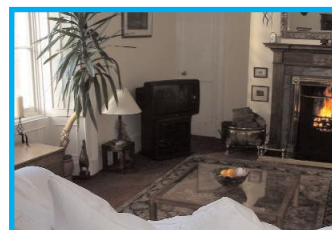
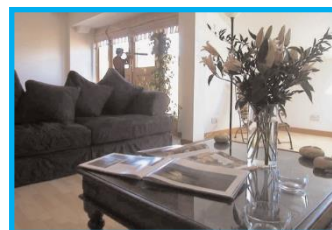
EH22 1HU

Tel: 0131 663 7266

Email: info@gladstonesproperty.com

Website: www.gladstonesproperty.com

Twitter: [@GladstonesPIM](https://twitter.com/GladstonesPIM)



*For a free, no obligation sales or letting appraisal why not
call us now on 0131 663 7266 – it couldn't be easier!*

Residential Letting & Portfolio Management

Whether you are letting your property for the first time or have had previous experience of letting with another agency, peace of mind in knowing that your property is being properly looked after will be high on your list of priorities.

Our experienced management team ensure that care is taken to carefully select the right tenants for your property. Our high level of tenant selection is the backbone of Gladstones providing a quality service to Landlords.

As Investment Managers, we see your property as an investment and therefore every attention is paid to ensuring that the value of your property is enhanced and that all necessary repairs and maintenance are carried out. As a further commitment to this goal, our annual inspection report highlights to our landlords where improvements could further enhance the value and attractiveness of their property.

Offering quality accommodation enhances the quality of living and this ethos is reflected throughout our range of services to both landlords and tenants!

Whether you reside in this country or abroad, our experienced team ensure that you are kept up to date with any relevant legislative changes that could directly affect you by issuing regular updates by email and Newsletter. Or if you prefer, you can access our information resource material on our website, available on our landlords page.

For further details of what you need to know as a landlord, ask for a copy of our booklet:

'Thinking of letting your property?'



Experienced & Qualified Staff

Gladstones is dedicated to providing a trustworthy service to all our clients and this couldn't be emphasised more than in our commitment to staff training and development.

With over 50 years of property management experience between them, our property managers are trained and qualified through the LETWELL programme and our managing director is a chartered member of the Chartered Institute of Housing

Gladstones prides itself in having a strong commitment to continued staff development and our managing director regularly teaches on the LETWELL programme and is a guest lecturer on private housing at Stirling University.



Development for the property letting profession

Acquisition & Investment

Buying property for investment or letting out your home can seem daunting to most. At Gladstones our staff take you through every stage of the process to ensure that you get both the best return on your investment and peace of mind that your property is being looked after.

As investment managers, we specialise in advising on the acquisition of property for investment and increasingly are acting for a number of overseas clients looking to invest in the lucrative Edinburgh market. With client bases in London, Singapore & Dubai we are fast building up client portfolios and advising on further investment opportunities, and our dedicated Investment Team is regarded as one of Edinburgh's leading property investment managers.

Coupled with our expert advice, we also offer an interior design & furnishing service to clients who are unable to decorate and furnish the properties themselves. This unique in-house service is not only cost effective but helps identify what your new property needs to look like to best achieve market advantage.

But before you decide what to do next, why not read our *'Thinking of Letting Your Property?'* which gives you valuable pointers on what you need to do and the high level of service we provide. Our honest and reliable approach is at the core of our commitment to our clients!

Community

In an ever-changing political climate coupled with the establishment of the Scottish Parliament, keeping up-to-date with legislative change is an important part of our work.

Having established Gladstones as a leading voice in influencing policy change that will directly affect our clients, our managing director regularly provides advice and assistance to the Scottish Government on housing policy and also Chief Executive of the Scottish Association of Landlords. *When policy changes you can be sure that our clients are the first to be advised!* Over the last two years Gladstones has actively been involved in:

- The Scottish Government regulation of Letting Agents
- The Scottish Association of Landlords
- The Scottish Parliament group on regulation of private housing
- The Private Sector Housing Forum (Scotland)

Gladstone's Policy Unit updates all our clients on impending legislative change by electronic newsletters and by publishing information fact sheets available exclusively to our clients through our website!

Advice to tenants is equally crucial to Gladstones providing a quality service and as part of this commitment we provide information on:

local bus routes,

available amenities, leisure facilities, and information on how best to understand their responsibilities.



John Blackwood
managing director

When contacting our office you will be offered a free no-obligation marketing appraisal for your property. This helps identify:

- How best to market your property
 - What, if anything, you need to do to enhance the aesthetic value of your property
- and*
- What the expected rental value of your property would be, given current market conditions

Arguably marketing and advertising your property is equally important to the level of service we provide.

Through Gladstones your property will be marketed on a range of internet portals as well as our own website:

www.gladstonesproperty.com



Appraisal & Marketing



Gladstones ensures your property benefits from maximum exposure to prospective tenants through leading internet property portal Letting Web - linking to several further property portals!

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