

TARRANTS

PROPERTY SERVICES LTD

WELCOME TO OUR NEWSLETTER!

AN INTRODUCTION FROM THE DIRECTORS

Welcome to this, our first Newsletter, aimed at keeping you up to date with what's going on at Tarrants Property Services Ltd and within the Lettings industry. The Newsletter is something we have thought about putting together for some time, but it takes someone to bring it all together and Terri, our latest member of staff has done just that.

The Newsletter will be published quarterly and the content will vary. Included in this newsletter is a brief summary from Teresa on her role within the industry. Those who know her will hopefully agree she is our little ray of sunshine in what is sometimes a tough industry. We'll try our best to keep you up to date with changes to the industry and Legislation and there will be some light hearted features as well.

We will shortly be launching our new Website which we hope you will find informative and easy to navigate. Once you've had a look, let us know what you think.

As always, if you like what we do, please write and let us know. We would love to have some reviews which we can publish on our website, Facebook and other media. Ideas for improvement are also always welcome – that's the only way we know when something isn't quite right.

From all of us at Tarrants Property Services, we hope you all have a fabulous Christmas and wish you a Healthy, Happy 2020.

- Jean and Julian Canham



FEATURED EMPLOYEE

** TERESA **



Hi, I'm Teresa McMillan (a.k.a. Princess) and I work for Tarrants Property Services as a Property Manager.

I will often be the first person you hear on the phone and the friendly, smiling face 😊 you see when you walk through the door.

I'm also able to come to look at new properties and advise rental value and carry out applications once a potential tenant applies.



I am also responsible for the following:

- Arranging repairs for tenants and landlords,
- When a tenant moves in and out of a property, I organise schedules with Linda.
- I make sure all contractors have the relevant insurances in place.
- I carry out Property Inspections on all Block Management Buildings every three months and stand in for Ruth on all Property Inspections if she happens to be out of the office.
- Oh... and personal shopper for the boss 😊

In other words, I'm an all-rounder who loves to help where I can.

LOWESTOFT'S PUMPKIN TRAIL

Submitted by Terrilyn Griffiths

On Saturday October 26th, Discover Lowestoft hosted the Spooky Saturday Pumpkin Trail in the Town Centre. It was a well-attended event, with little ghouls and goblins making their way around the town to follow the trail of pumpkins displayed in the local retail shops. Not only was this a perfect means for giving families and young ones a safe place to trick-or-treat, but it also gave the local businesses a chance to attract customers into their shops by decorating and carving out scary pumpkins, and of course handing out the best candy! One may have even come across Arachnobot the giant spider, Dunc Cycles witches lair, or the wicked witch on her broomstick while walking about the town.

What a fun time had by the local community and of course, the ladies at Tarrants!



TENANCY DEPOSITS

Submitted by Linda Cook

It is a Government requirement that all deposits paid for a tenancy are registered with a Deposit Protection Service.

There are three services available, DPS, TDS and MyDeposits. Each have two options of Protection, a Custodial Scheme where they hold the deposit or an Insurance Scheme where the Agents or Landlord if not using an Agent, hold the deposit.

We use MyDeposits Insurance Scheme.

The Deposit must be registered within 30 days of being received. On the day that it is registered a certificate is provided for the Tenant and Landlord.

At the end of the Tenancy, providing there are no issues with the property, the deposit will be ended with the Deposit Scheme and returned to the Tenant.

Should there be any issues with the property or tenancy, the Tenant must be notified within 10 days of the tenancy ending. We will endeavour to deal with issues between Landlord and Tenant. Should the Tenant disagree with the outcome they are able to raise a Dispute with MyDeposits.

Should this be the case the deposit will be transferred to MyDeposits along with all tenancy information, their adjudicators will then look at all the evidence provided and make a decision on whether the claims are valid or not.

