

# LANDLORD CASE STUDY

## Pre-Elliot Leigh: A History of Rental Stress

My property has been under Elliot Leigh's management since March 2024. Before that, I frequently faced challenges with tenants not paying rent on time, which caused significant financial and emotional strain. I took on the responsibility of conducting inspections, arranging annual gas inspections, and handling maintenance work, as I could not trust any agent to complete these tasks promptly.

Each visit to the property costed around £80 as I reside out of London. Consequently, I rarely spent quality time with my loved ones and friends in London, as I was often travelling to the property. This ongoing stress from managing the property and tenants' rent arrears sometimes affected my job and mental health.

## Discovering Elliot Leigh: The Turning Point

I decided to look into property management and guaranteed rent schemes and discovered Elliot Leigh. Initially, I was hesitant due to my previous experiences with other agents. However, Elliot Leigh exceeded my expectations. Every interaction I had with the team - whether it was the accounts team, customer service, the property management team, or Stuart the Procurement Manager - was reassuring, and they answered all my questions and resolved my queries professionally and effectively.

I also have a dedicated Property Manager, Lucy Bree. She takes the time to get to know you as a person and makes you feel at ease. I am truly grateful for her sincerity and dedication on wanting to get things sorted.

## Experience with the Onboarding Process

I was impressed by how easy it was to book an appointment with Stuart. Although I missed the first appointment, Stuart was very understanding. We rescheduled, and he provided me with the information pack, inspected the property, and told me about the expected rental income on the spot. Despite some delays on my end getting the property ready for handover to Elliot Leigh, Stuart remained supportive and maintained regular contact.

After the handover, Stuart continued to stay in touch until the tenants moved in as requested. Even now, whenever I contact Stuart, he is always friendly, knowledgeable, and helpful.



## Ongoing Support When Needed

With the recent introduction of the Renters' Rights Bill in parliament, my primary concern was the abolishment of Section 21. When I called Stuart, he assured me that since my property is on a lease, I would not be affected, which greatly put my mind at ease.

Elliot Leigh's team is consistently helpful. For instance, when I was still receiving council tax invoices, I contacted them for assistance. They promptly investigated the issue, and the following day, I received a call informing me that everything had been resolved. I was impressed with their quick turnaround.

## The Impact of Guaranteed Rent: Peace of Mind

I cannot express how relieved I am. For the first time in years, I no longer need to worry about rent being paid on time or chasing tenants for payments. I can now budget confidently without relying on an overdraft to cover cost.

What I appreciate is that the rent is guaranteed, minor repairs are done free of charge, and property inspections are conducted regularly. Plus, I get my property back in the same condition I handed it over minus normal wear and tear, and void periods are covered.

I can confidently say that Elliot Leigh has alleviated the stress of managing a property. I can now spend quality time with my family and friends and focus on my job. So, thank you everyone at Elliot Leigh for the awesome work you all do.

## Jay Chauhan Landlord

*Owns one property under Elliot Leigh's management since March 2024.*