



www.lathamsmith.co.uk

T: 01923 447192

E: lettings@lathamsmith.co.uk

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We beat all the 'big boys'!

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Winners!

Ben and I were so delighted to have been firstly shortlisted for this award, but to then go on and win it, we are so happy! This is an award that was given to us after being mystery shopped many times over the course of several weeks and we were not even aware that this was happening, so to win is a true honour and it is particularly fantastic as although we are not a big, corporate high street agent - we can now say that we are the best! Spread the word! We rely on recommendations and thank you to so many of our wonderful clients who have already done so and provided us with an opportunity to help so many landlords in our community.

THANK YOU!

Become a friend of Latham Smith at:
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INTRODUCING WINNER FOR RICKMANSWORTH



Latham Smith Ltd have just won The British Property Lettings Award for Rickmansworth.

Their team performed outstandingly throughout the extensive judging period, which focused on customer service levels.

Latham Smith Ltd have now been shortlisted for a number of national awards which will be announced early next year.

The British Property Awards provide agents throughout the UK with an invaluable opportunity to compare the service that they provide against the service provided by their local, regional and national competition.

Agents who go that extra mile and provide outstanding levels of customer service are rewarded with our accolade, which acts as a beacon to highlight these attributes to their local marketplace.

Latham Smith Ltd
10 Grosvenor Court, Mayfare,
Croxley Green, WD3 3DH.
01923 447192 & 01923 447195
www.lathamsmith.co.uk



BRITISH PROPERTY AWARDS

2019 - 2020



GOLD WINNER

LETTING AGENT IN
RICKMANSWORTH

THE BRITISH PROPERTY AWARDS are one of the most inclusive estate agency awards providers as they do not charge to enter. This has enabled their award to be structured in a manner that ensures maximum participation, on average judging over 90% of agents that meet their minimum criteria on a local level.

The team personally mystery shops every estate agent against a set of 25 criteria to obtain a balanced overview of their customer service levels. The judging criteria is both comprehensive and detailed exploring different mediums, scenarios and time periods to ensure that agents have been rigorously and fairly judged.

Robert McLean from The British Property Awards said "Our awards has been specifically designed to be attainable to all agents, removing common barriers to entry, such as cost, to ensure that we have the most inclusive awards. Our award has also been designed to remove any opportunity for bias or manipulation. If an agent has been attributed with one of our awards, it is simply down to the fantastic customer service levels that they have demonstrated across a prolonged period of time. Winning agents should be proud that their customer service levels provide a benchmark for their local, regional and national competition".



INDEPENDENTLY
JUDGED



OVER 25 CRITERIA



JUDGING YOUR
LOCAL MARKET

FOR MORE INFORMATION ABOUT THE BRITISH PROPERTY AWARDS
PLEASE CONTACT US ON 0800 987 11 22

Become a friend of Latham Smith at:
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A few words from Ben

Hello!

So we've reached the end of another year and the end of a decade and just as significantly in our opinion, Latham Smiths 5th birthday. I'm not 100% sure where the time has gone but I certainly know that I speak for both of us when I say that since we opened our doors at the beginning of 2015 and despite the usual ups and downs of running your own business, it's been the most exciting and enjoyable 5 years of our working lives. We are incredibly fortunate to be able to combine working in an industry we are passionate about, working within an area we love, building relationships with some fantastic people and ALL while growing a successful Latham Smith. It doesn't get much better than that!!

Our business has gone from strength to strength over this period and we now look after landlords' right across the world, from Oregon in the US to Sydney in Australia. Being an independent agent and focusing on being lettings specialists has allowed us to offer a unique service to our clients, which in turn has allowed our business to grow significantly...it really is a win/win!!

The country as a whole has had a tricky time over the last 12 months with what felt like the never ending Brexit saga and the knock on effects this has had for the people and the businesses of the UK. The property industry is no different and has suffered a significant slow down over the last 12 months. This coupled with huge changes in legislation, in particular the now famous 'Tenant Fee Ban' to name but one has meant a difficult time for agents and landlords alike. Having said this, the new year always comes with huge optimism about the challenges that lay ahead and I look forward to both an enjoyable and BUSY 2020.

I have to say, I think the highlight of this year for us as a company is being recognised by the British Property Awards as the best letting agent in our area. To win this prestigious award after only trading for 5 years and competing against national brands with huge finances available for recruiting, advertising etc tells us that the personal touch we provide at Latham Smith makes us stand out from the crowd. It's a lovely feeling knowing that people like and appreciate what we do. This award could not have been achieved without all of our fantastic landlords and tenants. We would like to thank each of every one of you for being part of the Latham Smith family and look forward to working with you all in the coming years.

Have a wonderful Christmas and healthy & prosperous 2020.

Festive Greetings from Rochelle & I.

Ben Smith



"I love the fact I can come in and see Ben and Rochelle, have a chat and a cup of tea, these agents feel more like friends than a business relationship!"

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Tops tips to ensure your property stays gas safe

“Ben & Rochelle managed the rental property we lived in for 2 years. They were fantastic. Also prompt, efficient and supportive.

We have had bad experiences with other management agents and it was a breath of fresh air to work with Latham Smith. I would highly recommend.

5 *****

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Here are six simple steps to help keep your tenants safe and warm in your property. This information has been given out by the Gas Safe organisation and will help you keep the right side of health and safety laws.

- 1) Only use a Gas Safe registered engineer to fit, fix and service your appliances. You can find and check an engineer at GasSafeRegister.co.uk or call 0800 408 5500.
- 2) Check both sides of your engineer's Gas Safe Register ID card. Make sure they are qualified for the work you need doing. You can find this information on the back of the card.
- 3) Have all your gas appliances regularly serviced and safety checked every year. If you rent your home ask for a copy of the landlord's current Gas Safety Record.
- 4) Know the six signs of carbon monoxide (CO) poisoning - headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.
- 5) Check gas appliances for warning signs that they are not working properly e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance and too much condensation in the room.
- 6) Fit an audible carbon monoxide alarm. This will alert you if there is carbon monoxide in your home.

We have a host of fully insured and checked contractors for every occasion. If in doubt, don't forget we can do it for you!

Latham Smith Ltd

10 Grosvenor Court
Mayfare
Croxley Green
Hertfordshire, WD3 3DH

Phone:
01923 447192 or 01923 447195

Website:
www.lathamsmith.co.uk

E-mail:
lettings@lathamsmith.co.uk
sales@lathamsmith.co.uk

