



Opening Doors Since 1903

[www.ch-p.co.uk](http://www.ch-p.co.uk) 020 8175 5444

— CHARLES HENRY —  
**PEPPIATT**  
 — Est. 1903 —  
 "Small enough to care, big enough to get results"



## Why Choose Charles Henry Peppiatt?

- ✓ Highly skilled team of professionals with in-depth local market knowledge
- ✓ Membership of the National Association of Estate Agents
- ✓ Proven track record of sales and rentals success
- ✓ Global exposure of properties through our cutting edge website [www.ch-p.co.uk](http://www.ch-p.co.uk) and major national portals including Rightmove, Zoopla, OnTheMarket and PrimeLocation
- ✓ Specialist advice for selling and letting all types of property
- ✓ Free, no obligation pre-market appraisals and letting assessments
- ✓ Quality photography and detailed descriptions to attract buyers and tenants
- ✓ Comprehensive database of buyers and renters ready to move
- ✓ Targeted advertising campaigns to maximise exposure

**Whether you're selling up and moving on or looking to let your property, we know that the sales and letting process can feel a bit daunting – so we're here to ensure everything runs smoothly.**

Whatever the transaction, property is a people-orientated business – so good communications are crucial to a successful sale or finding the right tenant. This is why we've created a talented team of sales and letting agents, with specialist knowledge of North and North West London property market and plenty of experience in delivering a dedicated service with a personal touch.

From preparing your property for rent or sale, to handing over the keys to your new owner or tenant, we promise the highest level of care and attention throughout the entire process.

We offer the widest range of sales and lettings services in the North and North West London area, and will always strive to achieve the best sale or rental price for your property without being unrealistic.

Our aim is simple: to provide the best possible service, assist you from start to finish and communicate regularly throughout the whole process – whatever your property matter.

Please take a few moments to read this brochure to discover why you should choose Peppiatts.



naea | **propertymark**

**PROTECTED**

# The Company

Charles Henry Peppiatt set-up this business in 1903 on Haverstock Hill, NW3 at the start of the glorious, but all-too-short, Edwardian age. There were fewer telephones, fewer cars and not a single television. Not even H.G. Wells had foreseen the digital revolution. It was an age of innocence, ink wells, gas lights and thriving local London communities.

Two world wars, numerous financial crises and the more recent onslaught of technology created a very different world. And yet the values that Charles Henry Peppiatt passed on to his grandson Jimmy, and that Jimmy passed on to the team, remain as true now as in 1903.

Charles Henry Peppiatt is now a modern business, working in a modern age. But, we read Jimmy's words every morning to remind us that however many properties we rent, sell or manage, our real purpose is to make our clients happy.

## Ethos

*Estate agents tend to make the same mistakes again and again. They believe they are dealing with buildings when they should actually be looking after the people. At Charles Henry Peppiatt, we put the people first. This isn't just a marketing slogan, but it has been the key to our success since Charles Henry Peppiatt started the property business in 1903. What makes us different from other estate agents is that we don't just offer 'services' to clients but go out of our way to serve their needs as people.*



JIMMY PEPIATT

430+  
SALES TRANSACTIONS

£600m  
IN SALES VALUE FOR VENDORS

96%  
COMPLETION RATE

8,500+  
TENANCIES ISSUED

£170m  
IN TENANCY VALUES  
GENERATED FOR LANDLORDS

99%  
OF SUCCESSFUL  
TENANCIES





*“Activity and  
marketing does not  
stop until we sell  
your property”*

**Phanos Chambi – Property Consultant**

# Our streamlined sales service

## 1 Free Market Appraisal

If you're thinking of selling your home, this **FREE** service will help you understand your home's current market position. We provide you with up to date information with regards to recent sales of comparable properties in your area so you can make an informed decision. An accurate market price of your property's worth creates competition and intense buyer interest.

## 2 Web Advertising

Your property will be instantly available on our bang up to date website — [www.ch-p.co.uk](http://www.ch-p.co.uk) — with floor plans, photography and location maps. Your details will also be automatically sent to relevant applicants and also loaded onto rightmove, zoopla, primelocation and onthemarket – the four leading property portals – for maximum coverage.

## 3 Always Available

Within reason we can be available every day to assist with your queries.

## 4 98% of Asking Prices Achieved!

We have a 98% success rate making sure that what we get under offer goes through to completion.

## 5 Professional Photography

First impressions count and the first thing potential buyers see before they even pass the front door is the photographs of your property. We spend time, use professional cameras and skilled photography to capture the best pictures that will make your home sell quickly.

## 6 Full Colour Details

Your property will have its own sales details, designed to be eye catching and aesthetically pleasing. This comes complete with floor plans and the high quality photography that showcases your property and truly does it justice.

## 7 Distinctive 'For Sale Boards'

These are an invaluable marketing tool clearly identifying a property and frequently generating interest from would be buyers that had not previously considered a move. Our distinctive For Sale boards are extremely prominent throughout North and North West London.



**SOLD**

**020 8175 5444**

— CHARLES HENRY —  
**PEPPIATT**  
1903 —



**rightmove** 

**ZOOPLA**

 **PrimeLocation**

 **OnTheMarket™**.com

## 8 Feedback & Contact

As a customer focused firm our number one priority is to keep you constantly updated on the marketing progress of your home. We endeavour to give feedback 24 hours after every viewing.

## 9 Auctions

Speak to your sales agent about our auction service.

## 10 Accompanied Viewings

Accompanied viewings are offered seven days a week if required to all of our clients whether the property is vacant or occupied.

## 11 Sales Progression

Once we have Sold your property, our service doesn't stop there. We will regularly progress your sale and keep you informed of events as they occur, thereby eliminating any problems that may arise at an early stage. Our job is not done until the keys are handed over.

# Our stress-free lettings service



*“Once the best possible rental is achieved through high profile marketing, we put measures in place to protect your income throughout the tenancy”*

**Ben Felfeli – Property Consultant**

## 1 Free Market Appraisal

We will provide you with a **FREE** market appraisal and advise on any work which may be required to ensure your property attracts quality tenants paying the highest achievable rental figure. We can, also, advise on steps which may need to be taken to comply with the ‘ever-changing’ rules and regulations prior to offering the property ‘to let’.

## 2 Web Advertising

Your property will be instantly available on our bang up to date website – [www.ch-p.co.uk](http://www.ch-p.co.uk) – with floor plans, photography and location maps. Your details will also be automatically sent to relevant applicants and also loaded onto rightmove, zoopla, primelocation and onthemarket – the four leading property portals – for maximum coverage.

## 3 Marketing and Advertising

First impressions count and the first thing potential tenants see before they even pass the front door is the photographs of your property. We spend time, use professional cameras and skilled photography to capture the best pictures that will make your home rent quickly. Distinctive ‘To Let’ boards will be arranged by agreement with the Landlord prior to marketing.

## 4 Referencing

All prospective tenants are fully referenced by an independent agency, who will check the tenants identity, employment status, credit history and also gain references from previous landlords if applicable. Only tenants who pass our vigorous referencing checks and who have been approved by the landlord will be offered the property.

## 5 Tenancy Agreement

Your property will be let on an Assured Shorthold Tenancy Agreement usually for a term of 6 months up to 36 months, which will run on a month to month basis following expiration of the fixed period. Longer and shorter initial terms can be arranged and this can be discussed further with the Agents if required. The tenancy agreement is an important document and provides the contract between landlord and tenant in which the different responsibilities are explained.

## 6 Inventory

We would instruct an independent inventory clerk to produce a full Inventory and Schedule of Condition of the property prior to the tenant moving in to record both the condition of the property and anything left in place including carpets and curtains etc. It is essential that an accurate record is taken as this can then be used to compare the condition at the end of the tenancy should a claim against the deposit need to be made.





## 7 Deposit

Since The Housing Act of 2004 came in to force in 2007, all deposits must be held in an approved Tenancy Deposit Scheme. We would collect the deposit – which by law is a maximum of 5 weeks rent – and forward it to the Deposit Protection Service. The deposit can then be used to off-set charges for breakages/damages or for rent arrears occurring during the term, if required.

## 8 Rent Arrears

The agent will inform the Landlord as soon as practically possible of any delay or default on the rent and will make best endeavours to obtain the arrears and advise further action if necessary. Rental income can be guaranteed via certain insurance policies which we can suggest, if necessary.

## 9 Landlord's Obligations

The Landlord has a duty under the Landlord and Tenant Act 1985 to keep the property in a good state of repair and to keep all wiring, plumbing, heating, electrical and gas appliances provided in safe and good working order. Legislation is continuously changing and Charles Henry Peppiatt can keep you up-to-date with all necessary obligations that apply.

## 10 Always Available

Within reason we can be available every day to assist with your queries.



# Let only or fully managed?

	10% + VAT	15% + VAT TAKEN MONTHLY
	Let Only	Fully Managed
Free rental valuation	✓	✓
Marketing advice, Internet advertising and 'To Let' board	✓	✓
Accompanied viewings	✓	✓
Full tenant referencing service*	✓	✓
Preparation of Tenancy Agreement	✓	✓
Collection of deposit and first months rental in advance	✓	✓
Placement of deposit into Deposit Protection Service*	✓	✓
Full written and photographic inventory*	✓	✓
Meter readings & notification letters provided to utility companies	✓	✓
Rental collection		✓
Co-ordination of any necessary repairs or maintenance works which may arise during the tenancy		✓
Arrangement of annual certificates (Gas Safety, Electrical Inspection & Energy Performance		✓
Periodic inspections with reports		✓
Inform Landlord of 'ever-changing' legislation		✓
Rental arrears collection		✓
Notices to quit		✓
Outgoing inspection*		✓
Deposit dispute		✓

\*Chargeable to Landlord



# Peace of mind for busy Landlords

**Choose our Complete Management service, and all you have to do is sit back and enjoy the rent, whilst your dedicated Property Manager keeps you fully informed of any issues.**

Once your property is let the work doesn't stop there. Today's tenants can be quite demanding, expecting maximum value for their rental.

Whether it be fridge failure or a leaking shower, you can be sure any tenant will want a swift repair – however inconvenient the moment may be for you.

This is why clients value our property management service where we look after any repairs and tenancy issues for you. And, for your peace of mind, we also visit the property to keep an eye on its condition: plus, we'll check that your rent is paid promptly.



to find out more and to view all  
our available properties please visit  
[www.ch-p.co.uk](http://www.ch-p.co.uk)

*"Kadeem Babor was our estate agent he said 'I'm going to sell this house' and he did! He was professional, kind, caring and SO helpful. He guided me every step of the way and was always calm and collected. What a great estate agent and a thoroughly decent person. Thankyou Kadeem :)"*

Amanda

*"We really have received a great service from Mrs Karen Talbot. She has been very professional and efficient to help us to resolve our mice problem in the flat. We are very grateful to her"*

Sascha Angelucci

*"I marketed my property through Charles Henry Peppiatt, Nicolas was responsible for the letting, and he did a great job securing me an excellent rent in a difficult and uncertain period, with a tenant who I was really pleased with. Peppiatt are now managing my property and everything has gone very smoothly. I recommend Nicolas and this fabulous team"*

Marteka Swaby

*"My partner and I recently moved to Camden thanks to the brilliant help of Ayda (and the CHP team)! She went above and beyond when working with us to make the move as seamless and stress free as possible, and was always knowledgable and responsive when answering questions. Ayda was very approachable and it was nice to hear a friendly and familiar voice when going through the process. By far the best estate agent my partner or I have used in our many years of renting, would 100% use again and recommend!"*

Andrew Dodds

*"We recently bought a property through Charles Henry Peppiatt and have had the easiest experience as far as buying properties go! The Sales Manager and Director that we were liaising with were polite, professional and responsive. Above all, they were transparent; they kept us informed of the progress of the sale, any issues encountered and what they were doing to assist us in securing the purchase"*

Priya Valentine

*"Dealing with this Estate agency was very simply, a game changer. Not only did we purchase our dream house In Hadley Wood from them, they also had to sell our existing house in Southgate in order to get the whole transaction over the line in record time. They made it happen. Their approach and ability to overcome obstacles was proficient, professional and honest. Kadeem worked relentlessly for all the parties involved, his transparency, accessibility and perseverance to get the task at hand done was second to none. A truly focused and determined professional! It was a pleasure to do business with him and rest of the team at CH Peppiatts. Their slogan "Small enough to care, big enough to get results" is spot on. I would not hesitate to recommend this firm and Kadeem to anyone. Keep up the good work guys"*

Andy Georgiou



# Our clients

are our **best advertisement**

**Putting customers first is what we do best – but don't take our word for it: read what our customers say.**

All our staff undergo professional training and we regularly reward evidence of 'excellent' customer service. We ask every single one of our customers to provide feedback and rate our service performance.





# Have you seen the signs?



We've had unrivalled sales and lettings success in North and North West London during recent months, and have buyers and tenants waiting for their next new home in your area now. Our reputation as one of the area's leading sales and lettings agents is constantly growing due to our first rate marketing, professional & experienced staff, and superb local knowledge.

**If you're considering selling up or renting out and would like a free no-obligation appraisal, call our team today on 0208 175 5444**

Really impressed with the service  
– most efficient and extremely  
professional in every respect.  
Peppiatts are true property  
professionals. They helped us sell our  
house and buy another one in record  
time. Calm and collected, extremely  
well prepared, focused and determined  
– They are the truly the perfect agent,  
efficient and considerate. I could not  
recommend them more!

**Mike & Marion Lenhoff**



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