

We are local estate agency with a big personality, we combine traditional methods with new, innovative technologies to provide you with an exceptional level of service and real value for money. With all of our packages we offer free professional photography and floor plans and advertising in all major property portals including Rightmove, Zoopla, Prime Location and Latest Homes. We've had an excellent start already listing and having sales agreed on numerous types of properties across Brighton and Hove within only weeks of launching.

### G•E•O•R•G•E SALES MANAGER

I am totally dedicated to customer care. I tailor our service to fit the needs of our clients rather than asking them to fit ours. I am committed to walking side by side with our vendors from valuation to completion, acting as a salesperson, a property professional, a negotiator and a guide, ensuring that the experience never becomes overwhelming. I have 20 years of experience in selling properties from studio flats in Brighton to multimillion dollar mansions internationally. My exceptional reputation and unbeatable in-depth local knowledge of property values and current market trends ensure you get the best price for your home or investment which sets us apart from the competition.

### LETTINGS

As a member of both ARLA (Association Of Residential Lettings Agencies) and The Property Ombudsman, you know as a landlord or tenant that you are in safe hands, in regard to both Client Money Protection and Code of Conduct.

Our staff are continuously trained in house and by external sources to ensure they are up to date with the ever changing legal minefield of property law and management. Our record of success has been built upon a single minded desire to provide our clients, with a top class personal service delivered by highly motivated and trained staff. A sign of this success is the fact that a large proportion of our business is from referrals, satisfied clients who have recommended us to friends and family.

### A•D•A•M LETTINGS NEGOTIATOR

By offering good quality accommodation we attract the best possible tenants who appreciate the invaluable support offered throughout the tenancy and the approachable manner of our staff. As letting agents we take our duty of care to tenants seriously. We offer all kinds of accommodation across Brighton and Hove, as well as flats and houses for professionals we are also one of the few agents recommended by Brighton University, offering a well managed portfolio of student accommodation in key student areas. Sure Property Solutions are Members of ARLA, SAFE agent and The Property Ombudsman giving our customers added peace of mind. Being a member of these organisations guarantees protection for our clients both landlords and tenants on monies held and ensures a high code of conduct.

### MAINTENANCE & PROPERTY MANAGEMENT

We are one of the very few agents in the city to fully comply with

*“ Our record of success has been built upon a single-minded desire to provide our clients with a top class personal service ”*



George Hills and Zena Trow

the Property Ombudsman's Code of Practice relating to secret profits, by not adding commission onto contractor's invoices. In addition we have our own trade accounts for materials, thereby ensuring that all savings are passed on to our clients. We work hard to keep costs down for our landlords whilst still providing a top quality and efficient service. A large part of lettings is property management and maintenance. The main criticism of letting

agents is the lack of attention when it comes to the upkeep of a property. Our main objective is to change this perception for both landlord and tenants. From a weeping tap to a full refurbishment, we are here to cover all aspects of maintenance, dependent on how involved our landlords would like us to be. As part of our regular quarterly property visits we look for any preventative maintenance so we can act in a proactive rather than always reactive way. As House in Multiple Occupation (HMO) specialists we are also able to advise and assist with all aspects of the license application and necessary works to ensure your property complies with all licensing requirements.

### R•O•O•S PROPERTY MANAGER

I believe that customer service and communication is key when it comes to property management, by keeping all parties updated

every step along the way and following through until completion. I have spent some of my career working for an independent inventory company as well as in property management, which has given me a fine eye for detail. I feel that property management is one of the most crucial aspects of lettings, one which often gets overlooked.

### K•E•L•L•Y OFFICE MANAGER

We know that all clients alike deserve the best from their agents and that's exactly what we deliver in terms of administration. Our back of house administration is well organised, efficiency is key whether this be maintaining accounts, sales progression and chasing or tenant referencing. References are carried out in-house to provide our landlords with the peace of mind that all tenants are a good fit for their property. If there are any niggles that do arise they are always quickly dealt with. Working at Sure has been a breath of fresh air after working in lettings for the past 6 years - all properties are dealt with as if they are our own ensuring the best for all of our clients.

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Sure Property Solutions are proud to support the Sussex Beacon, suppliers of good quality furniture and homeware

