



Alexandre Boyes

SALES | LETTINGS | BLOCK MANAGEMENT

RESIDENTIAL LETTINGS AND PROPERTY MANAGEMENT

TUNBRIDGE WELLS
48 MOUNT EPHRAIM,
TN4 8AU
01892 525522
EMMA@ALEXANDRE-BOYES.CO.UK

EAST GRINSTEAD
1 WEST STREET
RH19 4EY
01342 321142
ALLY@ALEXANDRE-BOYES.CO.UK

WWW.ALEXANDRE-BOYES.CO.UK

Welcome to Alexandre Boyes

Alexandre Boyes has been established since 1998, and despite many changes to the lettings industry in that time, we continue to grow from strength to strength. This is because we offer unrivalled customer service. Our clients feel that they are our only client, because of our focus and commitment to looking after their property and developing exemplary relationships with their tenants.

For the Alexandre Boyes Letting team, property is not just an industry, it is a passion. As an independent, family run business, we benefit from many years of buying, selling, letting and managing property in and around Tunbridge Wells and East Grinstead. We offer genuine qualified skill and experience in an industry known for a high turnover of staff and unregulated services.

We are members of the Royal Institution of Chartered Surveyors (RICS) and the entire team are members, or training to be members, of the Association of Residential Letting Agents (ARLA). Kate Boyes, Alexandre Boyes Group Managing Director, was until recently a board member of ARLA and contributes regularly to RICS advisory committees. Alexandre Boyes is also a member of the Tenancy Deposit Scheme which is administered by The Dispute Service Custodial Ltd and all client funds are held with Coutts & Co Bank in a designated Client account and are insured by the RICS Client Money Protection Scheme.

Alexandre Boyes Snapshot

- 99% client retention year on year
- Three days average void period per year
- Highest price per square foot achieved for Tunbridge Wells apartment
- 100% of rent arrears recovered
- Multi award winners including gold at the Negotiator Awards for Property Management Company of the Year; silver in The Times / The Sunday Times Property Awards for the Best Single Lettings Office in the South East; and West Kent Lettings of the Year at the West Kent Property Awards
- In-house maintenance team

Our services

As a Landlord Client of Alexandre Boyes you can choose from our range of letting services and be assured that we provide the most comprehensive checking procedures to ensure you are fully compliant and protected in your role of landlord. We offer Let Only, Let with Rent Collection or Full Management. We also manage a large number of properties for people who have relocated abroad.

The team will advise you on who the property should be marketed to, how to prepare the property for rental and ensure that the property is marketed at the right price. We recognise the important balance between letting the property quickly and ensuring we let the property to the right tenant.

Our fresh, contemporary marketing combines traditional methods with online marketing channels to gain maximum exposure for your property. We fully utilise local news and advertising outlets along with social media platforms and online search portals, including our own fully responsive website.

If you elect for a fully managed service, we have two full time property managers offering hands on, professional support. Any necessary day to day repairs and / or maintenance and management matters will be dealt with on your behalf and all works will be confirmed with you prior to instruction, unless they are an emergency.



The Alexandre Boyes Letting Team

Alexandre Boyes is the only residential firm in Tunbridge Wells to be accredited to train staff for membership of the Royal Institution of Chartered Surveyors. Our team has exceptional local and professional knowledge and we strive to always be at the top of our profession. We are a family business; our name is over the door and we are very proud of that. We treat our clients and tenants with respect and professionalism, that way they recommend us to their friends and colleagues.



Kate Boyes FARLA MRICS
Group Director

Kate has been letting and managing property in Tunbridge Wells for 17 years, having established Alexandre Boyes Residential Lettings in 2003 and Alexandre Boyes Estate & Block Management in 2007. With a first-class honours degree in Land Management Kate became a Board member of ARLA in June 2015, representing Kent, Essex, Norfolk, Suffolk & Cambridgeshire.



Emma Gasson MARLA AssocRICS
Director

Emma's property career began in 2007 as a Lettings Negotiator in Tunbridge Wells, before joining Alexandre Boyes in 2009. Promoted to Partner in 2015, Emma is responsible for the smooth running of our lettings team on a day to day basis. Emma is a member of ARLA and an Associate of the RICS.



Rachel Norris, MARLA
Lettings Manager

Rachel joined our busy lettings team as a Negotiator and, having grown up in Tunbridge Wells, has excellent knowledge of the area. With over three years' experience within the lettings industry, Rachel has qualified for her ARLA membership having passed the Level 2 Technical Award in Residential Letting and Property Management.



Ashleigh Taylor
Property Manager

Having over 8 years' experience in residential lettings property management, Ashleigh has gathered significant knowledge and understanding of customer relationship management and legislation relating to property management. Recently promoted to senior property manager with overall responsibility for our East Grinstead portfolio.



Rachel North MARLA
Operations Manager

Rachel's career began in 1999 at John D Wood in Chelsea, followed by Savills in Kensington. Headhunted by Lane Fox (now Strutt & Parker), Rachel spent 9 years as head of department. At Alexandre Boyes, she oversees the legal side of our property management portfolio.



Daniel Walker
Property Manager

Daniel has 6 years' experience within the industry as a Property Manager. He joined us in 2017 and works closely with our property managers and the lettings team to ensure the smooth running of our Lettings Department.

Client Testimonials

Just as an aside, thank you hugely to you and to all the Alexandre Boyes team who have made our first rental in many, many years so easy and such a joy! We really enjoyed living there and you have been so responsive to all our requests. I hope the new tenants settle in as quickly as we did.

TENANT, OCTOBER 2017

Thank you to you and all the staff at Alexandre Boyes for making our renting process run as smoothly and professionally as it has, we'll definitely be recommending your services to any friends who move into the area.

TENANT, JULY 2017

I was just saying to my wife how glad I am we have you managing the property for us. Appreciate you keeping on top of these things on our behalf.

LANDLORD, JUNE 2017

Working with Alexandre Boyes on a reasonable size project for Tunbridge Wells has been an absolute pleasure. They have delivered first class support throughout the entire process and managed to let all our apartments way ahead of expectation. We hope this is the beginning of a long term and fruitful arrangement.

LANDLORD, 2018

Many thanks to everyone, especially to you and to Charlene and Emma. We have heard many people (landlords, tenants or buyers) complaining about their estate agents. We thought it was a mere coincidence we have no complaints at all; a matter of good/bad luck. Due to our recent moving we have been in touch with a few estate agents and now we noticed the differences. You are by far the most professional, reliable and efficient team of estate agents.

TENANT, MAY 2017

Thank you also for your very efficient and helpful service. You all make running a small BTL business a lot less stressful than it could be!

LANDLORD, MAY 2018

Thank you for seeing that these issues were resolved quickly and professionally. We are very impressed with high standard of service we received. Especially on a Sunday which we can appreciate must have been inconvenient

TENANT, JULY 2018

I would like to thank you and also huge thanks to Emma for her help and assistance over the last few days! I would happily recommend you guys to anyone as the service has been first class

LANDLORD, 2018

Thanks for the help and immediate tenancy. We are happy to be working with Alexandre Boyes and appreciate the great support you have given.

LANDLORD, SEPTEMBER 2019

A Selection of Our Portfolio



Langton Green



East Grinstead



Edenbridge



Tunbridge Wells



Tunbridge Wells

A Selection of Our Portfolio



Lingfield



East Grinstead



East Grinstead



Tunbridge Wells



Groombridge

Safety Checklist and Preparation of Property for Tenancy

The letting industry is more heavily regulated than ever before. Landlords have a number of regulations and legal requirements that must be complied with. When we find a tenant, our comprehensive 'preparation of property' process ensures our Landlord Clients are fully aware of all their obligations and, if required, Alexandre Boyes can arrange additional safety checks, for added peace of mind and security.

Our wide-ranging checks include but are not limited to:

- » Compilation of Inventory and Check In
- » Gas Safety Certificate and any remedial work required
- » Portable Electrical Appliance Testing (PAT)
- » Periodic Wiring Inspection and any remedial work required
- » Chimney Sweep Certificates
- » Smoke and Carbon Monoxide Alarms
- » Coal, Fuel and Wood-burning Appliances
- » Energy Performance Certificate
- » Legionnaires Risk Assessment
- » Rent Guarantee Insurance
- » Furniture and Furnishings (Fire) (Safety) Regulation checks
- » Professional Cleaning of Property
- » Professional Cleaning of Carpets
- » Right to Rent Immigration Checks

Levels of Service

LET ONLY

- Advise on market values
- Prepare property for renting
- Marketing strategy and implementation
- Meetings and viewings with prospective tenants
- Tenant referencing
- Tenant right to rent checks
- Arrange safety certification including EPC and Gas Safety Certificate
- Arrange Rent and Legal costs insurance
- Arrange professional cleans and inventory
- Prepare tenancy agreement
- Take meter readings and inform utility providers
- Inform the local council tax department
- Keys held securely
- Protect security deposits
- Client funds held by us insured by the RICS Client Money Protection Scheme

RENT COLLECTION

Includes 'LET ONLY' and:

- Receive rent from the tenant and pass to the landlord
- Provide monthly statements
- Carry out rent arrears procedure
- Arrange property inspection at the end of the tenancy
- Liaise with the Landlord and Tenant on the Deposit return
- Manage the check-out process
- Advise on deposit deductions
- Arrange necessary remedial works and maintenance
- Liaise with utility suppliers

FULL MANAGEMENT

Includes previous options and:

- Inspect premises twice a year
- Coordinate and oversee major works
- Keep in date Landlord's Gas Safety Certificate and other relevant compliance requirements
- Arrange necessary day to day repairs and management matters
- Market appraisals and advice from our sales team
- Access to our in house maintenance team
- Periodic checks to ensure Smoke alarms and CO detectors are in place
- We operate a 24 hour emergency response service to all tenants
- ARLA member access to Dutton Gregory, a legal advisor
- Advice on legal updates
- Landlord advice on overseas tax and supplying annual tax returns
- Access to local, fully insured and vetted contractors
- Serve relevant legal notices

Our history

1998 Back in 1998, John Alexandre and Peter Boyes were quick to spot an opportunity to open a best in class residential sales agency in Tunbridge Wells. Alexandre Boyes was born. At the opening party on 31 July, Lord Weatherall, former speaker of the House of Commons and longstanding friend of John Alexandre, delivered a memorable opening speech whilst standing on one of the newly installed desks. Nearly twenty years on, with a team of over 20, we remain an independent, family run business. Here are some highlights from our history.

1999

Newly graduated from the University of Reading, Dan Boyes joined the business. John Alexandre retired from the partnership.

2002

Kate Boyes was in London Working for a leading commercial property consultancy. From a telephone box in St James's Square, she called Peter and asked for a job. Peter said no.

2003

Kate tried again, this time pitching the idea of setting up a Residential Lettings department. Peter eventually agreed and she joined Alexandre Boyes in the summer.

Alexandre Boyes received accreditation by the Royal Institution of Chartered Surveyors (RICS) to train staff (and we're still the only independent estate agent in Tunbridge Wells to have this).

2004

Kate became a member of the RICS and Fellow of the Association of Residential Letting Agents (ARLA). Alexandre Boyes' first electronic mail was sent and our first website launched.

2007

After numerous requests from existing landlord clients, Alexandre Boyes expanded to offer block management services. Dan and Kate became Partners.

2009

Kate headhunted Emma Gasson to the lettings team who shortly after qualified for her ARLA membership.

2010

As 'the best lettings office in West Kent and East Sussex with consistently high performance', we were awarded Lettings Office of the year at the West Kent Property Awards and

shortlisted for the Best Block Management Office in The Times & Sunday Times Letting Agency of The Year awards.

2011

Our Grade II listed offices on Mount Ephraim had an extensive refurbishment resulting in a flexible contemporary workspace.

Winners of the Silver Award for Best Single Lettings office in the South East and shortlisted for the Best Block Management Office at the Times & Sunday Times Letting Agency of The Year awards.

2012

Alexandre Boyes was awarded another Silver at the Times & Sunday Times Letting Agency of The Year awards. We were also commended in the Best Block Management Office category. Shortlisted for Best Single Lettings Office.



Alexandre Boyes

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2 0 1 3

Appointed as the residential letting agent for Tunbridge Wells Borough Council on an initial two year contract.

Peter Boyes officially retired from 47 years in the property industry.

We became responsible for insuring more than £100 million of property in declared values. We joined Facebook.

2 0 1 4

Kate launched a national product, RESIDENT, an online property solution for leaseholders and freeholders to self-manage blocks of flats.

2 0 1 5

Kate develops RESIDENT into block management software for managing agents. Resident is selected for the Alpha Class of 2015 at the Dublin Web Summit.

Kate was appointed to the board member of ARLA, the UK's foremost professional body for letting agents. Alexandre Boyes won Gold for Property Management Company of the Year.

A dedicated block management team were taken on along with our new office at 43 Mount Ephraim and Alexandre Boyes Maintenance is added to our services.

Rachel Norris joined the lettings team.

2 0 1 6

Alexandre Boyes started its first full year trading as a Group of Companies. Version 3 of Kate's block management software RESIDENT was launched and is now used by c.250 managing agents across the UK and Ireland.W

2 0 1 7

AB were appointed to sell Sunset Lodge on behalf of the Salvation Army. We advised the developer purchaser on estate management and service charges, re-sale values and buy to let values and agreed sales on the developed properties.

Appointed on Tunbridge Wells first build to rent scheme.

Our management portfolio now reaches 2500 properties.

Keren Dolan was promoted to Associate Director of Block

Management and has grown the portfolio to over 100 blocks from West London to Tunbridge Wells to the South Coast.

Alexandre Boyes Group acquired renowned Edenbridge estate agents Foxwood Maclean to combine unrivalled local knowledge with a shared culture of outstanding customer service.

2 0 1 8

Ally and Ashleigh joined the team and we relocated from Edenbridge to East Grinstead. The first build to rent development was completed and all 23 apartments were let within 6 weeks.

2 0 1 9

We celebrated our 21st Birthday and Emma celebrated 10 years at AB. We re-sold the first property we ever sold in 1998. We launched the third edition of our website.



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