CityZEN PROPERTY

ESTATE AGENTS



PROPERTY MANAGEMENT · LETTINGS

LONDON · MANCHESTER · BIRMINGHAM · DUBAI · SHANGHAI

CityZEN Estate Agents is part of the CityZEN Property Group, independent property consultants with offices located in the heart of London, Manchester, Birmingham Dubai & Shanghai.

CityZEN property group comprises a group of companies who offer a range of property services that landlords and tenants need when dealing with the property market in London, Manchester & Birmingham. CityZEN's services include all aspects of lettings and management.

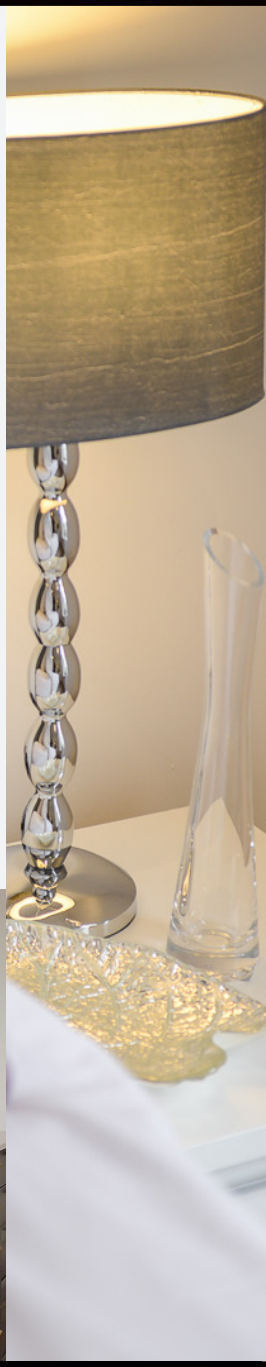
CityZEN was founded in 2003 by Warren and Simon Black, with Jeremy Maddison joining the board in 2006. Despite the company's growth, clients are still able to deal with a director, which means our clients benefit from the experience and attention to service only a company owner would be able to provide.

CityZEN have experienced lettings consultants and property managers based in their London, Manchester & Birmingham offices and they are open 6 days a week till late offering their clients maximum flexibility.

CityZEN also have fully staffed offices in both Dubai & Shanghai who are able to liaise with our Middle Eastern and Asian landlords. For our Chinese clients & shanghai office we also have a China desk based in London.

CityZEN's web site and exposure on all the major property portals including Right Move & Zoopla ensure their clients achieve maximum exposure





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Key members of the senior management team

Jeremy Maddison Managing Director

Jeremy started his career in retail merchandising working for international companies both in the UK and overseas. Jeremy spent many years at Price Waterhouse Coopers International and was responsible for auditing and advising on mergers and acquisitions. Jeremy was persuaded to join CityZEN in 2006 and has been the driving force behind the rapid growth of the company's property management business.

Warren D Black Co-Founder

Warren D Black (Co-Founder) Warren started in the property business in 1989 and learnt the trade working in several large property organisations. Warren focuses on business development and is responsible for the companies' international offices in Shanghai and Dubai.

Simon Black Co-Founder

Simon started his career in retail management working for a leading plc before moving to join his brother at the Spicer Haart group. Simon is based at CityZEN's City office and is actively involved with both the sales and lettings teams on a daily basis.

Tommy Thacker Head of operations for Manchester

Tommy has worked in the Manchester property market for many years and his knowledge of this area is exceptional. He has experience as both a property manager and a negotiator. Tommy and his team are involved in all aspects of the Manchester rental market and are on hand for all viewings, inspections and handovers as well as the day to day management of the Manchester portfolio.

Karen Wang Head of Asia

Karen is head of Asia and is based in Shanghai, she has years of experience in both property and client relations and heads up her busy team as well as working closely with the China desk in London.

Kevin Willmaser Head of MENA

Kevin has lived and worked in the region for many years and before joining Cityzen had a very successful career in the prop tech sector. His local contacts and excellent customer service skills as well as in depth knowledge of the UK property market make him ideally positioned to help expand our company throughout the Middle East and North Africa.

Misha Lyons Head of Asset Management

Misha joined the team in 2021 following a long successful career running multiple letting and management offices for a large corporate London agent. Misha works with the asset managers to ensure the companies high service levels are met.

Fifi Yau Head of China Desk

Fifi joined the team in 2021 to head up the London China desk. Fifi works closely with the Shanghai office as well as liaising directly with our landlords in China. Fifi speaks both Mandarin and Cantonese and will continue to expand the company's Chinese client database.

Adriana Reich Director of Lettings for London

Adriana has brought a wealth of experience in the letting and management industry since she joined CityZEN. Adriana has used her background in corporate lettings and introduced blue chip tenants to the company's books, her enthusiasm has helped the lettings team continue to achieve above expectations.



Jeremy Maddison



Warren D Black



Simon Black



Tommy Thacker



Karen Wang



Kevin Willmaser



Misha Lyons

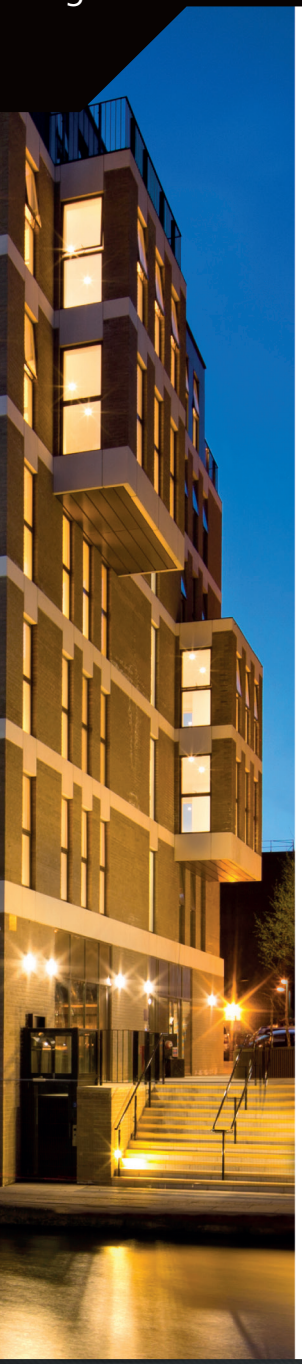


Fifi Yau



Adriana Reich

Property Management



Why do you need your property managed?

- 24 hours a day, 365 days a year
  - Today's tenants demand 24/7 service. CityZEN can provide this with our service including the use of our out of hours emergency contact line.
- Peace of mind for landlords
  - Managing a property can be both demanding and time consuming. Our comprehensive service is designed to give you peace of mind and relieve you of your commitment of being a full time landlord.
- Tenants prefer managed property
  - More and more tenants today demand managed properties to ensure a professional service.

Why CityZEN Property Management?

- Expertise
  - We manage over 1,800 properties.
  - 99% of our managed lets are void free.
  - Our team has over 30 years of experience in property management.
- Honesty and Integrity
  - You can rely on our advice and everything we do is tailored towards putting our clients first.
  - UKALA Registered / Client money protection.
- Communication
  - We aim to ensure that you are always kept up to date with any on-going issues with regular phone calls, emails and property statements. Our all new landlord software allows our clients to access their property information at any time from anywhere in the world.
- Customer care
  - We value our clients and ensure that their needs are met to ensure desirable outcomes in every situation.
- Asset management
  - We know your investment is important to you and we can ensure that it is managed effectively and protected as if it were our own.

Safety Regulations

- **Gas** - The Gas Safety (Installation & Use) Regulations 1994 (amended 1998 – the landlord must maintain gas installations and all gas appliances through annual inspections and safety checks carried out by a GASSAFE registered engineer and a copy of the current inspection certificate must be handed to each tenant. (CityZEN will obtain the gas certificates on behalf of the client).
- **Electrical** - The Electrical Equipment (Safety) Regulations 1994 & Electricity at Works Regulations 1989 - the landlord must ensure that all mains voltage household appliances and equipment is tested and compliant. Any non-repairable items must be replaced and removed. (CityZEN will ensure that all electrical equipment complies with the regulations).
  The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 requires that all new tenancies from 1st July 2020 will require an Electrical Installation Condition Report (EICR). Existing tenancies will require an EICR from 1st April 2021. The EICR must be carried out by a suitably qualified person every 5 years.
- **EPC** - Since 2008 it has been legislation that an Energy Performance Certificate is carried out on every property that is marketed for letting and sales. (If an EPC hasn't been produced CityZEN will obtain this on behalf of the client).
- **Furniture** - Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989 & 1993) - soft furnishings (such as mattresses, sofas, bed bases, cushions and padded head boards) must meet fire resistance standards and bear a permanent label confirming this. If compliance cannot be proved, the item must be removed and replaced. (CityZEN will inspect furniture to ensure that it complies with the regulations).

Deposit Protection

- Since 6th April 2007 it has been a legal requirement for all landlords to protect any deposit taken under an Assured Shorthold Tenancy agreement within an authorised deposit protection scheme.
- CityZEN are members of myDeposits, an insurance based scheme.
- CityZEN have a 95% record of winning any disputes raised by tenants at the end of the tenancy regarding deductions and dilapidations to be taken from the deposit.

Repair obligations

- Section 11 of the Landlord and Tenants Act 1985 states that the landlord has a legal obligation to keep the property in a state of repair and proper working order and to make all efforts to have any work carried out within a reasonable time period. (CityZEN will ensure all landlords repair obligations are met promptly).

Tax obligations

- 6 months or more living outside the UK – overseas landlord HMRC regulations apply even if you are a non UK resident.
- Letting agents are legally obliged to withhold 20% of the net rent received as income tax and pay this to the Inland Revenue on a quarterly basis.
- Non-resident landlords can apply for an exemption certificate to allow their agent (CityZEN) to pay the gross rent to the landlord (i.e. without any income tax deductions). CityZEN Property Management are registered with the Non-Resident Landlords Scheme.

CITYZENS LETTINGS & MANAGEMENT SERVICES INCLUDE

- Professional photography & 360 tours
- Comprehensive marketing
- Finding a tenant
- Obtaining references
- Drawing up a tenancy agreement
- Organising gas and electrical safety inspections
- Arranging inventory and check-in
- Deposit protection
- Collection of rent
- 24 Hour call out service
- Arranging repairs and maintenance
- Arranging payment of outgoings
- Statements emailed monthly
- Advising and managing deposit deductions
- Managing the check out process
- Key holding services
- Transfer of utilities
- Property inspections
- Legal Advice
- Conduct a full handover of the property with the developer (for new build properties)
- Prepare a full snagging list of the property (for new build properties)



Bespoke caretaking/concierge services available:

At CityZEN we understand that some of our clients prefer to leave their apartment vacant for periods of time to make the most of their properties by occupying them during certain months of the year.

To facilitate this, we have developed a choice of 3 bespoke services which are tailored for each individual landlord:

	SILVER	GOLD	PLATINUM
• Property inspections per annum	4	6	8
• Acting as service agent for owners bank (if required)	✓	✓	✓
• Secure key holding service	✓	✓	✓
• Key collection and drop off service for contractors	✓	✓	✓
• Video of inspection	✓	✓	✓
• Written report of inspection plus photos			✓
• Flushing of taps & water outlets		✓	✓
• Payment of all utility bills on behalf of the owner		✓	✓
• Overseeing refurbishment or repairs		✓	✓
• Cleaning arranged prior to owners stay at property*	✓	✓	✓
• Cleaning arranged post owners stay at the property*	✓	✓	✓
• Arrangements made for delivery of food etc prior to owners arrival at property if required*			✓
• Meet & greet owner of property at their home upon start of their stay*			✓

*All services are provided free of charge however a third-party cost will apply for goods and services related to this item.
*Arrangements for delivery of food etc. prior to owners' arrival as well as the meet and greet service is subject to a maximum of 4 times per year, additional visits will be charged at an additional cost



- Professional Service
- UKALA Accredited
- Maximum Rent Achieved
- Expertise
- Reliability
- Peace of Mind

Contact Us

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