

CityZEN PROPERTY

ESTATE AGENTS



LETTINGS · SALES · INVESTING · PROPERTY MANAGEMENT

CityZEN Estate Agents is part of the CityZEN Property Group, independent property consultants with offices located in the heart of the City & East London as well as North West London and China.

CityZEN Property Group comprises a group of companies who offer a range of property services that clients need when dealing with the property market in London. CityZEN's services include lettings and management, sales, land and new homes as well as finance.

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 sales and lettings teams based in both their City/East London office (Whitechapel) and their North West London office (Colindale) and their offices are open 6 days a week till 7pm on weekdays offering their clients maximum flexibility.

CityZEN also have a fully staffed office in Shanghai able to liaise with our Asian landlords & investors.

CityZEN's web site and exposure on all the major property portals ensure their clients properties achieve maximum exposure



Key members of the CityZEN 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.

Richard Levene (Sales & New Homes Director)

Richard has spent many years working for large international property firms including Colliers International. Richard recently moved back to London from Singapore where he headed up international sales for developers. Richard and his team are based in our North West London office but cover the whole of London and specialise in re-sales and new homes.

Warren D Black (Co-Founder)

Warren started in the property business in 1989 and learnt the trade with several corporate organisations. He left the Spicer Haart organisation in 2003 in order to establish CityZEN with his brother Simon

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

Toby Scrivens (Senior Asset Manager)

Toby joined the organisation in 2009 with a keen interest in asset management. Toby has been instrumental in setting up many of the systems now in place that enable his team to manage hundreds of properties so effectively. Toby enjoys the responsibility and challenges that come with managing so many important assets.

Adriana Reich (Lettings Manager 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.



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 700 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.

CITYZENS LETTINGS & MANAGEMENT SERVICES INCLUDE

Photography	✓	24 Hour call out service	✓
Comprehensive marketing	✓	Arranging repairs and maintenance	✓
Finding a tenant	✓	Arranging payment of outgoings	✓
Obtaining references	✓	Statements emailed monthly	✓
Drawing up a tenancy agreement	✓	Advising and managing deposit deductions	✓
Organising gas and electrical safety inspections	✓	Managing the check out process	✓
Arranging inventory and check-in	✓	Key holding services	✓
Deposit protection	✓	Transfer of utilities	✓
Collection of rent	✓	Property inspections	✓
		Legal Advice	✓



Landlord's responsibilities

- **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).
 - **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.

Selling your home through CityZEN

At CityZEN we understand that selling your home is one of the most important transactions you will ever undertake.

CityZEN have successfully been selling homes in London for over fifteen years and have a proven track record for success and customer satisfaction.

Once CityZEN have found you the perfect buyer our work really starts! This is why you will be appointed a dedicated sales agent to work with you and your solicitor to ensure the transaction runs smoothly and reaches a successful completion within the timeframe agreed.



2 London offices



China office



Proven track record



Experienced sales team



New homes/re-sales department



Free valuations



Advertising on all major property portals



Open 6 days a week



Open till 7pm on weekdays



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



Contact Us

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