



# Property Services

Accommodation Management



*Littlehampton & Rustington Housing Society is a not-for-profit charitable organisation, providing quality care and housing solutions since 1948*



## Sally Morris

Chief Executive Officer  
and Registered Manager

# Welcome to our Property Services brochure

When I started working for the Society in September 2007, I joined the Housing team as an assistant, then became the Housing Manager for the site. I have since progressed to my current role as Chief Executive Officer, but Property Services still holds a place in my heart in housing tenants in need.

When I joined the Society, we managed only 10 offsite tenancies. Over the years, our property management service has grown significantly with over 20 HMO properties, all of which come with 3-14 tenancies each, along with expanding our self-contained offsite portfolio each year.

There is a real feeling of accomplishment knowing we can accommodate, in well-managed properties, people who would have struggled to find suitable accommodation elsewhere.

*There is a real feeling of accomplishment knowing we can accommodate families or single persons into well managed properties*

## What can we offer you?

Property Services take the stress out of lettings and management, allowing you to relax with the knowledge that your property is in safe and trustworthy hands.

We are a team of housing professionals who specialise in managing properties, providing innovative management solutions, financial opportunities, debt management and maintaining the properties to a suitable standard.

All the properties we manage are in the local area which means we can offer a personal, tailored service to landlords and our outstanding local reputation reflects this.

We have an inhouse maintenance team who can provide an efficient service, carrying out minor repairs and decorating, without needing to hassle you over minor issues. The maintenance team also provide an out-of-hours 'emergency' service to our tenants.

We have trusted contractors from whom we obtain quotes for larger repairs. We will instruct work to be undertaken, then oversee this to ensure satisfactory quality.

# Our service



Our two main areas will provide you with the following:

## HOUSE OF MULTIPLE OCCUPANCY

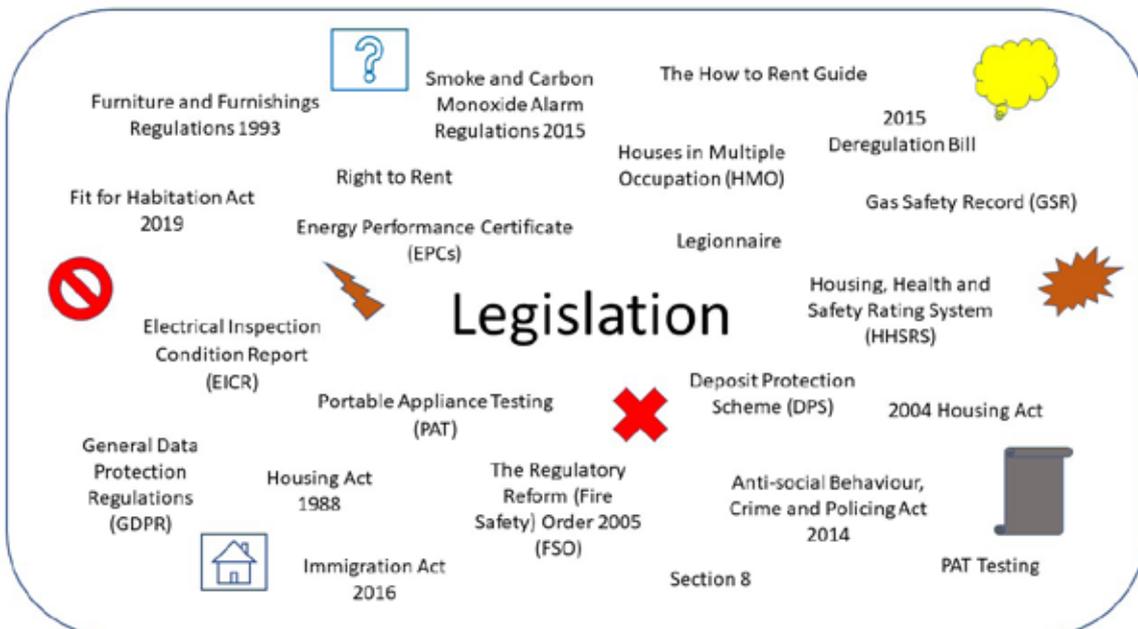
- Guaranteed monthly rental income
- Letting rooms to individuals
- Payment of utility bills
- Communal cleaning service

## SELF-CONTAINED PROPERTY

- Guaranteed monthly rental income
- Letting to individuals/families

For **both** avenues, we provide a full management service, which includes, but is not limited to:

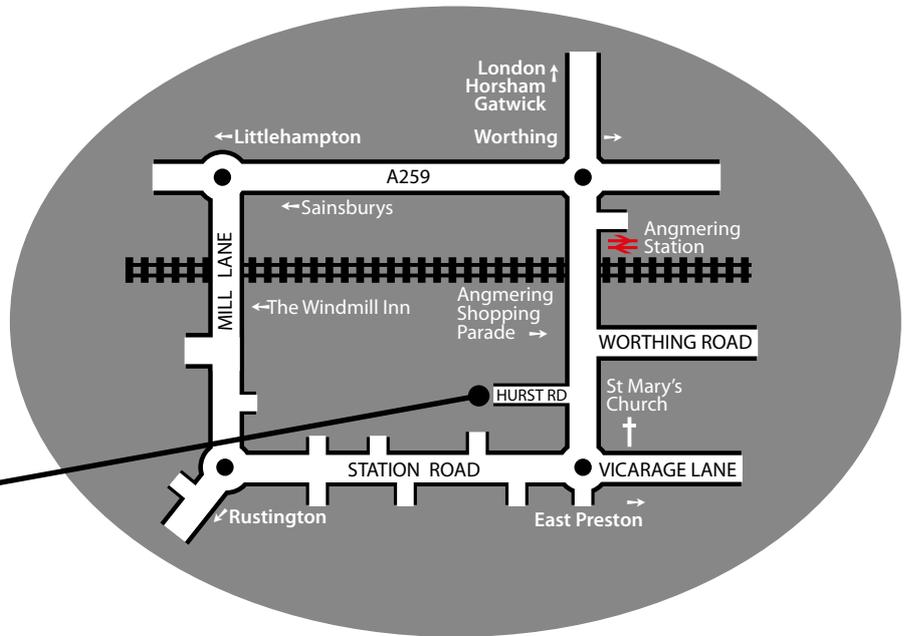
- Full referencing service on every nomination before a letting is completed
- Registering deposits with the Deposit Protection Scheme
- Working in collaboration with partner agencies such as the local authority, police, and support services
- Ensuring your property complies with current Health and Safety legislation, either completing the minor repairs ourselves and or reporting back to you for you to arrange contractors
- Arranging the renewal of certification for gas, electrical and fire safety
- Maintaining the interior and external communal areas to a suitable standard, carrying out minor repairs when necessary
- Performing regular property/room inspections, with or without the landlord present, and reporting back to the landlord with any concerns regarding the property
- Credit control and absorption of debtors, meaning that you get paid no matter whether there are void periods or tenant debts
- As a Registered Social Landlord, we accept and receive direct payments from the DWP (Universal Credit) and Local Authority (Housing Benefit)
- If it gets to an eviction stage with a tenant, we will complete the Court paperwork, attend the hearings, and bear the cost



# Legislation

There are many reasons why you need us to manage your property, one of the primary reasons being the vast amount of legislation that needs to be adhered to, with some key examples outlined above.

# How to find us



## Testimonials

*LRHS Property Management are a wonderful team, professional, proactive and supportive. They obviously work extremely well together and communicate well. Choosing LRHS was the best decision we made.*

**Landlord DL**

*We have been using our partners at LRHS for seven years, and have found them to be incredibly proactive in sourcing respectable tenants for our portfolio of properties. They arrange regular property visits with the tenants in situ, and unfailingly report back with any underlying concerns that we can remedy before they become problematic. In addition to this LRHS pay monthly with 100% regularity. We would have absolutely no hesitation in recommending their services to any prospective landlord.*

**LANDLORD DE**

*Lamb Property Investments Ltd has had a gleamingly positive experience working with Littlehampton & Rustington Housing Society. Throughout our time working with the team, we have found them to be utterly professional, courteous with a vast experience in all aspects of property management. I believe I can speak on behalf of our whole company when I say that we have complete confidence with the way LRHS manage our property. It has been a pleasure to work with LRHS and I hope it will long continue..*

**LANDLORD BL**



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**Littlehampton & Rustington  
Housing Society**