

LETTINGS



Lettings  
Services



# Lettings Services

**At Gilson Gray we understand that as a landlord, you want peace of mind that your property will be looked after to the highest standard with minimum hassle – and for the optimum return.**

That's why we have invested in the latest technology to make your service as seamless as possible while still offering you a personal service.

- Our Fixflow online maintenance platform means that your assets will be protected 24/7. Tenants can report issues at any time and online advice helps prioritise problems and guide them to the best solution, even out of hours.
- We operate an online bookings system so that available viewings slots can be identified in advance, with prospective tenants booking electronically at a time to suit them. They receive instant confirmation as well as text and/or email reminders of appointments.
- We use Keyware key boards to ensure the security of keys for contractors. Electronic alerts tell us and the contractors when the keys are due to be returned.
- Our team of experienced property managers will provide all the aspects of property management you would expect, including extensive marketing of your property, tenant relations and documenting and holding all safety certifications. All landlords will have a dedicated property manager as well as a second assistant for each property to ensure that, should you be unable to contact your property manager, the team is aware of your property and can help.

## Advertising & Marketing Exposure

Access to the market leading property portals, RightMove, Zoopla and OnTheMarket, ensures maximum exposure for your property, when it is launched on the market. Our Auto Featured Property slots increase property enquiries by 30%.

## Market Beating Average Time to Let (ATL)

The positive combination of our advanced enquiry collating software, portal exposure and a driven and incentivised team, results in Gilson Gray consistently outperforming the market in terms of the average time to let (ATL) by anywhere between 16 and 22%. According to the latest statistics, Gilson Gray are currently achieving 19.6%.

## Industry Leading Repair Handling and Processing Software

Our market leading repair handling and work flow processing software allows us to respond to any issues that arise during a tenancy in real time, discuss them promptly with yourself and action repairs promptly. The system also keeps the tenants up to date with on-going updates to put their mind at ease and resolve issues in a prompt manner, whilst giving you, the landlord full visibility.

## Professional Standards

Having your property managed within a firm of solicitors, who are under the auspices of the Law Society of Scotland ensures that the standards of integrity, confidentiality and money handling are adhered to throughout our dealings with you. Lastly, all of our property managers and senior management staff are ARLA or Chartered Institute of Housing certified and qualified and adhere to the highest of professional standards.

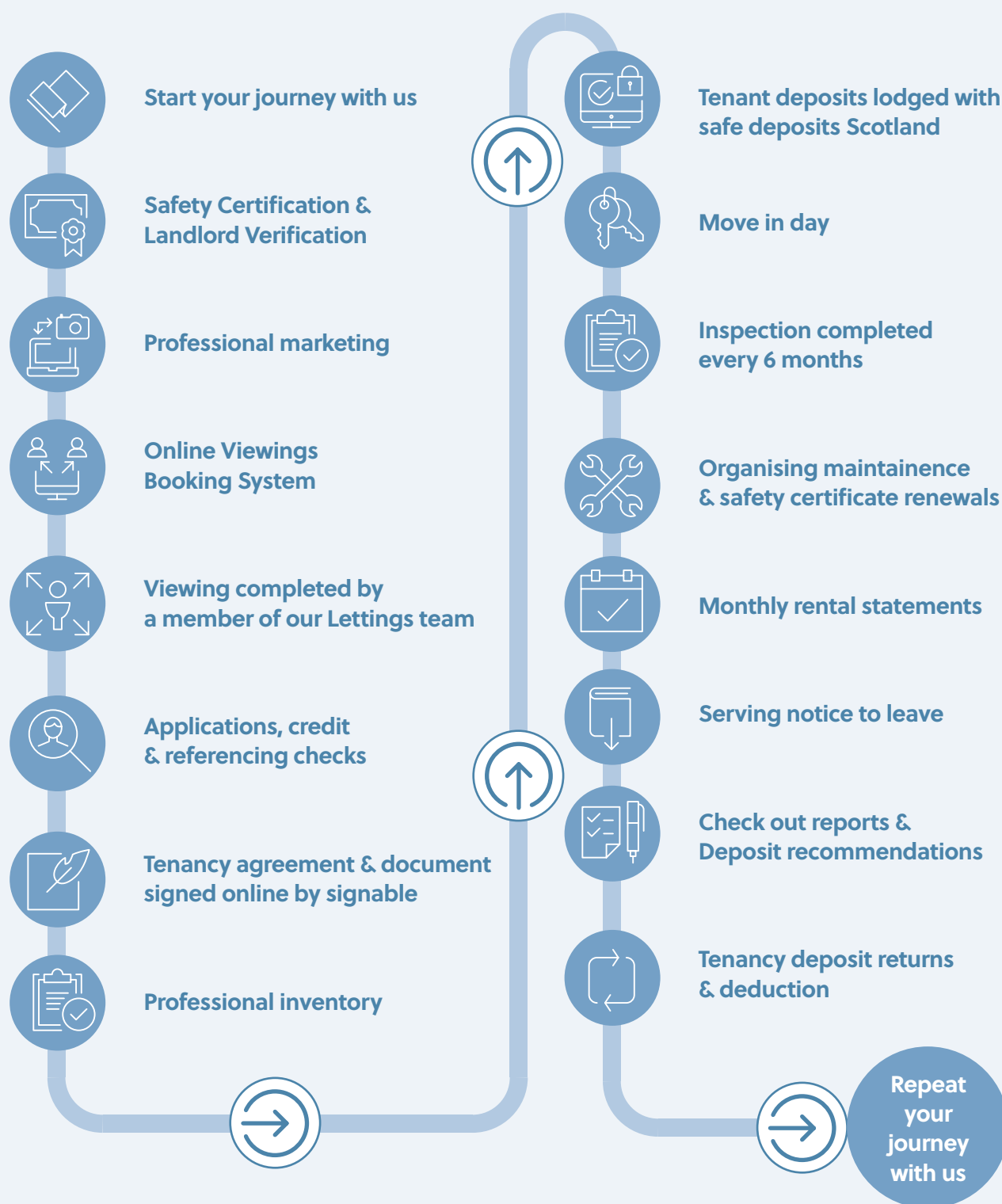
## What we need from you

We would be delighted if you instruct Gilson Gray to conduct your sale. To act on your behalf we need to carry out some brief administration tasks in the first instance. These are as follows;

<b>Anti-Money Laundering Regulations (AML)</b>	We are required to verify each title holder of the property before we act on their behalf. We require; <ol style="list-style-type: none"><li>1. Proof of photographic ID.</li><li>2. Proof of address within 3 months of date.</li></ol>
<b>Mandate Signed</b>	We will provide you with a mandate for services instructed, we will require you to read, sign and return.
<b>Viewings</b>	If you require us to carry out viewings, we will require keys. These will be stored in our safe.

# Our Lettings

## client and tenant journey



**Our team is here for you when you need us**  
Find out how we can help maximise the return on your rental  
property: 0131 516 5366 | [lettings@gilsongray.co.uk](mailto:lettings@gilsongray.co.uk)



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*I would highly recommend  
Gilson Gray as a letting agent.*

*I was put in touch through my  
mortgage advisor at and the  
full process was hassle free.*

*They looked after me  
throughout the process  
and made sure that I  
understood exactly what  
needed to be done every step  
of the way, from getting my  
property valued to getting a  
tenant into the property.*



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