

# Julian Marks

ESTATE AGENTS

PEOPLE, PASSION  
AND SERVICE |

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2012



2013



2014



2015



2016



2017



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The agent that **stands out** from the crowd

# Welcome

We are very proud of our business and the clients and customers who choose to use our services. We have decades of combined experience covering challenging and prosperous markets so when you instruct Julian Marks Estate Agents to sell or let your home you are not just appointing an agent, you are partnering a team of highly-skilled individuals who are totally focused on providing you with a first-class service with an aim to obtain the best possible price for your home. In an ever-changing market it's experience that counts – and why would you trust your most valuable asset with anyone less able.

We are not just any estate agents. We are Julian Marks Estate Agents, passionate about our business and working tirelessly on your behalf to deliver the very best service. It's our people that make the difference and our consistently proven top-performing results speak for themselves.

## PEOPLE PASSION & SERVICE

Julian and Mark

*Julian and Mark*



People  
Passion  
Service  
Integrity  
Professionalism  
Honesty  
Trust

# Our Values

Our company motto 'People, Passion and Service' sums up the essence of Julian Marks. We are passionate about property and have the best people who provide the best possible service. Our traditional values, built upon decades of experience, enable this family-run business to flourish.

## **How do we achieve this?**

A back-to-basics approach is the foundation of our business, providing professional and honest valuations with high-quality presentation and marketing. We have an in-depth knowledge of our properties and the areas we cover with expert negotiators ensuring you achieve the best possible price for your home. Time is spent qualifying our buyers ensuring that funds are available, mortgages are in place and chains have been properly checked. Our team provides a thorough sales progression service once a sale has been agreed. This can be the most important part of the process and is often overlooked, but at Julian Marks we take this responsibility very seriously and your sale will be carefully looked after through to completion.



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# Our Sales Process

**A well trodden path for Julian Marks bringing comfort and reassurance to our clients.**

## **STAGE ONE – Valuation**

We provide a free, no obligation valuation service throughout the Plymouth area. Our aim is to provide you with a true reflection of your property's value and not to unrealistically enhance it in a bid to obtain your instructions dishonestly. We have vast experience across the city.

## **STAGE TWO – Instruction**

Once we are instructed to sell your home we will create full property particulars to include high quality photographs, floor plan and EPC together with a punchy description in order to enhance your home for prospective purchasers.

## **STAGE THREE - Energy Performance Certificate (EPC)**

This is undertaken by James our in-house Domestic Energy Assessor who will make contact with you to arrange an appointment. He will also produce the architectural floor plan.

## **STAGE FOUR – Live Marketing**

Once we are happy with the sales particulars and photographs we will go live, very often within 24 hours. Our properties are advertised on all the major property portals such as Rightmove, Zoopla and Prime Location. We have an extensive database which is updated daily and your property will be matched against these buyers on a regular basis to ensure that no stone is left unturned in our bid to find you the best possible buyer.

## **STAGE FIVE – Let Us Take The Strain**

At Julian Marks we believe our personal service is second-to-none and unlike many other agents we accompany all viewings and provide feedback within 24 hours.

## **STAGE SIX – Agreeing A Sale**

Once offers are made and a sale has been agreed we assist you in choosing the right solicitor to ensure a smooth sales process through to completion. When a buyer is found, comprehensive checks are made to ensure that we see proof of funds, a mortgage agreement in principle and full chain checking if applicable. A thorough investigation at this stage can highlight potential problems before solicitors are formally instructed.

## **STAGE SEVEN – Progressing The Sale**

Once a sale has been agreed Julian Marks Estate Agents has a thorough after-sales service. We liaise with all parties associated with the sale – often going the extra mile where necessary to avoid any hiccups (usually caused by poor communication). Our abortive sale percentage is much lower than the national average because a great deal of care is taken throughout this process.





# Our Team

Our team comprises hand-picked individuals who share the same ethos and passion, working long hours, regularly outside of what is expected, as their commitment to our company and our clients is everything.





# Attention to Detail

In our experience, no matter how good the foundations of our business, the icing on the cake is the attention to detail. When you instruct Julian Marks Estate Agents nothing is left to chance.

We employ the services of a high quality graphic designer who oversees and edits our photography and presentation throughout our portfolio. We have very strict brand guidelines which are implemented across everything visual to ensure consistency and that our clients' properties are displayed at their very best.





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# Property Management

Julian Marks Estate Agents offers an independent property management service throughout Plymouth offering professional and experienced advice, focusing on exemplary service, aiming to provide a trouble-free management service. Steve Allen ably assisted by Tracy Putt and Hannah Donnington have a wealth of experience. The ethos within our property management business mirrors that of Julian Marks Estate Agents – strong foundations with traditional values and a passion for property and service, delivered by the best people.

Our prospective tenants go through a rigorous referencing process and once approved we use professionally-produced inventories for checking tenants in and out of your property. Other services include an in-house EPC service and access to a team of reliable, professional tradesmen. Our marketing includes full particulars, which contain a floor plan and a detailed description, ensuring that our rental listings get the very best exposure through the best available marketing channels, such as our own website, Rightmove, Zoopla and Prime Location.

# Letting Service

We offer landlords two different levels for the letting and management of your property.

## 1. Full Management Service

This is our most comprehensive and popular service and includes the following:

- Rental assessment
- Extensive marketing
- Full particulars
- Accompanied viewings
- Comprehensive referencing
- Tenancy documents
- Tenancy deposit
- Move-in service
- Inventory with colour photographs and full annotation
- Inspections
- Safety regulations
- Energy Performance Certificate (EPC)
- Repairs and maintenance
- Rent collections
- Production of landlord statements
- Full check-out service
- Utilities
- Rent guarantee option

## 2. Tenant Find Service

This service includes the following:

- Rental assessment
- Extensive marketing
- Full particulars
- Accompanied viewings
- Comprehensive referencing
- Tenancy documents
- Tenancy deposit
- Move-in service
- Safety Regulations
- Energy Performance Certificate (EPC)

## Rental Assessment

A free rental assessment will be provided with quoted rents, exclusive of all domestic services and Council Tax. Once a market rent has been agreed Julian Marks will circulate property details by means of a comprehensive marketing campaign in local media and major internet search engines – Rightmove, Zoopla etc. We contact all suitable tenants on our current waiting list and your property will also appear on our website [www.julianmarks.co.uk](http://www.julianmarks.co.uk)

## Viewings

Julian Marks Estate Agents accompanies all viewings at your property and it is advisable to supply a spare set of keys to allow us to gain access as, and when, required to ensure a fast, efficient service. All of our keys are security tagged and locked away.

## Tenants

All tenants are vetted by Julian Marks and our independent referencing agency. We usually receive a response within 72 hours enabling us to confirm the tenant's suitability quickly and efficiently. The referencing, where applicable, includes:

- Bank or financial reference
- Employer reference
- Previous landlord reference
- Credit search and score
- ID check and fraud score
- 'Right to Rent' check
- Guarantor if necessary

### **Tenant Conditions Of Entry**

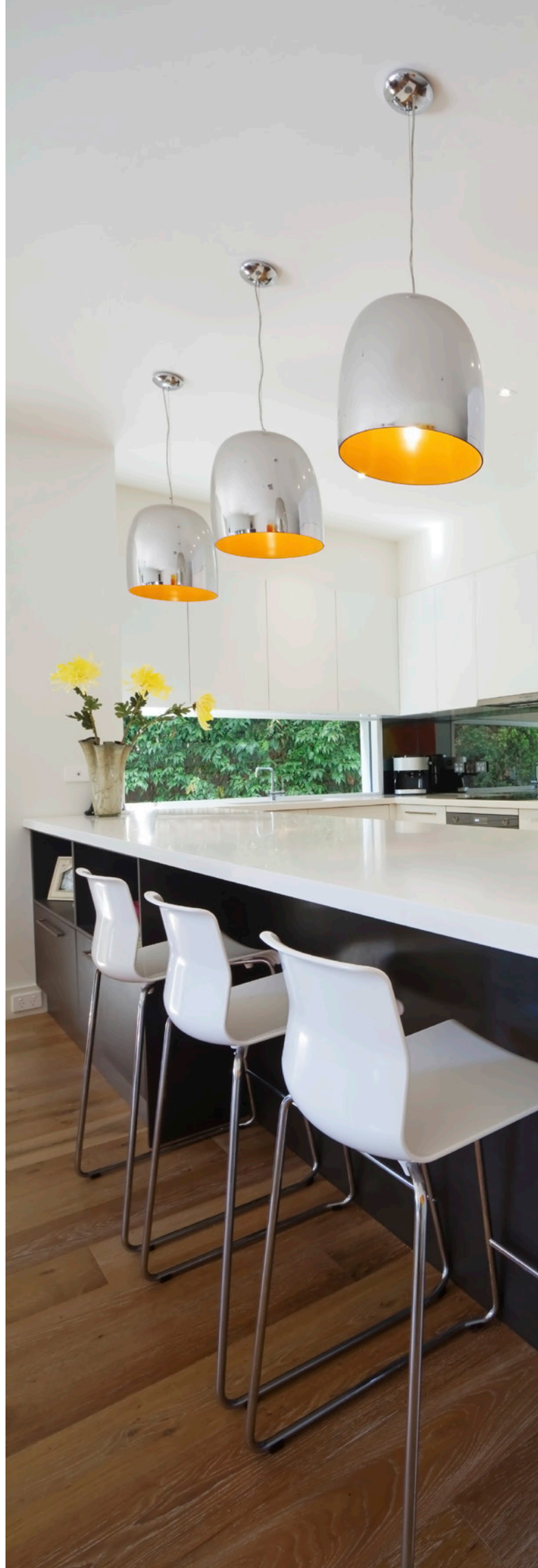
Following acceptable references for all the tenants moving into your property tenants will be required to pay a deposit and one month's rent in advance. We will arrange and co-ordinate the tenants' occupation of the property. On a Tenant Find instruction, unless otherwise negotiated with the landlord, Julian Marks' involvement will cease following the tenant taking possession of the property. The landlord will be responsible for all collection of rent, serving notices, maintenance requirement, the arrangement of annual safety certificates and their own tax liability if moving overseas.

### **Property Visits (Managed)**

Julian Marks Estate Agents will carry out a visual check every six months to ascertain whether the tenants are maintaining the property as per their contract. We check for any visible defects that may require attention. Should any defects be noted these will be reported to you together with suggestions for replacement, repairs or maintenance where appropriate.

### **Safety Inspections (Managed)**

Each year of our agreement with you we will arrange for our fully-qualified gas engineer to carry out gas safety inspections on your behalf. It is recommended that electrical checks are carried out at least every five years.





### **Repairs And Maintenance**

Our management and maintenance team is on hand to deal with all aspects of more serious work. We will firstly obtain your permission and authorisation prior to the execution of any work, except in cases of real emergency. Any repair work that is required as a result of misuse or negligence by the tenant is payable by the tenant but in all other cases the landlord is responsible. All invoices will be paid direct from your rent and accounted to you on your monthly statement.

If you are in receipt of any guarantees or service agreements it is essential that you supply full details in advance so that the service provider may be contacted for repairs.

### **Utilities**

As the tenants will be responsible for the payment of all utility bills and Council Tax we advise incoming tenants of the procedure for registering the appropriate utilities and Council Tax into their name for supply during the tenancy. It would be your responsibility to notify the relevant utilities of a change of occupancy. It is beneficial to supply us with the name of the service providers for gas and electricity.

### **Inventories**

In line with legislation regarding deposits, Julian Marks Estate Agents takes photographs which tenants view and sign on occupation of the property. These photographs will then comprise an integral part of the Assured Shorthold Tenancy Agreement and provide a detailed record of the contents and condition of the property. This is invaluable should any dispute arise at the end of the tenancy. It must be noted that Julian Marks Estate Agents cannot be held responsible for any dispute arising from missing items or errors carried out by third parties. We will co-ordinate the tenant's occupation and vacation of the property.

### **The Tenant Deposit**

Julian Marks Estate Agents is a member of the Deposit Protection Scheme (DPS).

### **About The Legislation**

As part of the Housing Act 2004 the government introduced tenancy deposit protection for all Assured Shorthold Tenancies (AST) in England and Wales where a deposit is taken. From April 6 2007 all deposits paid under an AST have had to be protected within 14 calendar days of receipt by the landlord.



The legislation aims to ensure that tenants who have paid a deposit to a landlord or letting agent, and are entitled to receive all or part of it back at the end of that tenancy, actually get it.

### **Gas Safety**

An approved gas safety registered engineer must carry out safety checks every 12 months. A written safety record must be supplied to the tenants. This is in addition to the regular servicing of appliances. Failure to hold a current safety record or certificate is a criminal offence and makes the landlord or his managing agent liable to a fine, imprisonment or both. If you require any further information you can contact the HSE Gas Safety Advice Line on 0800 300 363.

### **Carbon Monoxide Detectors And Smoke Alarms**

From 1 October 2015 regulations now require smoke alarms on each floor and Carbon Monoxide alarms (in certain circumstances) to be installed in rented residential accommodation. Landlords must ensure both are in place where required.

### **Electrical Safety**

In order to comply with the Consumer Protection Act landlords must ensure that each electrical appliance (kettle, toaster, washing machine and gas cookers with electric ignition etc.) as well as the electrical supply and installation (wall sockets and light fittings etc.) is safe and does not present any danger to a user. To ensure compliance with the act a regular (three-yearly) inspection and testing report is recommended. All appliances supplied must have the necessary instruction books and warning details and we would recommend that copies are taken and left at the premises. Through qualified engineers Julian Marks Estate Agents can arrange to carry out gas and electrical safety inspections (prices on application).



### **Furniture And Furnishings**

All upholstered furniture and furnishings (i.e. mattresses, scatter cushions, loose fittings, permanent and loose covers but not carpets and curtains) manufactured after 1950 are required to be fire resistant. This means that furniture, which can be shown to be manufactured before 1950, is exempt because dangerous materials were not used in the manufacture of furniture prior to this date. This regulation applies to all let properties. The law relating to the manufacture of furniture is quite clear. All materials used must meet the Furniture and Furnishing (Fire) (Safety) (Amended) regulations 1993. The manufacturer must carry out various tests to ensure their compliance. These are destructive tests and therefore cannot be carried out after the furniture is made up for sale. Manufacturers are required to affix permanent labels onto their products such that the removal would cause damage to either the label or the product. Furniture suppliers of either new or second-hand furniture must ensure that any item they sell carries the correct label and each item (e.g. three-piece suites) carries the relevant label.

### **General Information**

If the property you intend letting is mortgaged you must apply to your lender for permission first as you may be in breach of your mortgage agreement if you don't. Some institutions charge for considering your application and for approving its tenancy and some raise the interest rate on your mortgage whilst you are letting. It is also advisable to check that your insurance company is aware of your intention to let your property.

### **Post**

You should advise the Royal Mail of your change of address and arrange for all mail to be re-directed. It is inadvisable to expect your tenant to be responsible for forwarding mail and unfortunately we cannot accept liability for re-direction, nor for lost or returned post.

### **Leasehold Properties**

If the property you intend letting is a leasehold property permission must be sought from the freeholder prior to allowing tenant occupation. If you do not seek permission you may find yourself in breach of the conditions of the lease. Julian Marks Estate Agents requires written confirmation from your freeholder and/or management company before we can move a tenant into your property. You will also be responsible for any ground rent and service charges levied on the property during the tenancy.

### **Houses Of Multiple Occupancy (HMO)**

Under changes in the Housing Act 2004 if you let a property which is one of the following types it is an HMO. Properties of three or more floors, with five or more tenants belonging to two or more households, by law will require a licence from the local authority.

Some local authorities may also licence smaller, privately-rented properties or properties in areas with low housing demand or significant problems of anti-social behaviour. For more information on mandatory HMO licencing and to identify whether you have a property that needs licencing, visit [www.propertylicence.gov.uk](http://www.propertylicence.gov.uk)





# In safe hands with Julian Marks Estate Agents

If you are thinking of letting your property this brochure emphasises how important it is to get the right professional advice from the very start. We hope it has been both informative and helpful to you. If you would like to discuss your property in more detail why not call and speak to one of our helpful team today and see how Julian Marks Estate Agents can cater for all your property needs?

# EPCs - the Facts

From 1 August 2007 all properties for sale require an Energy Performance Certificate (EPC). From 1 October 2008 all properties for rent require an Energy Performance Certificate.

## What Is An Energy Performance Certificate?

EPCs look similar to the energy labels found on domestic appliances such as fridges and washing machines. The energy efficiency and environmental impact will be rated on a scale from A to G (where A is the most efficient and G the least). Current running costs for heating, hot water and lighting will also be shown on the certificate together with a list of recommended energy saving improvements.

## When Do I Need To Get One?

It is recommended, especially if you have a high turnover of tenants, that you get an EPC as soon as possible to ensure that you comply with the law. If selling a property an EPC has to be instructed within the first month of marketing. If you do not purchase an EPC you could be fined £200 per day for non-compliance. The EPC will remain valid for 10 years.

## How Do I Get An EPC?

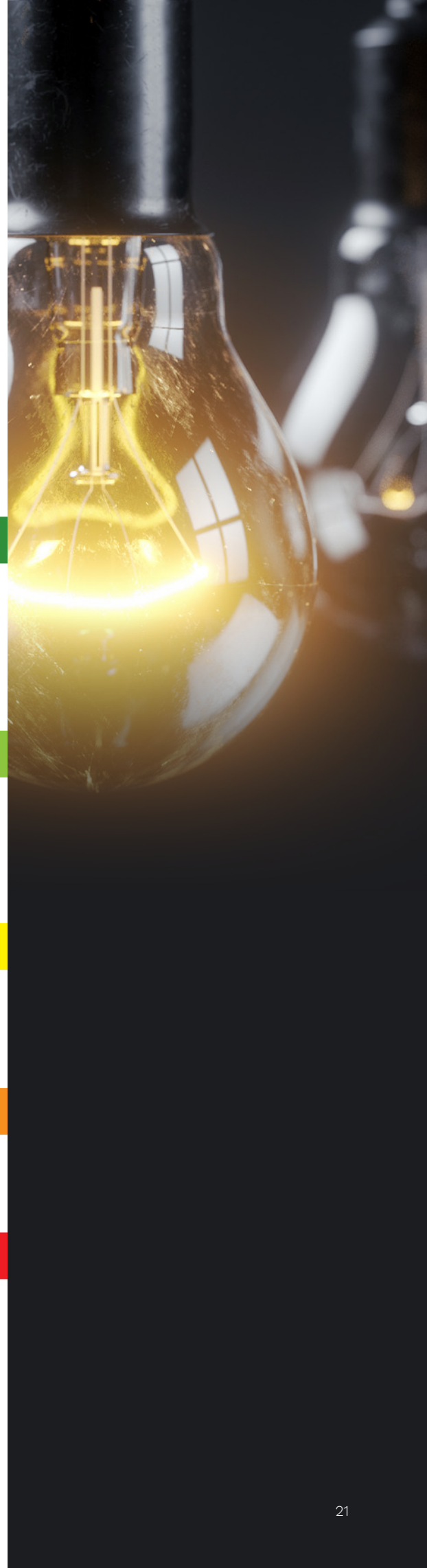
Julian Marks Estate Agents will arrange for our in-house Domestic Energy Assessor (DEA) to visit your property to assess the age, construction and location as well as its current fittings such as heating systems, insulation, double-glazing etc.

## How Much Will An EPC Cost?

The cost of an EPC will vary depending upon age, construction and location of your property but the cost will normally be from £75 plus VAT.

## Why Should You Care?

Because your prospective tenants will be able to see at a glance how energy efficient and environmentally friendly your properties are. If you have invested in energy saving measures your properties will perform well and stand out from the crowd. If not you may find them harder to rent out or sell in the future.





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# Support Services

Many of our local clients and customers will have seen the Julian Marks truck travelling around the area. This vehicle is driven by James Wildman, our in-house qualified Domestic Energy Assessor. James carries out the majority of our Energy Performance Certificates. He also manages our 'For Sale' and 'To Let' boards. James also produces our architectural floor plans.

Julian Marks Estate Agents has taken the initiative to bring all these services in-house to provide our clients and customers with the very best of service. We do not need to rely on outsourcing to external companies, therefore can guarantee the quality of the work and the service.

James is a very important part of our process and further emphasises our company ethos of 'People, Passion and Service'.



# Testimonials

At Julian Marks Estate Agents we never take our success for granted.

We try to exceed our clients' expectations day-by-day. We independently contact our clients after their sale has completed and ask for honest feedback to enable us to further improve on the service we provide. These testimonials are updated regularly on our website.

**[julianmarks.co.uk](http://julianmarks.co.uk)**

We hope you enjoy reading our clients' feedback and find it reassuring. When you instruct Julian Marks Estate Agents to sell or let your home you will be using a firm that genuinely cares about you and has your best interests at heart.







"I received a great service from Julian Marks Estate Agents. Leigh and John were brilliant. I will definitely be using them again in the future."

**MRS MANSFIELD**



"Thank you and your team, particularly Steve, for all the help in securing our successful sale.

We wish you every success with the business."

**MR BERGER-NORTH**



"I would just like to say from all of us how much we have appreciated all the hard work done by Leigh. She has been absolutely amazing and has given us over 100%, even on her days off."

**MS HARDY**



"I received a great service and would recommend Julian Marks Estate Agents. Leigh in particular was excellent!"

**MRS CLEMENTS-LOFTUS**



Check out more of our 5 star reviews.

**[julianmarks.co.uk/testimonials](https://julianmarks.co.uk/testimonials)**



*Tara's Charity Walk in aid of National Axial Spondyloarthritis Society.*

## Community

We are committed to the local community in which we live and work and enjoy getting involved in local events and initiatives.

Not only are we main sponsors of grass roots sports clubs Ivybridge RFC, Plymstock Albion Oaks RFC, Plymstock Cricket Club and Plymouth Sir Francis Drake Bowling Club, we are also proud to display our brand pitch-side at Plymouth's national league one rugby club, Plymouth Albion.

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