



# We Take Our Business Seriously

When you decide to rent your property, you expect the agent you entrust to achieve the highest possible standard of customer care and to have a broad knowledge of the industry and its legislation.

Why are we members of **ARLA** (The Association of Residential Letting Agents) and **NALS** (The National Approved Lettings Scheme)?

- \* Both schemes are recognised as the leading bodies for the lettings industry.
- \* ARLA has been promoting their code of conduct for the last 25 years.
- \* Protection of client monies through a specific scheme for complete peace of mind.
- \* Un-registered agents cannot offer the same qualified staff, service or re-assurance.



Why are we members of the Ombudsman for Letting Agents?

- \* A fair and reasonable redress scheme which deals independently with disputes between the public and agents.
- \* Gives a requirement for the agent to have a structured in-house complaints procedure.



Why are we members of the TDS (The Dispute Service)?

To give all our clients peace of mind that we handle all deposits with a secure and regulated process. Regular training and development is a must in an ever-changing industry but our real strength is the calibre of staff we have.



## Our Lettings Team

A blend of experienced and pro-active professionals, recognising the importance of their marketplace and the constant changes that affect values. Placement of quality tenants within a realistic timeframe is the main objective with a real focus on strategy and feedback to our landlords to reduce void periods.

## Our Management Team

Our management team is a mix of property managers, administrators and accounts clerks who, as a team, bring the whole process together.



## All under one roof!

Many agents have decided to split their lettings and management departments with a call centre-style operation some 20-30 miles away. At Bridges we have continued with the personal touch - with our lettings director to our administrators - all based together tackling the day-to-day challenges as a team. This means there are no communication breakdowns and continuity is maintained from your property coming to the market to placing a tenant and throughout the course of its tenancy.

DID YOU KNOW THAT OUR ACCOUNTS DEPARTMENT WILL PASS CLEARED RENT TO YOU **WITHIN 24 HOURS** WHEREAS SOME OF OUR COMPETITORS TAKE SEVEN TO 10 DAYS?



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