




## Spring '22 Has Sprung – Enjoy It Your Way!

The sun is finally peeking out (with a touch of snow for good measure)! So, whether you're still masking-up or basking out – at Ancells the sunshine always lifts our spirits.

Today we are announcing our **Landlord Survey findings** and a **PRIZE WINNER!**  
Oh, and sharing details of our fantastic **NEW services**, designed to:

-  Save you time
-  Make your property investments slicker and easier to manage, and
-  Ultimately, **save you money!**

This March, marked two years since our first lockdown. We want to report on the **positive** changes the pandemic has had on our industry and celebrate the many tenants we've helped to home over the pandemic period.

### COMING UP IN THIS NEWSLETTER



New  
Services



Landlord Survey  
Results



Uplifting  
Stories

## Contact Us



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## WELCOME TO OUR SPRING NEWSLETTER

Our quarterly newsletter is here to give you the latest information on the property market and all the exciting things we're up to here at Ancells!



# ANCELLS

SALES & LETTINGS

## THE ANCELLS LANDLORD SURVEY RESULTS ARE IN!



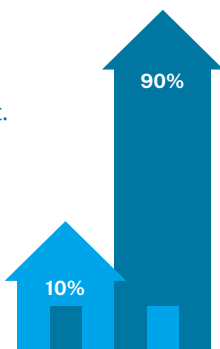
Our **Ancells Landlord Survey** uncovered how our landlords feel about our services and how we could improve and develop in 2022.

Having never done anything like this before, we've been bowled over by the results.

**Here are some highlights:**

### HOW CONFIDENT DO LANDLORDS' FEEL TO CONTACT ANCELLS IN AN OUT OF HOURS EMERGENCY?

100% of those surveyed said they felt confident. With 90% clicking the very **confident / extremely confident** options. Simply fantastic.



### WHEN ASKED HOW SATISFIED OUR LANDLORDS WERE WITH THE SERVICE, THEY RECEIVED FROM ANCELLS IN THE LAST 12 MONTHS, (REMEMBER THIS WAS DURING THE PANDEMIC,) GUESS WHAT?

**EVERYONE** agreed they had been satisfied, with the vast majority giving the very highest rating. We're especially delighted with this result. Knowing that, **even when the chips were down during a global pandemic, you felt Ancells fought your corner** and delivered the services and customer support you needed.

### WOULD YOU RECOMMEND ANCELLS TO A FRIEND?



This question was also answered with a resounding **'YES!'** everyone who participated said they would. In fact, over 3/4 of our landlords opted for the highest accolade that they 'definitely would'.

CONGRATULATIONS!



ANCELLS  
SALES & LETTINGS

DINNER FOR TWO  
PRIZE DRAW

# ANCELLS LANDLORD SURVEY WINNER 2022!



**The AnceLL Landlord Survey WINNER 2022.**  
Drumroll please...  
**is Mr Nigel Halsey-Watson!**

## SPREAD THE WORD

Please help us by spreading the word to fellow landlords looking for an estate agent who will go that extra mile for them. Forward this newsletter to them or ask them to visit our website.



## CONGRATULATIONS!

**Nigel, you have won....**

**Dinner for Two!\***

\*£75 in vouchers for restaurant of your choice – please get in touch!



## A HUGE THANK YOU



We hope you have been enjoying all our pie charts and stats posted on our social media pages, giving you a breakdown of the survey results. Thank you so much for telling us how you feel about our services, much appreciated.



# NOW OPEN 'BY APPOINTMENT ONLY'

The biggest surprise from our Landlord Survey was the answer to this question:  
**Q: 'How important do landlords feel it is to have an office that they can visit.'**

WE ASKED YOU TO RANK THIS ON A SCALE OF 1-9, WITH 1 BEING OF THE HIGHEST IMPORTANCE TO YOU. **INTERESTINGLY, NO ONE RATED OFFICE VISITS WITHIN THEIR TOP 5 PREFERRED SERVICES** – OH, EXCEPT ONE PERSON – WHO HAPPENS TO LIVE ON THE OTHER SIDE OF THE WORLD, SO ARE UNLIKELY TO BE NEEDING TO POP IN ANYTIME SOON!

With these findings in mind, we have decided that:

**The office will continue to trade by appointment only.**

We do still want to see you - Ancells remains contactable 24/7 by telephone, email, social media, our website or via Zoom.

For face-to-face meetings, a warm welcome still awaits. Your pre-booked slot will ensure an uninterrupted and focused meeting – or just a cuppa and a good old-fashioned chinwag. Whichever you prefer!



## POSITIVE INDUSTRY CHANGES

The pandemic wasn't all bad - **here are some positive industry changes that have been implemented** since lockdown:

### WEBSITE ADVANCES

Lockdown has propelled Ancells years ahead in its digital services. Now online application forms and ID uploads are just a click away and existing tenants can simply upload photos and report maintenance issues remotely, saving everyone time and energy. **Signing up with Ancells has never been so easy!** Having downloadable documents and digital signing available for landlords and tenants alike, has been nothing short of transformational. See what we're talking about by visiting our website!

### VIDEO TOURS

These enabled us to carry on letting throughout the pandemic. Without them, your properties would have stood empty and left tenants homeless! Post lockdown, we can still see the value in using these tours which will be supplied **FREE to our landlords**. View our range of services via our website.



### ZOOM INSPECTIONS

These may be used less as the pandemic fades, but during it, they proved to be **an invaluable way of maintaining our contractual obligations**; enabling us to view your properties and check their condition remotely whilst giving your tenants a chance to report any issues or concerns. It also gave us the opportunity to simply 'check in' with your tenants, to make sure life was as ok as it could be during the strangeness of the lockdown periods. To read more about Ancells, visit our website.

# NEW SERVICES FOR 2022!

DESIGNED TO SAVE YOU TIME, TROUBLE, AND MONEY!

Based on your survey feedback and the changing climate, we have put together some exciting **NEW OFFERINGS** to ensure our investment clients stay ahead of their competition.

## COMPLIANCE CONSULTANCY:

KEEPING UP TO SPEED WITH LEGISLATION CAN BE COMPLEX AND TIME CONSUMING, BUT NOT DOING IT CAN BE DISASTROUS

So let Ancells take the strain, so you don't have to. We know it sounds crazy, but we actually enjoy it! There'll be **no judgement from us, just solid and thorough compliance advice**, bespoke to your needs. Not only will we be saving you time, but potentially £1,000s in the long run, by avoiding costly financial penalties – not to mention all that stress! But most seriously, **by not following best practice compliance, in the worst-case scenario you could end up with a prison sentence.**

No one wants to pick up that dreaded, 'Go to Jail. Go directly to jail. Do not pass GO' card', so if you are a Landlord that self manages and have any concerns, please ask us how we can protect you!



## MAKEOVER SERVICE:

WE CAN NOW REVAMP YOUR END OF TENANCY PROPERTIES

Let Ancells' trusted network of local contractors get your properties looking refreshed and market ready.

**Our completed makeovers have already increased the letting value for our clients.**

Delighted tenants & delighted landlords - it's a WIN! WIN!  
Visit our website for more information.

## MAKING A DIFFERENCE

The biggest surprise from our Landlord Survey was the answer to this question:  
**Q: 'How important do landlords feel it is to have an office that they can visit.'**

### HERE AT ANCELLS, WE REALLY VALUE OUR TENANTS.

In fact, they are often amazed by how much we genuinely care. Each one gets a moving in present with their keys - they know they will be looked after and listened to. This is how we find and **keep great long-term tenants** for your properties.

It is so rewarding making a positive difference to people's lives, especially when environmental issues like COVID-19 have made moving so challenging.

During the lockdown we housed many lovely people, including **a funeral director, a pregnant lady, pharmacists, and many families**, all of whom were struggling before finding us. Seeing the relief and joy on their faces when they finally got hold of the keys was priceless.

For more real-life success stories, follow us:

Instagram: [@ancells](#) | Facebook: [@AncellsEstates](#) | Twitter: [@AncellsEstates](#)





BRIGHTON EASTBOURNE HEATHFIELD HASTINGS



LASTLY...

## THANK YOU FOR READING!

**We appreciate you taking the time to read our newsletter.**  
Hopefully it was helpful and informative. We welcome any feedback or ideas on topics you may wish for us to cover?

Look out for the Summer edition!



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