

JOHNS&CO

WHY JOHNS&CO?

Introducing Johns&Co, the specialist agent for the premium new homes market servicing investors, tenants, vendors and purchasers in London and beyond.

Johns&Co has pioneered a new approach to property management and sales by adopting an uncompromising attitude to service and high standards – two crucial elements at the heart of our business.

We offer a unique range of services; an exceptional level of property management, the advanced marketing for the letting for new build rental properties often six-months ahead of completion, DETAILS, our branded enhanced living service for tenants and a fast and efficient property sales process. Our clients receive a service like no other.

We have offices in Canary Wharf and at the developments we represent; our team's presence across the city – especially on the developments that we manage – is another example of the dedication of Johns&Co to its clients.

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“...we are delivering on our promise to provide an uncompromising service to landlords, tenants and vendors.”

– John Morley,
Managing Director, Johns&Co

YOUR DEDICATED JOHNS&CO TEAM

“Johns&Co is an organisation that is pioneering new ideas and services in London’s property market.

I founded the business in 2013, a seamless transition from my former role as Head of International Sales with our client, the luxury developer Ballymore Group. Working within the business I became attuned to the importance of outstanding service and offering a unique proposition. I have fused these principals to create Johns&Co.

With high standards as our fundamental ethos, it is no surprise that our business has grown into one of London’s most talked about niche agencies. We now offer a breadth of services; property management complete with our

branded DETAILS concierge service, property sales and investor liaison. By working with my experienced team I can assure clients that they will receive a service like no other.

There are tangible benefits for each type of client we work with; landlords benefit from our forward thinking approach to marketing; we start six months ahead of completion with a view to eradicate void periods between completion and occupation. Tenants benefit from a concierge service akin to that of a five-star hotel; our DETAILS brand is a personal daily menu from which they can select on demand cleaning, turndown and other services. Our sales clients are opened up to a vast database of prospective

buyers, ensuring fast and efficient sales at the highest possible price.

Our execution of these core services is what sets us apart as a business. Our ARLA (The Association of Residential Letting Agents) regulated team is based on site at the developments we manage, it is the only way we work and ensures that we are delivering on our promise to provide an uncompromising service to landlords, tenants and vendors.

To get in touch with any member of our core team please call 020 7118 0200.”

– John Morley
Managing Director, Johns&Co

KEY TEAM MEMBERS

From Left to Right:

John Morley, Managing Director.
Ross Champion, Property Manager.
Leane Rossiter, Client Accountant.
Kate Townrow, Director Of Lettings.
Duncan Peacock, Lettings Negotiator.
Letitia Thomas, Receptionist.
Walter Mythen, Sales Manager.
Leigh Farthing, Tenancy co-ordinator.



“London City Island, one of many future developments we will be endorsed property managers at, looking after landlords and their investments there”

L&lords

“I recently instructed Johns&Co on the sale of three apartments in E14. The process was painless and surprisingly quick. They were able to offer my apartments to their network of investors, one of which took them at near asking price. I would certainly use John and his team again.”

- Mark Gawor, Vendor



JOHNS&CO FOR LANDLORDS

Our landlords receive a first-class service like no other with a range of benefits that nurture investor portfolios and keep them occupied. We give our clients the peace of mind that their investment is in good hands.

Landlords are the real beneficiaries of the Johns&Co model. In becoming one of our clients and appointing our team to manage your property, or properties, you will benefit from a range of tangible benefits including:

EARLY MARKETING

Once appointed as the lettings and management company of choice we embark on an intensive marketing campaign up to six months prior to legal completion. This is a method unique to Johns&Co and helps us fulfill promise to landlords to try and eradicate void periods between legal completion and occupation by a tenant. This formula has proven very successful at the development we manage at 21 Wapping Lane where tenants are very receptive to the notion of “renting off-plan”. This alleviates many of the stresses and strains associated with moving within rental accommodation.

HAND OVER

Landlords reading this brochure will shortly learn about the unique relationships we have with developers such as The Ballymore Group. Working closely with the business we are integral in developing the strategy for the handover of apartments to the eventual owner and tenant. This means a seamless, hassle-free process for our

landlord clients. Working on your behalf, the Johns&Co team attends weekly meetings with the developer. We will carry out any snagging on your behalf before accepting the apartment and we will coordinate the installation of all furnishings and the connection of utilities.

FRONT DESK

Our onsite property manager will sit with the concierge and be fully integrated with the development’s estate management team. This ensures the smallest of issues will be dealt with instantly.

ONSITE OFFICE

On every development we will open a Sales, Lettings and Management office. This is the way in which we ensure delivery on our service promise. Each office will have a core team consisting of Sales and Letting Negotiators, Property Managers, Tenancy Coordinators to renegotiate your tenants agreement prior to expiry and Client Accountants to ensure your money is hitting your bank in full and on time.

DETAILS

The benefit that will indirectly impact you more than any other is our DETAILS brand. Our mark of distinction, DETAILS is an exclusive Johns&Co initiative and ensures that the tenants occupying your home receive an outstanding and unrivalled concierge style service. By offering a daily menu of services like this to your tenants we can ensure that they extend their leases, thus nurturing your investment.



“I was having problems with the management company I had looking after my apartments and so swapped to Johns&Co. I liked the idea of having the team on-site so that if anything ever goes wrong, they’ll be quick to react and report back. So-far-so-good! Ross has been very efficient at dealing with my enquiries.”

– Bobby Cheung, Landlord

JOHNS&CO FOR NEW LANDLORDS

As well as the unique add-services that set Johns&Co apart, we also offer our tenants all of the traditional services they would expect from a management company. Our team will oversee on your behalf:

REPAIRS AND MAINTENANCE

A Landlord has a general responsibility to ensure that the property is at all times maintained to the standard in which it was let. Broadly speaking the Landlord must ensure that the property is safe, habitable and secure. This can mean anything from clearing pipe work blockages to ensuring that the installations that provide gas, running water, electricity are kept in full working order. We will maintain this on your behalf, reporting and resolving any issues that arise.

THE DEPOSIT

We will guide you through the manner in which a tenancy deposit is held. It is now considerably more difficult for Landlords to make successful dilapidation claims as it is now a necessity for deposits to be registered with an independent government approved deposit scheme. As set out in the relevant clauses in the Tenancy Agreement the deposit must be held as “stakeholder” which essentially refers to the need for agreement from both parties before releasing any part of the tenancy deposit. To avoid any discrepancies we are on hand to talk you through the Tenancy Deposit Scheme and any other queries you may have regarding the deposit.

PROPERTY CERTIFICATION

As a Landlord, you have a responsibility to ensure that all gas and electrical appliances are safe throughout the period of occupation, and as expert managers we have a team of preferred contractors who we can arrange on your behalf to carry out requirements including renewal of the Landlord’s annual Gas Safety Inspection, the Portable Appliance Test and the Energy Performance Certificate required on all properties, along with any recommendations for repair proposed by the attending service engineers. The Landlord must ensure that the property complies with the latest industry standards and that all furniture in the property meets the requirements of fire safety standards. These are all things that the Johns&Co team can again assist you with.

EMERGENCY RESPONSE

A Landlord must ensure that they are readily contactable in the event of an emergency 24 hours a day, 7 days a week. Speed of response here is critical and that’s why the presence of our on-site team are a great added benefit as we uphold that responsibility.

INSURANCE

A Landlord should take reasonable care when letting a property to ensure it does not invalidate or restrict your existing home or contents policy and that is why we have a roster of likeminded advisors who can guide you through the best insurance options available. There are so many factors to consider as a landlord. Failure to

report a property as let could result in the rejection of any subsequent claims. The tenants are responsible for ensuring their own contents are insured, however any items that remain as the landlord’s possessions within a property during a let, especially in furnished lettings, must be covered by a separate Landlord’s policy. There are many insurance products on the market that are available to Landlords and Tenants in rented property – Buildings, Contents, Emergency Cover.

ACCESS PERMISSION

Landlords must understand that the tenant has the right to quiet enjoyment of the property in which they reside. This means that the Landlord must not interfere unnecessarily with the letting and cannot expect to enter the property without reasonable notice, this is an area where your relationship with Johns&Co will be of great benefit to you. As your property manager we take away the need for you to worry about this, our onsite presence means that we have the tenant relationship.

PROPERTY MANAGEMENT

Whilst managing your property Johns&Co can assume responsibility on behalf of the Landlord, for more information on this service please contact us.

LETTINGS AND MANAGEMENT

LETTINGS AND MANAGEMENT SERVICES

- & Photography and creation of floorplans
- & Marketing via online and print media
- & Negotiating terms with potential tenants
- & Referencing tenants
- & Drafting tenancy agreements
- & Coordinating gas and electrical inspections
- & Carrying out the check-in with new tenants
- & Rent collection
- & 24 hr emergency service
- & Maintenance and repairs
- & Managing associated costs
- & My Johns&Co online account
- & Four management inspections per year on development
Johns&Co are exclusively instructed by the developer.

LETTINGS PROCESS

- Once officially instructed by the Landlord, Johns&Co will prepare all necessary marketing material.
- Accompanied viewings will be arranged by prior agreement with both current tenant and Landlord.
- Once an acceptable offer has been received the tenant will go through a vigorous referencing process by an independent company.
- All deposits will be held inline with the legislation governing deposit protection schemes.
- Our in house client accountants will organise all collection of rents and payment to landlords on agreed dates.
- A full inventory will be carried out by a professional clerk on commencement of the tenancy.
- All utility companies will be informed of the new tenancy.
- All tenancy details will be entered into the My Johns&Co online system where the Landlord can access his/her account at all times to monitor the financials.

RENTAL VALUATION

Johns&Co don't charge to value your property. We will aim to have a valuation within 24hrs.

RENT COLLECTION

Rent collection is the minimum service we provide our clients. We have a team of professionals that monitor the flow of rents on a daily basis. If a tenant should fail to pay, for whatever reason, our team of experienced accountants will handle this. This is a service that shouldn't be taken for granted.

SELLING YOUR INVESTMENT

On a daily basis we have landlords who wish to cash in on their investment. This greatly compliments our daily requests from tenants who wish to purchase their first home and sometimes wishing to purchase the property they currently live in.

If selling your property please make contact to allow us to get a free sales valuation within 24hrs and to begin marketing it.

INVESTING FURTHER

We have clients with multiple properties and other clients that are one-off Landlords. If looking to further invest in either off-plan new build or re-sales of existing stock our sales department is waiting to assist.

MY JOHNS&CO ONLINE ACCOUNT

All new Johns&Co clients will receive a unique login username and password to monitor the performance of your investments.

DEPOSIT PROTECTION

Abiding to current legislation, as well as providing a sense of security, Johns&Co will register all suitable deposits with a deposit protection scheme on behalf of our landlords and tenants within 30 days. *To find out more please visit www.gov.uk/tenancy-deposit-protection for more information.*

MORTGAGES

Organising a mortgage can be a time consuming process and with the mortgage market changing on a daily basis it can be hard to keep up. At Johns&Co we have affiliated ourselves with the best brokers in the London market. We've had fantastic feedback from our clients, who can't emphasise enough how easy the process was. Please enquire with us to organise a consultation.

INTERIOR DESIGN CONSULTATION

All Johns&Co landlord clients can avail of a free interior design consultation. We urge all of our clients to take full advantage of this service as it is a proven fact that the best furnished apartment not only rent the fastest, but they also achieve a rental premium.

Please enquire with our lettings team for further information.

CORPORATE RELOCATION

At Johns&Co we have a team of staff with many years of experience in the world of relocation. If relocating within the UK or overseas we have expert advice on hand. We work closely with many financial institutions and other

blue chip companies to house their newly London based employees in environments where these companies know their employees will be looked after on every level from day one.

OFF-PLAN RENTING

Off-Plan is a term more commonly associated with buying or selling property. This is a new concept we have introduced. It involves Johns&Co marketing rental properties on behalf of the owners before the build has completed. In essence, the tenant would pay a small deposit to secure their new home up to six months prior to moving into the property. This has proven very appealing to tenants who wish to eliminate the stress of moving home. It gives them ample time to give notice in their current address whilst allowing a comfortable period to save for a deposit should they be up-scaling.

“The reputation of John Morley and his team is held in very high regard at Ballymore and our many shared values mean that there’s a natural affinity to work together. Johns&Co provides a fantastic level of service which mirrors that of Ballymore’s and I look forward to working together long-term.”

– Richard Oakes,
Director, Ballymore

JOHNS&CO FOR LANDLORDS AND DEVELOPERS

We have a unique working relationship with The Ballymore Group and are the only lettings agency endorsed by the company to manage the portfolios of their London based clients. We are recommended by the company to its investor clients in the UK and overseas.

The relationship is bolstered by the developer’s belief that their client’s investments are being well looked after by a management company they have vetted. Another benefit of the exclusive relationship is the added security our presence brings to a site. As the only appointed agent, we harness personal relationships with both tenants and other on-site professionals.

We hope to establish a number of similar relationships with other developers moving forward. Our model and proposition is of huge benefit to them and their clients; working with one trusted team like Johns&Co is efficient as there is less time spent arranging access for a multitude of agents into developments, there’s also the innate understanding that comes with working this way – our professional reputation precedes us and gives developers peace of mind when passing over details of important investors.

All Johns&Co clients have exclusive access to a specialist design consultation. This offering is a complimentary service that we provide to ensure your property is created exactly to your specification.

“We are delighted to be able to offer all Johns&Co customers, be they landlords or tenants, with a complementary interior design consultation. Our expert team will ensure that the luxury surrounds of your home are emulated on the inside.”

– Jazmin Hudson,
Winn Hudson



&Tenants

“I was passing by a development in Wapping that is managed by Johns&Co and out of curiosity went in to speak to the team. I am delighted that I did as an advisor swiftly matched me with the perfect apartment that was also within my budget. They’re really nice people too which also helps.”

- David Betney, Tenant

JOHNS&CO FOR TENANTS

We know that with our tenants the brief is clear; you want a spacious, well-designed home, in a good area with good amenities. By renting your home through Johns&Co we absolutely guarantee you that you will also be able to take advantage of our exceptional range of additional services, something catered for by our DETAILS team.

When you first visit us, you will meet the onsite management and lettings team who are present at each of the developments we market. Having them on site means that from the outset they can give you access to and a clear understanding of the scheme and home you are interested in.

The presence of this team means that once moving in day has arrived, it is an easier task for you. Our property managers can arrange all of the moving process for you, the logistics associated with it and take receipt of any deliveries of furniture, which sometimes arrive unpredictably.

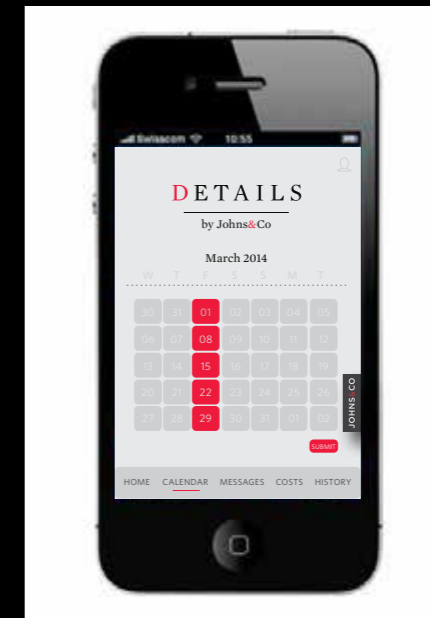
Once you have moved into your home, this property management team continues to become an integral part

of your life. Whether you simply say hello to them in the morning, or you take advantage of their day-to-day services, they are there to cater to your needs and enhance your experience living in your chosen property. You can find out more about these additional services by reading the DETAILS section of this brochure.

Aesthetically we can guarantee that the homes we market are like no other. As the recommended property management agent for The Ballymore Group, the Johns&Co team is privileged to offer our tenants some beautiful dwellings each of which has fantastic amenities including gyms, private cinemas, shops and cafes.

It's all in the DETAILS

ENHANCED LIVING FOR TENANTS



DETAILS is the epitome of the Johns&Co offering, a bespoke range of services delivering an enhanced standard of living offered by no other property company.

The DETAILS brand is a mark of distinction, a seal of quality and reassurance to all tenants that life's little details are being taken care of whilst they tackle what else life has to offer them.

The services offered by the onsite DETAILS team are unparalleled. Services such as dry-cleaning, shoe shining and clothing alterations can be found in many high-end developments but with Johns&Co, as ever, it's all in the details. Dry cleaning, laundry, alterations, shoe-repairs and key cutting,

for example, can all be collected, completed and returned to you or your apartment whilst you are out and about.

Whether you require a full spring clean or a simple bed linen turn-down, the onsite team will be happy to assist, just let them know what is required and it'll be taken care of, to the highest standard and with minimal fuss.

DETAILS - in its simplest form; a team of specialists, at your fingertips, waiting to tend to whatever it is you, as a Johns&Co tenant requires.

The enhanced services available include but are not limited to:

- & Daily Turn Down Service
- & Weekly Apartment Cleaning
- & Dry Cleaning/Alterations
- & Shoe Shining
- & Car Valet
- & Flower Delivery Arrangement
- & Dinner Party Catering
- & Personal Shopping
- & Essentials Delivery Service
- & Chauffeur

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