

Q&A

In this issue we turn the spotlight on **Splendid Property Management**, launched just before last year's Edinburgh Festival. They concentrate on managing student flats of a high standard with a minimum of three bedrooms. Property owners Nicholas Webber, James Brooks and Darren Hobbs set up the company with a view to providing a simple, understanding and professional service that would take the properties neighbours into account as well. Their sister company Splendid Events employs 500 students every year.

Q. How many properties do you manage and where are they?

A: We currently manage 30 properties in Central Edinburgh – our main market is students so most of our properties are in areas such as the New Town, Old Town, Marchmount, Newington and Bruntsfield.

Q. Why Edinburgh? What's so special about its rental market?

A: The attraction of Edinburgh's architecture led us to first invest in property here, but the biggest reason has to be our advantage of having a pool of 500 employees within Splendid Events. This makes it easy for us to fill decent properties with tenants we already know and trust. On top of this, Edinburgh has a very large student population so there's always a need for good quality, well-managed accommodation.

Q. Have you attended any letwise courses?

A: Yes - we've attended most of them and found them to be informative, useful and interesting. The Tenancy Agreements course was particularly helpful in plugging gaps in our knowledge.

Q. What do you think of Edinburgh Landlord Accreditation?

A: We think ELA is a great first step in rewarding good landlords who provide a high level of service. All our properties are HMOs so we already meet a high standard, but membership of ELA proves our commitment to continually providing an excellent service.

Q. Best landlord story?

A: We find ourselves almost spoon feeding students at times. A classic



was when we had a call complaining that the bath water wasn't as hot as they'd have liked. A quick visit showed that the tenants had failed to turn up the heating. We also have been known to pop round to screw a light bulb in a little tighter!

Q. What advice would you give to landlords just starting out?

Buy your property and hand it over to us - we'll make sure you never have any issues! On a more serious note, location is always a major factor when purchasing property. When in doubt, speak to a letting agent.