

Skippers

The logo for 'Skippers' features the word in a white, sans-serif font. The two 'p's are stylized in orange, with their stems forming two interlocking keys.

Ashford | New Romney | Cheriton

skippers-ea.co.uk

Welcome to Skippers Estate Agents!

Why choose us?

Skippers Estate Agents are an independent family run estate agents that takes pride in providing a professional residential sales and lettings service, within a welcoming and friendly atmosphere.

Our offices in Ashford, New Romney and Cheriton/Folkestone are equipped with the latest technology, allowing our experienced staff to provide the best possible service to our customers.

We know the importance of constant and clear communication and that's why we promise to keep you updated and informed throughout your property move.

We provide a high standard of service in everything we do, based on traditional values of professionalism, integrity and commitment.



Hello from, **Matt & Gemma.**

Welcome to Skippers Estate Agents, a family run and independent estate agents based in Kent. We have dedicated many years into building a reputation of fantastic reliable service and we enjoy nothing more than helping our customers move home.

Our team of highly experienced and professional staff have been working together for many years which brings a sense of family to our busy offices. A lot of our new customers come to us through recommendations and we have a high level of repeat clients who have found in us a company and individuals that they can trust and rely on when moving home.

We hope to be working with you in the near future and thank you for your interest in using Skippers Estate Agents.

Matt & Gemma



The Management Team

Meet our talented and approachable management team, dedicated to providing exceptional service every single time. Known for their customer-first mindset, they're always ready to listen and go the extra mile.

Harry Best

Director

Harry started his estate agency career at the age of 18 as a trainee for a large corporate company where he worked up the ranks. Harry joined Matt in 2017 and thrives from helping others with their dream moves.

Having bought and sold many houses and being in the industry for a number of years, Harry's first hand experience and knowledge base is one of his many strengths. Harry builds great relationships with clients and his strong relationship with local solicitors assists in helping our sellers and buyers move into their new homes efficiently. Harry provides realistic valuations to all of our sellers and loves reaching the end result where Harry will go above and beyond to help a transaction progress.

Ian Cullis

Director

Ian is an experienced professional and started in the estate agency industry in 2008. Currently serving as the Branch Manager of the Cheriton office, Ian has built a reputation for his extensive knowledge of the property market and his commitment to delivering exceptional service. His expertise spans residential and commercial properties, with a proven track record of helping clients make informed decisions. Ian is dedicated to fostering strong relationships with both clients and colleagues, ensuring a seamless and positive experience throughout every transaction.

Ian always looks to continue his personal development, and is eager to learn new skills and stay updated on industry trends, ensuring his service remains relevant and top-tier. His hands-on approach, combined with his dedication to excellence, makes him a trusted and respected figure in the property sector.

Neil Buckley

Branch Manager

Neil has been in estate agency since 2009. Working with independent and corporate agencies and in various sectors including residential sales, lettings and new homes. He lives on the Kent coast with his family, giving him a deep understanding of the local market. Neil believes being local to the area gives him and the team a greater understanding when working with our client's to achieve their home moving goals. Outside of work, you can usually find Neil coaching young footballers in Hythe or taking his dog for walks along the beach.

Elli Best

Head of Lettings

Elli heads our lettings department having worked within estate agency since 2013. Elli started lettings at a large corporate estate agency as a trainee and has built up her knowledge and expertise over the years. Having previously worked for a large corporate estate agency, Elli likes to aim high and believes in providing a high level of customer service.

Elli brings a wealth of knowledge both of Lettings legislation having completed her technical award qualification as well as the Lettings process. She also has a strong local knowledge of the area having lived in the area for a number of years.

Elli particularly enjoys helping landlords find good tenants and having been a landlord herself knows the importance of security and trust.

What our **customers** say!

Here's what our customers have to say about their experience with the team at Skippers. Real stories of satisfaction, trust, and great results!



Incredibly proactive, unlike many others!

"These guys are brilliant from the start to the end of selling your house. Always there to answer queries and proactive, unlike many estate agents. I would highly recommend Skippers" - *Mr L Craig*



Nothing was too much trouble for the team.

"Nothing was too much trouble for the team. Their team in the office was always there for advice. Every member of the staff that I came into contact with was courteous, helpful and thoroughly Professional." - *Mrs I Boyce*



Skippers have been absolutely perfect.

"Skippers have been absolutely perfect. All the team have been great. Special thanks to Matt and Harry for all your support through the process!" - *Mrs S Little*



A pleasure to work with. Thank you!

"I can highly recommend Ian, Elli and Natalie at Skippers, Folkestone. I had a rather challenging property to sell and thanks to the team's friendly professionalism saw it through to a successful sale in the price bracket they recommended. There was no bumping the price up unrealistically to draw me in' to utilise their services. They were upfront and honest at all times. A pleasure to work with. Thank you!" - *Mr M Cole*



Friendly, informative and kind throughout!

"As first time sellers, Skippers were friendly, informative, and kind throughout the process. They took lovely photos and created a brilliant listing that helped get our place sold." - *Ms L Watts*



How we help to **market your property**

Discover how we go above and beyond to market your property. From stunning professional photography and expert home staging to high-quality property brochures and detailed floor plans. We create a stand out experience that attracts the right buyers.

With years of experience in the industry, our team has the knowledge and expertise to navigate the property market and ensure your home is showcased to its fullest potential. We are committed to making the process as smooth and successful as possible.

Accompanied Viewings

We understand that having the trust in someone else to point out all the lovely features that attracted you can sometimes be difficult. We like to spend time getting to know you and your home to ensure that when we accompany viewings we aren't missing anything out.

Property Brochures

We produce high quality brochures of your home with all the information buyers will want to know, printed and ready to show potential buyers in our office and when on viewing appointments.



For Sale Boards

What better way to show potential buyers your home is available to buy than by having your very own Skippers for sale board. For sale boards are becoming an ever increasing source of enquiries from buyers looking to move within the local area.

Home Staging

We will give you advice on how best to show your home for photographs and viewings. Sometimes a little re-arranging of furniture or decorating may be in order to show your home off to its best.

Floor Plans

When marketing your property for sale it is important to let buyers see the floor layout of your home along with the photographs. This way buyers can draw their own picture of your home in their mind and start to place furniture before committing to view.

Photography

Making sure your property stands out amongst the competition is imperative. We take pride in the photographs we take to ensure we give you the best chance of attracting the right buyer.



Discreet Marketing

We understand that when it comes to selling your property, you may be looking for an alternative method of advertising or marketing; if this is the case we can offer you our Discreet Marketing method of sale. You may not want your property being publicly advertised in the first instance which is where a discreet option can be the most suitable. Should your circumstances change however, we can swiftly begin marketing your property fully and to the open market.

Energy Performance Certificates

It is a legal requirement for all properties in the United Kingdom being sold to have a valid Energy Performance Certificate (EPC) as part of the sale. An EPC is where an energy assessor has visited your home and graded the energy efficiency based on a set scoring system. A grade is given which is used in the marketing of your home.

Conveyancing

This is the legal side of the transaction once a buyer has been found and a price agreed. You will need a property conveyancer to finalise the transaction and deal with the legal paperwork of the sale. We can recommend a number of local firms whom we have built a strong relationship with and who hold a strong reputation within the local area.

*At times, we may receive a referral fee from a recommended solicitor.



Digital Advertising

With the internet proving one of the first places buyers visit to look for their next home, we know that having your property advertised in front of such a large audience is very important. Along with our marketing on our own website; www.skippers-ea.co.uk, we will market your home on the largest property portals; Rightmove, Zoopla, Primelocation & OnTheMarket.

We also know the importance of social media and networking, which is why we also have both Facebook and Instagram pages where we will post relevant property information along with new listings and useful information for sellers and buyers alike.

Premium & featured listings

rightmove 

There are many ways you can make your property stand out amongst the competition; with Rightmove we use Premium Listings and Featured Listings to appeal to as many buyers as possible by showing your home at the top of the page or with a bold advert to stand out.

Appealing to London buyers

Zoopla  OnTheMarket

 PrimeLocation.com

Being the stand out brands found in the London market, any buyers looking to re-locate out of the city will turn to Zoopla, Primelocation & OnTheMarket first. An invaluable tool to appeal to buyers looking to move out of the city and find value for money in property.

New Home Sales

We are proud to have made a name for ourselves in the Land and New Homes market by not only understanding the needs of house builders and land owners but offering the specialist services that support growth.

We excel in delivering all the necessary elements for the successful launch of a development and the expertise and commitment to fully support the project for its duration.

We have a great deal of experience in managing the site sales operations for our clients and you can count on our staff to represent your company professionally and to uphold your best interest. We have worked with many of the UK's leading house builders and appreciate the finer details of working with premium developments.

Our business driver is always to secure the best value for our clients, rather than take a sales rate. And in addition, we understand that a cohesive approach from a sales and lettings prospective can foster both short and long term gains.

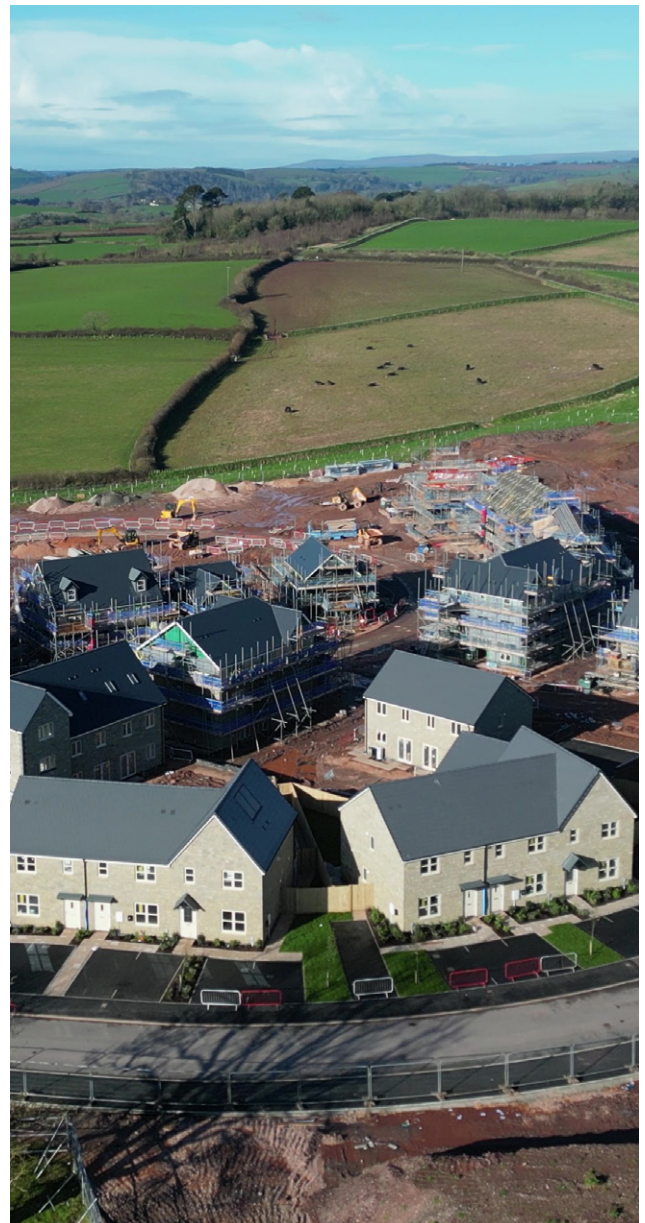
With us by your side you can achieve unrivalled exposure and enable the development to engage with an extensive catchment area.

With our help you can achieve the best possible price with the least possible fuss.

Land development

We can offer a tailored approach to helping you discover the potential of your land. Whether it is a single building plot or a piece of land with the potential for multiple housing. We can help you understand all the options available to you.

Let our experience and expertise guide you through and help you achieve your goals. Call today and talk with one of our land experts.





Lettings with Skippers!

At Skippers we are committed to making the letting process as stress and hassle free as possible for you. Whether you are looking to make your first rental purchase, are already a landlord with just one property or a portfolio owner, we can help you maximise the return on your investment.

Skippers are an independent family run estate agents that take pride in providing a professional service within a welcoming and friendly atmosphere.

With a number of years experience in the local property market, we understand the challenges faced by landlords. We are on hand to deal with all aspects of letting, from finding tenants, maintenance and legislation, to mitigating the risk of rent arrears and void periods.

With an ever increasing list of compliance demands, the letting process can feel like a minefield. Here at Skippers we will take the hassle away by supporting and guiding you every step of the way ensuring your best interests are protected.

We offer a range of services tailored to each individuals needs and requirements. Through our expert knowledge you can be sure to find a package that suits you. Here are some of the many benefits of each of our services.

- **Tenant introduction** – this service is suitable should you wish to deal with the day to day running of your property yourself.
- **Rent collection** – this service combines the above with the assurance that we will process the rent on your behalf and deal with any late payment of rent.
- **Full management** – this service offers the peace of mind that your property is being looked after by our dedicated team without the hassle for you. We will be the point of contact for you and your tenant. This is the ideal service if you wish for us to manage potentially time consuming issues, arranging contractors and more, or simply because it is impractical for you to do so.

Lettings FAQs

Why should I choose a managing agent?

A managing agent will provide you with the advice you need to ensure you're compliant with the latest regulations and legislation. If you are managing your own property, your tenants will have your direct contact number meaning they can contact you at any time of the day or night and you'll be responsible for dealing with all queries and problems that arise.

How do I know what rent to charge?

We understand that you want to achieve the maximum rent possible, and also make it affordable for tenants. Our team has expert knowledge of the local market and will carry out a full appraisal to ensure you are advertising at an achievable rental price.

How much will it cost to let my property?

We offer a range of different services and make our costs clear and transparent. We will guide you through the options available to ensure you make the right decision for your personal circumstances.

How long will it take to let my property?

While we understand the urgency of finding a tenant quickly, it is most important to find the right one. The lettings market is incredibly buoyant and we will let your property as quickly as possible with as minimal void periods as possible.

Do I need to tell my mortgage lender that I'm intending to let my property?

Yes. You will need to speak to your mortgage lender and inform them of your decision to let your property. It is important to do this early and before making any commitments to ensure you meet the lenders requirements. We are able to arrange independent mortgage advice to ensure you have the best financial solution.

Do I need to notify my insurance provider?

Yes. You will need to ensure that your buildings & contents insurance policy covers you for letting the property. If we are managing the property on your behalf then it would be beneficial to provide the policy documents to us. We also have the option for you to protect your rent.

What happens if my tenant doesn't pay?

Whilst your tenant is thoroughly referenced prior to commencing a tenancy, sometimes circumstances can change. Our team will diligently chase outstanding rent but you may wish to consider a rent protection policy. An adequate policy from a specialist provider is important, and our rent protection policy helps with this. Please speak with our team for more information on what your policy covers.

How do I receive my rental income from you?

Once your tenant moves in they will be required to pay their rent on the same day each month. If we are collecting the rent on your behalf, the rent will be paid to you via bank transfer. Following the deduction of our fees and any contractor invoices, we aim to send funds within 2 working days.

Lettings **FAQs**

How often do you inspect my property?

We pride ourselves on carrying out regular inspections. We carry out one inspection within the first 3 months, and every 6 months thereafter. We provide a report to you so you can see how your property is being maintained. If we feel it is necessary, we may recommend additional inspections.

What happens if something goes wrong at my property?

Our dedicated team will take note of the issue from your tenant and get as much information as possible. We will notify you as soon as possible about the issue and take your instructions. If we are unable to contact you and the issue is deemed an emergency, we may deal with the issue to minimise any damage.

Can our tenants make changes to the property?

Our tenancy agreement states that the tenant may not decorate or make alterations to the property without permission. However, tenants

may make requests which we will discuss with you. If you agree, we will make sure these changes are properly documented.

Can I use my own contractors?

Yes, however, we check all of our contractors and would recommend that using our contractors as a back up option for a quick response and competitive rate. It is important to do this in case your contractor is on holiday when an issue arises.

What happens if a tenant damages my property?

We take a 5 week security deposit from your tenant prior to the commencement of the tenancy. At the end of the tenancy we would recommend a check out report which would determine any changes above fair wear and tear. Very occasionally damage does occur, often accidentally, and we would then look to make an appropriate claim on the deposit.

For more information email us at:
lettings@skippers-ea.co.uk
or call us on: **01233 632383**



Our 'Lettings' services at a glance

	BRONZE Tenant Introduction	SILVER Rent Collection	GOLD Full Management
Market Appraisal & Agree Rental Value	✓	✓	✓
Advise on works required & compliance with legal obligations	✓	✓	✓
Marketing & advertising your property	✓	✓	✓
Carry out accompanied viewings	✓	✓	✓
Find tenants & negotiate tenancy terms	✓	✓	✓
Tenant Referencing & Right to Rent Checks	✓	✓	✓
Tenancy Agreement Preparation	✓	✓	✓
Collection of Initial Month's Rent & Security Deposit	✓	✓	✓
Register Security Deposit	✓	✓	✓
Advise on non-resident tax status & HMRC (if relevant)	✓	✓	✓
Schedule of condition / inventory	✓	✓	✓
Demand, collect & remit the monthly rent		✓	✓
Pursue non-payment of rent & provide advice on rent arrears actions		✓	✓
Option to take out rent protection insurance		✓	✓
Property management team			✓
Point of contact for landlord			✓
Point of contact for your tenant			✓
Notifying utility providers of change of occupant			✓
Property routine visits (2 per annum) & provide report			✓
Arrange routine repairs & instruct approved contractors			✓
Arrange renewal of required safety checks			✓
Hold keys throughout tenancy term			✓
Security Deposit dilapidation negotiations			✓

Adam Tanner

Director

Adam has worked within Financial Services since 1999.

Starting within the banking industry at HSBC, moving through to a Senior Mortgage Advisor within Estate Agency with large Independent and Corporate Companies.

He set up Sovereign Mortgage Services Ltd to provide high quality advice to ensure that people get the best product and services for their needs whether they are moving or re-mortgaging.

Combine this with the right help and guidance on the best personal, mortgage or home protection for customers ensures that people have the right cover for their needs at the right price.

When not working Adam can usually be found dancing round his front room with his two daughters, spending time with loved ones and braving all weather conditions to watch his beloved football team.



Mortgage & protection advice specialist!

With your mortgage being your biggest commitment its never been so important to get advice and make the right choices to suit your needs and budget for both now and the future.

We can help ensure you not only make the right decisions when moving, changing your current deal or buying for investment but also protect your home and lives in the most cost effective way.

Call Adam Tanner today!

07834 815485

info@sovereignmortgageservices.co.uk

sovereignmortgageservices.co.uk



Sovereign Mortgage Services Limited is an appointed representative of Sesame Ltd which is authorised and regulated by the Financial Conduct Authority.

Sovereign Mortgage Services Limited is entered in the FCA Register and the FCA Registration number is 767643.

The registered office is Nash Harvey LLP, The Granary, Hermitage Court, Hermitage Lane, Maidstone, Kent, ME16 9NT.

The company is registered in England. Registered number: 10472205

If you are experiencing financial difficulty and struggling to make repayments, then you can contact your lender who may be able to help taking account of your individual circumstances.

You may want to contact one of the free impartial money guidance and debt advice services such as StepChange, Citizens Advice, or Turn2Us

The information given on this website does not contain all of the details you need to choose a mortgage. Make sure that you read the separate Key Facts illustration before you make a decision.

YOUR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

Safe Sale Guarantee

Sell your home quickly and safely by using our secure government recommended process.

With your mortgage being your biggest commitment its never been so important to get advice and make the right choices to suit your needs and budget for both now and the future.

We can help ensure you not only make the right decisions when moving, changing your current deal or buying for investment but also protect your home and lives in the most cost effective way.



Step 1: Agreement and Financial Commitment



You and your Buyer agree to offer each other a financial commitment, which will only be paid by the defaulting party should they break the deal before contracts are exchanged. This commitment, starting at £2,000, is not paid upfront.

Step 2: Grant of Exclusivity & Terms



In addition to the financial commitment, you grant your Buyer a period of exclusivity, which can be up to 6 months. The Buyer agrees to the exact same terms, ensuring a fair and balanced agreement.

Step 3: Gazeal Guarantee



Exchange of contracts expected and both parties are locked-in.



Breaking the agreement before exchange triggers a penalty. The defaulting party pays the agreed compensation to the innocent party.



If the defaulting party doesn't pay, Gazeal pays the innocent party. Gazeal then seeks repayment from the defaulting party.

Gazeal



I'm happy for Gazeal to contact me to provide further information.

We hold ourselves to a **higher standard.**

As Propertymark members with Skippers Estate Agents you know you are in good hands

What is Propertymark Protection?

Propertymark Protection is a consumer protection scheme that provides financial protection, an independent redress scheme, and a code of practice for consumers who use the services of their members.

It ensures that members adhere to high standards of professionalism and ethical behaviour, and gives consumers peace of mind when dealing with Propertymark members. By using a Propertymark member, consumers can be assured that they are dealing with a professional who is committed to providing a high standard of service, and that they have access to a range of protections and recourse in the event that something goes wrong.



No Sale, No Fee. **Guarantee!**

Our entire team will work tirelessly to find the right buyer at the best price and progress your sale to completion successfully.

If we can't, we don't get paid!

To ensure a high level of customer service is met, we provide the following services as standard.



Regular marketing strategy reviews



24 hr viewing feedback



Accompanied Viewings



No Sale, No Fee Guarantee

Ashford

T: 01233 632383

E: ashford@skippers-ea.co.uk

A: 5 Kings Parade, Ashford, Kent TN24 8TA

New Romney

T: 01797 362898

E: newromney@skippers-ea.co.uk

A: 55 High Street, New Romney, Kent TN28 8BY

Cheriton/Folkestone

T: 01303 279955

E: cheriton@skippers-ea.co.uk

A: 30 Cheriton High Street, Kent, CT19 4ET

Lettings

E: lettings@skippers-ea.co.uk

