

Testimonial

Lauren Rapacioli, Lettings Manager, Hadleigh Residential

I co-own and let with my son a two bedroom flat in Belsize Park. It is in a pleasant well maintained 1930's block directly opposite the tube station with shops, a cinema and other amenities close at hand. The flat had been looked after by a member of staff at Hadleigh's Residential where Lauren worked, but had been empty for over three months with few viewings and little apparent action before Lauren returned from maternity leave to take over the task of letting the flat.

The change was transformational. Within 24 hours Lauren had contacted me to say that the condition of the flat as left by the previous tenants was not in line with the rent that I was asking to get for it. Either I should reduce the rent significantly or she would advise what needed to be done to get it to the standard she believed was necessary. We met at the flat within a couple of days and Lauren advised a list of changes, some small others somewhat more significant, the majority of which I agreed should be done.

She then took on the task of organising most of the upgrade work, including replacing a carpet, arranging the installation of a new light fitting, a new blind and some general small redecorative works. These works were carried out smoothly and effectively, keeping us both informed all the time.

Lauren quickly found a new tenant for the flat who wanted to move within the area. The new tenant requested the installation of a small freezer, which Lauren organised speedily and well. The new tenant moved into the flat and took over the tenancy within three weeks of Lauren taking over the letting process which was truly remarkable.

In my view Lauren went well beyond her allotted task of lettings agent to ensure that the flat was ready as soon as was possible and her performance was exemplary.

Roger Carter CEng. BSc(Eng). MICE FCIM

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