

# 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, Marchmont, 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.