

Payton  
Jewell  
Caines

# Make your best move

Property and home magazine

    
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**“Our experience, local knowledge and personal service means you will have all the support you need through your property journey”**

# Hello

## Welcome to Payton Jewell Caines.

We are an established family business with a highly qualified and professional team over 4 office locations across Bridgend and Neath Port Talbot. With over 40 years in business we pride ourselves on our unrivalled customer service and are proud of our dedicated team of Chartered Surveyors, valuers and negotiators.

### Why use PJC?

- | Free Sales and lettings valuations
- | Four high profile offices across the M4
- | High quality marketing including photography and floor plans
- | Strong presence on our own website and the major search portals including Rightmove, Zoopla and OnTheMarket
- | Competitive sales and letting fees
- | Dedicated progression team to ensure your sale runs swiftly and stress free
- | Fully qualified lettings team with 'Rent on Time' guarantee

Thank you for showing interest in Payton Jewell Caines.  
We very much look forward to working with you.

**Catherine Caines** MRICS  
Managing Director

**John Caines** FRICS  
Chairman

### Offices

#### Bridgend

8 Dunraven Place  
Bridgend CF31 1JD

☎ 01656 654328

#### Pencoed

7 Penybont Road  
Pencoed CF35 5PY

☎ 01656 864477

#### Port Talbot

53 Station Road  
Port Talbot SA13 1NW

☎ 01639 891268

#### Neath

39 Alfred Street  
Neath SA11 1EH

☎ 01639 874507

**rightmove**   
find your happy

**Zoopla**  
Smarter about property

**OnTheMarket** 

**Payton  
Jewell  
Caines**

# Getting your house ready to market

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## Thinking of selling?

At Payton Jewell Caines we're as keen as you are to sell your property so take advantage of our top tips to achieve a quick sale at the right price:

### Get the price right

Marketing your property at the best achievable price will ensure strong viewings and a quicker sale; getting it wrong could mean that your house will still be for sale six months on.

### Presentation counts

Neutralise and de-clutter your home prior to marketing as the presentation does and will influence the price that you are able to achieve.

### Get online

Today's property buyers are doing their research online so choose an agent that advertises on Rightmove, Zoopla and OnTheMarket. They also need to have a strong website. Your property must be presented with full details, floorplans and internal photographs

### Fees

Don't choose an agent just because they have the lowest fees. You are trusting us with the sale of your most important asset so look at the quality of advice, marketing track record and sales team first.

### Be flexible

Accommodate viewings at a time to suit prospective buyers and agree to a move date that suits your buyer. Any short-term hassle will be worth it to clinch the right deal.

### Get organised

Our dedicated progressors will help you to keep up the pace on your sale and avoid any unnecessary delays.

### Take advice

We are here to help so please do ask if you have any questions about the sales process.



# When only the best will do



Did you know that Payton Jewell Caines has been independently identified as one of the top estate agents in the country?

There are more than 15,000 estate agents in the UK and our listing in the Best Estate Agent Guide puts us in the top 2%.

What's more, 2018 also saw our rentals division winning the British Property Lettings Award for Bridgend. Another great accolade that is testament to our commitment to great customer service.

If you're selling or renting then make sure you have got the very best agent working on your behalf. Call us to find out more.

## Going for Gold!

Just three years since opening our local Neath branch, we're over the moon to be awarded the best estate agent in the Neath and Port Talbot area at the British Property Awards 2019.

Robert McLean from The British Property Awards said: "If an agent has been attributed with one of our awards, it is simply down to the fantastic customer service levels that they have demonstrated across a prolonged period. Winning agents should be proud that their customer service levels provide a benchmark for their local, regional and national competition".





# Rentals

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Here are four good reasons why you should choose Payton Jewell Caines as your letting agent:



We are licensed by Rent Smart Wales, regulated by RICS and we comply with all industry legislation.



We offer a unique guaranteed rent service for managed properties along with legal services cover.



Our highly professional team are qualified with the National Federation of Property Professionals (NFoPP) and take pride in all that they do.



We operate a brilliantly efficient maintenance portal so you don't have to worry when things go wrong.



Call our rental team today for your free, no obligation valuation

Bridgend 01656 654328

Pencoed 01656 864477

Port Talbot 01639 891268

Neath 01639 874507

# Why Choose PJC?

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High levels of customer service, strict codes of conduct, continued investment and a proactive approach set us apart from the competition.

By choosing Payton Jewell Caines as your agent, you will benefit from:

## Professional standards

Regulated by the Royal Institution of Chartered Surveyors, ARLA Property Mark and NAEA Property Mark, we adhere to the strictest professional standards for both sales and lettings. We are members of The Property Ombudsman, Rent Smart Wales (RSW), and we comply with the Deposit Protection Service (DPS). Clients money protection is provided by RICS.

## Accurate valuations

Our expert knowledge of the market, use of price comparison data and understanding of current house values means that we can offer you a market appraisal that is both realistic and achievable. This is really important as accurate pricing means a quicker sale at a higher price.

## Expert marketing

Our local knowledge is matched by expert marketing at a local and national level. Traditional print advertising is reinforced with advanced marketing strategies including the use of Rightmove, OnTheMarket, Zoopla and social media. We also invest heavily in our own website - [pjchomes.co.uk](http://pjchomes.co.uk) - which is consistently rated highly by Google.

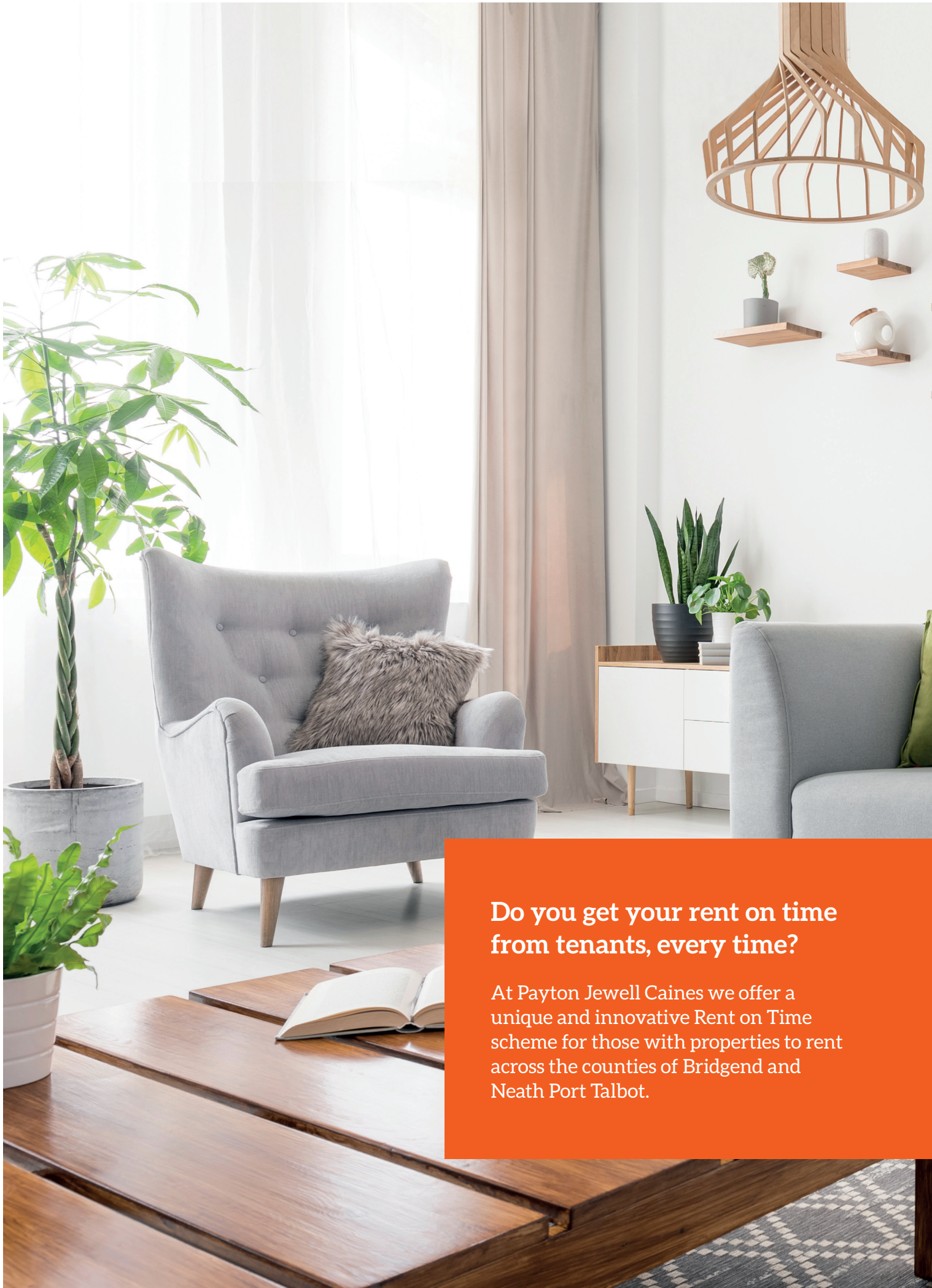
## Efficient progression

The true test of a good estate agent is the support you get to progress your sale once an offer is accepted. Our dedicated progressors will work with you, keeping you informed throughout the sale process and taking responsibility for communication between all parties involved including mortgage providers and solicitors.

## Professional services

As Chartered Surveyors regulated by RICS, we can provide professional valuations and surveys for all types of property. Our comprehensive range of services includes:

- | Valuation reports including Probate & Matrimonial
- | RICS Homebuyer reports
- | Expert witness reports
- | Schedules of condition
- | Domestic Energy Performance Certificates



## Do you get your rent on time from tenants, every time?

At Payton Jewell Caines we offer a unique and innovative Rent on Time scheme for those with properties to rent across the counties of Bridgend and Neath Port Talbot.



# Rent on time

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## Would you like your rent on time, every time?

Rent on Time does exactly what it says on the tin; pays your rent on the rent due date no matter what. It guarantees the cash flow on your property portfolio as it will pay the rent on time, every time, even if the tenant defaults! You can rest easy in the knowledge that your monthly rental payments are guaranteed and fully safeguarded.

Rent on Time gives you financial security and also offers you:

- | Comprehensive referencing of all tenants
- | Continued FULL rental income during the eviction process
- | Full legal expenses cover
- | All legal actions handled by experienced staff for disputes/evictions
- | No excess or delays in payment
- | Available to new and existing tenants

Payton Jewell Caines will handle all communication with the tenant and any dispute resolution costs. This includes securing court orders where necessary whilst your guaranteed rental income continues to pay on time, every month.

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\*Rent will be paid into our "clients account" via our third party provider on the due date each month in accordance with the tenancy ( unless a bank holiday or weekend), and will be forwarded to you net of costs as cleared funds (subject to weekends/bank holidays or system failures - where every effort will be taken to inform you of any such delay).





# The landlord checklist

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From security to safety, our standards are rigorous. As a landlord, you should consider the following:

## Gas safety

Annual gas safety checks are a legal requirement. These checks must be carried out by a gas fitter/engineer who is registered on the Gas Safe Register (which has replaced Corgi). A copy must be given to the tenant before the tenant moves in and the check must have been carried out within the 12 months before the new tenant takes up occupation.

## Electrical inspections

Although not compulsory, the Landlord has a duty of care to ensure all electrical circuits and appliances are safe at the outset of the letting. Therefore it is highly recommended that landlords obtain an Electrical Report and have all appliances PAT tested annually.

## Energy performance certificates (EPCs)

Before a tenant moves in there must be an Energy Performance Certificate in place for most types of property. A copy of the certificate must be given to any tenant who moves in to the property. From April 2018, any property with a rating of F or below is now unable to be let or any existing tenancy be renewed without improvements being made.

## Legionella risk assessment

PJC Landlords are required to carry out a legionella risk assessment.

## Carbon monoxide and alarms

PJC landlords are required to provide smoke alarms in every floor of their property and a carbon monoxide alarm in every room with a solid fuel source.

## Deposits

If you take a deposit from a tenant under an Assured Shorthold Tenancy, the deposit must be protected under one of the three tenancy deposit schemes within 30 days of receipt. We offer tenants an alternative more affordable NIL DEPOSIT OPTION whilst still fully covering our Landlords with up to six weeks rent at the end of a tenancy.

## Rent Smart Wales

All private landlords are legally required to have registered with Rent Smart Wales. For further information visit [www.rentsmart.gov.wales](http://www.rentsmart.gov.wales) or call 03000 133 344.

# PJC in the community

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Payton Jewell Caines has a community programme that funds local charities, education and sporting initiatives.

## Aberavon Sponsorship

Aberavon under 11's and under 15's are all geared up with a new kit!

Michael Dyer, head coach, says that the ongoing sponsorship has 'helped the team who are working tirelessly hard to develop great results for this season. Your amazing support is always greatly appreciated'.

They certainly kicked off the new season in style!

## Pencoed Primary School

"From Little Acorns, Mighty Oaks Grow"

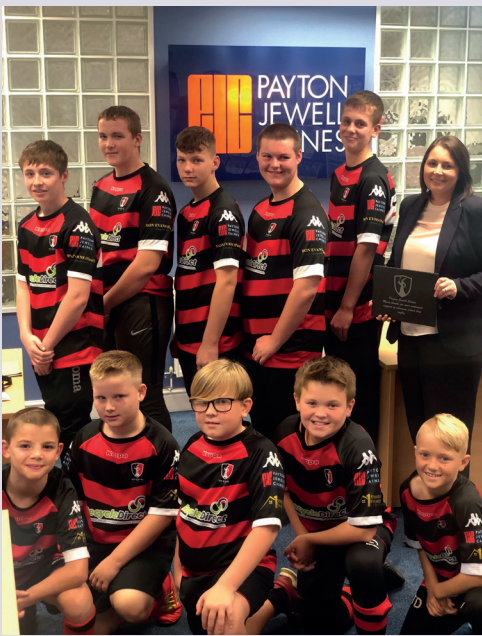
With our financial support, Pencoed Primary school are helping local school children get in touch with nature and learn and grow in an outdoor relaxed environment.

School teachers spend time with a small group of children in the stunning forest setting, accompanied by the Forest School Leader, who teaches the children essential life skills. The group has a maximum of 8 children at any one time and focuses on those who need a little extra help coming out of their shell and gaining confidence.

## Kindness At Christmas for BCLC

Christmas is certainly a time for giving and last year our staff donated food items to help local families at Christmas.

We supported Bethlehem Church Life Centre (BCLC) & Families HQ, who arranged Christmas food hampers for local families with children who may need extra support over the festive period.



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