

What Our Clients Say About Our Services



#### **About Central Housing Group**

Central Housing Group is a trusted, award-winning, residential letting and management agency based in north London that has been successfully acquiring and managing private rented accommodation since its formation in 2000.

Previous roles, as senior local authority housing officers, have enabled the founders, David Feld and Romesh Muthiah, to bring a wealth of experience and knowledge to the company and to their clients – private landlords and local authority housing departments. Together with the rest of the team, the company has collectively more than 100 years' experience in property letting, management and housing.

The agency has grown considerably since its inception - and continues to do so - and currently manage several hundred properties in and around north, east and west London.

Working tirelessly to continually improve the industry and its services, the team prides itself on delivering a friendly, reliable and high quality residential letting and management service, whilst also offering landlords excellent value for money.

The company specialises in letting and managing properties in the private rented sector, in close contractual partnership with London councils.

Central Housing Group has been offering private landlords its 'Guaranteed Rent' scheme since its formation, and this letting scheme has proved very popular with landlords for many years because it affords them the following key benefits:-

- Guaranteed Rent from 1 to 5 years;
- Full monthly rent paid even when properties are vacant;
- No risk of rent arrears;
- No risk of legal eviction costs;
- Protection against tenant damage.

The company has a well-established, excellent reputation with its Local Authority clients and private landlords alike. Central Housing Group welcomes enquiries from landlords interested in experiencing the 5 Star 'Excellent' rated service offered by their 'Guaranteed Rent' scheme.



# What Our Local Authority Clients Say...





Date : 23rd May 2017

Mr David Feld & Mr Romesh Muthiah (Directors) Central Housing Group Ltd Woodgate Studios 2-8 Games Road Barnet Hertfordshire

Dear David & Romesh,

## Central Housing Group Ltd - Testimonial from Enfield Council

It has been our pleasure to work in close association with Central Housing Group since your company's inception in 2000.

During our seventeen-year working relationship, Central Housing Group has been a consistent and reliable source of supply of properties that are always prepared to the highest required standards, for occupation by our tenants, as temporary accommodation.

When carrying out their pre-tenancy visits and/or joint property inspections, our housing and visiting officers are often impressed by the general quality of properties provided by Central

Central Housing Group's administration and management services are also of the highest central nousing Group's authinistration and management services and also of the ingressional standard. Both office and visiting staff are responsive, thorough, well-trained and professional in their approach and their regular property inspection regime affords us peace-of-mind, knowing that both their managed properties and our residents are in very good hands.

We find your staff to be knowledgeable in matters of property and tenancy management, we into your stan to be knowledgeable in matters or properly and tenancy maintegrate maintenance and repair and any issues of concern are dealt with promptly, professionally and efficiently, giving us full confidence in your management services. enidently, giving us run confidence in your management services. I therefore have no hesitation in recommending Central Housing Group to prospective

I merelore have no necitation in recommending central roughly cloud to prospective landlords as your company remains one of our most dependable and trusted housing providers and we very much look forward to continuing our long-standing, beneficial working relationship in the future.

Yours sincerely,

**Nick Martin** Temporary Accommodation Lead **Procurement & Commissioning Hub Enfield Council** 

## **Enfield Council**

**May 2017** 

During our seventeenyear working relationship, **Central Housing Group** has been a consistent and reliable source of supply of properties that are always prepared to the highest required standards.

**Local Authority Partner since June 2000** 

Director of Health, Housing and Adult Social Care Enfield Council

ECHALITY FRAMEWORK

Phone: 020 8379 1000 Website: www.enfield.gov.uk

If you need this document in another language or format call Customer Services on 020 8379 1000, or email enfield.council@enfield.gov.uk Civic Centre, Silver Street Enfield EN 1 3XY

# Hammersmith & Fulham Council

#### **December 2014**

London Borough of Hammersmith & Fulham

Housing and Regeneration

1st Floor, 145-155 King Street, London W6 9XY

Tel: 020 8753 1247

Email: daren.daly@lbhf.gov.uk Web: www.lbhl.gov.uk

nmersmith & fulham

24/12/2014

To whom it may concern By e-mail

To whom it may concern

Re: Central Housing Group Limited

Hammersmith & Fullham Council has worked with Central Housing as a provider of accommodation for approximately 10 years. We value our partnership with Central Housing because of their knowledge and expertise in the area of property procurement and management. They provide not only provide a high level of service to us but also to

When I talk of Hammersmith & Fullham's relationship with Central Housing to colleagues across the London boroughs, I do so in a positive way and in the hope that we will have a continued good working relationship in times to come. Yours Sincerely,

Daren Daly

Procurement Manager

**Local Authority Partner since** 

August 2005

We value our partnership

knowledge and expertise

in the area of property

with Central Housing

because of their

procurement and

management.

# The Royal Borough of Kensington & Chelsea

**May 2017** 

Kensington Town Hall, Hornton Street, Kensington, London, W8 7NX

Town Clerk and Executive Director of Finance

Mr Nicholas Holgate

**Director of Housing** 

Ms Laura Johnson

Central Housing Group Ltd 2nd Floor Office Woodgate Studios 2-8 Games Road Cockfosters Hertfordshire EN4 9HN

KENSINGTON AND CHELSEA

Date: 18th May 2017

Dear David,

# Testimonial from the Royal Borough of Kensington and Chelsea

Central Housing Group have been one of the Royal Borough's major temporary accommodation providers for over thirteen years and have consistently demonstrated high management standards in addition to providing good quality temporary accommodation that assists us in meeting our statutory duties.

Central have shown a commitment to high standards throughout the time we have worked with them, despite the challenging nature of the housing market, and it is a comfort to staff at RBKC that their service can be relied upon. Staff are friendly, professional and responsive, and deal with administrative duties very well - invoices are accurate each and every month and new compliance documentation is always provided before old certificates expire.

We value their service highly, and look forward to many more years of productive working.

Yours sincerely,

Chris Scott

Private Sector Housing Manager Royal Borough of Kensington and Chelsea

Direct Line: Mobile:

Email:

Web:

020 7361 3116 07739 313484 chris.scott@rbkc.gov.uk www.rbkc.gov.uk

**Local Authority Partner since** 

**Central Housing Group** 

management standards **\*\*** 

have consistently

demonstrated high

**June 2001** 

# What Our Landlords Say...



# **Desmond Smith**

November 2015

I want to thank CHG for delivering such a brilliant service and for being so consistent over the years.



Central Housing Group Woodgate Studios 2-8 Game Road Cockfosters Herts EN4 9HN

Romesh Muttiah

I'm just writing to let you know about the Central Housing Group and their great rental guarantee scheme, run by Romesh and his management team who also provide a fully managed service.

I've been with the Central Housing Group for just over 12 years and my property has been rented out through CHG with the rent paid regularly, on time and I've never had a missed payment. I've never had to worry about chasing tenants, or any damage caused, or having to make sure that the property is kept in the condition I expect it to be.

All insurances, certificates are up to date and all reminders are given nice and early "what else could a landlord want". I'm notified of any issues promptly and given the chance to deal with it myself or use their own maintenance team as part of a fully managed service. If I do get a call from Jo (who is always polite and friendly), about any repairs needed, I know that I can trust them to deal with any issues quickly and by their highly competent maintenance team who go about their work in a professional manner and their costs are more than competitive.

Romesh, I want to thank you and all at CHG for delivering such a brilliant service and for being so consistent over the years. I know I can confidently recommend you and your team to anyone who may be thinking of renting out their property and from that, I've always been happy to renew my

Keep up the good work and I look forward to many more years of business with you.

Regards

Desmond Smith

Landlord with CHG since **July 2003** 



# Mary McGarvey July 2015

When I first contacted
Central Housing some of
my properties were in a
poor state, but with your
help they were tidied up to
a very high standard and
rented out quickly, with no
problems.

Mary Migarrey

Date 24 July 2015

To Romesh and all the staff at Central Housing

Just a note to say a big thank you for your Services provided in order to get my properties rented out. The level of service has been excellent.

When I first contacted Central Housing some of my properties were in a poor state but with your helpe they were tidied up to a very high standard and rented out quickly with no problems and everything running smoothly, Contracts signed with guaranteed rent giving me peace of mind and reassurance that I was dealing with an excellent company. The staff are always farendy, happy to help, reliable very efficient and extremley professional.

It's been a pleasure cloing business with you

you to others.
Keep up the Good work! Many Thanks!
mary migarrey (Landlord N21)

all and I look forward to many more years of

your excellent service. I will be highly te commending

Landlord with CHG since July 2014



# **Steve Louise**May 2014

The guaranteed rent amount I receive is competitive compared to the amount I would receive from private rent, without the risk of private rent.



Vehicle Sourcing and Asset Finance Specialists

20 Western Road Brentwood Essex CM14 45R

Phone: 01277 284 222 Fax: 01277 233 319 Email: infolitinance1.co.uk Web: www.finance1.co.uk

2<sup>ed</sup> May 2014

Dear Romesh,

I wanted to thank you personally for the service you have and continue to provide.

At the very beginning of the guaranteed letting process you showed professionalism in the way visited the property concerned and explained thoroughly the process of guaranteed rents and how different it was from private rent.

That was the easy part, but what I was most impressed with was the way you followed through all the processes and acted in a clear, exact and concise manner.

After actioning your observations, my property was rented with little headache on my part and since then you team have continued with your good example by informing me of the property state during their regular visits.

The rental income I receive from Central Housing Group is always prompt and takes away any potential stress from me as a landlord.

Moreover, the guaranteed rent amount I receive is competitive compared to the amount I would receive from private rent without the risk of private rent.

In summary Romesh I would like to congratulate you and your company on a work well done and will certainly recommend your services to any landlord looking for peace of mind in letting their property.

Many Thanks

Steve Louise /

Finance One Ltd.

Landlord with CHG since January 2014



### **Michael Cuschieri** June 2014

All in all an excellent service and one I would recommend to any landlord looking to maximise their return on investment and enjoy a hassle and worry free property rental.

> Landlord with CHG since March 2014



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To Romesh Muthiah

26th June 2014

I would like to personally thank you for your personal guidance and professional advice during the recent purchase of a property. I had heard about your Rent Guarantee Scheme and how it helps landlords with their cash flow and peace of mind, but was initially apprehensive.

I needn't have been, especially when working the Central Housing Group who were extremely helpful. I now have a property that is rented out through yourselves with a regular rent being paid on time every month and do not have to worry about chasing tenants or checking on the property. You and your team do this all for us.

In addition, should the property ever be empty, I do not lose out on income as this is still paid to us by the Central Housing Group! All in all an excellent service and one I would recommend to any Landlord looking to maximise their return on investment and enjoy a hassle and worry free property rental. Thanks once again.

Kind regards

Michael Cuschieri

Managing Director at mc square marketing

www.mcsquare.co.uk

Twitter: @mcsquareItd Facebook: mc square marketing

Branding Advertising SOCIAL MEDIA Events Brochures Newsletters Promotional Merchandise Websites Design Print

#### Sachin Patel

11 November 2015

Central Housing Group Woodgate Studios 2-8 Games Road Cockfosters Hertfordshire EN4 9HN

Dear Sir/Madam,

I am writing to provide my testimonial on your services. Central Group have managed a flat I own for several years. I have found their service to be excellent as a landlord. Their fees are clear and any maintenance costs incurred are fair. All invoices are provided without asking and I don't have to touch the property at all, so it's a complete hands off service. I highly recommend their service if you are a landlord tired of dealing with day to day property management yourself.

Yours sincerely,

Sachin Patel



Sachin Patel
November 2016

I highly recommend their service if you are a landlord tired of dealing with day to day property management yourself.

Landlord with CHG since November 2005



### **Patricia Taaffe March 2016**

I always feel comfortable contacting them if I have any queries or concerns, which they invariably deal with promptly and efficiently.

> Landlord with CHG since **May 2000**

Central Housing Group Ltd., 2nd Floor Office, Woodgate Studios, 2-8 Games Road, COCKFOSTERS EN4 9HN

23rd March, 2016

#### TO WHOM IT MAY CONCERN

Dear Sirs,

It gives me great pleasure to have the opportunity to write a testimonial for Central Housing

Together with a friend, in 2000 I acquired an investment property which was to be my first experience of property letting. We got off to a difficult start with the company which was originally managing the letting, but after much complaining and a bit of luck, we found an alternative company, Central Housing Group Ltd, which took over the handling of our

My friend and I went on to purchase another two investment properties, both of which we handed over to Central Housing for renting out and, later, with my husband, son and daughter-in-law, I purchased a further investment property which, again, we asked Central Housing to handle for us. They are still managing these lettings for us.

Romesh, David and their team are a very tight and efficient unit. I always feel comfortable contacting them if I have any queries or concerns, which they invariably deal with promptly and efficiently. They do not allow matters to slip, i.e. repairs or replacements that need to be dealt with, and when site matters have been raised with me (in the case of leasehold properties) by the management companies, they never fail to deal with them promptly on my behalf. All the staff are extremely pleasant and helpful and there has never been a time when I felt that I did not matter to them. When I hear of the letting horror stories of other people, I am very pleased that fate took me to Tottenham/Wood Green (where Central Housing Group was originally situated) all those years ago.

I hope that my family and I will continue to be associated with Central Housing Group for many more years to come. However, if it is necessary for whatever reason to "reclaim" any of the properties, I am confident that they will be returned to us in first-class condition.

Yours faithfully







**Susan Clark** November 2015

To Central Housing Group

Dear Romesh and Team

I would like to take this opportunity to thank you for the help and guidance received regarding managing my late Mother's property for the past two years.

It was the best decision I could have made to let Central Housing manage the property, it was hassle free, with no worries about collecting rent or meeting tenants, and with the rent guarantee scheme the money was paid direct into the bank every month on time!

I am currently looking for an investment property that I would have no hesitation in handling over to

I would happily recommend Central Housing to anyone wishing to let their property, so they could experience the same high level of service, professionalism and commitment that I received. (Why would anyone wish to gamble with the pitfalls of private renting!!)

Yours sincerely

School .

It was the best decision I could have made to let Central Housing Group manage the property, it was hassle free, with no worries about collecting rent or meeting tenants, and with the rent guarantee scheme the money was paid direct into the bank account every month on time!

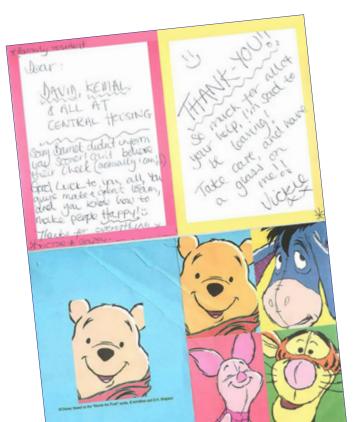
Landlord with CHG since

**May 2011** 

## What Our Tenants Say...

#### **Sokol & Evis Suka**

Anytime they came, they used to ask about any problem, concern or anything we needed.



Central Housing Group Refuge House, 9-10 River Front, Enfield, Middlenex EN1 38Z 020 8826 0777



Sokol Suka

Enfield London

Date, 16.02.2010

#### RE: Letter of acknowledgement

Dear Sir or Madam,

I would like to thank the Central Housing Group for the support they gave to my family and myself from 2002 until 2010. We have been living in one of their properties throughout these years. Recently we moved to a permanent home.

We would like to point out that during the time we were living there, the Central Hosing Group rendered a continuous and proper support to my family, making it easier for us to cope with the life in a temporary accommodation.

Any time they came they used to ask us about any problem, concern or anything we needed. They have been very supportive and this is the reason we would like to thank them and express our gratitude to them.

We would like to thank especially those people whom we had contacts during these years; Romesh, David, Laura, William, Lincoln, Sara but we have to thank all the learn of the Central Housing Group who have helped us on the phone or in other ways.

Once more thank you for your support,

Yours sincerely

Sokol and Evis Suka & family

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## Victoria Golzey

Good luck to you all, you guys make a great team, and you know how to make people happy!

## What Our Landlords & Tenants Say Online...

#### Anindya Mitra, April 2017

"We got introduced to Romesh Muthiah over 10 years ago at the time of handing over our property to Central Housing Group. Since then we have received an excellent service in managing our property. Staff are very helpful in sorting out repairs and general upkeep of the property."



"Excellent service"

#### **Gerard Papet, February 2017**

"I have been using the Central Housing Group for over 12 years now and the service that I have received is amazing and consistently professional. My property has been kept in excellent condition and I frequently receive updates and photos of the property."



"Consistantly professional"

#### Svetlana Pruteanu-Teodoru, June 2017

"As a tenant I been very satisfied of the services received. I did find you warm, caring, polite and with a lot of consideration for us. You been very prompt and answered straight and solved any problems. For us it was the most pleasant experience and we will miss you."

#### $\star\star\star\star\star$

"Very satisfied of the service received"

#### Mike Austin, September 2016

"They deal with all plumbing, electrical and other general repairs promptly and efficiently using their regular and reliable contractors, and ensure I'm kept up to date with annual Gas Safe certificates, 5 yearly electricity reports, fire alarms and other regulatory issues."

#### $\star\star\star\star\star$

"Regular and reliable contractors"



#### Cyril Meghani, September 2016

"I am a landlord and Central Housing have managed my property for over 10 years. The whole team are fantastic and very attentive. They take care of everything and I receive my rent each month on time."

### $\star\star\star\star\star$

"Very attentive"

#### **Imtiyaz Bhatty, July 2016**

"Central Housing Group came very highly recommended from an associate and true to his words, we have made the right decision and picked the right company to manage our asset. The whole process from initial contact through to handover was effortless and at no point did we feel uncomfortable on engaging with CHG."

#### $\star$

"True to his word, the right company to manage a property"

#### Mary Horn, February 2016

"We have been with Central Housing Group since March 2001 and cannot fault them. We chose Central Housing because of their professionalism and friendliness when they first came to view our property for rental."

#### $\star\star\star\star\star$

"Professional and friendly"

#### **Anna-Maria Spyrou, October 2015**

"I've let my flat through Central Housing Group for over 12 years now. Their guaranteed rent system is very reliable and convenient and they will deal with any queries or maintenance issues swiftly, courteously and professionally."



"Guaranteed rent system is very reliable"



Residential Lettings & Management

Woodgate Studios, 2-8 Games Road, Cockfosters, Hertfordshire, EN4 9HN T 020 8447 1222 F 020 8447 1223 E lettings@centralhousinggroup.com

www.centralhousinggroup.com



















