

ORIGINALS ARE HELD FOR ALL THE FOLLOWING EMAIL TESTIMONIALS AND FEEDBACK.
WE HAVE REDACTED NAMES AND ADDRESSES TO ENSURE CONFIDENTIALITY.

From: [REDACTED]@cass.city.ac.uk]
Sent: 19 July 2010 14:16
To: [REDACTED]londonstudenthousing.co.uk
Subject: [REDACTED]

Rob

I was hoping to get the opportunity to thank you before moving out, but you know how it is with it being a busy time for us both.

I've thoroughly enjoyed my year at [REDACTED], not least because of the amazing standard of quality throughout the property and the excellent service which you have provided. [REDACTED] and I were saying the other day how unlucky we have been to have you as our landlord this year - because it's going to make every landlord we have from now on seem unprofessional and sub-standard! I doubt we will ever again have someone so attentive, approachable, professional and generous rent us a house.

[REDACTED], if you need me to tell people how great a landlord you are please feel free to pass on my email address/phone number.

Thanks again for everything.

Yours sincerely,

[REDACTED]

From: [REDACTED]
Sent: 20 July 2010 10:47
To: [REDACTED]londonstudenthousing.co.uk
Subject: [REDACTED]

To whom it may concern.

I confirm that I have lived in a Place Homes property for two years. I have had an excellent relationship with the landlord who has been extremely responsive and efficient. Any problems that we have had with the house during our time as tenants were dealt with very quickly and with as little disruption as possible.

I am completely satisfied with the level of service provided by the Place Homes group.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 25 July 2010 21:42
To: [REDACTED]@londonstudenthousing.co.uk
Subject: [REDACTED]

Dear Rob,

I would like to thank you for being such a great landlord for the past year that we have lived with you.

Thank you for responding promptly to emails and concerns, and for helping us sort out any problems we have had. In particular, thank you for helping us to sort out the washing machine(s!) when this was broken, and for paying for the laundrette while we waited for this to be repaired.

I was very impressed with the house and the standard to which it was presented when we first moved in, however it was your high level of communication and efficient conduct as a landlord that made renting from you a pleasant experience.

[REDACTED]

From: [REDACTED]
Sent: 16 August 2010 00:23
To: [REDACTED]@place-homes.co.uk
Subject: [REDACTED]

Rob has been an amazing landlord for the year we spent at [REDACTED]. When receiving the house it was immaculate and was lovely to move into such a well presented house. Out of the goodness of his heart he provided us with everything we needed, including kitchen essentials, cooking utensils, bedding, towels and cleaning equipment.

He has been brilliant with any minor problems we've had, even down to helping us to change light bulbs.

The houses are decorated to a very high standard and we have all thoroughly enjoyed living in [REDACTED] and having Rob as our landlord.

He is very understanding and this can be shown by allowing me to extend my lease free of charge for a further 10 days in order to allow me to finish my academic year at University, which I was very grateful for.

I would recommend Rob to anyone looking for a house in the future, only wish our circumstances as tenants had been different, enabling us to stay longer in the house.

We will never find another landlord like Rob, thanks for being brilliant!!

[REDACTED]

(Former tenant)

Address: [REDACTED]

From: [REDACTED]
Sent: 06 October 2010 00:04
To: [REDACTED]@londonstudenthousing.co.uk
Subject: [REDACTED]

Dear Rob,

[REDACTED] has asked me to reply on behalf of all three of us with a massive massive thank you.

Yet again you've gone beyond the call of duty, and your advice has already reassured me [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

For now, massive thanks again. I'm glad the keys found their way to you safely, and it was great to see all your hard work on [REDACTED] has paid off, it looks amazing.

Thanks Rob,
[REDACTED]

From: [REDACTED]
Sent: 12 September 2009 20:25
To: [REDACTED]@place-homes.co.uk
Subject: Our Thanks

Dear Rob

[REDACTED]
[REDACTED]
[REDACTED] now is a good time to thank you for your extremely efficient and professional conduct as a landlord last year. You provided what we consider quality residence, and your correspondence and response to issues was always swift and effective.

Many thanks
[REDACTED]

July 24, 2009

Dear Rob,

[REDACTED] away at the moment, so on his behalf I am acknowledging receipt of your cheque for the sum of [REDACTED] being the refund of the deposit, in full, on [REDACTED]

I would like to take this opportunity of thanking you for being a superb landlord. I would say you are one of a minority of trustful, fair landlords serving the student populace. I have tried, through [REDACTED] to ensure that they are a responsible group of young people and that they respect your accommodation, I hope you find that they have done so.

If you ever need a reference then I will be only too happy to provide one.

On behalf of [REDACTED] and myself, thank you.

5 August 2009

Dear [REDACTED]

Ref: [REDACTED] Return of Deposit

Regarding the completion of tenancy at the above address by [REDACTED], I would like to thank you for your prompt return of the deposit in full. This is refreshing when contrasting with some previous bad experiences at other letting agencies.

From: "[REDACTED]@kcl.ac.uk"
To: "place homes property group [REDACTED]" <enquiries@place-homes.co.uk>
Sent: 26 July 2007 22:46
Subject: Re: see attached letter

Hi Rob,

[REDACTED]
[REDACTED]
[REDACTED]

I feel considerable personal indebtedness to you for the way you have treated me, and handled things regarding our group as a whole; with far greater fairness, patience, and integrity than, at times, it deserved.


Best Regards,

Dear Rob,

Thank you very much for all the help
over the past two years with the house. It's
been a positive experience indeed.

It's reassuring to know that things were honest
and above board at all times.

I just wanted to say a particular thank you
for the return of our deposits in full and
early so that particularly helped with cash
arrangements with our new deposit.

Mary Marks, 

Rob,

Thank you so much for everything; for all the time & money you've spent on the house.

We really appreciate it... and although you've declined before, we'd like to thank you by having you over to dinner with the group.

We know you're our landlord and you may think it could be awkward but it would be our pleasure as you've done so much more than we would have ever expected from a landlord.

We really hope you'll accept the invitation.
Thank you again,
with all our best wishes,

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Testimonials

Further testimonials can ALSO be downloaded from our "news" site at www.place-news.co.uk

The best landlord

James W rated this Landlord 10 out of 10

These guys are ace, house has been prepared amazingly, there was a free move in pack for each of us with towels and bedding and also coffee and drinks in the fridge. Even a supply of loo paper and washing machine powder! It was worth the hurdles and competition to get one of their houses.

20 September 2009

London

JULY 2009

JULY 2009 rated this Landlord 10 out of 10

"... YOU'VE DONE SO MUCH MORE THAN WE WOULD HAVE EXPECTED FROM A LANDLORD..." "THANK YOU SO MUCH FOR EVERYTHING"

16 September 2009

London

JULY 2009

JULY 2009 rated this Landlord 10 out of 10

I would like to take this opportunity of thanking you for being a superb landlord. I would say you are one of the minority of trustful fair landlords serving the student populace . Thank you

16 September 2009

London

September 2009

SEP 2009 rated this Landlord 10 out of 10

Now is a good time to thank you for your extremely efficient and professional conduct as a landlord last year. You provided quality residence and your correspondence and response to issues was always swift and effective

16 September 2009

London

August 2009

AUG 2009 rated this Landlord 10 out of 10

I would like to thank you for your prompt return of the deposit in full

16 September 2009

London

Aug 2005 to Sep 2006

Jane, Ben, Chris, Richard and Peter rated this Landlord 10 out of 10

5 of us lived in a house from place homes last accademic year, and two of us had been there the year before as well. We were completely happy with everything. They make it look very easy to get things right, but we know the vast majority of our friends had and still have great problems with their landlords, which is stressful for them. We had NO such problems. Any maintenance issues were attended to swiftly, and always followed up in writing. They are really up to date with all the legal requirements for letting, and their advice helped many of our friends! We also got our deposit back in full before we moved out! The only complaint we have is that they dont have any houses in Nottingham where some of us are returning to now ! Jane Hall- London N4

19 September 2006

London N4

Graduation 2006

Emma Bridgewell rated this Landlord 10 out of 10

We rented from place homes for two happy years (until the end of June 2006) whilst completing our degrees at Kings and UCL. We cannot really add anything here that has not been said already. We cant imagine why any one would want to rent off anyone else. We realise now that it was quite an achievement to secure a house from them as when they were re-letting our house, at least 60 people looked at it in the first few days, and they had numerous 2nd visits and offers. We were flattered that they sought our opinion about who would best settle in the house, and we have been please to help the incomming tenants. We all agree that we will miss the total peace of mind this tenancy has brought us and we had a really nice lunch paid for by Rob when we moved out to celebrate our degree success. Thanks for everything.

08 August 2006

London

PLACE HOMES

*Danny and the lads in R*****Gardens rated this Landlord 10 out of 10*

We rented from place for 18 months, ending in December 2005. Everything was hassle free. We are going travelling and place have stored some things for us, and we are returning in the summer to rent a new house from them as we are starting a PGCE course and a Masters.

22 January 2006

MANOR HOUSE

3 of us rented a house from place homes for one year then another 6 months, ending this October. We confirm that we were happy with everything, that we only had 2 visits from the landlords in 18 months (at our request) and our deposit was returned without any deductions.

13 October 2005

London

N4

Keith rated this Landlord 10 out of 10

I spent eight years at three houses through place homes and i can honestly say that every one of them were amazing. Immaculately presented, floorboards throughout and all with gardens. I think I'd still be at one of the houses now if hadn't managed to buy my own flat! As well as being excellent and discreet about repairs and maintenance, place homes also gave me loads of free advice and help when I was going through the purchase of my own property. When it comes to property and letting agents, place homes is the most sincere company i've ever dealt with. There are so many crooks and cowboys out there, but place homes puts them all to shame! Keith

09 September 2005

London

2002 TO 2005 -- WHERE ' DA TIME GO EH ?

Dan Jordan rated this Landlord 10 out of 10

I confirm that my house mates and I rented through Place Homes from December 2002 until this summer (31 Aug 2005) There was never any problems with the way the tenancy was handled, and our deposit was fully refunded. There were a few changes in who was living with us during such a long time, but this was always dealt with properly and quickly by the landlords, and they never charged us anything for making changes to documents for us. We had all rented before at university and out of London, and we all agree that this was deffo the least bother we have ever had from a landlord or agent, and still being able to have a trendy house with original features which didnt ever feel like a letting house. Most of our mates thought we owned the house we were so at home !

07 September 2005

London / Leeds

Green Lanes

Nicola Schreiber rated this Landlord 10 out of 10

I rented with Sarah Clarke. I agree with everything she says. I just want to add something about the area. Its really lively and so safe. It's always open , and well lit. There is a brilliant Sainsburys and lots of small shops. Also, the house had really good security which was an assurance being girls. Also, we only saw the landlords at the house about three times really, they never tried to see what we were doing or how we were keeping the house , but they were always available as they have a good automated contact arrangement. Anything that was needed was just done, sometimes before we even got home, like when we asked for an extra fridge.

07 September 2005

London

Green Lanes

Sarah Clarke rated this Landlord 10 out of 10

My friends and I rented a house off Green Lanes in 2003 and we stayed until 2005. We were 2nd year students, now we have graduated. As students just out of halls, we were very lucky to rent from Place Homes. They arranged all the Council Tax exemption for us (unlike our friends who wasted days at the local authority office) and were just brilliant. They didnt charge us rent until term started in 2003, and they allowed us off rent in the vacation in 2004. They are really knowledgable about all the rules which affect tenants, and tenants rights, and they even helped some of our friends at uni who were having trouble and being bullied by their landlords by giving free legal advice and help on the housing law and writing letters for our feiends to use. We were treated with real respect all the time, and felt that we were buying peace of mind and a quality product with our rent money, not just somewhere to live. Our parents were so relieved when they saw the house and that everything was properly documented and run professionally. Since we moved out they have sent our post on for no charge, and been very helpful. They refunded the deposit in full within a few days. As students of history and politics we were surprised that Place Homes explain themselves as a socialist company, as we thought all landlords must be capitalists, but they make a point of putting a lot back into the community they own houses in and helping tenants when in trouble. They are very anti exploitation and also support homeless charities as they gave us the option of donating some rent over the summer to these charities. Most of their tenants stay for ages!

07 September 2005

london

PLACE HOMES

Ben Harvey rated this Landlord 10 out of 10

We rented from Place for 2 years as a group of 4. From the time we moved in to the time we vacated, we have never had such a easy life. The house was prepared exactly as was agreed, the only thing what went wrong in 3 years was the washer dryer and a temporary one was delivered the same afternoon whilst the new one was being ordered. Also we broke various things over the three years and expected to be charged for them, but when we told Place they just arranged for new replacements for free without even checking they were broken or whether we were to blame or not. In some ways Place made things look so easy its only now that we have rented from someone else (a large corporate agent) that we recognise how easy a time we had. There was no confrontation and the really good thing for us as busy working professionals was that they had automated systems for reporting problems and giving information, so you didnt need to waste time in the day at work on the phone trying to get them to call you back. We just emailed or voicemailled them anytime and got automated confirmation that our message was receiving attention and updates to our mobiles on anything we had asked about. Also one other thing is that they have proper emergency number you can call . which is reassuring. We even sort of abused

Rob is still the main face to face contact despite having so many tenants to deal with, so he has the authority to make a decision on the spot of you need one. Also they are really quick at doing any documents and confirm all important stuff in writing. We really trusted them the whole time we were there. In some way we regret we moved, but our group changed and we moved in with partners and the like. Totally recommended.

02 September 2005

London

Feedback form:

Title: _____

Message: _____

Rating:

1 2 3 4 5 6 7 8 9 10

Name: _____

Email: _____

City: _____

I give permission for this feedback to be displayed on the site

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