

CGT

a place for everyone

Property, with people at the centre.

LETTINGS / PROPERTY CARE / SALES / STAYS

A guide to moving, letting and staying with CGT

Property is personal.

Finding a home, managing an investment, selling or booking a place to stay can all begin with the same question. Who can help me with the next step?



Cheltenham · The Promenade

FIND YOUR STARTING POINT

The CGT team	**02**
Lettings	**09**
Compare lettings services	**13**
Property Care	**17**
Sales	**19**
Stays	**24**
Home Moving File	**27**
Find your branch	**31**

Rooted here. Ready for what's next.

CGT began in Cheltenham in 1987. From one lettings office, we've grown into a Gloucestershire property business with five local branches and teams for lettings, property management, sales and stays.



Tewkesbury · Historic high street

1987

Our lettings story starts in Cheltenham.

2019

CGT Sales joins the business.

Today

Five branches and three specialist brands.

Different people. Different property needs.

People come to CGT with different backgrounds, budgets, abilities and reasons for moving. Our team brings a mix of experience and perspectives to those conversations. We start by listening to what matters to you.



Cheltenham · Imperial Gardens

01 **Your priorities**

Tell us what matters, from travel and outdoor space to access, pets or timing.

02 **Your way to talk**

Start online, call the branch or visit. Tell us if a different format or arrangement would help.

03 **Your next decision**

We'll explain the choices and give you space to ask questions.

Three specialist brands. More ways to help.

Start with what you need today. If your plans change, your local team can introduce you to the right people elsewhere in CGT.



Lettings & Property Care

Find a home to rent, let a property or get help looking after a tenancy.



Sales

Buy, sell or talk through the best route to market with a local property specialist.



Stays

Book a furnished short stay for a weekend getaway or a longer holiday. If you need more time, our short lets offer a comfortable base between moves, during a relocation or while working away.

A good handover starts with listening.

Your local contact gets to know what you're trying to achieve. When another team joins in, we pass on the relevant details so the next conversation can start with your plans.



Inside CGT · 109 Promenade

1

Listen

Agree what matters, who needs to be involved and how you prefer to hear from us.

2

Connect

Bring in the colleague with the right expertise and share the details they need.

3

Follow through

Explain who is taking the next step and when you can expect an update.

WHAT THIS CAN LOOK LIKE

If you're selling and need somewhere between homes, our Sales team can introduce you to Stays to discuss dates and available options.

Five branches. One local team.

Speak to the branch that suits you. Teams share local knowledge and draw on specialist colleagues as your plans develop.



Across Gloucestershire

BRANCH NETWORK / CONNECTIONS ILLUSTRATED

Tewkesbury
Town and surrounding villages

Gloucester
City and surrounding area

Cheltenham
Head office and local branch

CGT
Local branches

Quedgeley
Quedgeley and Kingsway

Stroud
Stroud and the Five Valleys



109 PROMENADE · CHELTENHAM

Come in.
Let’s talk property.

Our head office on Cheltenham’s Promenade is a place to talk through the big decisions and the details. Start with a conversation about the home, the move or the investment you have in mind.



109 Promenade · The CGT head office

VISIT US

109 Promenade, Cheltenham, GL50 1NW

01242 253325



01 / LETTINGS

A place to live. People to turn to.

For tenants looking for their next home and landlords planning a let, we bring the search, the preparation and the move-in together.

RENT A HOME / LET A PROPERTY / GET TENANCY SUPPORT

From the first viewing to the first night.

Tell us what you need from your next home. We'll help you understand the steps, the information you'll need and what to expect at move-in.



A Gloucestershire village lane

FOUR STEPS TO YOUR NEXT HOME

Explore

Search by area, budget and the things that make a home work for you.

01

View

See the property and ask about the home, the terms and the neighbourhood.

02

Apply

Follow the application and referencing steps your branch shares with you.

03

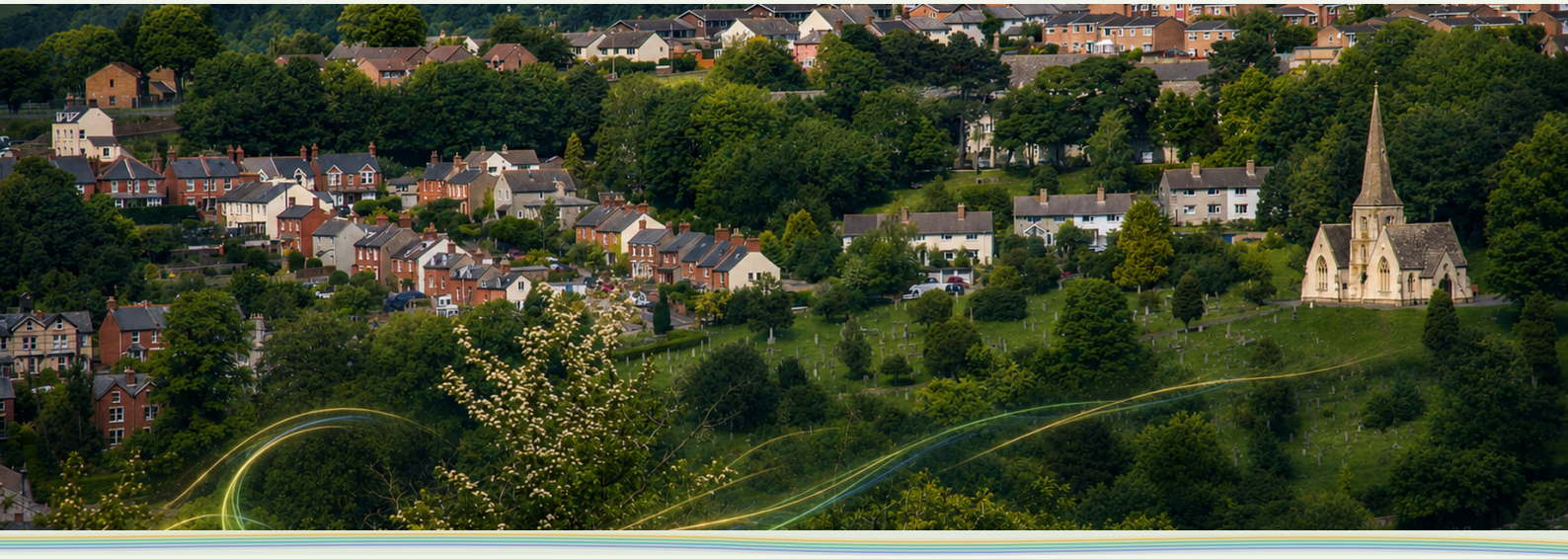
Move in

Check your move-in information, key collection and who to contact once you're settled.

04

Plan the let around your property.

Tell us what you want from your rental. We'll talk through local demand, getting the property ready and choosing the right support.



Stroud · Hillside homes and valleys

YOUR LETTING PLAN

Price and prepare

Get a rental appraisal and discuss presentation, readiness and likely demand.

01

Market and match

Agree how we'll present the home, arrange viewings and handle referencing.

02

Choose ongoing support

Discuss who will handle rent, inspections and repairs, and how we'll keep you informed.

03

Choose the support you need.

From finding a tenant to enhanced management, choose the level of support that works for your property and how hands-on you want to be.



Cheltenham · Regency terraces



Core

Letting & rent collection

Help with marketing, finding and referencing a tenant, and rent collection.



Advanced

Property management

Ongoing tenancy management, with tenant communication and coordination of repairs.



Elite

Enhanced management

Enhanced support with scheduled inspections and protection benefits, as agreed in your Schedule.

ON THE FACING PAGE

Compare what’s included and what can be added.

Compare your lettings services.

See what comes with Core, Advanced and Elite, and which services can be added at an extra charge.

SERVICE	Core Letting & rent collection	Advanced Property management	Elite Enhanced management
INCLUDED IN ALL THREE PACKAGES			
Rent collection	✓	✓	✓
Featured Rightmove listings	✓	✓	✓
Professional marketing photography	✓	✓	✓
Tenant welcome packs	✓	✓	✓
Tenant vetting and referencing	✓	✓	✓
Digital document storage	✓	✓	✓
Keyholding	✓	✓	✓
End-of-tenancy condition reports	✓	✓	✓
INCLUDED WITH ADVANCED AND ELITE			
Pre-tenancy safety checks	+	✓	✓
Deposit dispute management	+	✓	✓
Seasonal maintenance reminders	–	✓	✓
Annual compliance audit	–	✓	✓
Tenant portal access	–	✓	✓
24/7 emergency support line	–	✓	✓
Monthly financial statements	–	✓	✓
24/7 maintenance response	–	✓	✓
Annual maintenance budgeting	–	✓	✓
Preferred trades network	–	✓	✓
Virtual viewings and video tours	–	✓	✓
Social media property promotion	–	✓	✓
ELITE INCLUSIONS AND ENHANCED COVER			
Scheduled property inspections	+	+	✓
Rent increase administration	+	+	✓
Property Damage Protection	+	+	✓
Rent & Legal Protection (RLP)	+	+	✓
Mid-tenancy welfare check	–	–	✓
Priority repairs support	–	–	✓
Conflict resolution and mediation	–	–	✓
Eviction management support	–	–	✓
Legal notice serving, where applicable	–	–	✓
Court attendance cover	–	–	✓
Arrears management and legal escalation	–	–	✓
Licensing application assistance, including HMO	–	–	✓
Service charge and ground rent monitoring	–	–	✓
End-of-year tax summary	–	–	✓
HMRC income reporting support	–	–	✓
CHARGEABLE ACROSS ALL PACKAGES			
Professional inventory	+	+	+
Certified inventory documentation	+	+	+
Initial onboarding	+	+	+

✓ **Included** + **Chargeable extra** – **Outside package**

Your signed Schedule confirms inclusions and charges. Protection and cover are subject to eligibility, limits and exclusions. Agree third-party costs separately.

What landlords value.

Three ways to help look after your rental income and the condition of your property.



CGT · Inside 109 Promenade

Rent & Legal Protection

Help with qualifying unpaid rent and eligible legal costs, as defined in the provider documents.

01

Property inspections

A written record of the condition we can see, with visible maintenance concerns to help you decide what needs attention.

02

Property Damage Protection

Help with the cost of eligible damage, subject to the terms of the protection.

03

HOW ELITE WORKS

Elite includes inspections and both protection benefits as set out in your Schedule. Protection is subject to provider terms, eligibility, limits, excesses and exclusions.

Know what you’re agreeing.

Before you instruct us, we’ll talk through the options for your property and record the agreed service and charges in writing.



CGT · Inside 109 Promenade

Your service level

Core, Advanced or Elite, what the package includes and any extras you choose.

01

Your charges

Check agreed set-up fees, the ongoing rate, inspections and any separate inventory or third-party costs.

02

Your instructions

Agree who can authorise work, how we’ll contact you and when our service begins.

03

TAKE THIS INTO YOUR VALUATION

Ask your branch to show you what’s included, what is chargeable and what information they need from you before the property is marketed or taken on.

Already letting?

If your tenant is already in place, talk to us about taking on the management and making the handover clear for everyone.



Cheltenham · A Gloucestershire streetscape

A HANDOVER IN THREE STEPS

01

Share the records

We'll ask for the tenancy documents, deposit details, safety records and details of any repairs in progress.

02

Agree the handover

We'll agree the takeover date, the level of service, the charge where applicable and the arrangements for rent and keys.

03

Tell the tenant

We'll explain who to contact and how to report issues once CGT takes over, then pick up the agreed actions.

Your branch can explain the records needed and the takeover arrangements for your property.



CGT PROPERTY CARE

Care continues after the keys.

Homes need attention throughout a tenancy. Our property managers and inspection team help record what they find, agree what needs doing and keep the people involved informed.

CONDITION / COMMUNICATION / FOLLOW-UP

Cotswold stone homes · A village by the water

See the issue. Agree the action.

A useful inspection or repair record explains what was found and what happens next. Where the service includes management, our team coordinates the follow-up with the people involved.



The details we notice

THE PROPERTY CARE PROCESS

Record

01

Capture the condition or repair concern with clear notes and relevant photos.

Review

02

Check the history and discuss what action or approval is needed.

Coordinate

03

Agree access and arrange a contractor where instructed.

Follow up

04

Update the record and explain what has been done or what still needs attention.

If you rent through CGT, use the repair reporting guidance supplied by your branch.

A home to sell. A move to plan.

A good move begins with a realistic conversation about price, timing and what comes after the sale. We'll help you decide how to present the home and which route suits your plans.



Cheltenham · Regency streetscape

VALUE / PRESENT / NEGOTIATE / PROGRESS

Put your home’s best features in view.

We bring local market knowledge and considered presentation together. We’ll agree what to highlight, how to reach buyers and how you want to review feedback and offers.



Details worth noticing · Inside 109 Promenade

YOUR SALES PLAN

Appraise

Discuss the evidence behind a price range and the timing that works for you.

01

Prepare

Plan photography, floor plans and a description that reflects the home accurately.

02

Review

Look at viewings, buyer feedback and offers in the context of your next move.

03

SALES · FOR BUYERS

Find the home that fits your plans.

The viewing is your chance to test how a property fits daily life. We'll help with the practical questions and explain what information we need when you're ready to make an offer.



Cotswold village · Autumn countryside

YOUR BUYING JOURNEY

Set your brief

Think about budget, travel, outside space, access and how long you expect to stay.

01

Ask at the viewing

Check the layout and condition. Ask what's included and what information is available.

02

Make an offer

Explain your funding and timescale so the seller can understand your position.

03

A more structured route to agreement.

Secured Sale™ is an option for eligible properties and customers. The team can explain how the route works, including the reservation process, commitments and key milestones.



Discuss suitability

Review the property, your priorities and the proposed timescale with CGT Sales.



Understand the terms

Ask for the written terms, fees and responsibilities before making a commitment.



Work to the milestones

Once agreed, the parties and their advisers work through the next steps for the transaction.

Ask CGT Sales which route is available for your property and circumstances.

What happens after an offer is agreed?

An agreed offer starts a series of practical steps. We'll keep in touch with the parties involved, help identify what is outstanding and explain where the next update is expected to come from.



Gloucester · Cathedral and city

FROM OFFER TO COMPLETION

Instruct

Confirm the transaction details and instruct your solicitor or conveyancer.

01

Work through checks

Your advisers lead on surveys, searches, finance and enquiries as applicable.

02

Exchange and complete

Your conveyancer confirms the position on exchange and completion. We coordinate key handover with the parties.

03



03 / STAYS

A place to stay. Room to feel at home.

A Gloucestershire base for a weekend, a project or a period between homes. Ask the Stays team which furnished options suit your dates, location and plans.

SHORT VISITS / WORK TRIPS / LONGER STAYS

Make the most of your time here.

A few details can make the difference between a booking and a stay that fits. Tell us how long you need, who’s coming and which practical arrangements matter most.



Gloucestershire · A wider view

YOUR STAY, STEP BY STEP

Find a fit

Share your dates, location and needs. Ask about parking, access or pet arrangements.

01

Plan your arrival

Check the booking details, arrival instructions and how to reach the team.

02

Settle in

Keep the useful details handy and contact us if you need help during your stay.

03

STAYS · FOR HOSTS

Good hosting takes careful coordination.

We can help owners assess whether furnished stays suit the property and their plans. We'll discuss the guest experience and which parts of day-to-day hosting CGT can support.



A considered welcome · Interiors at 109 Promenade

YOUR HOSTING PLAN

Set up the stay

Discuss how to present the property, equip it and prepare for guests.

01

Coordinate bookings

Agree how availability, enquiries, arrivals and guest communications will be handled.

02

Plan the turnaround

Discuss cleaning, linen, property checks and what needs your approval.

03



THE CGT HOME MOVING FILE

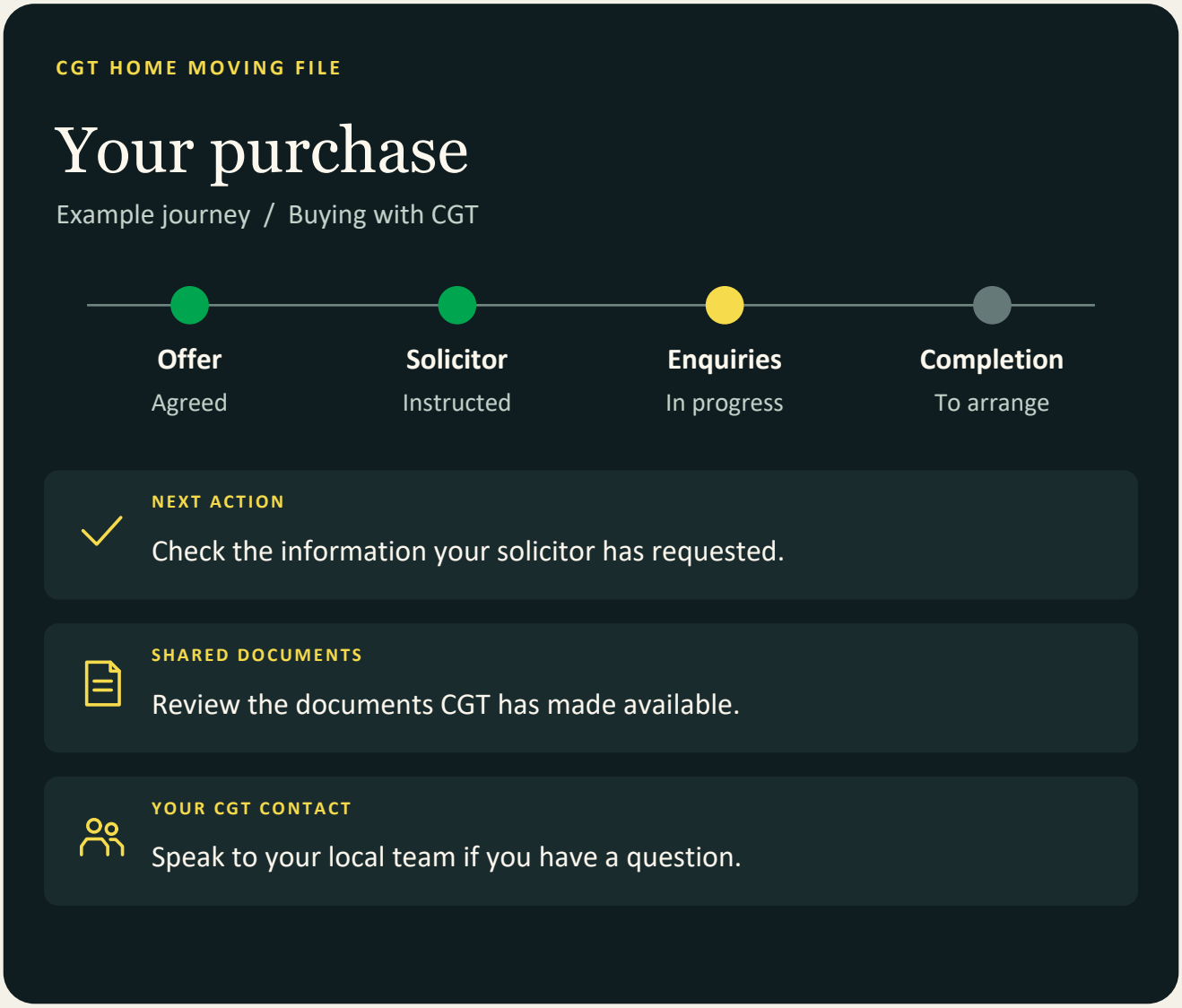
One place to see how your move is going.

The CGT Home Moving File is the customer view we're building around three questions. Where am I now? What happens next? Who can help?

PROGRESS / NEXT ACTIONS / YOUR CGT CONTACT

See the next step at a glance.

The file is designed to bring relevant milestones, shared documents and your CGT contact together. This example shows how a buyer might see their progress.

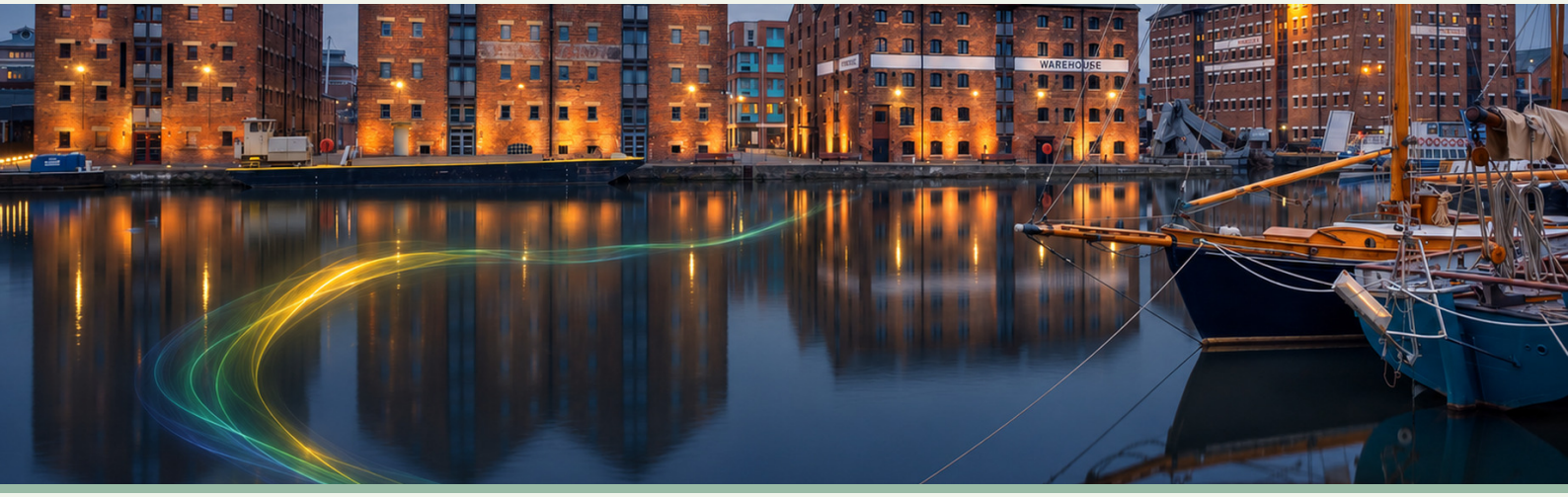


Illustrative screen. Your CGT team will explain which online features are available for your journey.

ONLINE · WITH A TEAM BESIDE YOU

Start with the search. Stay close to the move.

Use the CGT websites to explore properties, request a valuation or contact your local team. When your team offers access to a Home Moving File, use their invitation to follow the steps relevant to you.



Gloucester Docks · Waterside homes

YOUR HOME MOVING FILE

Explore online

Find homes to buy or rent, or contact CGT Stays about a furnished base.

01

Connect with a person

Ask your branch about a listing, a valuation or a decision you're weighing up.

02

Follow your progress

Where available, use the shared file to review milestones and see what needs your attention.

03

Better records. Better handovers.

CGT Pulse is our internal team workspace. It helps colleagues coordinate practical work such as recording deal details, routing approvals and managing property inspection activity.



CGT · A shared place to work

HOW YOUR CGT TEAM WORKS TOGETHER

Lettings set-up

Staff can record a deal, check the details and route it for review.

01

Property Care

Inspection diaries and history give colleagues context for the next visit or follow-up.

02

Customer updates

Your team uses the relevant information to explain the next step and who is taking it.

03

Start with a local conversation.

Book a valuation, ask about a home or talk through your plans. Your local team can put you in touch with the right specialist.

FIND YOUR LOCAL BRANCH

Cheltenham	**01242 253325**
Gloucester	**01452 380700**
Quedgeley	**01452 720071**
Tewkesbury	**01684 850350**
Stroud	**01453 760044**

TALK TO A SPECIALIST

Lettings
cgtlettings.co.uk

Sales
cgtsales.co.uk

Stays
info@cgtstays.com

HEAD OFFICE

109 Promenade, Cheltenham, GL50 1NW



CGT

a place for everyone

Let's talk about what comes next.

Call our Cheltenham branch to talk about your next move.

01242 253325

cgtlettings.co.uk