

In this Issue:

- 1) Welcome from Terry Farthing, MD
- 2) Rental properties going green
- 3) The Team: Who's who at Airport Lettings?
- 4) Committed to highest standard of training
- 5) Beat the crises with your spare room
- 6) Working in partnership with local hotels
- 7) Vanessa's garden party
- 8) Kasha and John's baby boy
- 9) Lucia at departures, Steve at arrivals
- 10) Introducing Barclays at Stansted Airport
- 11) News from BAA Stansted Airport



Welcome from Terry Farthing, MD of Airport Lettings

Airport Lettings has become a name synonymous with professional yet friendly service and this has been proven by the results of our recent survey. 98 per cent of you were so happy with our service that you would not hesitate recommending us to other landlords!

We had great response to our Landlords Satisfaction Questionnaire and thank all of you for taking time to provide us with priceless feedback. It is priceless because it provides us with information of how we are doing, which would not be available to us otherwise.

According to our survey, some of our landlords wanted to see developments in certain areas. Using this feedback and after looking into the recommended improvements, we have decided to go through a re-structuring process. You can find who is doing what in the "The Team" section of this newsletter. We have also recruited Steve Munns to take care of the maintenance aspects of our service.

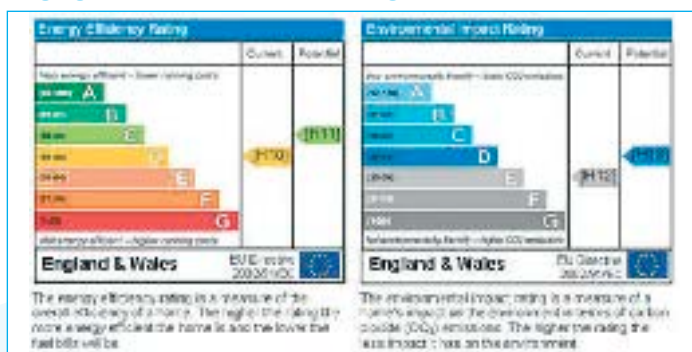
The green light has now been given for increased flights and passengers at Stansted. This, along with the installation of new flight simulators for training, should all help to see an increase in demand for the accommodation we offer, both long and short term. Airport Lettings is able to offer high standard of service to accommodate this potential increase, with the help of its commitment to Skills Pledge - a public promise to drive our business forwards by training our employees.

Also in this issue of our newsletter, you will be able to read more about our close partners, here at the airport: BAA and Barclays Bank.

Rental properties going green: EPCs as legal requirement

All rented houses require Energy Performance Certificate (EPC) by law from 1 October 2008. Here are some facts that every landlord should know about EPCs.

The government has introduced a number of energy saving initiatives, including EPCs, aimed at making all buildings more energy efficient. EPCs give the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is best and with the average being D/E, providing tenants with information on the energy efficiency of the property. The reports



also give recommendations on how to improve the energy efficiency grade. There is no obligation on the Landlord

to carry out any of the measures or recommendations but you may be able to get financial assistance to

continued overleaf



MD'S HOTLINE

Any feedback is welcome from our clients, as this is the best way to continue improving our services.

Please feel free to contact our MD in confidence: 07970 476 388.

**AIRPORT LETTINGS
HAVE OVER
£60 MILLION
WORTH OF
PROPERTY
UNDER
MANAGEMENT**

The Team



Tina Baldwin:
Accounts Manager
TBaldwin@airportlettings.co.uk



Ann Martinelli:
Office Manager-Senior Negotiator
AMartinelli@airportlettings.co.uk



Steve Munns:
Maintenance
SMunns@airportlettings.co.uk



Kasha Nocon:
Negotiator (Maternity Leave)
enquiries@airportlettings.co.uk



Lucy King:
Administrator
LKing@airportlettings.co.uk



Elaine Farthing:
Administrator
enquiries@airportlettings.co.uk



Leanna Baldwin:
Administrator (Weekend/Cover)
enquiries@airportlettings.co.uk



Beata Tomasiak:
Viewings and Check In/Out
BTomasiak@airportlettings.co.uk



Nigel Spence:
Company Secretary-Chartered Accountant
enquiries@airportlettings.co.uk



Oya Er Wilkes:
Marketing and Advertising
oya@airportlettings.co.uk

continued

make the changes, such as to The Landlord's Energy Saving Allowance (LESA) or Warm Front (www.warmfront.co.uk).

When do I need an EPC?

From 1 October 2008, all landlords need to provide an EPC to any



prospective tenant. So it is best to get an assessment as soon as the property goes on the market for rental, as by

law, you are expected to hold an EPC within two weeks of the marketing start date. EPCs can be used along with other advertising material in order to attract potential tenants.

How do I get an EPC?

The only person who is able to produce an EPC is an accredited Energy Assessor. We have specialists in this area to offer a prompt service to local landlords. However, you might already have an EPC, which might have been included in a Home Information Pack. This EPC can be used for the rental use of the property, as long as it is dated within the last 10 years.

What happens if I don't have EPC?

If you don't have an EPC or do not renew it after it expires, you could be fined £200 for non-compliance. You also have to bear in mind that a copy of the EPC must be provided free of charge to prospective tenants. There is no need to obtain an EPC for an existing tenancy. If a valid EPC still exists when changing tenants, no new certificate is needed. An EPC for a rented property is valid for ten years.

Committed to highest standard of training and service



Airport Lettings Stansted has signed for Skills Pledge, which is a public promise to drive our business forwards by training our employees.

Airport Lettings Stansted always aims for the highest standard of service. In order to provide this, the company is committed to training its members of staff. That's the reason for signing up for Skills Pledge; a promise stating that we will work to boost the productivity of our business and realise the potential of our employees.



With one-to-one consultancy from training experts, our employees are given support and gain the skills to make our business succeed and grow. With appropriate training, we reap the benefits in employee productivity, motivation, confidence and retention. In addition, several members of our

staff attended various courses in the recent months. They have attended "Day-to-Day Lettings and Management plus The Law for Lettings and Management" and "Inventories and Deposit Disputes", "Developing Management Skills", "Dealing with Difficult Customers", "Health and Safety" and HR related courses from The Letting Training Centre and Business Link East. These courses provided them with a good opportunity to check up on legal procedures and practices, to help further develop our letting and management skills.

Working in partnership with local hotels

Local hotels, B&Bs and guest houses prosper with Airport Lettings.

Being the first port of call for airport employees needing accommodation, we have housed thousands of long-term staff. However, we have an ever increasing demand for short term accommodation to satisfy the requirements of airlines that are sending pilots, aircrew, cabin crew and other employees on short term training courses, conferences, simulator trainings, fire fighting courses etc. These professionals require a bed, sometimes for a night or two, sometimes for up to three months. To continue our one-stop-shop approach in partnership with the airport, we are proud to announce the new section to our hugely successful website. This section is launched in February and devoted solely for the local hospitality industry to promote their hotels, B&Bs or guest houses; enabling them to gain an unfair share of the rapidly expanding market. Companies from around the world sending their staff to Stansted Airport contact us first. In order to take advantage of this fact and for the opportunity to make your business take off in 2009, e-mail thomas.farthing@sfr.fr or call us now.

BEAT THE CRISIS WITH YOUR SPARE ROOM



If you already have a lodger or are thinking about letting furnished rooms in your home, you can receive up to £4,250 a year tax-free. This is known as the Rent a Room scheme.

You can choose to take advantage of the scheme if you let furnished accommodation in your only/family home to a lodger. A lodger can occupy a single room or an entire floor of your home. However, the scheme does not apply if your home is converted into separate flats or if you are not resident at the property.

If you don't normally receive a tax return and your receipts are below the tax-free thresholds for the scheme, the tax exemption is automatic so you don't need to do anything. If you wish to opt in and your receipts are above the tax-free threshold, you must tell your Tax Office to claim the allowance. The principal point to bear in mind is that if you are in this scheme, you can't claim any expenses (for example, wear and tear, insurance, repairs, heating and lighting). You have to work out whether you will be better off joining the scheme or declaring all of your letting income and claiming expenses on your tax return.

At Airport Lettings, we always have demand for rooms and you can give us a call to arrange a valuation visit.

Vanessa's garden party

Our office manager and senior negotiator Ann Martinelli has helped to raise £7000, in aid of a young girl called Vanessa, who suffers from Cerebral Palsy and was in desperate need of a specially designed bathroom.

A garden party was organised in August 2007, in order to raise money to buy a bath for a young girl called Vanessa, who suffers from severe Cerebral Palsy and is registered blind. This bath made such a difference to her and her family's life.

The garden party was held in the grounds of Barrington Hall, Hatfield Broad Oak with kind permission from Chris Pickthall of CPL. Airport Lettings Stansted was a partner sponsor of this charity event and our office manager and senior negotiator Ann Martinelli was one of the organisers.

This ticket-only event was a relaxing fun day for all the family, where each ticket was automatically entered into

a prize draw to win a meal for two. The entertainment was a live Rat Pack tribute show by 'Ratz Life' (www.ratzlife.co.uk), karate demonstration, pony rides, bouncy castle, face painting, swimming pool, jewellery, cake and card stalls, "Beat the Goalie" and "Treasure Hunt". Also a silent auction was organised with fantastic things to bid for, including 7 days accommodation in a luxury apartment in Spain, weekend away in a beautiful cottage in Norfolk, head-to-toe pamper day and hampers.

This event raised £7000, which was then added to the amount raised before through marathon running and other events. The total of £21000 was used to re-design Vanessa's bedroom with a bathroom that suited her special needs.



... news from BAA Stansted Airport ...



Credit crunch, record inflation, imminent recession? No one can pretend everything is quite 'business as usual' at the moment. The story of any economy is not made up from the last month, the last year or even the last decade. To push ahead with expansion at a time of high oil prices and an unstable economy may seem premature but at Stansted we are currently planning for the period 2015-2030 to meet the predicted demand for air travel in the future. The airline industry has survived many setbacks in the last 30-40 years – the oil crises of the seventies and 9/11 to mention only two. History has shown that though demand dips at these times, when it picks up again demand grows higher than before, and with Stansted's low cost carriers air travel has never been more affordable or available to so many people.

Ashley Riley, Head of Communications and Public Affairs, BAA Stansted

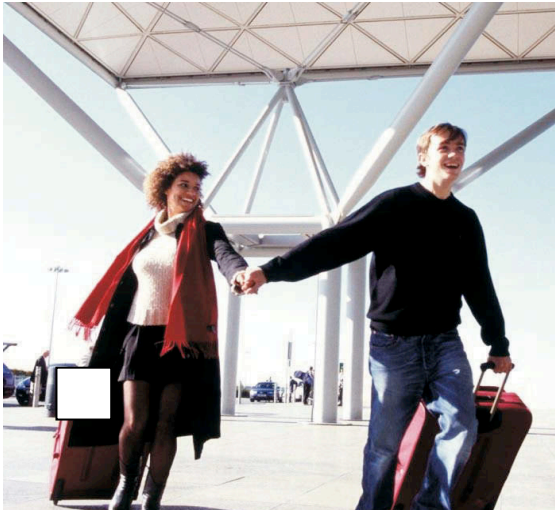
Did you know?

In 1998 Stansted Airport had 1 million passengers

In 2008 that number was 23 million passengers

By 2030, Stansted expects 68 million passengers to come through the airport to worldwide destinations

working together ... bringing people together

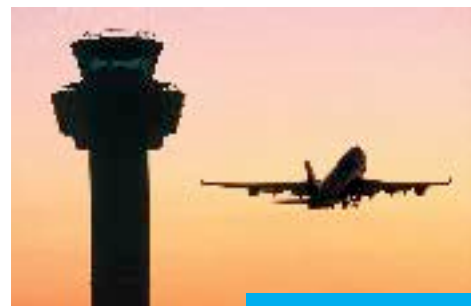


Employment and growth at Stansted means there will be increasing demand for residential properties in the area and with the housing market as unstable as it is at the moment more and more people are looking to utilise rental facilities. Both prospective landlords with properties to rent and tenants looking for somewhere to live will be seeking both short and long-term solutions.

Airport Lettings Ltd is an established residential lettings company based at the airport. Their location means that they are familiar with the local area and the various needs of airport staff, many of whom work long hours and unsociable shifts and so they appreciate the importance of being able to provide properties located close to the airport and within reach of the excellent public transport connections. Airport Lettings offer services to both landlords and tenants taking the hassle out of the renting process and looking after all the legalities on behalf of their clients.

STOP PRESS ++ STOP PRESS

AirAsia X, the Virgin-backed, low-cost long-haul affiliate airline of AirAsia, last month began sales of its service between Kuala Lumpur in Malaysia and Stansted, with tickets starting at just £99 each way. The five times weekly direct flights, which are due to begin in March 2009.



Kasha and John's baby boy

We have a very happy announcement to make: Kasha Nocon and her partner John Costello have become parents to a delightful baby boy.

Kasha, one of our hard-working administrators and negotiators, and her partner John Costello, director of Novel Idea Vending Ltd, have had a healthy baby boy.



Little Patrick came into the world on 1st May 2008, weighing a healthy 7 lb 11 oz. Patrick's mother is Polish and father is Irish; hence we are obliged to state the weight in European measurement too, which is approximately 3.49 kg. Both the baby boy and the mother are doing very well and enjoying each other's company. We are sure you will join us in wishing all three of them the very best.

We hope that Kasha will be able come back to the office very soon, which will bring more positive attitude, hard-work ethic, efficiency and sense of humour to our working environment.

Checking in – checking out



We are saddened by Lucia Ozar's decision to leave Airport Lettings due to personal circumstances. However, it is great news that Steve Munns has joined us.

Lucia Ozar has been working for Airport Lettings Stansted for over 4 years. She has been a great negotiator who specialised in Braintree area and in the recent months, she was a very versatile administrator, helping out with viewings, accounts and advertising. Unfortunately, Lucia's personal circumstances changed and we had to say "good-bye" to her at a meal in the Radisson at Stansted Airport. On the other hand, we have a new member: Steve Munns. He will work as

Maintenance Officer, using his unique collection of expertise. Steve was born in Enfield. Although he trained as an Electro-Mechanical Engineer, Steve spent all his spare time playing the drums and bass guitar – hoping for pop-stardom. It never happened! Instead a varied career followed during which Steve designed air-conditioning systems, became a



purchaser for a water-pump manufacturer and was made financial director of small plumbing and central heating merchant at the age of 26. In 1979, Steve founded his own company, Aqua-Plus and supplied luxury bathrooms through his showroom in Sawbridgeworth. Amongst his clientel have been Sir Paul McCartney, and the author, Frederick Forsythe.

He now lives in Elsenham, with his wife, Diana. Steve's interests are music, reading and, since his recent trek up the slopes of Annapurna in the Himalayas, walking.

Introducing Barclays 'at Stansted Airport'

Barclays 'at Stansted Airport' is a personalised banking service which allows airport employees to receive regular one-to-one relationship banking from a team of banking experts without having to leave the airport. They make airport employees' banking more convenient by giving them a team of specialists who are on-site to provide the right information at the right time. And with their range of competitive banking products and services, there's no need to go anywhere else!

Benefits for airport employees

• They take the hassle out of banking

No more travelling to the nearest branch or queuing in line to speak to a bank advisor, they save employees the hassle by being on-site.

• Great service for new arrivals in the employment market

They provide a rapid response to setting up new employee bank accounts by attending induction sessions, providing personalised guidance on submitting bank account applications and processing the applications to make payroll smoother.

• Barclays are there to provide information on Barclays products and services, so feel free to call or meet them face to face to talk about your banking needs.



Pete Cox
Your 'at work' Banking Specialist
07775 553681

Debbie Hoffman
Your 'at work' Banking Specialist
07827 807504

Lisa Walker
Your 'at work' Mortgage Advisor
07917 093005

Enterprise House
1st Floor
Room A112
Bassingbourn Road
Stansted Airport
Essex
CM24 1QW

Why choose Barclays?

Barclays is a major global financial services provider engaged in retail and commercial banking, credit cards, investment banking and wealth management services. With over 300 years of history and operations in over 50 countries with over 135,000 people, you can count on the expertise of their teams to support you 'at work'. Airport Lettings Ltd has worked with Barclays at Stansted Airport for the past 3 years.

They can help you with...

- Mortgages*
- Buy to let mortgages*
- Opening accounts
- Barclays Account Transfer Service for easy switching from other banks
- Savings
- Online banking
- Tax efficient savings
- Loans
- Credit cards
- Sending money abroad
- Pensions*
- Life assurance*
- Stocks and shares*

*this may require a referral to a product specialist

ALL LENDING IS SUBJECT TO STATUS

Barclays Bank PLC. Authorised and regulated by the Financial Services Authority, Registered in England. Registered No: 1026167. Registered Office: 1 Churchill Place, London E14 5HP.