

Cheltenham's Total Secretarial Solutions is offering a new specialist service for letting agents using the latest digital technology.

Director Wendy Johnson got the idea after being contacted by a letting agent needing inventories typed up quickly and accurately at the last minute.

'Inventories are vital for letting agents. There are generally a lot all at once and often need to be done at the last minute so agents don't always have the necessary resources,' said Miss Johnson who set up her company 18 months ago.

'It is such important work that you can't leave it to temps that you don't know. TSS will work through the night if necessary. Technology means an agent can send the inventory by dictaphone in the post or if they have a digital package e-mail it. The latest software means I can download it as audio, transcribe it as usual and e-mail it back. So it doesn't matter where the agent is based,' she added.

One client who has found the service invaluable is Belvoir, the lettings specialists in Bath Road. Managing Director Graham Maycock said he is pleased to have found such a fast and accurate service. 'An accurate and well typed inventory is essential for the legal side of my business. But the fast pace of life today means that more and more we find a tenant or landlord moves out one day and a new one moves in less than 48 hours later,' he said.

'So we have to go round, check everything, dictate the new or revised inventory and have it ready for the next day. That is where the service from TSS is invaluable. We can drop off the inventory on dictaphone at the end of the day and it is ready first thing the next morning,' he added.

'Inventories can be anything from 10 to 20 pages and are vital documents. The service from TSS is always fast and accurate. It means we can meet our deadlines and continue to offer landlords and tenants the best service possible.'

As part of its package TSS also offers all kinds of typing, minutes, administration and training. 'If your secretary calls in sick or you have a heavy workload at the end of the month then we can be your stand in. We can come to your office or do the work virtually. You won't have to rely on a temp ever again,' added Miss Johnson.

