

## **Information for Landlords**

### **About Us**

We are a local, independent company specialising in Residential Lettings, Property Management and Sales. With over 30 years local knowledge we pride ourselves on our unrivalled customer service and ethical approach. As property professionals we are fully focused on the priorities and needs of you, the customer.

We understand that letting your property, especially for the first time, can be a worrying experience and with this in mind our most important consideration is providing you the Landlord with the best possible service and the right tenant for your property.

We never forget that the property is your most important asset and we can confidently assure you that by instructing us to act as your Letting and Management Agents your asset will be in professional and caring hands.

### **A Personal Service**

Because we are a local company, we are able to offer a personal one to one service whilst maintaining a high standard of competence and professionalism.

### **Competitive Rates**

Our fees are competitive and may be open to negotiation dependant on the level of service required. We are particularly committed to investment Landlords and savings can be made on the smallest portfolios.

### **Carefully Selected Quality Tenants**

Drawn from a continually updated register, all prospective Tenants are thoroughly referenced and credit checked. In some cases we will also require a guarantor.

### **Out of Hours Service**

For our initial meetings with you we will if necessary be pleased to visit your property outside normal office hours. We work seven days a week and would and will meet at a time that is convenient to you, and thus fit in with your busy schedule. A member of staff is also on the telephone out of hours at all times.

### **UK-Wide Network**

In addition to our local Services, we are part of a UK-Wide Network of independent but associated Letting and Managing Agents, thus enabling us to offer an efficient national relocation service, and are often able to assist both individual and corporate clients, from within the UK and abroad.

### **Insurance for Landlords**

We offer a range of competitively priced insurance products designed specially for Landlords, providing extra security and peace of mind. These include:

- CONTENTS INSURANCE
- BUILDINGS INSURANCE
- EMERGENCY REPAIR SERVICE

## **Levels of Service Offered**

### **A Bespoke Service**

Outlined below are the two basic elements of our Service. However, we maintain a flexible attitude, and are generally able to adapt our Service to meet our clients individual circumstances and needs, for example by providing a part only Service, or occasionally by taking on additional tasks and duties.

### **Full Management**

This is our complete inclusive Service which provides for the marketing of the property, carrying out viewings and thus leading to the introduction and vetting of a prospective Tenant. This proving satisfactory, we will then go ahead and prepare the tenancy agreement, inventory, other necessary checks and paperwork and arrange the deposit registration. The Tenant will then be checked in against the inventory.

During the tenancy we carry out periodic inspection visits. Should these bring to light any maintenance issues, we will (within the confines of our Management Agreement) recommend, oversee and account for any necessary repairs.

Collecting and processing rental payments is also part of the Service. These will be credited automatically to the Landlords nominated bank account.

Towards the end of the tenancy, we will liaise with the Tenant, and renew the tenancy agreement or arrange to check them out as applicable.

This service is suitable for those Landlords who are not residing locally, or who would rather not deal with the Tenants directly, preferring all aspects to be handled by the agent.

### **Letting Only (Tenant Find)**

Our Tennant Find Service includes the marketing of the property, carrying out viewings and thus leading to the introduction and vetting of a prospective Tenant. This proving satisfactory, we will then go ahead and prepare the tenancy agreement, inventory, other necessary checks and paperwork and arrange for the deposit registration.

Following this, the first month's rent and a security deposit will be collected. The deposit will be registered (if necessary) and the rent will be credited to the Landlord less our agreed fee. Managing the tenancy, including the maintenance and rent collection, will then be the responsibility of the Landlord.

## **General Practice and Legal Issues**

### **Preparing the Property**

We have found that a good relationship with the Tenants is the key to a smooth-running tenancy. As Property Managers this relationship is our job, but it is important that the Tenants should feel comfortable in their temporary home, and that they are receiving value for their money. It follows therefore that a well presented and maintained property in good decorative order will go towards this, whilst also achieving a higher rental figure. Tenants are also more inclined to treat such a property with greater respect.

### **Legal Requirements**

Before you let your property there are legally required certificates that need to be obtained.

- **Gas Safety Certificate**-This must be provided by a registered "Gas Safety" engineer. This is an annual check and must be regularly certificated.
- **EPC Certificate**-This will be provided by a registered EPC Assessor and once obtained will last for ten years on the rental property.
- Adequate smoke alarms for the property
- Ensure any electrical items left are PAT tested by a registered tester.

### **General Condition**

Electrical, gas plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the Landlords expense unless misuse can be established. Interior decorations should be in good condition and preferably plain, light and neutral.

### **Furnishings**

Your property can be let fully furnished, part furnished or furnished. Which of these is appropriate will depend on the type of property and local market conditions. We will then be pleased to give you advice on whether to furnish or not and to what level. As a minimum you will need to provide decent quality carpets, curtains and light fittings. Remember that there will be wear and tear on the property and the items provided. If letting furnished ***the furniture will have to meet current safety regulations.***

### **Personal Items, ornaments etc.**

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real sentiment and value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the Tenants own use.

### **Gardens**

Gardens should be left neat, tidy and rubbish free, with any lawns cut. Tenants are required to maintain the garden to a reasonable standard, provided they are left the necessary tools. However, few Tenants are experienced gardeners, and if you value your garden, or if it is particularly large, you may wish us to arrange visits by our regular gardener.

### **Cleaning**

At the commencement of the tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the Tenants responsibility to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at their expense.

### **Information for the Tenant**

It is helpful if you leave information for the Tenant, e.g. on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

### **Keys**

You should provide one set of keys for each Tenant. Where we will be managing your property please arrange to have duplicates cut as required.

**We are available to assist and in some cases manage any of the above issues if so required. Our aim is to make this as straight forward and ethical as possible for you our customer.**