



## **Welcome to Award Property Management Ltd** **Your local professional and *personal* Letting Agent**

The team at Award Property Management is led by Andrew Ward who has many years' experience of residential lettings and property management in the Cambridge and surrounding area. We provide modern and flexible services whilst maintaining a traditional approach to customer service excellence that is long forgotten in many of today's establishments.

Our extensive local market knowledge coupled with the dedication of our team of professionals enables us to provide the perfect home for your rental property.

### **As a Landlord we know it's important that you:**

- Get the best return from your rental property
- Know what you're being charged, with no hidden costs
- Get your rent paid on time
- Keep your properties occupied
- Consistently let to quality tenants
- Know your property is well looked after
- Are well informed with no surprises
- Know and trust who you're working with

We never forget that you are with us by choice and we work hard to ensure you want to stay with us. Customer care should be personal to every individual and our staff remember this in every aspect of their work; whether property manager, electrician, handyman, throughout the organisation we all strive to provide the best service for you the individual.

*'The service is outstanding. Totally professional, pro-active and completely focussed on looking after my property portfolio. Thankfully, I am a very satisfied customer. ' (Mr W. Cambridge).*

**Please take a look through our service brochure and we will be happy to answer any queries you may have.**

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## WHY CHOOSE AWARD PROPERTY MANAGEMENT LTD?

Residential lettings and property management is a complex business involving diverse activities which require skills including: marketing, accounting, administration, property maintenance, negotiation and diplomacy. Whilst some landlords might feel comfortable handling all of these aspects themselves, the process can be much less stressful if some or all of these tasks are delegated to professionals who understand every aspect of the process.

Having made the decision to appoint a Professional Agent, the first major question to address is how to choose the right Company for your needs. There are many Letting Agents and Property Management Companies to choose from, small local operators to large national multi branch agents who combine both Lettings and Estate Agent Services, all of whom will of course suggest they represent the best option for you.

At Award Property Management Ltd we know that we can provide excellent services at a competitive price without the distraction of trying to sell your home or help others looking to buy theirs. We find rental properties, let them and we manage them, our clients tell us we do it exceptionally well and their voices are more important than ours.

By choosing to put your trust in us you will be working with a Company that:

- Operates to the highest ethical and professional standards
- Is a member of the nationally recognised **Safeagent scheme** and a member of **The Property Ombudsman (TPOS)** redress scheme.
- Has received 8 Company and Individual staff awards for customer service excellence in 2018.
- Has been ranked as 2018 'Best Overall' and 'Best Letting' Agent in our area by the prestigious All Agents public review body.
- Takes a Proactive and personal approach to all aspects of landlord support
- Provides dedicated Property Managers to build a working relationship with you
- Won't be distracted by activities not associated with letting and managing your property (e.g. Estate Agency Services)
- Constantly focuses on how to maximise your return by keeping occupancy rates high and regularly reviewing rent levels
- Secures quality tenants, working with them to ensure your tenancies run smoothly
- Listens to you to ensure our service and support fully meets your needs
- Keeps you fully informed and updated at all times
- Deals with the unforeseen quickly, effectively and efficiently
- Regularly goes 'the extra mile' to ensure things run smoothly

By focusing on the things that are important to you and making sure we do them well, we can feel confident that having chosen to work with us, you will want to stay with us.

*'We have built a solid relationship of trust with Andrew Ward over several years, as the managing agent for our rental property. We are totally reliant on a professional and efficient service, from advertising, through sourcing and financial screening of suitable tenants to property maintenance. We can recommend Andrew one hundred percent and are happy to have this opportunity to do so.'* (Mrs E. Lincoln 2015).

## LANDLORD SERVICES SCHEDULE

**At Award Property Management Ltd we recognise that a single service option will not be suitable for every Landlord. Fitting a service to your particular requirements is important both in terms of providing the right level of support and making sure costs are balanced to your needs. Our aim therefore is to make it as easy as possible for you to determine which of our services is right for you.**

### **Choosing a Service Level.**

Every Landlord's circumstances will differ and therefore choosing the service level that is best for you will depend on a number of factors:

- Do you have the knowledge and understanding of the regulations necessary to manage things competently?
- How local to your property and contactable will you be
- Are you prepared to be responsive to tenants 24/7
- Would you wish to deal with your tenants direct should issues arise
- Would you prefer not to have the stress of negotiating direct with tenants
- Do you have the knowledge and expertise to fully manage your tenancy
- Do you have access to suppliers/services to manage repairs quickly and effectively

We want to ensure you receive the appropriate support for your circumstances and this guide is designed to help you choose the right level for you.

### **Tenant Sourcing Service (and All Service) Levels.**

Whatever level you choose, you will receive the highest standard of service and attention to detail throughout the process. Across every service you can expect the following:

#### **Property Valuation and Appraisal (Free and without obligation)**

We will visit your property at your convenience and provide you with our assessment of the rental potential and likely value to be achieved. We can also advise on any preparation that will be required to ensure the property is ready for letting out. During this visit we can answer any questions you may have and deal with any uncertainties you may be feeling about the whole process.

#### **Interior Design Advice and Minor Refurbishment Assistance**

It is often difficult to be objective about what is appropriate when preparing your property for rental. Choices about interior décor and any furnishings need to be made from a business perspective rather than through emotional attachment. Similarly if work is required to prepare the property, then this should be to achieve a 'rentable' standard rather than to your own personal design or requirements. We can assist with advice in this area and can offer solutions that will make your property attractive to let whilst keeping the cost in mind. We can also undertake minor refurbishments or repairs (chargeable) if this is required.

#### **Provision of Appropriate Certification (See Landlord Obligations for further information)**

There are a number of legal requirements upon landlords designed to ensure that any properties rented out are compliant with current regulations and provide sufficient information for potential tenants to gauge the cost of running the property and its energy efficiency. We can advise on the current requirements and check whether your property is covered already. If any certification is required (e.g. Energy Performance Certificate or Landlords Gas Safety Certificate) we can arrange this (subject to charge) on your behalf.

#### **Full Marketing of Property**

When you instruct us, we will prepare full marketing details of your property ensuring we capture all the key features. Professional photographs and floorplans accompany our descriptions and this information is used to market your property widely and in a targeted way. Your property will be placed on the two largest national property portals Rightmove and Zoopla, along with additional portal listings including our own website. We provide full colour brochures and use other media specifically appropriate to your property. We also are registered with dedicated online portals for military staff seeking private rental property in the Cambridge area.

#### **Information on Buildings and other Insurance cover**

Letting a property to a third party is different to being an owner occupier and the insurance considerations differ. As a landlord you will be responsible for general Buildings Insurance (either directly or through leasehold arrangements), however it is sensible to consider a balanced approach to the other risks associated with being a landlord. Award Property Management Ltd work with a range of independent suppliers and can provide information in the following areas:

- Buildings and Contents Insurance
- Emergency Assistance
- Rent Guarantee Insurance
- Legal Expenses Cover

### **Accompanied Viewings**

Our thorough approach to tenant selection begins at the point an initial enquiry is received. We will always ascertain as much information about enquirers as possible before offering a viewing of the property. This helps to ensure that potential tenants and suitable properties are matched as early as possible. Once a viewing appointment is established, we will insist that your property manager accompanies all viewings. This ensures the security of your property and provides us with an opportunity to discuss all the implications of renting a property with any potential applicants.

### **Rigorous Tenant Assessment**

Your instructions to us in respect of any specific or particular requirements are always at the forefront of our consideration of tenant suitability. We will always endeavour to secure tenants who closely match your instructions when recommending tenancies to you. Our tenant assessment regime includes a range of processes to establish affordability and risk. Credit checking, employment, income and landlord referencing are standard along with other specific checks that we may deem necessary to understand the suitability of any applicant.

### **Right to Rent Checks**

The Immigration Act 2014 (and 2016) placed a requirement on Landlords to ensure that any person seeking to rent a private residential property has the legal right to reside in the UK. Foreign nationals may have unrestricted, restricted or time limited rights in respect of settlement in the UK and we will check this and advise on suitability for tenancy accordingly.

### **Preparation of suitable Tenancy Agreements and other Documents**

The type of Tenancy Agreement used for each circumstance may vary, however, most of our tenancies are conducted using our own Award Property Management Assured Shorthold Tenancy Agreement ©. This incorporates statutory Ground 1 and Ground 2 Notice (under the provisions of the 1988 Housing Act as amended by the 1996 Housing Act) along with the Prescribed Information required to comply with the implications of the Tenancy Deposit Protection Regulations.

The Deregulation Act 2015 place a further requirement upon landlords in relation to the information (termed Prescribed Information) that must be given to a tenant prior to the commencement of their tenancy. Failure to comply has implications that would prevent a landlord from recovering possession of their property later down the line. Our fully compliant processing removes these pitfalls.

Variations may be required for supply of property to Military staff and we have a separate approved Assured Shorthold Tenancy Agreement for this purpose. The other commonly requirement relates to tenancies for Corporate Bodies or Companies and we have specific provision for this also through use of our licence agreements.

All tenants moving in to our properties are also provided with a 'Tenancy Pack' which includes:

- The Prescribed Information (including the Government 'How to rent' guide).
- The Assured Shorthold Tenancy Agreement (AST)
- Any specific Addenda to the AST covering such matters as Pets / Decoration / Provision of Satellite Dishes etc.
- Full Property Inventory and Condition Schedule
- Confirmation of Utility Suppliers and meter readings
- Information about looking after the property e.g. preventing condensation
- Tenancy Deposit Scheme information and certification
- Bank Standing Order form for ongoing rent payment

- All relevant property certification
- Any specific property details – e.g. appliance manuals
- Contact details for ongoing support and emergency assistance
- Feedback form relating to their experience of using Award Property Management Ltd

### **Provision of Full Photographic Inventory and Condition Schedule**

In every case (unless specifically requested not to) we will provide a full detailed schedule of your property's condition which incorporates a photographic record. This is carried out by an independent accredited supplier (chargeable) and all new tenants are asked to review and sign this document confirming the record of the property at their move in. These documents are renewed/updated for each new tenant moving in to the property.

### **Initial Rent and Tenancy Deposit Collection**

It is our standard policy to ask all tenants to pay their first month's rent and a Tenancy Security Deposit prior to handing over the keys to the property. Typically, a Deposit will be 5 x the gross weekly rent figure (this may vary in some cases such as for military tenancies). Depending on the service level chosen, we will either retain and register the deposit in a Tenancy Deposit Protection Scheme or forward it on to the Landlord for registration under their scheme membership. The first month's rent will be paid on to the Landlord after deduction of the agreed commission/charges.

### **Accompanied Move In**

Move in's will be arranged to set appointments and will be accompanied. This provides us the opportunity to show the new occupants key information to help them use their properties, such as how to set heating controls and the location of meters and stopcocks etc.

### **Transfer of Utility Accounts and Meter Readings**

We will obtain meter readings for all metered Utility supplies and will arrange the transfer of accounts with suppliers as required, including for Gas, Electricity and Water along with notification to the Local Authority for Council Tax purposes.

### **Tenancy Deposit Protection and Registration**

Unless specifically instructed, we will take and hold a Tenancy Security Deposit from new Tenants. Under the terms of our Full Management and Rent Management Services, we will arrange for deposits to be placed in a relevant 'Client Money Account' and to be registered with the Tenancy Deposit Protection Scheme administered by the Tenancy Deposit Scheme (TDS).

Where a landlord requires a deposit to be forwarded to them under our Tenant Sourcing Service, the landlord will be required to provide us with details of their scheme membership and confirmation of deposit registration before a deposit can be passed on. In the event that Award Property Management Ltd is asked to retain and register a deposit under this service level, this may be possible subject to agreement.

### **Rent Collection Service.**

This service has the benefit of lower running costs for Landlords wanting a more 'hands on' approach. As with the Property Management service level, Landlords do not have to worry about the complexities of the Tenancy Deposit Protection Scheme Regulations.

Award Property Management Ltd will undertake the following service elements:

- Initial Property Valuation and Appraisal
- Interior Design Advice
- Provision of Certification
- Full Marketing of Property
- Provide Insurance Information
- Accompanied Viewings
- Tenant Assessment
- Preparation of Tenancy Agreement and Documentation
- Property Inventory and Condition Report
- Initial Rent and Deposit collection

- Accompanied Move in and Utility transfers
- Deposit Protection
- Rent Collection and monthly Statements
- Tenancy Renewals and Statutory Notices
- End of Tenancy processing

However, the landlord will be responsible for interim property inspections, maintenance and for direct liaison with the tenant including providing contact for emergencies and out of hours assistance.

### **Property Management Service.**

Handing over the day to day management of your property and tenancies to us provides you with the maximum peace of mind that things are in safe hands. By delegating the running of your rental property to Award Property Management Ltd, you are taking advantage of by far the most popular service we offer. An end to end lettings process from the moment we are given the keys to the moment we hand them back.

In addition to those activities outlined above we will carry out the following activities to ensure your property is well looked after and your tenancy is managed effectively.

#### **Rent Collection with Monthly and Annual Statements**

It is a requirement of our tenancy agreements that rent is paid monthly in advance. All rent due is payable by the due 'rent day' to be received in a single transaction made by bank standing order. Rent will be paid to the landlord via a BACS payment within 8 working days of the 'rent day'. We will provide you with a monthly statement showing details of the rent collected and balance transferred after deduction of any commission and itemised charges.

Annual Statements can be supplied upon request.

#### **Tenancy Renewals and issue of Statutory Notices**

As most tenancies will operate for an initial 'fixed term' usually of either 6 or 12 months, we will liaise with both the landlord and tenant regarding any renewal requirements and arrange renewal or extension of the tenancy accordingly taking into account any rent review that may be due.

Upon instruction from the landlord, we will issue the appropriate 'Notice Requiring Possession' in order to protect your legal rights at the end of the tenancy. When finally returning the property to you we will arrange for Utilities to be transferred back into the landlord's name and ensure that the property is ready for occupation.

#### **End of Tenancy Processing**

To ensure the end of tenancy process is managed as smoothly as possible, we conduct a specific pre-check visit with the tenant to explain the process and requirements for handing back the property to us. We provide the tenant with check out instructions to help them check their obligations have been met and end of tenancy forms to ensure we have sufficient detail to end their tenancy formally. Once keys are returned, we will carry out a final property inspection (having regard to the original Property Inventory and Condition Report, the duration of the tenancy and any changes that have taken place during the tenancy period). Wherever possible we will invite the tenant to be present at this inspection.

#### **Deposit Negotiation and Return**

Using the appropriate documentation and final inspection report we will liaise with tenants to ensure any obligations not met are resolved and then arrange apportionment or return of the tenancy deposit in accordance with the protection scheme regulations.

#### **Regular Property Inspections**

Properties are inspected regularly every 3 months to ensure they are being well looked after by the tenant. A report will be prepared and issued together with comments and recommendations concerning any remedial action or maintenance that we may need to undertake.

**Property Maintenance and Repair 24/7**

Award Property Management Ltd will arrange for all reported emergency repairs and minor routine maintenance to be carried out using professional and competent tradespeople under our direction. Where larger works become necessary we will advise of implications and provide you with estimates for all work. We can also support insurance claims and liaise with loss adjusters should this become necessary. We can also liaise with any suppliers providing 'home care' schemes. All work will be supervised and signed off by us before authorising payment on your behalf.

**Tenant Liaison and Support**

To ensure tenancies operate smoothly, tenants are provided with contact details and access to Award Property Management for support and assistance, including a specified contact point for out of hours emergencies.

**Dispute and Legal Action Support (Subject to legal charges)**

Whilst our aim is to ensure tenancies run smoothly, we understand that occasionally things do not go as planned. Therefore, in the event of disputes or the need for legal action during, or at the end of a tenancy, we can provide advice and support to Landlord to ensure their interests are protected.

**Property Management Plus Service.**

As with the Property Management Service outlined above, this provides landlords with the assurance that their property and tenancies are being proactively and competently managed to minimise issues and stress for all parties. In addition to the benefits of the Property Management Service, this level provides the additional protection if required of:

- Full Rent Guarantee Insurance (subject to the conditions, terms and limitations of the scheme provider)
- Legal documentation preparation and attendance at court and in support of court bailiffs if required.

**Our Property Management service levels are tailored to ensure your tenants get all the support they need and you get complete peace of mind without the day to day implications of direct tenant contact.**

<b>THE THINGS WE DO</b> <b>(Some elements chargeable as per scale of fees and charges)</b>	<b>Tenant Sourcing Service</b>	<b>Rent Collection Service</b>	<b>Management Service</b>	<b>Management Service Plus</b>
Initial Property Valuation / Appraisal	✓	✓	✓	✓
Interior Design Advice and Minor Refurbishment assistance	✓	✓	✓	✓
Provision of Energy Performance and other Certification	✓	✓	✓	✓
Full Marketing of Property (Web, Flyers, News etc.)	✓	✓	✓	✓
Advice on Building and other Insurance cover	✓	✓	✓	✓
Arrange certification in advance of tenancy for compliance (EPC / LGSC / Legionella etc.)	✓	✓	✓	✓
Accompanied Viewings	✓	✓	✓	✓
Rigorous Tenant Assessment	✓	✓	✓	✓
Right to Rent Checks	✓	✓	✓	✓
Preparation of suitable Tenancy Agreement and other documents	✓	✓	✓	✓
Provision of Full Photographic Inventory	✓	✓	✓	✓
Initial Rent and Deposit Collection	✓	✓	✓	✓
Accompanied move in	✓	✓	✓	✓
Transfer of Utility Accounts and Meter Readings	✓	✓	✓	✓
Tenancy Deposit Protection		✓	✓	✓
Rent Collection with Monthly Statements		✓	✓	✓
Pursue late / non-payment of rent and liaise with Landlord		✓	✓	✓
Annual Income / Expenditure Statements (Charge applies)		✓	✓	✓
Tenancy Renewals and issue of Statutory Notices (S21 / S8 / S13 etc.)		✓	✓	✓
Ongoing Legal Compliance monitoring and advise on related matters		✓	✓	✓
End of Tenancy Processing		✓	✓	✓
Deposit Negotiation and Return		✓	✓	✓
Dispute and Legal Action Support (Subject to legal charges where costs are incurred)		✓	✓	✓
Preparation of Legal Submission Documentation (Accelerated Possession Claim etc.)		✓	✓	✓
Maintain Master Property Key log and administer key usage			✓	✓
Regular Property Inspections			✓	✓
Tenant Liaison and Support			✓	✓
Collate and schedule property maintenance and fault reporting			✓	✓
Schedule and arrange regular compliance functions as required (Annual Gas Certification etc.)			✓	✓
Liaise with 3 <sup>rd</sup> party suppliers requiring access for compliance visits (B. Gas etc.)			✓	✓
Arrange quotations and estimates for property maintenance and refurbishment			✓	✓
Arrange appropriate trade attendance and assist with property access for repairs			✓	✓
Provide 24 / 7 Emergency contact facility for tenant reporting			✓	✓
Management of Tenancy and Tenant for compliance with obligations			✓	✓
Payment of maintenance costs charges through rent processing and retain records			✓	✓
Preparation and submission of Insurance Claims (subject to Regulation and Statutory Limitation)			✓	✓
Vacant property supervision during voids			✓	✓
Administer Non-Resident Landlord documentation and HMRC reporting			✓	✓
Preparation of property for final hand back as required by Landlord			✓	✓
Secure and administer Rent Guarantee provision (tenancy specific) - process claims as necessary				✓
Court attendance and Bailiff Support as required				✓

## LANDLORD OBLIGATIONS

One of the key reasons for appointing a professional agent to manage your rental property is the ever increasing implications of Legislation and Regulation faced by Landlords. It is our job to keep abreast of changes in requirements affecting Landlords ensuring they are fully informed and able remain fully compliant.

Apart from the general requirements to keep your property in a good state of repair there are a number of specific legal obligations that Landlords must comply with in order to ensure your property provides a safe environment for a tenant. Failure to comply with these obligations brings serious consequences including the potential for substantial financial penalties and in some cases imprisonment. Particular statutory obligations that affect Landlords are:

### **The Gas Safety (Installation and Use) Regulations 1998 & 2018.**

Landlords are obliged to ensure that all Gas installations, including Boilers, Pipes and Flues and Appliances are maintained in a good order so as to prevent risk or injury to any persons. The Regulations require for all Gas Installations and Appliances to be checked and certified annually by a GASSAFE registered Engineer.

The written report (The Landlord's Gas Safety Certificate or CP12) must be made available to the tenant prior to the commencement of the tenancy and be kept at the property at all times. The Landlord or The Agent must also keep a copy for a minimum of 2 years.

Revisions to the regulations in April 2018 provide some flexibility over the timing of subsequent certificate provision with full 12 month coverage being provided when the check is completed any time between 10 and 12 months from the previous certificate issue.

Where Award Property Management Ltd is instructed on a Full Management basis, we will ensure compliance with this obligation by arranging the annual safety check on the Landlord's behalf. Usually this will be combined with an annual service of the boiler and any appliances at the same visit. If a Landlord fails to provide an LGSC at least 48 hours before a first tenancy is due to commence, The Agent will arrange this to ensure the Landlord is compliant.

### **The Electrical Equipment (Safety) Regulations 1994 (Revoked) & 2016.**

A Landlord is required to ensure that all electrical appliances and the electrical supply are 'safe' and will not cause risk or danger. This requirement includes both second-hand and new appliances including items such as immersion heaters, toasters, washing machines and kitchen appliances, cookers and showers. From the 1<sup>st</sup> January 1997 all new electrical appliances must carry a 'CE' mark.

Landlords are also responsible for providing instructions in the use of appliances at a rental property and for ensuring there are maintained or replaced when included within the terms of the rental agreement.

Award Property Management Ltd recommend that in order to ensure electrical safety is assured, rental properties should be checked by a qualified electrician regularly. For the supply and property wiring this should be through the provision of a Domestic Electrical Installation Certificate prior to the first tenancy and every 5 years subsequently. For appliances provided as part of the rental agreement, Annual Portable Appliances Testing should be undertaken. In this way Landlords can demonstrate appropriate risk management to ensure safety. Award Property Management Ltd will normally undertake these checks on a Landlord's behalf on a rolling basis whilst the property is under Full Management.

### **The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989, 1993 and 2010).**

These Regulations cover all upholstered furniture that is included in the rental agreement or supplied with the property, including beds, mattresses, padded headboards, sofas and chairs/sofas and items with loose or fitted covers. Children's furniture, cots, cushions and pillows and garden furniture that

can be used indoors are all also included. Most furniture manufactured after 1983 will probably comply and carry the relevant label 'Carelessness causes fire'. Genuine antique furniture made before 1950 is exempt in most cases.

If in doubt whether an item is compliant then it is better to remove it from the property prior to letting. If in any doubt Award Property Management Ltd can inspect and advise accordingly.

### **The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 – Provision of Smoke and Carbon Monoxide Alarms in Rental Properties.**

These regulations require private rented sector landlords, from 1 October 2015, to have:

- at least one smoke alarm installed on every storey of their rental property which is used as living accommodation, and
- a carbon monoxide alarm in any room used as living accommodation where solid fuel is used - after that, the landlord must make sure the alarms are in working order at the start of each new tenancy.

The regulations require landlords to ensure alarms are installed in their properties with effect from 1 October 2015. After that the landlord (or someone acting on behalf of the landlord) must ensure all alarms are in working order at the start of each new tenancy.

We will ensure compliance with a landlord's responsibility to ensure the correct provision of required alarms and to satisfy the obligation to test all alarms on the first day of any new tenancy.

Tenants should then take responsibility for their own safety and test all alarms regularly to make sure they are in working order. Testing monthly is generally considered an appropriate frequency for smoke alarms. If tenants find that their alarm(s) are not in working order during the tenancy, they are advised to arrange the replacement of the batteries (tenant's responsibility) or the alarm itself with the relevant landlord.

### **Assessment of Risk and Control of Legionnaires Disease (HSWA 1974 & COSHH 2002).**

Landlords of residential accommodation have responsibilities for combating Legionnaires Disease. Health and safety legislation requires that landlords carry out risk assessments for the Legionella bacteria which cause Legionnaires Disease and thereafter maintain control measures to minimise the risk. Most rented premises will be low risk but it is important that risk assessments are carried out and control measures introduced.

### **The Energy Efficiency (Private Rented Property) (England & Wales) Regulations 2015 2015 & 2019.**

The requirement for a valid Energy Performance Certificate (EPC) to be provided in order for a rental property to be marketed to let has been in place for some time.

In 2015, regulations for minimum energy efficiency standards (MEES) were put in place with the effect that from April 2018 no 'new to market' property can be offered to let if it carries an EPC level below Band E. Properties under existing tenancies can continue to be let whilst the tenancy continues, however from April 2020 all rental property will be subject to the requirements including both new and existing tenancies.

Some minor exceptions are permitted under specific circumstances subject to registration and in 2019 additional obligations have been introduced in respect of the process for exemption and landlord's contribution towards costs of upgrades.

## **Homes (Fitness for Human Habitation) Act 2018.**

This Act came into force on 20 March 2019. It is designed to ensure that all rented accommodation is fit for human habitation and to strengthen tenants' means of redress against the minority of landlords who do not fulfil their legal obligations to keep their properties safe.

There are no new obligations for landlords under this Act; the legislation requires landlords to ensure that they are meeting their existing responsibilities with regards to property standards and safety.

Under the Act, the Landlord and Tenant Act 1985 is amended to require all landlords (private and social) to ensure that their properties, including any common parts of the building, are fit for human habitation at the beginning of the tenancy and throughout. The Act states that there is an implied agreement between the tenant and landlord at the beginning of the tenancy that the property will be fit for human habitation.

Once the Act came into force on 20 March 2019, landlords with properties let on existing tenancies had 12 months to comply. For any new tenancies that start on or after 20 March 2019, the Act will apply immediately. If a landlord fails to comply with the Act, tenants may have the right to take court action for breach of contract.

If the court decides that the landlord has not provided their tenant with a home that is fit for habitation, then the court can:

- make the landlord pay compensation to their tenant
- make the landlord do the necessary works to improve their property

If the tenant seeks redress through the courts, this does not stop their local authority from using its enforcement powers. Local authorities have a range of powers which allow them to tackle poor and illegal practices by landlords and letting agents, including when landlords do not carry out necessary works that have been brought to their attention.

What are the criteria for 'Fitness for Human Habitation'?

The courts will decide whether a property is fit for human habitation by considering the matters set out in section 10 of the Landlord and Tenant Act 1985. These are whether:

- the building has been neglected and is in a bad condition
- the building is unstable
- there's a serious problem with damp
- it has an unsafe layout
- there's not enough natural light
- there's not enough ventilation
- there is a problem with the supply of hot and cold water
- there are problems with the drainage or the lavatories
- it's difficult to prepare and cook food or wash up
- or any of the 29 hazards set out in the [Housing Health and Safety \(England\) Regulations 2005](#)

## **The Tenant Fees Act 2019.**

This legislation effective from 1<sup>st</sup> June 2019 bans the charging of fees and charges to tenants by private landlords and letting agents. With minor exceptions known as 'permitted payments' all charges made to a tenant will be considered a 'prohibited charge' and will be outlawed. The Act contains 35 sections and principally (but not exhaustive), the charges/fees prohibited will include:

- Application / Administration fees charged to a tenant when arranging a tenancy
- Referencing fees
- Check in / Check out fees or any kind of inventory fee
- Any renewal fees for renewing or extending a tenancy
- Any 'in tenancy charges' with specific exceptions

All of the above elements are seen by government as charges associated with 'running' a rental property and so are considered to be landlord costs.

In addition, further specified implications are:

- Tenancy Deposits will be capped at no more than 5 weeks rent equivalent (for tenancies with an annual rent value of less than £50,000).
- Holding Deposits will be capped at a maximum of 1 week's rent (refundable in some circumstances)
- No additional Deposits can be charged for pets
- Tenants cannot be required to contract with or make payment to a specified third party (insurer, referencing agent etc) by a Landlord or Agent.

'Permitted payments' are few and include:

- Reasonable costs incurred for replacement key provision where keys are lost (no charge for time etc. only the actual cost of replacement keys is permissible).
- Interest is chargeable in respect of late rent payment. This is capped at 3% above UK base rate pro-rata and only chargeable after the rent falls 14 days in arrears.
- A reasonable fee for amended or change to a tenancy made by the tenant (e.g. change of name or change of sharing tenant). This is capped to the actual cost of administering the change or £50 whichever is lower.

Alongside these changes, strict process changes in relation to how a tenant is secured and a tenancy commenced are specified. Defined timescales have been determined within which an application has to be processed with a tenancy agreed and signed.

Award Property Management staff are able to administer the requirements and provide guidance to landlords on the full implications of this legislation.

### **The Immigration Act 2014 – Right to Rent.**

The Immigration Act 2014 introduced the concept of 'right to rent' to the private rented sector. Right to rent requires landlords and agents check the immigration status of their prospective occupiers at the outset of the tenancy. Failure to do so could result in fines for landlords and letting agents as of February 1st 2016 across England. From December 1st 2016, the government has introduced additional penalties and offences relating to right to rent. Landlords now face potential imprisonment for failure to check the occupier's right to rent status, so it is even more important that they do it correctly every time.

## ADDITIONAL LANDLORD RESPONSIBILITIES

### Consents to Let

There are a number of potential implications to consider prior to letting your property and these include:

#### *Mortgage Provider or Lender*

If your rental property is subject to a mortgage or other loan, then it is important to advise your lender and obtain their consent prior to letting the property. It is also important where a lender imposes any covenants or restrictions over the letting that we are notified so that these can be incorporated in to the tenancy agreement as necessary.

#### *Head Leaseholder or Freeholder*

If your rental property is owned under a leasehold agreement, then you should obtain the permission of the head leaseholder or freeholder prior to letting and ensure any restrictions are complied with.

#### *Insurance Provider*

Insurance considerations for rental properties are quite different than those for an owner occupied dwelling, as well as ensuring buildings cover is in place, contents, accidental damage, rent guarantee, legal expense and public liability cover are all important things to consider. Most Insurance providers require that you inform them if the property is to be let or if it is likely to remain vacant for any period of time.

Award Property Management Ltd can offer cover for all these aspects. Please talk to us for further information.

#### *Local Authority*

Under the Housing Act 2004 certain properties that are used by 'sharers' or where individuals are living as more than one household are defined as Houses in Multiple Occupation (HMOs). In some instances HMOs will also require mandatory licensing by the Local Authority and Award Property Management Ltd can advise on the implications of complying with this requirement, please speak to us for assistance.

### **Taxation and Overseas (non-resident) Landlords**

A Landlord must notify the HMRC that they are letting a property as any rent received is likely to be considered for taxation. We would advise that you speak to a qualified accountant or financial adviser to ensure you properly address the tax implications of rental income.

In particular under the Finance Act 1995 agents are required to make arrangements for rent received where a Landlord resides overseas, including deducting tax at the basic rate from rental income and forwarding this to the Inland Revenue on a quarterly basis.

Within this Act there is a scheme for overseas (or non-resident) landlords to self-assess and apply for an exemption under the Non-Resident Landlords Scheme (NRL). Award Property Management Ltd would advise Landlords to make an application under this Scheme and we can provide relevant forms for you to complete to obtain your exemption reference number.

## PREPARING YOUR PROPERTY FOR RENTAL

### General House Preparation.

When presenting your property for rental, it is important to remember that tenants always have a choice available to them. A property that is clean, well maintained and properly equipped is likely to attract tenants more quickly.

There are some simple steps that can easily be done to make sure your property is seen at its best, by giving attention to the items below you will be offering an attractive home to your potential tenants:

#### **General points to consider:**

- Keep paintwork and room colours light and neutral (if possible leave spare paint for tenants to use for touching up).
- Ensure all carpets and floor coverings are clean.
- Make sure curtains are clean and properly hung and any blinds are working correctly.
- Clean all cupboards and surfaces thoroughly.
- Have windows cleaned inside and out and make sure all lighting is working to present your property in the best possible light.
- Give particular attention to bathrooms and kitchens, these are often the highest priority to those viewing a property.
- Consider any fixtures and fittings provided e.g. Towel Rails, Mirrors or Shelving. Make sure they are properly fitted and secure.
- Consider whether you are prepared to include white goods: Fridges/Freezers, Washing Machines and Dishwashers can often be seen as a positive addition to potential tenants.
- Make sure any manuals or instructions that a tenant might need are provided, particularly for heating controls and any appliances or alarms.
- If the property has a garden, consider how low maintenance it is (as this is often a bonus to tenants) and whether you are prepared to provide any tools such as lawn mowers etc.
- Be sure to make clear any areas not include in the let and if possible secure them with locks.
- Provide keys for any locks including windows, garages, sheds etc.

If your property is brand new, there are a few other things to consider:

- Make sure the Local Authority are notified and refuse bins provided.
- Provide a Digital TV Aerial and consider the option of providing a satellite dish and cabling.

Award Property Management Ltd is happy to offer guidance on the best way to present your property and can provide assistance with the purchase and installation of items or house preparation.

### **New Property Considerations.**

Our new property information form provides a quick and simple guide to the optional items that you may wish to consider when preparing a new build property for rental and is specifically aimed at helping new landlords budget correctly when investing in a 'new build' buy to let property.

There are several considerations, listed in the table below, which require financial input and may otherwise be easily overlooked.

POINTS TO CONSIDER		
<b>BT connection fee – approximately £150</b>		
Is there a line connected?	Yes	No
Are you willing to reimburse the tenant in full for connection?	Yes	No
Would you consider making a contribution towards connection?	Yes	No

<b>Is there an aerial in the loft / on the roof?</b>	Yes	No
<b>Satellite dish</b> Are you happy for one to be erected on an outside wall?	Yes	No
<b>Curtains/blinds</b> Are these provided?	Yes	No
<b>Outside light</b> Is one fitted and in working order at the front of the property?  Is one fitted and in working order at the rear of the property?	Yes  Yes	No  No
<b>House number</b> Are you happy to supply and fit to the front exterior?	Yes	No
<b>Coat hooks at entrance</b> Are you happy to supply and fit?	Yes	No
<b>Mirrors</b> Are you happy to supply and fit in the main bathroom / cloakroom / ensuite?	Yes	No

<b>POINTS TO CONSIDER cont...</b>		
<b>Toilet roll holders</b> Are you happy to supply and fit in the main bathroom / cloakroom / ensuite?	Yes	No
<b>Towel rails/rings</b> Are you happy to supply and fit in the main bathroom / cloakroom / ensuite?	Yes	No
<b>Toothbrush holder</b> Are you happy to supply and fit in the main bathroom / ensuite?	Yes	No
<b>Soap dish</b> Are you happy to supply and fit in the main bathroom / ensuite?	Yes	No

Other suggestions, at the Landlord's discretion, are to consider a garden shed/outdoor storage, laying stepping stones from the back door to the garden gate (where necessary) and providing a lawn mower to assist the tenants in keeping any lawn area tidy.

## **Cleaning Standards for Rental Properties**

In preparation for the letting of your property please ensure that the following items are addressed so the property is in a suitable condition for immediate occupancy. These details will also be communicated to the tenants to be addressed at the end of their tenancy.

### **General Cleaning.**

- The property should be free from all dirt, dust and cobwebs
- All skirting boards must be wiped down
- Sockets and light switches should be cleaned
- The front door must be washed down
- Walls and doors should be washed where necessary
- Any nails/picture hooks should be removed and the holes filled in and painted with matching paint
- Any large scuffs/scratches must be made good
- Lampshades should be dusted and cleaned
- Lime scale and/or watermarks in the toilets/basins/taps/showers (including shower doors) is to be removed
- Any mould in window frames/tiling should be removed and the area re-grouted/re-siliconed if necessary
- The washing machine powder tray must be cleaned out
- Curtains may need dry cleaning if there is a residual odour
- If the property has blinds, particularly Venetian, please ensure they are dusted
- All light bulbs should be working
- All smoke detectors should have working batteries in them

### **Carpets.**

All carpets should be professionally cleaned if they are particularly worn or stained. Otherwise, carpets/floors should be vacuumed or mopped. Any upholstery, including sofas, may need to be professionally cleaned to remove any staining or residual odours.

### **Oven, Hob and Extractor Fan.**

The oven and hob must be left free from any grease, food and burnt-on debris. The extractor fan also needs to be thoroughly cleaned to remove grease and the filters either replaced with new, or washed depending on type. Extractor fan and oven bulbs should be replaced if necessary.

### **Gardening.**

Lawns should be mown and any weeds coming through the lawn or paving should be removed. Shrubs and borders need to be tidy.

### **Wheelie Bins.**

The wheelie bins should be left neatly within the property boundary or within designated bin stores.

## LANDLORD RESOURCES

There are many issues to consider when letting a property, whether it is your former home or an investment purchase. Becoming a Landlord carries obligations and responsibilities which are wide ranging; our aim is to provide information and support to help address any uncertainties that Landlords may have. Below we cover some of the more important questions that are often raised and provide access to additional information and resources.

### **Is Award Property Management fully compliant?**

Because residential letting and property management is a complex business with many pitfalls, we really do believe that a professional Letting Agent like Award Property Management Ltd provides excellent value. Not just in the day to day management of your property and tenancies, but also in the knowledge and experience we can offer in areas such as property values, ever changing legal implications, marketing and administration. Having a professional manage the Landlord and Tenant relationship provides you with support and peace of mind.

The nationally recognised Safeagent scheme, of which Award Property Management Ltd is a licenced member, is an accreditation body ensuring that member agents comply with the highest industry service standards, thus safeguarding your interests. Our independent redress through an Ombudsman Scheme, Professional Indemnity, Client Money Protection cover and Tenancy Deposit Protection arrangements are all audited and reviewed regularly to ensure we remain fully compliant. The visible assurance of the Safeagent logo provides our customers with peace of mind that they are in safe hands.

The SAFEAGENT mark denotes that Award Property Management Ltd protects Landlords and Tenants money through a Client Money Protection Scheme. We have voluntarily joined the scheme, agreeing to the stringent standards required to display the logo. For consumers this provides the assurances that we:

- Carry Professional Indemnity Insurance
- Are signed up members of an approved Client Money Protection Scheme (CMP)
- Have a transparent customer complaints policy for 'Putting Things Right'
- Are a member of an Ombudsman redress scheme – The Property Ombudsman (TPOS)

<http://www.safeagents.co.uk/home>

<http://www.tpos.co.uk/>

### **What about marketing my property?**

There are a number of aspects that combine to make your property stand out among the field. Of course, the rental price will be key, but presentation and targeting will also play a part in securing the right tenants to match your requirements.

#### ***Property Valuation***

We will always provide you with a realistic valuation of your property. Our assessment is based on the property location and situation, its condition and decorative standard, how it compares with completion (both available and recently let) and our knowledge of the overall state of the local market. We will of course help you with recommendations to ensure you achieve the most from your property. But it is worth remembering that an empty property is costly so it pays not to be greedy with your expectations.

#### ***Presentation***

Your property is a valuable asset and to make the most of its potential, presentation is a key factor. Appearance matters, whether it is the kerb appeal as potential tenants approach the property or the standard of decoration and furnishings. How your property is presented will affect how attractive it is

to those thinking of making it their home, bear in mind that viewers will often be looking at a number of properties before deciding which is the most suitable and a clean, well maintained and equipped property will always have an improved chance. **Our guide to property presentation offers helpful tips in this respect (ask for a copy).**

### ***Advertising***

There are a number of national online property portals operating now and by far the greatest numbers of tenant enquiries are received via one or other of these. The first sight of your property that potential tenants have is likely to be through a listing on a website for rental property. Therefore, we advertise all properties on the two market leading web portals Rightmove and Zoopla, providing the widest exposure to your market. We also constantly analyse the information and statistics from these portals to make sure our listings achieve the highest hit rates.

<https://www.rightmove.co.uk/>

<https://www.zoopla.co.uk/>

Alongside this we undertake targeted additional marketing in the form of brochures, flyers, property boards and individual listings. Our own website carries property listings showing each home we have available

### ***Furnished or Unfurnished?***

Whether to let your property furnished or not will depend to a significant extent on where the home is and who you wish to appeal to. Market conditions play a large part in determining the justification for both attributes and we can advise and guide in this respect. It must of course be remembered that should you decide to furnish your rental property, then you need to adhere to various regulations and be prepared to maintain or replace any furnishings provided.

### ***Viewings and Tenant Sourcing***

Award Property Management Ltd prides itself on selecting quality tenants and matching them to homes that suit both your and their requirements. All enquirers are screened at the first point of contact to ensure they meet our criteria before a viewing is offered.

When viewings take place, they are always accompanied by our property managers who will use the opportunity to establish the suitability of the potential tenants and whether the property is likely to be suitable for their needs. Providing we have keys to the property, it is not necessary for the Landlord to be present at viewings, but some Landlords prefer to be part of this process even if we will subsequently manage the tenancy.

### ***Will my property be looked after?***

There is certainly some truth in the old adage that if you present to a tenant, a well looked after property, they are more inclined to respect and look after it. Whilst we cannot guarantee that tenants will respect a home in the way that the owner may, through our rigorous assessment we believe we can offer the greatest chance of securing tenants who will enjoy and look after your asset. Together with your requirements, we also have standards on which we do not compromise, so that our selection process secures tenants that can meet their financial and other tenancy obligations.

Of course we don't reduce our attention to detail once the tenants move in, we continue to proactively support them and work hard to deal with any issues they may have so that they can enjoy their home. We have no wish to intrude on a tenant's privacy, but where we are managing a property we do carry out regular inspections so that we can make sure the property is being looked after and can advise on any maintenance or repairs that are required.

Should any problems be identified then we can act quickly and effectively before they become of significant concern.

## **What about Utilities and Repairs?**

It is usual for your tenants to be responsible for Council Tax and Utilities such as gas, electric and water for the duration of their tenancy. There are sometimes exceptions to this when a tenancy is agreed with an 'inclusive' rent where one or more of the utility charges are included in the rent paid and the Landlord or Agent retains the account responsibility. We can advise on these issues as required. Our responsibility includes taking meter readings when new tenants move in and where we manage a property when the tenants move out, we also notify the utilities of a change of occupier. You should however be prepared to cover the cost of utility charges when the property is vacant.

The responsibility for general property maintenance and repairs falls to the Landlord and we can advise on these matters. Where Award Property Management Ltd is managing the property we take a proactive approach and advise Landlords not just about immediate repairs that may crop up but also advise on maintenance to help build a longer term plan ensuring the property is kept in good repair and condition, thus protecting your investment.

The tenant's responsibilities are relatively straightforward in that they are under an obligation to use the premises in a 'tenant-like manner', as defined in the tenancy agreement. That is to say, they must look after the property and be responsible for the repair of damage that may be attributable to them, or their family or guest's misuse or neglect. However, tenants are not responsible for any damage not caused by them, or for reasonable wear and tear/ dilapidation due to the ageing of the fabric or the contents of the property.

## **Will my tenants pay a deposit?**

Award Property Management Ltd generally use an Assured Shorthold Tenancy Agreement for all private tenancies (there are some exceptions) and it is a requirement of our tenancies that tenants pay a Tenancy Deposit (typically 5 x the gross weekly rental figure) prior to moving in to the property. There are strict legal requirements in respect of how a tenancy deposit is held and registered and we comply with these through our membership of a Government approved Deposit Protection Scheme. Our scheme is administered by The Dispute Service (TDS) and our tenants are all provided with details of the scheme and certification confirming the registration of their deposit.

There are also strict rules about how a deposit is utilised or refunded at the end of a tenancy and at Award Property Management Ltd we pride ourselves of the low level of disputes raised compared to our competitors. This is because we work hard to negotiate fair agreements at the end of our tenancies such that both parties are happy with the outcome.

<https://www.tenancydepositscheme.com/>

## **What about the financial implications?**

### ***Mortgages and borrowing***

It is important before you let your property that you obtain permission from your mortgage provider or other lender. Most lenders will permit you to let property, although often there will be covenants or conditions attached to any permission granted. You must ensure that these are notified to us so that they can be incorporated into any tenancy agreement conditions.

For specific advice about mortgages and buy to let borrowing, we would recommend speaking to a professional mortgage advisor. Our preferred supplier in this respect is:

Helene Utting at Scourfield Thomas Associates - <http://www.scourfieldthomas.co.uk/>

### ***Payment of rent***

Your tenants will be liable to pay their rent in advance on their 'Rent Day'. This will normally be the monthly date corresponding to the first day of their tenancy. We pay rent out within 8 working days of receipt (please note we do not pay in advance against rent that has not been received).

We are not able to guarantee that the rent level for your property will cover any mortgage payments that you may have. We review rents at appropriate intervals to ensure your interests remain protected, but it is important to understand that there can be gaps or voids between tenancies and during these periods mortgage and other payments will still need to be covered even though no rent is being received. By using the services of a professional agent such as Award Property Management, you are accessing the experience to keep voids and tenancy gaps to a minimum.

### ***Insurance cover***

Your rental property is a valuable asset and it is therefore important that you take the right steps to protect it. As well as buildings insurance cover, it may be necessary to provide contents and accidental damage cover and you may wish to discuss this with your insurance provider. You may also wish to consider rent guarantee cover which will provide some protection should you tenants fail to pay. Our advice is to seek the services of a provider specialising in insurance services for rental property and the market leader in this respect is Homelet, our preferred supplier.

<http://homelet.co.uk/>

### ***Tax implications and allowable expenses***

Award Property Management Ltd is not in a position to provide specific tax advice as each individual circumstance will differ. You will have to pay tax on any profit made from the rental of your property and of course may be liable for Capital Gains Tax should you sell the property for a profit once you no longer wish to rent it. We would always recommend that you engage the services of a qualified tax advisor or accountant and would recommend our preferred provider:

Iain Weir of Weir Associates <https://www.weirassociates.co.uk/>

### ***Non-Resident Landlords***

There are particular implications in respect of rental income and tax liability for those Landlords who reside or spend significant time overseas. HMRC operates a scheme specifically to deal with non-Resident Landlords and we can advise and assist with applications on this as necessary.

<https://www.gov.uk/government/publications/non-resident-landlord-application-to-have-uk-rental-income-without-deduction-of-uk-tax-individuals-nrl1>

## SCALE OF FEES & CHARGES

<b>GENERAL FEES &amp; COMMISSION (all fees &amp; charges are inclusive of VAT at current rate)</b>	<b>Tenant Sourcing Service</b>	<b>Rent Collection Service</b>	<b>Management Service</b>	<b>Management Service Plus</b>
General Service Charge / Commission Rate (Percentage of Month 1 Rent for Tenant Sourcing Service / Percentage of Monthly Rent for other Services)	60%	9%	13.2%	15.6%
Tenancy Deposit Registration and Compliance Administration (New Tenancies and at fixed term renewals)	£45	£45	£45	£45
Administering Landlord's own Tenancy Agreement (Per new tenancy)	£120			
Property visits where requested by the Landlord (during tenancy)	£90	£90		
Additional property visits/inspections where requested by the Landlord (during tenancy)			£90	£90
Administration of Non-Resident Landlord Tax Retention (where NRL1 not presented) – charge per annum		£120	£120	£120
Provision of Annual Income / Expenditure Statements (duplicate or backdated)		£24	£24	£24
Caretaking Service for long term & planned unoccupied properties where requested by Landlord (not applicable to between tenancy voids) – Charged monthly from week 5 onwards		£240	£240	£240
Provision of Energy Performance Certificate (where required for marketing)	£126	£126	£126	£126
Provision of property floor plan for enhanced marketing	£85	£85	✓	✓
Provision of Annual Landlord Gas Safety Certification (Inc. Gas Boiler and up to 2 additional gas appliances)	£90	£90	£90	£90
Provision of Annual Landlord Gas Safety Certification (as above) Including full boiler service	£138	£138	£138	£138
Provision of EICR (Electrical Fixed Wire Test) Report – Advised at first letting and 5 yearly intervals	£240	£240	£240	£240
Provision of Annual Electrical Portable Appliance Test (PAT) and check of Smoke / CO Alarms	£54	£54	£54	£54
Provision of Water System Legionella Risk Assessment – Required prior to each new letting	£90	£90	£90	£90
Arrange and oversee repairs where required (£0 - £500) – percentage of total repair cost			15%	15%
Arrange and oversee major repairs refurbishment where required (£500+) – percentage of total repair cost			18%	18%
Obtaining Licences / Consents on behalf of the Landlord (Freehold / Head Lease etc.)			£150	£150
Issue of Statutory Notices (Section 21 / 8 etc.) where requested by Landlord	£90	✓	✓	✓
Preparation of Legal Matters for submission / Court Attendance (per hour)		£150	£150	✓
Preparation of Deposit Dispute submissions on behalf of the Landlord			£150	✓
New property search for Landlord for investment purposes (payable upon completion of purchase upon our referral)	£240	£240	£240	✓
Provision and administration of Rent Guarantee Cover (Subject to Provider's T&C).				✓
Provision of 24 / 7 Emergency Contact for Tenant fault reporting			✓	✓

<b>SET UP AND ADMINISTRATION CHARGES</b>	<b>Tenant Sourcing Service</b>	<b>Rent Collection Service</b>	<b>Management Service</b>	<b>Management Service Plus</b>
<b>Property Marketing and Tenancy Establishment - Incorporating:</b>		£360	£360	£360
Full property assessment and appraisal and marketing advice	✓	✓	✓	✓
Preparation of marketing material and photographs	✓	✓	✓	✓
Listing of property on portals (Rightmove, Zoopla Group, AHRN, Own Website, Social Media)	✓	✓	✓	✓
Tenant matching to database and enquiries	✓	✓	✓	✓
Fully accompanied viewings	✓	✓	✓	✓
Marketing reviews and adjustment based on property performance	✓	✓	✓	✓
Full Tenant Referencing and Right to Rent Check Processing	✓	✓	✓	✓
Collection and administration of Holding Deposits during tenant application process	✓	✓	✓	✓
Negotiation of acceptable tenancy terms	✓	✓	✓	✓
Preparation of Tenancy Agreement and Tenancy Information Pack	✓	✓	✓	✓
Prepare and record pre-tenancy 'Prescribed Information' documentation for Landlord compliance	✓	✓	✓	✓
Meet tenants and hand over property (at the property) on commencement date of tenancy		✓	✓	✓
Record Utility readings and advise all Utilities and Local Authority of change of occupier		✓	✓	✓
Negotiate and administer Tenancy Renewals (including re-issue of Prescribed Information, update Tenancy Deposit Registration and re-check Right to Rent Status as required)		£216	£216	£216

<b>PROPERTY INVENTORY AND CHECK OUT CHARGES (Required for all tenancies under Rent Collection / Management / Management Plus Services)</b>					
<b>Professional Inventory &amp; Condition Report</b>	<b>Unfurnished</b>	<b>Furnished</b>	<b>Professional Check out Inspection Report</b>	<b>Unfurnished</b>	<b>Furnished</b>
1 Bedroom	£108	£132	1 Bedroom	£72	£90
2 Bedroom	£126	£150	2 Bedroom	£84	£102
3 Bedroom	£144	£168	3 Bedroom	£96	£114
4 Bedroom	£162	£186	4 Bedroom	£108	£126
5 Bedroom	£180	£204	5 Bedroom	£132	£150
Additional Rooms (per room)	£48	£72	Additional Rooms (per room)	£36	£60
<p>*All Property Inventories &amp; Condition Reports and Check-out Inspection Reports are undertaken by our Independent Accredited Inventory Clerks.</p> <ul style="list-style-type: none"> <li>• Professional and qualified Inventory Clerks</li> <li>• Complete documented record and photographic inclusion</li> <li>• Independent and Objective assessment of property</li> <li>• Documentary evidence to support dispute or claim</li> <li>• Recorded information to support Utility transfers</li> </ul>					