

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:

- 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 Mandatories 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 largest national property portal Rightmove, along with additional website listings including our own property page. 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 number 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 process includes a number 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.

Preparation of suitable Tenancy Agreements and other Documents

The type of tenancy agreement used for particular circumstances may vary, however the majority 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. 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 required tenancy Agreement relates to tenancies for Corporate Bodies or Companies and we have specific provision for this also.

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

- 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
- 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 properties 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 1.5 x the gross monthly 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 Dispute Service (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 reference 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 can be arranged subject to specified additional charges.

Rent Management Service.

This service has the benefit of lower running costs for Landlords wanting a more 'hands on' approach. As with the Full 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.

Full 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, subject to specified additional charges.

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.

Our Full Property Management service is tailored to ensure your tenants get the support they need and you get peace of mind without the day to day implications of direct tenant contact.

SERVICE LEVEL SUMMARY

	Full Property Management Service	Rent Management Service	Tenant Sourcing Service
No Upfront Set Up Fees	✓	✓	✓
Initial Property Valuation / Appraisal	✓	✓	✓
Interior Design Advice and Minor Refurbishment assistance (Charge applies)	✓	✓	✓
Provision of Energy Performance and other Certification (Charges apply)	✓	✓	✓
Full Marketing of Property (Web, Flyers, News etc.)	✓	✓	✓
Provide information on Building and other Insurance cover	✓	✓	✓
Accompanied Viewings	✓	✓	✓
Rigorous Tenant Assessment	✓	✓	✓
Preparation of suitable Tenancy Agreement and other documents	✓	✓	✓
Provision of Full Photographic Inventory (Charge applies)	✓	✓	✓
Initial Rent and Deposit Collection	✓	✓	✓
Accompanied move in	✓	✓	✓
Transfer of Utility Accounts and Meter Readings	✓	✓	✓
Tenancy Deposit Protection	✓	✓	✓
Rent Collection with Monthly & Annual Statements	✓	✓	
Tenancy Renewals and issue of Statutory Notices	✓	✓	
End of Tenancy Processing	✓	✓	
Deposit Negotiation and Return	✓	✓	
Dispute and Legal Action Support (Subject to legal charges where costs are incurred)	✓		
Regular Property Inspections	✓		
Tenant Liaison and Support (including out of hours availability)	✓		
Property Maintenance and Repair 24/7	✓		

If you require further assistance in determining which of our service levels might suit you best, please talk to us about your circumstances and we can offer additional guidance.