

# OUR SERVICE OPTIONS

These explanations are to support the menu of services offered, for both managed and non-managed options.

Please be aware that not all the services are offered to all landlords and therefore the menu explains which services are included, which are at an extra cost and which are not available.

If you are in any doubt, please speak to a member of our lettings team.

This is an overview of our services and not an exhaustive list.

## Free rental appraisal/advice

- We will visit the property and provide a market appraisal along with advice on achievable rent, the current market and likely tenant types.
- We will also ensure you comply with all current legislation and offer advice and guidance regarding gas, electrics, smoke and CO alarms.
- If you offer us instructions to market your property we will take internal and external photographs in readiness for marketing, agree the asking rent and any restrictions to be placed on the property.

## Accompanied viewings

- Applicants will be qualified by our negotiators prior to showing them around properties. All viewings will be accompanied and feedback will be provided.

## Online advertising

- We will market the property via online advertising portals: Rightmove, Zoopla, Graham Butt, and OnTheMarket, we will also market to our database of applicants and current tenants.

## Tenant referencing

- Once we have a suitable tenant we will talk through the application/s with you, we will provide all information to you to enable you to make an informed decision as to whether you are happy to proceed.
- Once you are happy to proceed with prospective tenants, a provisional move in date will be agreed and we will run reference checks upon the tenant/s.
- These will be credit checks, fraud check, employment and current landlord/agent (if applicable). This report will be available to you once completed.

## Right to rent check

- We will undertake to make all necessary checks to establish the right of occupancy of all adults seeking to occupy your property.

## Tenancy Agreement

- We will prepare a Tenancy Agreement, plus a Guarantor Agreement (if required).

## Serve correct docs to tenant prior to move in

- We will undertake to serve the tenants with a current Gas Safety Certificate (if applicable), current Energy Performance Certificate and the latest government 'How to Rent' guide prior to move in.

## Smoke alarm test

- We will test and confirm the smoke alarms, and where necessary CO alarms are in working order.
- There must be a working smoke alarm on each floor.

## Legal expenses only

- Please speak to us for more information.
- This does NOT cover rent.
- THIS IS THE ONLY COVER AVAILABLE IF YOU ARE A 'TENANT FIND' LANDLORD.

## Rent and legal protection cover

- Please speak to us for more information.

## Deposit protection facility

- Where requested we will register and hold the deposit as stakeholder for the duration of the tenancy. We will not return any deposits at the end of a tenancy without your written authority.
- We use the Tenant Deposit Scheme.
- We DO NOT hold deposits for 'Tenant Find' only landlords. You will need to protect your own deposit. If you are unsure what to do we advise you visit : [www.depositprotection.com](http://www.depositprotection.com)

## Annual Income and Expenditure Reports

- We will provide you with this report at the end of each tax year to support your annual returns.

### **Monthly landlord statements**

- You will receive a monthly statement of rent, deduction of our fees and other outgoings. The balance of the money will be sent to you via BACS.

### **Rent arrears and recovery**

- In the event of non-payment we will chase the arrears on your behalf and update you accordingly.
- If you have a rent and legal expenses policy we will administer and handle the claim on your behalf.

### **Tenant checkout service and report**

- Available at the end of a tenancy. We will visit the property the working day after the last day of the tenancy, take meter readings, check keys and send you the report in comparison to the Inventory. See 'deposit reconciliation'.

### **Serve all legal notices**

- We will serve Section 21 Notices at your request, and when we are able to within a tenancy agreement.

### **Renewals/rent reviews**

- For all Managed and Rent Collection services we will write to you approximately 2 months before the end of a fixed period or at the rent anniversary date of a periodic tenancy, in order to take your instructions.
- The Tenancy Agreement at this stage could be renewed for a fixed period, or you could enter into a periodic tenancy, at the same time you could raise the rent and vary any terms. You could also choose to terminate the agreement. We will carry out all negotiations on your behalf.
- The negotiations will be the responsibility of the landlord where the landlord is 'Tenant Find' only.

### **Property inspections and report**

- We will carry out the first inspection after 3 months, and then every 6 months thereafter. We will provide you with a detailed report.

### **Property maintenance/online troubleshoot and reporting system for tenants**

- Tenants can report any repairs to our office or by using our 24/7 online tenant reporting system.
- We will then deal with the maintenance issues on your behalf, by obtaining quotes, liaising with the tenant, ensuring the works are completed within a timely manner and invoiced accordingly

### **Arranging wear and tear/remedial work**

- We will deal with all routine maintenance upon your instructions. These can arise from the tenant reporting, from an inspection visit or at the end of a tenancy in preparation for the next tenancy.

### **Deposit reconciliation**

- At the end of the tenancy, after the check out report has been sent to the landlord and tenant, we will advise and take your instructions as to the return of the deposit. We will deal with negotiations on your behalf.

### **Professional schedule of condition/inventory**

- We will prepare an Inventory/Schedule of condition just prior to move in. This will be a detailed room by room report including photographs and meter readings.

### **Energy Performance Certificate**

- You must have an EPC before we can market your property.
- The property must be rated E or above.
- If you are in any doubt please visit the national database for clarification: [www.epcregister.com](http://www.epcregister.com)

### **Gas Safety Certificate**

- If you have gas at your property you will need a Gas Safety Certificate before any tenant can move in. This must then be renewed on an annual basis.
- We can organise this on your behalf. If we manage the property then we will ensure the certificates are always up-to-date.

### **Electrical Certificate**

- The electrics must be safe at the commencement of a tenancy along with a satisfactory electrical certificate. They then must be tested every 5 years.
- We can organise this on your behalf. If we manage the property then we will ensure the certificates are always up-to-date.