



A Landlords Guide to Letting their Property with Home Lettings



About us

We are a family run Estate Agent who has been operating since March 2021. We work hard to create and maintain a personalised service and relationship with our all of our customers and clients including vendors, buyers and tenants and pride ourselves on being more than an Agent. We care about the people and our moto is about bringing people and property together.

How are we different from other Agents?

We provide a 7 day per week telephone service and aim to be available when needed to provide advice and assistance. We care about you and your property and understand the importance of finding the right Tenant for your home. We undertake inspections on a three-monthly basis and work hard to make the process of renting your home smooth and hassle free.

We provide a full and comprehensive lettings service at an extremely competitive price in comparison to other Agents. In addition, we go that extra mile to ensure we get you the right Tenant and provide you with an ongoing high level of service. We take away the need for you to worry about lettings legislation and ensure that all properties are fully compliant with the current law and guidelines.

Every Tenant is provided with direct access to an online portal so they can easily access their tenancy documents and payment information. They are provided with a 24-hour telephone number for emergencies. Tenants are given a checklist and guide of how to look after and maintain your property to a good standard and this is discussed and reviewed with them during three monthly inspections.

What Rental Services are available?

You can choose from the following packages available or talk to us about what you would like and how we can meet your needs;

1. Tenant Find Service

A one-off cost of 50% of the first month's rent (Subject to a minimum of £500 + VAT). This is a basic service where we will find you a suitable Tenant and the rest is up to you. A Tenant Find Service includes the following;

- Advertising & Marketing (on Rightmove, Home Property Webpage and Social Media Sites)
- Photography and Floor Plans
- Lead generation and Viewings with prospective Tenants
- Pre-Tenancy Application Review
- Tenant Referencing, Credit Checks, Employment Checks and Right to Rent Checks

- Obtaining a Security Deposit (if you wish us to Register this on your behalf with the Government approved Tenancy Deposit Scheme this is an additional £25+VAT)
- Tenancy contracts
- Providing the Tenant with the How to Rent Guide and copy of safety documents
- Obtaining the First Month's rent and paying over to the Landlord/Landlady less the Agent fees

2. Tenant Find and Rent Collection

A one-off cost of 50% of the monthly rental fee (subject to a minimum fee of £500 + VAT) and 4% + VAT of the monthly rental income to cover the rent collection fee. This service includes the following;

- Ensure the legal requirements of protecting the Deposit are met
- Collect the Rent from the Tenant each month (minus the 2.5% and transfer the outstanding to the Landlord/Landlady within 5 working days)
- Chase up any rent arrears
- Service Notice
- Full Rent Protection and Legal Expenses Provided can be provided at an additional cost of £25 + VAT PCM – this is highly recommended

3. Fully Managed Lettings Service

Fully managed lettings service can be provided at 9% + VAT of the monthly rental fee. If Tenant Find is also required this is an additional costs (as outlined in 1 above). We take full control of managing all aspects of letting your property, including the following services;

- **All of the above services offered under Tenant Find and Rent Collection**
- Inventory and key handover
- Continuous correspondence with the Tenant throughout the Tenancy Agreement
- Organising maintenance including liaising with the Tenant regarding maintenance needs, discussing these with the Landlord/Landlady and arranging for the works to be completed (Please note that where the maintenance costs exceed £500 an additional 10% + VAT will be taken from this works costs for the Agent).
- Arranging three-monthly inspections
- Deposit disputes
- Undertaking an Inventory check and check out at the end of the Tenancy Agreement
- Utility switch
- Full Rent Protection and Legal Expenses Provided can be provided at an additional cost of £25 + VAT PCM – this is highly recommended

4. A Breakdown of Costings

Description	Lettings Option and Fees		
	Fully Managed	Tenant Find and Rent Collection	Tenant Find Only
New Tenancy Set up Fee – this includes all property marketing and advice, letting board, accompanied viewings, tenancy agreement and utility management	50% of the monthly rent (subject to a minimum of) £500+ VAT	50% of the monthly rent (subject to a minimum of) £500+ VAT	50% of the monthly rent (subject to a minimum of) £500+ VAT
Monthly Full Management Service Fee (including three monthly inspections, client accounts and arrears management, Tenancy rent reviews, routine repairs and maintenance management, arranging safety certificates to be undertaken (the cost of obtaining these are separate	9% of monthly rent + VAT	n/a	n/a
Rent Collection Only	Included	4% + VAT	n/a
Inventory Check-In at start of Tenancy	Included	£100 + VAT	£100 + VAT
Inventory Check-Out at end of Tenancy	Included	£100+VAT	£100+VAT
Registering Security Deposit into Government approved Security Deposit Scheme (TDS)	Included	£25 + VAT	£25 + VAT
EPC	£75 Inclusive of VAT	£75 Inclusive of VAT	£75 Inclusive of VAT
Legionnaires Risk Assessment	£125 + VAT	£125 + VAT	£125 + VAT
Tenancy Renewal where new AST required	£100 + VAT	£100 + VAT	£100 + VAT
Serving Notice Seeking Possession (Landlord request)	Included	£75+ VAT	£75 + VAT
Attending Court for Possession Hearings (this does not include Solicitors costs)	Included	£200 + VAT	£200 + VAT
Duplication and testing of Extra Keys	£15 per key + VAT	£15 per key + VAT	£15 per key + VAT
Obtaining Estimates and Supervision of Major works over £500	10% + VAT of works over £500	n/a	n/a
Full Rent Protection and Legal Expenses Cover	£25 + VAT	£25 + VAT	£25 + VAT

What do I need to have in place before I rent my property and what are my responsibilities as a Landlord/Landlady?

Please be aware that we will ensure all of this is in place and will discuss this with you;

- You will need to ensure that your property is safe and free from health hazards
- You will need to ensure all gas equipment and electrical equipment is safely installed and maintained – you will need to have a Gas Safety Certificate and an Electrical Installation Condition Report; Co2 smoke alarms and consider a Legionnaires Risk Assessment (which can be provided by us at an additional cost of £125+VAT). We can assist in obtaining these for you if you do not already have in place.
- You will need to ensure you have an updated Energy Performance Certificate (we can organise this for you at a cost of £75)

As a Landlord/Landlady you are also responsible for the following;

- Protect your Tenant's Deposit in a government approved scheme (we will undertake this as part of a fully managed rental)
- Check your Tenant has the Right to Rent your property (these checks are undertaken as standard by us)
- Give your Tenant a copy of the How to Rent Checklist (or a link) – this is provided by us

How Do we market your property to find the right Tenant?

Your property is marketed on Rightmove, our website and our own Facebook and Instagram pages. We also market your property in the window and digital display at our office on Meadvale Road, Knighton. We maintain a database of Applicants who are looking for rental properties and match these with every new rental property listed. We manage all the viewings for your property and can liaise with you or an existing tenant regarding these. All parties receive a text message to confirm the viewing appointment. We then obtain feedback from the Applicant following the viewing.

What checks are undertaken for Applicants/Potential Tenants?

All interested Applicants will complete a pre-application form detailing their personal information, employment and rental history, together with financial and salary information. This process is usually undertaken before a viewing is arranged. We will discuss all interest applicants with you before selecting one applicant to proceed to the next stage of the process which is Identification Checks; Credit Checks; Employment History; Referencing and Right to Rent. The process is undertaken in association with an external company called Goodlord. At the time of processing the applicant to the second stage, we will take a holding deposit from them (equivalent

to one week of rent) to secure the property. This is retained for up to 15 days and returned to the Applicant thereafter. The Tenant will also be provided with a draft copy of the Tenancy Agreement. A provisional Tenancy start date will be included on this draft and you will receive an email regarding an offer notice.

What happens following the Relevant Checks?

Once all the checks have been completed we will receive a full report regarding the suitability of the potential tenant based on their checks. If an Applicant doesn't pass the Credit Check we will request that they provide a Guarantor who can pass the Credit Check and can sign an agreement to confirm they will pay the rental payments if not met by the Tenant. If there are any concerns raised within the checks this will be further discussed with you and certain conditions could be opted for i.e. an upfront rental payment. You will receive a copy of the outline report.

Agreement of Date for Contract to Start

Once a Tenant has been agreed we will confirm the start date for the Tenancy Agreement with you and the Tenant.

Tenancy Agreement/Contract Signing

A copy of the Tenancy Agreement will be sent to the Tenant for them to Sign and a copy will automatically be sent to you thereafter for signing.

What will the Tenant Pay and When?

1. **Holding Deposit** – Equivalent to one week's rent which will be held for 15 days to secure the property and refunded back to the Tenant/Applicant thereafter (unless they withdraw).
2. **Security Deposit** - This will be taken from the Tenant and will be held in a Tenancy Deposit Scheme for the duration of the Tenancy. This is paid into the scheme within 30 days of receipt. Providing the property is returned in a good condition the deposit will be returned to the applicant following inspection of the property once the tenancy has ended. We will register the Deposit with the Tenancy Deposit Scheme if you opt for the fully managed service, or if you opt for Tenant Find only there is an additional £25+VAT charge for the Deposit to be registered. Alternatively you can do this yourself.
3. **Monthly Rent** - This will be paid into your account within one week of being received from the Tenant. You will also receive a regular Statement of Account

Monies are fully managed by ourselves and each Tenant is provided with their own individual client account with a separate account number and sort code. This enables automatic reconciliation of payments. All Tenants are asked at the outset of their Tenancy Application to register an account which provides them with direct access to their tenancy portal where they can access all their tenancy documents at any time, statements and rental payment details.

Maintenance of the Property

It is your responsibility as a Landlord/Landlady to maintain the structure, fixtures and fittings of the property and there is a legal requirement to ensure the property is safe and free from hazard. If the fixtures and fittings are damaged by the Tenant then they are responsible for the repair. Landlords/landlady are responsible for the majority of repairs in the property to ensure this is fit for human habitation.

For fully managed rental properties, we will liaise with you regarding new property maintenance requests/repairs from the Tenant to make you aware of these. We will obtain a quote and arrange for the works to be undertaken. Where possible, an approximation of price will be agreed with you in advance of the works being undertaken and the contractor invoice will be sent for payment or taken out of the account monies (from the Rent). Where the cost of the works is over £500 there will be a 10% charge added to the works to cover the additional Agent fee.

If the works are required urgently, if there is a risk to the Tenant, and/or if you have been unable to respond to requests for agreement of quotation works, we will agree for the work/s to be undertaken on your behalf.

What is the expectation in terms of work completed

By law there is a reasonable amount of time from when first notified by which the Landlord/Landlady has to finish a maintenance repair. This reasonable time frame is dependent on the impact and discomfort which the repair is having on the Tenant and the type of repair needed; however, repairs which pose a high risk to the Tenant must be undertaken within a few hours to avoid harm. Broken boilers should be expected to be fixed quickly but non urgent repairs can be expected to take up to a few weeks.

You should respond to any works/maintenance requests/consent as quickly as possible. As indicated above, where there is a high risk to the Tenant, and if you have not provided consent for the works to be undertaken, consent will be given by us on your behalf.

Notice of Entry

Should access be required to the property for any reason, the Tenant should be provided with at least 24 hours' notice.

Rent Increase

The rent cannot be increased mid-Tenancy term. We will undertake annual reviews for Rental amounts on properties and inform you of the recommended rental increase.

Renewal

For fully managed rental properties, we will contact you approximately two months prior to the Tenancy renewal date to ensure you are content to continue to rent the property. We will also liaise with the Tenant accordingly.

At the end of the Tenancy Agreement, the Tenant can serve a Non-Renewal Notice or request an Extend of Renewal. You are required to provide two months' notice if the Tenancy Agreement is not going to be renewed at the end of its term. If no notice is given by either party, the Tenancy can continue into a rolling contract until such time that notice is provided by either party.

Ending a Tenancy Mid-Contract

During the fixed term contract, Tenants can only be asked to leave if there is a reason that is contained within the [Housing Act 1988](#). Examples of this include Tenants behind with rent payments or Tenants using the property for illegal purposes, for example selling drugs. The Department for Levelling Up, Housing and Communities has information on [reasons for possession](#) of a rental property.

What if a Tenant doesn't pay?

Communication is key with a successful Tenancy Agreement and we work hard to maintain good communication with the Tenants and our Landlords/Landladies; however, in circumstances where there are rent arrears, if you have a fully managed rental service we will take care of this process for you and will keep you fully updated.

We will receive immediate notification from the payment system if the payment is one day late. The Tenant will be sent daily reminders and a link to the payment system for them to make their payment. In addition, we will telephone the Tenant to discuss the situation with them to reach a resolution, obtain payment and offer a payment plan if this is the only viable option.

We highly recommend all Landlords/Landladies take out Rent Protection Insurance for £25 per month (+VAT). If we are managing your property we will submit a Claim to the insurance provider on or around day 15 of the Tenants late payment. The insurance provider will then undertake Tenant mediation and arrange payment of 100% of the monthly rent owed until vacant possession is obtained. They will also cover the eviction for rent arrears and serve the Section 8 notice (Notice to Seek Possession).

Rent Protection Insurance

We highly recommend that you take out Rent Protection Insurance for £25 per month (+VAT). This provides you with extra assurance in protecting your monthly income. There is a nil policy excess as standard and the insurance protection covers;

- Rent protection – 100% rental income protection until vacate possession
- Payment after vacant possession – 75% for two months

- Rent recovery – The insurance provider will pursue the Tenants to recover the outstanding payment
- Eviction of Tenants or squatters – Tenant’s who can’t meet the requirements of their Tenancy Agreement and are living at the property without your consent will be evicted – the Insurance covers the legal proceedings process and costs
- Property damage legal expenses – Legal cover to pursue Tenants for damage to your property of over £1000
- Legal expenses – Up to £100,000 legal expenses cover
- Contract disputes – Cost and expenses for a dispute with a party whom you have a direct contractual relationship with

Landlord/Landlady Checklist If proceeding with Tenant Find Only Service

Task/Description	Check off once complete
Review and sign Tenancy Agreement – this is sent to you both electronically	
Be aware of your Landlord responsibilities within the Tenancy Agreement	
Complete Inventory with Tenant on the day of Handover (this can be provided by us for an additional cost)	
Provide a copy of the signed inventory to the Tenant once completed	
Be aware of the duration of your Tenancy Agreement and note date for Renewal	
Obtain Tenancy Deposit Scheme information (if registered by us or register directly yourself)	
Note the payment schedule for the Tenant’s rental payments	
Ensure you have provided the Tenant with emergency contact details in case of emergencies with the property	
Arrange regular inspection dates with Tenant to inspect the property	



The Lettings Process Made Simple

Lettings Valuation

We will visit your property to provide you with a rental valuation of the recommended monthly rent for your property and provide you with further information regarding everything you need to arrange to let your property



Choose the Level of Service

Full management, Tenant Find only or Rent Collection. We will send a Terms of Agreement for you to Sign regarding the service you choose and get you set up



Prepare to Let your Property

We will discuss all of the actions required to let out your property and will help organise all of this for you



Market your Property and Arrange Viewings

We will market your property online via Rightmove, our Website, the Lettings Office window and Social Media to attract interest and manage all the viewings



Process Tenancy Applications and Documentation

We will find the right Tenant for you and organise the necessary checks to be undertaken. Once we have found the right Tenant, we will arrange for the Tenancy Agreement to be signed and manage all the move-in monies



Move In

We will organise the inventory, key hand-over, utility switch, relevant documentation and payments



Ongoing Management

We will continue to manage all aspects of the Tenancy Agreement, obtain payments, chase any arrears, organise property maintenance, respond to queries/requests, arrange property inspections, rent reviews and Tenancy renewals