HOME
Property Sales & Lettings

LANDLORD RENTAL GUIDE

INC. RENTERS RIGHTS ACT 2026 UPDATE

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Home Property Sales & Lettings

WELCOME TO HOME PROPERTY SALES & LETTINGS

Protecting Your Property, Your Income and Your Peace of Mind

Thank you for considering Home Property Sales & Lettings to manage your investment property.

Whether you are a first-time landlord or an experienced property investor, we understand that letting a property is one of the most significant financial decisions you can make. Your property represents a valuable asset and, when managed correctly, can provide a reliable source of income and long-term capital growth.

At Home Property Sales & Lettings, we provide professional lettings and property management services designed to protect your investment whilst delivering an excellent experience for your tenants.

As a family-run independent agency, we pride ourselves on offering a personal service combined with professional expertise. We believe successful tenancies are built on clear communication, proactive management and strong relationships between landlords, tenants and agents.

The private rented sector has changed considerably in recent years, with increasing legislation and compliance requirements placing greater responsibilities on landlords than ever before. Keeping up with these changes can be challenging, particularly for landlords who manage properties alongside work, family commitments or other business interests.

Our role is to simplify the process and provide landlords with confidence that their property is being professionally marketed, managed and maintained in accordance with current legislation and industry best practice.

From preparing your property for the rental market and finding suitable tenants to collecting rent, managing maintenance and supporting you throughout the tenancy, our team is here to guide you every step of the way.

WHY CHOOSE HOME PROPERTY SALES & LETTINGS?

Choosing the right letting agent is one of the most important decisions you will make as a landlord.

Our aim is not simply to let your property. We work to build long-term relationships with landlords by delivering a service that protects their investment, reduces risk and maximises returns.

Independent Family-Run Agency

We are proud to be an independent business. This allows us to provide a more personal service than many larger corporate agencies.

Every landlord and property is different. We take the time to understand your individual circumstances and tailor our service accordingly.

Professional Tenant Selection

Finding the right tenant is one of the most important aspects of successful property management.

Our thorough referencing process includes:

- Identity verification
- Employment checks
- Credit checks
- Affordability assessments
- Previous landlord references where available
- Right to Rent checks where legally required

This helps minimise risk and increases the likelihood of a successful long-term tenancy.

Compliance Support

Landlord legislation continues to evolve and can often be difficult to navigate.

We assist landlords with compliance requirements including:

- Energy Performance Certificates (EPCs)
- Electrical Installation Condition Reports (EICRs)
- Gas Safety Certificates
- Smoke and Carbon Monoxide Alarm requirements
- Deposit protection requirements
- Property standards and safety obligations

Our team helps ensure your property remains compliant throughout the tenancy.

Proactive Property Management

Regular inspections and ongoing communication allow us to identify issues early before they become costly problems.

We believe prevention is always preferable to reactive management.

Our proactive approach helps to:

• Protect the condition of your property
• Maintain positive tenant relationships
• Reduce maintenance costs
• Ensure ongoing compliance

Transparent Fees

We believe in clear and honest pricing.

Our fee structure is designed to be straightforward, competitive and transparent, allowing landlords to understand exactly what services are included and what costs may apply.

Dedicated Support

Property management is not a nine-to-five responsibility.

Our team is committed to providing ongoing support and professional advice whenever it is needed.

Whether you have a question about compliance, maintenance, rent collection or tenancy management, we are here to help.

OUR COMMITMENT TO LANDLORDS

When you instruct Home Property Sales & Lettings, you can expect:

✓ Professional advice

✓ Clear communication

✓ Honest and transparent pricing

✓ Regular property oversight

✓ Strong tenant management

✓ Compliance-focused processes

✓ Efficient maintenance coordination

✓ Proactive rent collection

✓ Protection of your investment

Our goal is simple:

To provide landlords with complete confidence that their property is being professionally managed while maximising both rental income and long-term value.

OUR LETTINGS SERVICES

At Home Property Sales & Lettings, we recognise that every landlord has different requirements.

Some landlords prefer to remain actively involved in the day-to-day management of their property, whilst others would rather have complete peace of mind knowing that every aspect of the tenancy is professionally managed on their behalf.

To meet these varying needs, we offer two core service options.

FULLY MANAGED SERVICE

£799 + VAT Set Up Fee

11% + VAT Monthly Management Fee

Our Fully Managed Service is our most comprehensive package and is designed for landlords who want professional support throughout every stage of the tenancy.

This service allows you to enjoy the benefits of property investment whilst we take care of the day-to-day management responsibilities.

What's Included?

Property Marketing

We will market your property across major property portals, social media platforms and our existing applicant database.

Marketing includes:

• Professional property advertising
• Accompanied viewings
• Applicant management
• Viewing feedback
• Negotiation of offers

Our aim is to secure the best possible tenant within the shortest reasonable timeframe.

Tenant Referencing

All prospective tenants undergo a comprehensive referencing process.

This includes:

• Credit checks
• Affordability assessments
• Employment verification
• Identity verification
• Previous landlord references where available
• Right to Rent checks where required

Should additional security be required, we may recommend the use of a guarantor.

Tenancy Administration

We prepare and manage all required tenancy documentation including:

• Tenancy agreements
• Prescribed information
• Compliance documentation
• Deposit registration
• Move-in administration

This helps ensure all parties clearly understand their rights and responsibilities from the outset.

Rent Collection

Your monthly management fee includes rent collection.

We will:

• Monitor incoming payments
• Issue rental statements
• Manage payment reminders
• Follow up late payments
• Liaise directly with tenants where required

Prompt action on arrears helps minimise financial risk and encourages positive payment behaviour.

Property Inspections

Regular inspections help protect your investment and maintain high property standards.

Inspections allow us to:

• Monitor property condition
• Identify maintenance concerns
• Ensure tenancy obligations are being met
• Provide landlords with regular updates, and Inspection reports will be provided following each visit.

Maintenance Management

Our team will coordinate maintenance issues reported by tenants and arrange appropriate contractors where required.

This includes:

- Obtaining quotations
- Liaising with contractors
- Monitoring works
- Keeping landlords informed
- Ensuring repairs are completed satisfactorily

Where emergency works are required to protect the tenant or property, immediate action may be taken in accordance with our management agreement.

Deposit Administration

The tenant's deposit will be protected in accordance with legal requirements.

At the end of the tenancy we will:

- Coordinate the check-out process
- Compare inventory reports
- Negotiate any proposed deductions
- Assist in resolving disputes where necessary

Rent Reviews

To help maximise rental returns, we undertake regular rent reviews and provide landlords with market-based recommendations.

Possession Proceedings

Where possession action becomes necessary, we will guide landlords through the process and serve the appropriate notices where applicable.

TENANT FIND & RENT COLLECTION

£899 + VAT Set Up Fee

5% + VAT Monthly Rent Collection Fee

This service is ideal for landlords who are comfortable managing maintenance and tenant relationships themselves but would like professional support in finding tenants and collecting rent.

What's Included?

Marketing & Viewings

- Professional advertising
- Accompanied viewings
- Applicant screening
- Offer negotiation

Tenant Referencing

Comprehensive referencing including:

- Credit checks
- Employment verification
- Affordability assessments
- Right to Rent checks where required

Tenancy Documentation

We prepare:

- Tenancy agreements
- Required documentation
- Move-in paperwork

Rent Collection

We will:

- Collect monthly rent
- Provide statements
- Monitor payments
- Chase arrears
- Communicate with tenants regarding late payments

Landlord Responsibilities Under This Service

The landlord remains responsible for:

- Maintenance management
- Contractor arrangements
- Property inspections
- Day-to-day tenant management
- End of tenancy administration

Additional services can be provided where required.

LETTINGS OPTIONS COMPARISON

Service	Fully Managed	Tenant Find & Rent Collection
Property Marketing	Included	Included
Accompanied Viewings	Included	Included
Referencing	Included	Included
Tenancy Agreement	Included	Included
Rent Collection	Included	Included
Arrears Management	Included	Landlord Responsibility
Property Inspections	Included	Additional Fee
Maintenance Management	Included	Additional Fee
Contractor Liaison	Included	Additional Fee
Deposit Administration	Included	Additional Fee
Rent Reviews	Included	Additional Fee
Possession Notices	Included	Additional Fee

OUR APPROACH

Regardless of which service you choose, our objective remains the same:

To secure quality tenants, protect your property, maximise rental income and provide landlords with professional support throughout the letting process.

We believe that good communication, proactive management and strong compliance procedures create successful tenancies that benefit both landlords and tenants alike.

PREPARING YOUR PROPERTY TO LET

Before a property can be marketed to prospective tenants, landlords must ensure that it meets the legal and safety requirements expected within the private rented sector.

A well-presented and compliant property is more attractive to quality tenants, achieves stronger rental values and helps reduce potential issues throughout the tenancy.

At Home Property Sales & Lettings, we can guide you through the preparation process and arrange many of the required certificates and assessments on your behalf.

Energy Performance Certificate (EPC)

All rental properties must generally have a valid Energy Performance Certificate (EPC) before they are marketed.

An EPC provides information about the energy efficiency of a property and includes recommendations for improvement.

We can arrange an EPC on your behalf for:

£89 Inc VAT

A valid EPC remains valid for up to 10 years unless significant changes are made to the property.

Electrical Safety

Landlords are legally responsible for ensuring that electrical installations within the property are safe.

An Electrical Installation Condition Report (EICR) should be obtained and renewed in accordance with current regulations.

The report identifies any defects or areas requiring improvement and helps ensure the safety of tenants.

Examples include:

• Consumer units
• Wiring systems
• Sockets
• Light fittings
• Electrical circuits

Any remedial works identified should be completed within the required timescales.

Gas Safety

Where a property contains gas appliances, landlords must obtain an annual Gas Safety Certificate.

This includes appliances such as:

• Boilers
• Gas fires
• Gas cookers
• Pipework

Certificates must be renewed every 12 months and provided to tenants where required.

Smoke & Carbon Monoxide Alarms

Working smoke alarms should be installed on every storey used as living accommodation.

Carbon monoxide alarms should be installed in rooms containing fuel-burning appliances where required by legislation. Landlords should ensure alarms are tested and functioning correctly before the start of every tenancy.

Legionella Awareness

Landlords have a responsibility to assess and manage the risk of Legionella bacteria within water systems.

Whilst most residential properties are considered low risk, landlords should still ensure that an appropriate assessment has been carried out.

Home Property Sales & Lettings can arrange a Legionella Risk Assessment for:

£200 + VAT

Property Condition

A property should be clean, safe and presented to a good standard before being offered to tenants.

Properties that are well maintained generally attract better tenants and experience fewer issues during the tenancy.

Before marketing, we recommend ensuring:

✓ All appliances are working correctly

✓ Any leaks are repaired

✓ Decoration is in reasonable condition

✓ Gardens are tidy and maintained

✓ Flooring is safe and in good condition

✓ Doors and windows operate correctly

✓ Heating and hot water systems are functioning properly

Furnished or Unfurnished?

Before marketing your property, you should consider whether it will be offered furnished, part furnished or unfurnished.

Each option appeals to different tenant groups and can influence rental demand.

We can advise on the most suitable approach based on local market conditions.

Landlord Insurance

Standard homeowner insurance policies may not provide adequate cover for rental properties.

We recommend that landlords consider specialist landlord insurance which may provide protection for:

- Buildings
- Contents
- Loss of rent
- Property owner liability
- Legal expenses

Property Preparation Checklist

Before Marketing Your Property

☐ EPC in place

☐ Electrical Safety Certificate obtained

☐ Gas Safety Certificate obtained (if applicable)

☐ Smoke alarms tested

☐ Carbon monoxide alarms installed where required

☐ Property professionally cleaned

☐ Repairs completed

☐ Landlord insurance arranged

☐ Keys available

☐ Instruction agreement signed

LANDLORD RESPONSIBILITIES & COMPLIANCE

Becoming a landlord brings both opportunities and responsibilities.

Whilst letting property can provide a valuable source of income and long-term investment growth, landlords must also comply with a range of legal obligations designed to protect tenants and ensure properties remain safe.

Our role is to help landlords understand and meet these responsibilities.

Providing Safe Accommodation

Landlords are legally required to provide accommodation that is safe and suitable for occupation.

This includes ensuring:

• The property is structurally sound
• Heating and hot water systems operate correctly
• Electrical installations are safe
• Gas appliances are maintained
• Adequate ventilation is provided
• The property is free from serious hazards

Maintaining a safe property protects both tenants and landlords.

Repairs & Maintenance

Landlords are generally responsible for maintaining:

• The structure and exterior of the property
• Roofs and gutters
• Walls and windows
• Heating systems
• Hot water systems
• Electrical installations
• Sanitary facilities

Tenants are responsible for reporting issues promptly and taking reasonable care of the property.

Responding to Repairs

Prompt responses to maintenance issues help protect the property and maintain positive tenant relationships.

Typical expectations are:

Emergency Repairs

Examples:

• Major water leaks
• Total loss of heating in winter
• Dangerous electrical faults
• Security issues

These should be addressed as quickly as possible.

Urgent Repairs

Examples:

• Boiler faults
• Partial electrical failures
• Plumbing issues

Typically addressed within a few days.

Routine Repairs

Examples:

• Minor maintenance
• Cosmetic issues
• General wear and tear

Usually addressed within a reasonable timeframe.

Access to the Property

Tenants have the right to quiet enjoyment of their home.

Except in emergencies, landlords or agents should normally provide at least 24 hours' notice before entering the property.

Access should be arranged at a mutually convenient time wherever possible.

Deposit Protection

Where a tenancy deposit is taken, it must be protected in accordance with current legal requirements.

For Fully Managed properties, Home Property Sales & Lettings will arrange deposit registration on your behalf.

At the end of the tenancy, any proposed deductions should be supported by evidence such as:

- Inventories
- Inspection reports
- Photographs
- Contractor invoices

Record Keeping

Good record keeping is essential for effective property management.

Landlords should retain:

- Safety certificates
- Tenancy agreements
- Inspection reports
- Rent statements
- Maintenance records
- Deposit information

These records can be invaluable if disputes arise.

Keeping Up With Legislative Changes

The private rented sector continues to evolve and legislation changes regularly.

By instructing Home Property Sales & Lettings, landlords benefit from ongoing support and guidance to help ensure their property remains compliant throughout the tenancy.

Our proactive approach helps reduce risk, improve tenant satisfaction and protect your investment for the long term.

MARKETING YOUR PROPERTY

Successfully letting a property starts with effective marketing.

The quality of marketing can significantly impact the number of enquiries received, the calibre of applicants attracted and ultimately the speed at which a suitable tenant is secured.

At Home Property Sales & Lettings, we use a combination of professional marketing techniques, property portal exposure and local market knowledge to maximise interest in your property.

Professional Property Presentation

First impressions matter.

Before your property is launched to the market, we ensure it is presented in the best possible light.

This includes:

• High-quality property photographs
• Detailed property descriptions
• Accurate room measurements
• Floor plans where appropriate
• Key feature highlights
• Local area information

Properties presented professionally typically generate greater interest and achieve stronger rental values.

Online Property Portals

The majority of tenants begin their property search online.

Your property will be advertised across major property portals, ensuring maximum exposure to prospective tenants.

Online marketing provides:

• High visibility
• Large audience reach
• Fast enquiry generation
• Increased viewing requests

Social Media Marketing

Social media has become an increasingly important part of the lettings process.

We actively promote available properties through our social media channels to reach potential tenants who may not yet be searching on traditional property websites.

This additional exposure helps increase interest and broaden the applicant pool.

Applicant Database

We maintain an active database of prospective tenants looking for rental accommodation.

As soon as a new property becomes available, we match it against existing applicant requirements and contact suitable candidates directly.

This proactive approach often generates interest before properties are widely advertised.

Accompanied Viewings

We conduct accompanied viewings on behalf of landlords, ensuring that applicants receive accurate information and have the opportunity to ask questions about the property.

Following each viewing we obtain feedback and keep landlords informed of:

- Viewing attendance
- Applicant interest
- Market response
- Offers received

Securing the Right Tenant

Our objective is not simply to find a tenant quickly.

Our objective is to find the right tenant.

A slightly longer marketing period is often preferable if it results in securing a tenant who is more financially stable, better suited to the property and more likely to remain long term.

Maximising Rental Value

Our team continually monitors local market conditions and rental trends.

When valuing your property we consider:

- Property size and condition
- Local demand
- Comparable rental properties
- Property features
- Location
- Tenant demand

This allows us to recommend a realistic and competitive rental figure designed to maximise both occupancy and rental income.

TENANT REFERENCING & SELECTION

One of the most important aspects of successful property management is selecting the right tenant.

A carefully referenced tenant can significantly reduce the likelihood of rent arrears, property damage and tenancy disputes.

At Home Property Sales & Lettings, we follow a thorough referencing process designed to provide landlords with confidence and peace of mind.

Initial Applicant Screening

Before progressing to formal referencing, prospective tenants are asked to provide information regarding:

- Employment status
- Income levels
- Occupation
- Household composition
- Pets
- Intended move date
- Previous rental history

This initial screening helps determine whether an applicant is likely to meet the requirements of the property.

Identity Verification

All applicants must provide proof of identity.

This helps ensure that applicants are who they claim to be and assists in preventing fraudulent applications.

Typical documentation may include:

- Passport
- Driving licence
- Government-issued identification

Employment Verification

Where applicants are employed, employment details are verified.

This typically includes confirmation of:

• Employment status & Position held
• Length of employment
• Salary level

Stable employment is an important indicator of affordability and long-term tenancy suitability.

Affordability Assessment

Affordability assessments help determine whether an applicant can comfortably meet their rental commitments.

This process considers:

• Income
• Existing financial commitments
• Household circumstances
• Rental amount

The objective is to reduce the risk of future payment difficulties.

Credit Checks

Credit checks provide valuable insight into an applicant's financial history.

The information obtained may identify:

• County Court Judgements (CCJs) or Insolvencies
• Previous financial difficulties
• General credit history

Credit checks form one part of the overall assessment and are considered alongside other referencing information.

Previous Landlord References

Where applicable, references may be obtained from previous landlords or managing agents.

These references can provide information regarding:

• Rent payment history
• Property care
• Conduct during the tenancy
• Compliance with tenancy obligations

Previous rental history can be a useful indicator of future tenancy behaviour.

Guarantors

In some circumstances, additional security may be required before a tenancy can proceed.

Examples may include:

• Insufficient income
• Limited credit history
• Students
• Self-employed applicants with limited accounts history

Where appropriate, a guarantor may be requested.

Guarantors undergo referencing and agree to meet rental obligations should the tenant fail to do so.

Holding Deposits

Once an applicant has been provisionally accepted, a holding deposit may be taken to reserve the property.

The holding deposit demonstrates commitment from the applicant whilst referencing is completed.

The handling of holding deposits is managed in accordance with current legislation and industry best practice.

Referencing Outcomes

Once referencing has been completed, a recommendation is produced.

Outcomes may include:

Approved

The applicant meets all referencing criteria and can proceed to tenancy agreement.

Approved Subject to Conditions

Additional conditions may be required, such as:

• Guarantor
• Advance rent payment
• Additional documentation

Not Approved

Where referencing identifies significant concerns, we may advise against proceeding with the tenancy.

Our Approach to Tenant Selection

We understand that every landlord's circumstances are different.

Whilst referencing provides valuable information, selecting the right tenant often involves considering the overall picture rather than focusing on a single factor.

Our role is to present landlords with clear information, professional recommendations and honest advice to support informed decision-making.

A strong tenant selection process is one of the most effective ways to protect your property and maximise the chances of a successful tenancy.

THE MOVE-IN PROCESS

Once a suitable tenant has successfully completed referencing and all parties are ready to proceed, we manage the move-in process to ensure a smooth transition for both landlord and tenant.

A well-organised move-in process helps establish clear expectations from the outset and creates the foundation for a successful tenancy.

Agreeing the Move-In Date

Once referencing has been approved, we will liaise with both the landlord and tenant to agree a suitable tenancy start date.

This allows sufficient time for:

- Completion of tenancy documentation
- Collection of move-in funds
- Deposit registration
- Inventory preparation
- Key arrangements
- Final property preparation

Tenancy Agreement

Prior to the tenancy commencing, the tenancy agreement will be prepared and issued for signature.

The agreement clearly sets out:

- Rent amount
- Payment dates
- Tenant obligations
- Landlord obligations
- Occupancy terms
- Property-specific conditions

We ensure that all required documentation is completed accurately and issued to the relevant parties.

Collection of Funds

Before keys are released, the tenant will be required to pay:

Initial Rent

The first rental payment must be cleared before occupation can commence.

Security Deposit

Where applicable, the security deposit must be received and protected in accordance with legal requirements.

Deposit Registration

For Fully Managed properties, we will register the deposit and provide the required prescribed information.

The deposit is designed to protect the landlord against:

- Damage beyond fair wear and tear
- Cleaning costs
- Unpaid rent
- Breaches of tenancy obligations

Clear documentation and accurate inventories are essential in protecting both parties.

Inventory & Schedule of Condition

One of the most important documents during a tenancy is the inventory.

A professional inventory records:

- Fixtures and fittings
- Property condition
- Furnishings
- Decoration
- Cleanliness standards

Photographs and video evidence may also be included.

The inventory forms the basis for any future discussions regarding deposit deductions at the end of the tenancy.

Key Handover

Keys will only be released once:

✓ Tenancy agreements have been signed

✓ Funds have cleared

✓ Compliance requirements have been satisfied

✓ Inventory arrangements have been completed

A clear record of all keys issued will be maintained.

Utility & Council Tax Notifications

To assist with a smooth transition, we can help facilitate notifications regarding:

• Electricity suppliers
• Gas suppliers
• Water providers
• Council Tax departments

This helps ensure accurate billing from the beginning of the tenancy.

Tenant Information

At the start of the tenancy, tenants will receive guidance regarding:

• Reporting repairs
• Rent payment procedures
• Emergency contacts
• Property care expectations
• Waste collection arrangements
• Utility responsibilities

Providing clear information from the outset helps prevent misunderstandings later in the tenancy.

Our Move-In Philosophy

The beginning of a tenancy often sets the tone for the entire landlord-tenant relationship.

A professional and organised move-in process helps:

• Reduce disputes
• Encourage positive communication
• Improve tenant satisfaction
• Protect the landlord's investment

For this reason, we place significant importance on ensuring every tenancy starts correctly.

MANAGING THE TENANCY

Once a tenant has moved into the property, effective management becomes essential to maintaining both the condition of the property and a positive tenancy relationship.

Our management approach focuses on communication, compliance and proactive problem-solving.

Ongoing Communication

Successful tenancies rely on effective communication.

Our team acts as the primary point of contact for tenants, helping landlords avoid many of the day-to-day issues associated with property management.

We provide support regarding:

- Maintenance issues
- Rent payments
- Property queries
- Access requests
- Tenancy matters

Prompt communication often prevents minor issues becoming major problems.

Routine Property Inspections

Regular inspections are one of the most valuable tools available to landlords.

Inspections help us:

- Monitor property condition
- Identify maintenance concerns
- Ensure the property is being cared for appropriately
- Detect issues before they become expensive repairs

Following each inspection, landlords receive a report outlining:

- Property condition
- Recommendations
- Any concerns identified
- Photographic evidence where appropriate

Protecting Your Investment

Properties naturally experience wear and tear during occupation.

Our role is to identify the difference between:

Fair Wear & Tear

Normal deterioration resulting from everyday use.

Examples include:

• Minor carpet wear
• Slight paintwork fading
• General ageing of fixtures

Tenant Damage

Damage caused through negligence, misuse or accidental events.

Examples may include:

• Broken fixtures
• Significant staining
• Unauthorised alterations
• Neglect-related deterioration

Early identification allows issues to be addressed before they escalate.

Tenant Requests

Tenants may contact us regarding a variety of issues throughout the tenancy.

These can include:

• Maintenance concerns
• General queries
• Requests for permission
• Property-related questions

We assess each request and liaise with landlords where approval is required.

Property Alterations

Tenants should not make alterations to a property without permission.

Examples include:

• Decorating
• Installing fixtures
• Replacing flooring
• Structural changes

Where requests are made, we will discuss the proposal with the landlord and provide recommendations.

Compliance Monitoring

Many landlord obligations continue throughout the tenancy.

We help monitor:

• EPC expiry dates
• Gas Safety renewals
• Electrical compliance requirements
• Alarm obligations
• Deposit obligations

Our aim is to help landlords remain compliant and avoid unnecessary risk.

Rent Reviews

Rental markets can change significantly over time.

Regular rent reviews help ensure that your property remains competitively priced while maximising returns.

When undertaking a review, we consider:

• Current market conditions
• Comparable properties
• Tenant circumstances
• Local demand

Recommendations are provided based on current evidence and market knowledge.

Renewal & Ongoing Occupation

Where tenants wish to remain in the property, we will discuss future arrangements with the landlord and provide advice regarding the most appropriate course of action.

Our objective is always to balance:

• Tenant retention
• Market rental value
• Property condition
• Landlord objectives

Long-term tenants who care for a property and pay rent reliably can often provide significant value to landlords.

Our Management Philosophy

Good property management is about more than collecting rent.

It is about protecting the asset, maintaining strong relationships and ensuring both landlord and tenant responsibilities are fulfilled throughout the tenancy.

By taking a proactive approach, we aim to reduce stress, minimise risk and provide landlords with confidence that their investment is in safe hands.

REPAIRS & MAINTENANCE

One of the most important responsibilities of any landlord is ensuring that a property remains safe, well-maintained and fit for occupation throughout the tenancy.

Effective maintenance not only protects your investment but also helps maintain positive relationships with tenants and reduces the risk of more costly repairs developing over time.

At Home Property Sales & Lettings, we take a proactive approach to property maintenance and work closely with both landlords and tenants to ensure issues are addressed appropriately and efficiently.

Reporting Maintenance Issues

Tenants are provided with access to their PayProp portal, allowing them to report maintenance issues quickly and efficiently.

The PayProp platform enables:

• Maintenance requests to be logged electronically
• Supporting photographs to be uploaded
• Progress updates to be tracked
• Communication records to be maintained

This provides a clear audit trail and ensures maintenance issues are dealt with in a structured and transparent manner.

Our Maintenance Process

When a maintenance issue is reported, we will:

Step 1 – Review the Issue

We assess the reported problem and determine:

- The nature of the repair
- Whether it is urgent or routine
- Potential health and safety implications
- Whether contractor attendance is required

Step 2 – Contact the Landlord

Where landlord approval is required, we will discuss:

- The nature of the issue
- Recommended action
- Estimated costs
- Available contractor options

We aim to provide landlords with sufficient information to make informed decisions quickly.

Step 3 – Arrange the Repair

Once approved, we will:

- Instruct an appropriate contractor
- Arrange access with the tenant
- Monitor progress and Confirm completion

Our objective is to minimise disruption for tenants whilst protecting the landlord's investment.

Emergency Repairs

Certain maintenance issues require immediate attention due to potential risks to occupants or the property itself.

Examples may include:

- Major water leaks
- Dangerous electrical faults
- Serious security issues
- Complete heating failure during severe weather
- Structural safety concerns

Where emergency action is required to prevent harm or significant damage, we may instruct contractors immediately in accordance with our management agreement.

Landlords will be informed as soon as practicable.

Routine Repairs

Most maintenance issues fall into the routine repair category.

Examples include:

• Dripping taps
• Faulty appliances
• Minor plumbing issues
• Internal decoration concerns
• General wear and tear repairs

These repairs will be managed in consultation with the landlord and completed within a reasonable timeframe.

Planned Maintenance

Good property management is not only about responding to problems—it is also about preventing them.

We encourage landlords to adopt a proactive maintenance strategy which may include:

• Boiler servicing
• Gutter cleaning
• External inspections
• Decoration programmes
• Appliance maintenance

Regular maintenance often reduces long-term costs and helps preserve property value.

Contractor Management

For Fully Managed properties, we coordinate contractors on the landlord's behalf.

This includes:

• Obtaining quotations where appropriate
• Scheduling appointments
• Monitoring progress
• Verifying completion
• Keeping landlords informed

We work with trusted local contractors and aim to ensure works are completed to a professional standard.

Landlord Responsibilities

Whilst we assist in managing repairs, landlords remain responsible for maintaining:

• The structure and exterior of the property
• Heating and hot water systems
• Electrical installations
• Plumbing systems
• Sanitary facilities
• Safety-related repairs

Prompt responses to maintenance recommendations help reduce risk and improve tenant satisfaction.

Why Maintenance Matters

Well-maintained properties typically benefit from:

✓ Higher tenant satisfaction

✓ Lower tenant turnover

✓ Reduced long-term repair costs

✓ Better property presentation

✓ Stronger rental values

✓ Improved protection of your investment

Our aim is to help landlords preserve and enhance the value of their property through effective maintenance management.

RENT COLLECTION & ARREARS MANAGEMENT

Consistent rent collection is fundamental to successful property investment.

Our systems are designed to ensure rent is collected efficiently, payments are monitored closely and any issues are addressed promptly.

Rent Collection

For landlords using our Fully Managed or Tenant Find & Rent Collection services, rent collection is managed through PayProp.

This provides:

• Secure payment processing
• Automated payment tracking
• Detailed statements
• Transparent accounting
• Full payment history

Once rent has been received and reconciled, landlord payments are processed in accordance with the agreed schedule.

Landlord Statements

Landlords receive clear and detailed statements showing:

• Rent received
• Management fees
• Contractor invoices
• Other authorised deductions
• Net payments made

These statements provide a transparent overview of all financial activity relating to the tenancy.

Monitoring Payments

PayProp allows us to monitor rental payments in real time.

This enables early identification of:

• Missed payments
• Part payments
• Late payments
• Ongoing arrears concerns

Prompt intervention often prevents small issues developing into larger problems.

What Happens if Rent is Late?

If a payment is not received on time, we will begin our arrears management process.

This may include:

- Payment reminders
- Telephone contact
- Email communication
- Investigation of any payment difficulties
- Discussion of potential solutions

Our aim is always to resolve payment issues quickly and professionally.

Arrears Management

Where arrears continue, we will:

- Keep landlords fully informed
- Maintain communication with the tenant
- Record all correspondence
- Seek payment arrangements where appropriate
- Escalate matters when necessary

Every case is managed individually and proportionately.

Rent Protection & Legal Expenses Cover

We strongly recommend landlords consider Rent Protection & Legal Expenses Cover.

Current pricing:

Fully Managed

£30 + VAT PCM

Tenant Find & Rent Collection

£45 + VAT PCM

Subject to policy terms, cover may include:

- Rental income protection
- Legal expenses
- Possession proceedings
- Tenant mediation support
- Assistance with rent recovery

This additional protection can provide valuable peace of mind, particularly during periods of financial uncertainty.

Our Approach to Arrears

Most tenancy issues can be resolved through early communication and professional management.

By identifying concerns quickly and maintaining regular contact with tenants, we aim to minimise financial loss whilst protecting the landlord's interests at all times.

Our objective is simple:

To ensure landlords receive their rental income promptly, consistently and with minimal disruption.

UNDERSTANDING THE MODERN TENANCY FRAMEWORK

The private rented sector continues to evolve and landlords are expected to operate within an increasingly regulated environment.

Understanding your obligations is essential not only for legal compliance but also for protecting your investment and maintaining positive relationships with tenants.

At Home Property Sales & Lettings, we help landlords navigate legislative changes and remain informed about their responsibilities.

A Changing Rental Market

The rental market today places greater emphasis on:

• Property standards
• Tenant security
• Transparency
• Fair treatment
• Professional management

As a result, landlords must take a proactive approach to compliance and property management.

Our role is to ensure that landlords understand these responsibilities and receive practical guidance throughout the tenancy.

Providing Safe & Habitable Accommodation

Landlords must ensure that rental properties remain safe and suitable for occupation throughout the tenancy.

This includes maintaining:

- Heating systems
- Hot water systems
- Electrical installations
- Plumbing systems
- Structural elements
- Security measures

Properties should remain free from serious hazards that could affect tenant health or safety.

Tenant Rights

Tenants have important rights throughout their occupation of a property.

These include:

- The right to live in a safe home
- Protection from unlawful eviction
- The right to quiet enjoyment of the property
- Protection of any tenancy deposit
- Fair treatment and reasonable communication

Understanding these rights helps create successful and professional landlord-tenant relationships.

Rent Reviews & Rent Increases

Rental values naturally change over time in response to market conditions.

Regular rent reviews help ensure that rental income remains aligned with current market levels whilst remaining fair and sustainable.

When reviewing rent, we consider:

- Comparable local properties
- Market demand
- Property condition
- Length of tenancy
- Tenant payment history

Our recommendations are based on local market evidence and current rental trends.

Property Standards

Well-maintained properties generally experience:

- Higher tenant satisfaction
- Longer tenancy durations
- Lower maintenance costs
- Better rental performance

For this reason, we encourage landlords to view maintenance as an investment rather than simply an expense.

Maintaining high standards often helps reduce void periods and attract stronger applicants.

Communication & Professional Management

Many tenancy issues arise through misunderstandings or lack of communication.

A professional management approach focuses on:

- Clear communication
- Prompt responses
- Fair decision-making
- Early problem resolution

This benefits both landlords and tenants and helps create long-term tenancy success.

Staying Compliant

Legislation can change frequently.

As your letting agent, we help landlords stay informed about:

- Safety requirements
- Property standards
- Deposit obligations
- Notice procedures
- Best practice guidance

Our aim is to help reduce risk whilst ensuring your property remains compliant throughout the tenancy.

Our Advice

Successful landlords typically focus on three key areas:

✓ Compliance

✓ Communication

✓ Property condition

By maintaining these standards, landlords are far more likely to enjoy positive tenancy outcomes and long-term investment success.

END OF TENANCY PROCEDURES

Every tenancy eventually comes to an end.

A structured and professional end-of-tenancy process helps protect landlords, ensure fairness for tenants and reduce the likelihood of disputes.

At Home Property Sales & Lettings, we guide landlords through each stage of the process.

Receiving Notice

When a tenant decides to leave, appropriate notice must be provided in accordance with the tenancy agreement and current legislation.

Once notice has been received, we will:

• Confirm relevant dates
• Discuss future plans with the landlord
• Begin preparations for check-out
• Discuss re-marketing requirements where applicable

Early planning helps minimise potential void periods.

Preparing for Check-Out

Before the tenancy ends, tenants are reminded of their obligations regarding:

• Cleaning
• Removal of personal belongings
• Returning keys
• Property condition
• Utility accounts

Providing clear expectations helps reduce misunderstandings and encourages a smoother handover process.

Final Inspection

A check-out inspection will be conducted following the tenant's departure.

This inspection compares the property's condition against:

• The original inventory
• Photographic evidence
• Check-in documentation
• Inspection records

The purpose is to identify any issues requiring further consideration.

Fair Wear & Tear

It is important to recognise that properties naturally experience wear and tear over time.

Examples include:

• Minor carpet wear
• Faded decoration
• General ageing of fixtures

These items are generally considered normal and are not normally chargeable to tenants.

Damage Beyond Fair Wear & Tear

Where damage exceeds normal use, deductions may be considered.

Examples may include:

• Significant staining
• Missing items
• Damage to fixtures
• Unauthorised alterations
• Excessive cleaning requirements

Any proposed deductions should be supported by evidence and assessed fairly.

Deposit Negotiations

Where deductions are proposed, we will seek to reach agreement between landlord and tenant wherever possible.

Supporting evidence may include:

• Inventories
• Photographs
• Contractor quotations
• Invoices
• Inspection reports

Our objective is to achieve a fair outcome for all parties.

Deposit Disputes

If agreement cannot be reached, the matter may be referred to the relevant deposit protection scheme's dispute resolution process.

Independent adjudicators will consider the evidence provided by both parties before making a decision.

Good record keeping throughout the tenancy significantly improves the likelihood of a successful outcome.

Property Preparation for Re-Letting

Once possession has been returned, we will discuss any works required before the property is marketed again.

This may include:

• Cleaning
• Decoration
• Repairs
• Safety checks
• Compliance renewals

Presenting the property to a high standard helps attract quality tenants and minimise void periods.

Re-Marketing the Property

Where instructed, we will begin marketing the property as soon as practical.

This may involve:

• Updated photographs
• Revised rental valuation
• New marketing materials
• Applicant database matching

Our objective is to minimise vacant periods and secure the next suitable tenant as efficiently as possible.

Learning from Every Tenancy

Every tenancy provides valuable insight.

By reviewing:

• Property performance
• Maintenance history
• Tenant feedback
• Rental returns

we can help landlords make informed decisions that improve future tenancy outcomes.

A Smooth Transition

A well-managed end-of-tenancy process protects both the landlord and the tenant.

Through careful preparation, detailed documentation and professional communication, we aim to ensure that every tenancy concludes fairly, efficiently and with minimal stress for all parties involved.

LANDLORD CHECKLISTS

The following checklists are designed to help landlords stay organised throughout the lifecycle of a tenancy.

BEFORE LETTING YOUR PROPERTY

Property Compliance

☐ EPC obtained and valid

☐ Electrical Installation Condition Report (EICR) in place

☐ Gas Safety Certificate obtained (where applicable)

☐ Smoke alarms installed and tested

☐ Carbon monoxide alarms installed where required

☐ Legionella assessment completed

☐ Appropriate landlord insurance arranged

Property Preparation

☐ Property professionally cleaned

☐ Decoration in good condition

☐ Appliances tested and working

☐ Heating and hot water functioning correctly

☐ Gardens and external areas maintained

☐ Keys available

Lettings Administration

☐ Agency agreement signed

☐ Rental valuation agreed

☐ Marketing photographs completed

☐ Property details approved

☐ Inventory arranged

☐ Deposit arrangements confirmed

DURING THE TENANCY

Ongoing Management

☐ Rent received on time

☐ Statements reviewed

☐ Property inspections completed

☐ Maintenance issues addressed promptly

☐ Safety certificates monitored

☐ Compliance documents updated when required

Protecting Your Investment

☐ Property condition monitored

☐ Repairs undertaken promptly

☐ Contractor invoices retained

☐ Communication records maintained

☐ Insurance cover reviewed annually

END OF TENANCY

Preparing for Check-Out

☐ Notice received and confirmed

☐ Check-out inspection arranged

☐ Keys returned

☐ Utility readings obtained

☐ Property inspected against inventory

Deposit Administration

☐ Damage identified and evidenced

☐ Cleaning requirements assessed

☐ Contractor quotations obtained where required

☐ Deposit proposals issued

☐ Deposit released or dispute resolved

Re-Letting

☐ Property condition reviewed

☐ Maintenance works completed

☐ Compliance documents checked

☐ Marketing refreshed

☐ Rental valuation reviewed

FREQUENTLY ASKED QUESTIONS

How often should my property be inspected?

We recommend regular inspections throughout the tenancy. These inspections help identify maintenance issues early and ensure the property is being cared for appropriately.

What happens if the tenant reports a repair?

The issue is logged through the PayProp maintenance system and assessed by our team. We will contact you where approval is required and coordinate contractors where necessary.

Can I visit my property whenever I want?

Tenants are entitled to quiet enjoyment of their home. Except in emergencies, reasonable notice should always be provided before access is requested.

What happens if the tenant stops paying rent?

We will begin our arrears management process, maintain communication with the tenant and keep you informed throughout. Landlords may also choose to take Rent Protection & Legal Expenses Cover for additional peace of mind.

How is the tenant's deposit protected?

Deposits are registered and administered in accordance with current legal requirements. At the end of the tenancy, any proposed deductions must be supported by evidence.

How do you choose tenants?

Our referencing process includes affordability assessments, employment verification, credit checks, identity verification and other relevant checks designed to reduce risk and help secure reliable tenants.

Do I need landlord insurance?

Whilst not always mandatory, specialist landlord insurance is strongly recommended to protect your property, rental income and potential liabilities.

Can rent be reviewed during a tenancy?

Yes. We undertake regular market reviews and can advise landlords on appropriate rent review opportunities in accordance with current legislation and market conditions.

THE HOME PROPERTY SALES & LETTINGS JOURNEY

We believe that successful property management starts with a structured process and professional support at every stage.

Our aim is to make letting your property as straightforward and stress-free as possible.

STEP 1 – PROPERTY VALUATION

We visit your property and provide:

- Rental valuation
- Market advice
- Compliance guidance
- Service recommendations

STEP 2 – PROPERTY PREPARATION

We help ensure your property is ready for the rental market by advising on:

- Compliance requirements
- Safety certificates
- Presentation standards
- Marketing readiness

STEP 3 – MARKETING YOUR PROPERTY

Your property is launched to the market through:

- Major property portals
- Social media marketing

• Our applicant database
• Accompanied viewings

STEP 4 – TENANT REFERENCING

Applicants undergo:

• Identity checks
• Credit checks
• Employment verification
• Affordability assessments
• Referencing procedures

STEP 5 – MOVE IN

We coordinate:

• Tenancy agreements
• Deposit arrangements
• Inventory preparation
• Key handover
• Utility notifications

STEP 6 – ONGOING MANAGEMENT

For managed properties we continue to support:

• Rent collection
• Inspections
• Maintenance coordination
• Compliance monitoring
• Tenant communication

STEP 7 – TENANCY REVIEW

Throughout the tenancy we provide:

• Property oversight
• Market advice
• Rent review recommendations
• Ongoing landlord support

STEP 8 – END OF TENANCY & RE-LET

When a tenancy ends, we manage:

• Check-out inspections
• Deposit administration

• Property preparation
• Re-marketing

Helping you minimise void periods and maximise long-term returns.

THANK YOU

Thank you for taking the time to read our Landlord Handbook.

Whether you own one property or a growing portfolio, Home Property Sales & Lettings is committed to providing a professional, transparent and personal service that protects your investment and supports your long-term success as a landlord.

For further information, a free rental valuation or advice regarding your property, please contact our team.

Home Property Sales & Lettings

Bringing People & Property Together

Professional Lettings • Property Management • Sales • Valuations

HOME
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