

# **Let Us Let U Limited**

## ***The caring Landlords***

### **A LANDLORDS GUIDE TO THE LETTING & MANAGEMENT SERVICE**

Deciding which Agent to instruct to let your property can, for some landlords be a very daunting thought.

As a homeowner or investment landlord who has taken care and pride in their property, you want to ensure that your letting Agent will find tenants that will continue to maintain the property to the highest possible standards and pay their rent on time and in full.

As a letting Agent we have a careful selection process of all tenants, you will on all accounts have the last say on any proposed tenants. As a company we take a personal interest in providing you with the best possible service.

Our staff, have an in-depth knowledge of the letting market, to achieve the best possible results for the rental of your property, and the technical know how to oversee and manage your property for a hassle free term of tenancy.

Further more our management plus insurance can give extra peace of mind, the special rental warranty scheme assures you that whatever happens to your tenant, the rent will always be paid (subject to terms and conditions of the insurance policy)

What ever your needs, whether you are unable to sell your existing home, generating an extra income with investment properties, or a rent to buy scheme, we have people professionally trained and involved within the property market, we are sure we have the answer for you. Our specialist rental value's and management teams are always at hand to provide you with advice at all time as well as securing you the correct tenant for the property.

The information brochure will advise you fully on the letting of your property plus give you a complete explanation of our services.

Upon receipt of your written instructions of our Letting and Management Terms of Business, we will immediately prepare full details of your property for general marketing and circulation to our prospective tenants.

## **THE MANAGEMENT SYSTEM**

1. A visit to your property to photograph and take all details
2. Give advice on the current expected rental values
3. Realise the full potential of your property and required furnishings
4. A discussion on Tax, Insurance, Management, and water rates, electricity, gas and type of tenancy.
5. Inventory and security markings
6. Landlord's obligations.

## **MARKETING AND ADVERTISING**

1. External and internal advertising
2. Tenant selection and references.
3. Accompanied viewings to the property.
4. Taking of cleared funds for deposit
5. Diary move in date. Inform Landlord of all details

## **THE EXECUTION**

1. Raise proposed tenancy agreement
2. Receive rent for the property in cleared funds
3. The signing of tenancy agreement, witnessed.
4. Send out all utility letters / Email.
5. Final confirmation from Landlords.
6. Accompanied move in to the property.
7. Final meter readings and inventory signing by tenant.
8. Internal photographs (PDF).
9. Gas Cert Issued
10. Deposit Registered
11. EPC Given
12. Electric certificate
13. Smoke Alarms checked and tested
14. Right to rent checks done
15. How to rent guide given

## **WHO IS RESPONSIBLE FOR WHAT AND WHERE?**

Once the property has been let some responsibilities move from the Landlord to the tenant and vice versa. Most of this is common sense but very often confusion and lack of understanding of the generated responsibility on both parties can and does cause conflicting reports from all concerned. To try to alleviate this common problem, we have put some common examples together.

### **Repairs to the Property**

The internal upkeep and décor of the property and the replacement of consumable items such as light bulbs remains the tenant's responsibility. The Landlord is responsible for the main structure of the building and the fixtures defined under the Landlords Act 1985. Namely sections 10 & 11. In basic terms the Landlord must keep the property in a habitable condition, this covers a multitude of repairs, freedom from damp, natural lighting, ventilation, water supply, drainage stability and sanitary arrangements including areas for the preparation of cooking and food disposal of sewage water. Furthermore section 11 of the same act covers drainage, exterior of the dwelling and this includes the gutters, drains and pipes, installations for water, gas, electricity and sanitary conveniences.

### **Insurance**

The Landlord is responsible for the buildings insurance and it must be understood the tenant cannot be held reckonable or liable for accidental fire or flood. The lease covers the contents of the dwelling area and providing an inventory has been taken and signed by the tenant then he be held responsible for any damage other than fair wear and tear. It is however, sensible for the Landlord to take out some form of public liability insurance or company insurance designed for renting and letting to cover him. The tenant can also be asked to take out insurance but this is unenforceable.

### **Water Rates and Council Tax**

You will be pleased to know that the tenant is liable, providing the agencies are informed. Those of you who have multiple lets and these charges levied against the tenants rent, must remember that the responsibility remains yours.

### **Electricity, Gas and Telephone**

The tenant will always have to pay for such services, again once all agencies have been informed. With the introduction of the Monopolies Commission please ensure that the billing company name and address is given to us for electric, gas and telephone.

### **Wear and Tear**

This is going to be a factor in any rental situation, again common sense must prevail, however it is going to be proportional to the occupancy levels and the amount of tenants in the property

## **PREPARING THE PROPERTY FOR LETTING**

We found that a good relationship with tenants is the key to a smooth running tenancy. As property managers the relationship is part of the job, but it is important that the tenants should feel comfortable in their temporary home, and that they are receiving value for money. This is your job. Our policy of offering a service of quality and care therefore extends to our tenant application too, and we are pleased to recommend properties to rent that conform to certain minimum standards. Quality properties attract quality tenants and better rents.

### **General Condition**

Electrical, gas, plumbing waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Appliances**

Similarly, appliances such as washing machines, fridge, freezer, cooker, dishwasher etc should be in usable condition. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Decorations**

Interior decorations should be in a good condition, and preferably plain, light and neutral furnishing. It is recommended that you leave only minimum furnishings, and these should be of reasonable quality. It is preferable that items being left are in the property during viewings. A list of contents will be made available if needed.

### **Personal items, ornaments etc.**

Personal possessions, ornaments, pictures, books etc should be removed from the premises, especially those of value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left for the tenant's own use.

### **Gardens**

Gardens should be left neat and tidy and rubbish free, with any lawns cut. Tenants are required to maintain the gardens standard, provided they are left the necessary tools. However few tenants are experienced gardeners and if you value your garden, or it is particularly large you may wish to arrange visits by your gardener.

**Cleaning**

At the commencement of the tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the tenant's responsibility to leave the property in a similar condition. Where they fail to do so, cleaning should be at their expense.

**Mail Forwarding**

We recommend that you make use of the post office redirection service. Application forms are available at the counters and the cost is minimal. It is not the tenant's responsibility to forward mail.

**Non Resident Landlord Tax**

If you are planning to live abroad while your property is rented you must contact your local tax office and obtain a Non Resident Landlord number. This is the landlord's responsibility to disclose to the company.

## **GAS AND ELECTRICAL APPLIANCE REGULATIONS**

The following regulations impose duties on the Landlord that if broken can lead to criminal prosecution. Whilst they place an onerous duty on you as a Landlord letting property, they are easy to comply with a relatively small outlay.

### **GAS APPLIANCES**

With affect from October 31<sup>st</sup> 1994 all gas appliances must be checked by a Gas Safe registered gas fitter on no less than an annual basis if the property is let. This is imposed by S35 of the gas safety installation and use regulations 1994 statutory instrument 1994 No 1886.

These regulations impose a duty on the Landlord to keep a record of the appliance to include the date of inspection, the identity of the inspector, defects noted and the remedial action by the inspector. This record must be made available to all tenants who request to see a record.

User S36(1) of the health and safety at work act 1974 we as agents can be prosecuted along with yourself as the owner if records are not kept and therefore it is essential that these regulations are complied with.

If you require us to arrange this for you we will do so, however if you arrange this yourself then we require details of the Gas Safe registered gas fitter making the check on your behalf along with the appropriate information in order that we can comply with this regulation.

### **ELECTRICAL APPLIANCES**

These regulations are similar in their content to the gas regulations in so much as they impose a duty on the Landlord to carry out checks on any electrical items forming part of the let. This is imposed by the low voltage electrical equipment safety regulation 1989 (statutory instrument 1989 No 728)

The Landlord must therefore use a competent qualified electrician to check all appliances. These checks must be carried out on no less than an annual basis.

Failure to comply with these regulations could lead to prosecution pursuant to S12 of the consumer protection act 1987.

Because of the large variation in the number of electrical appliances in the property it has proved difficult to obtain fixed quotes from the contractors, however, we can assure you that if you wish us to instruct a competent qualified electrician to carry out this work it will be on the understanding that the work will be priced in a competitive manner

## LANDLORD CHECK LIST

### BEFORE LETTING:

1. Mortgage lender's permission in writing, if applicable, to be obtained.  
(Let Us Let U Limited must receive this permission BEFORE we Proceed).
2. Your property and its contents to be adequately insured, and your insurers to be Made aware of your intention to let and that we have been informed of any stipulation Imposed by them.
3. Gas fires, boilers etc to be tested and serviced annually, please send a copy of GAS SAFETY RECORD five days prior to rental taking place.
4. Non Resident Landlord Tax: If you are planning to live abroad while your property is rented you must contact your local tax office and obtain a Non Resident Landlord number.
5. Smoke detectors to be installed on each floor of the property, and confirmed to be in working State.
6. If a Boiler / open fire, Co2 Alarm Fitted and tested.
7. Your mail redirected.
8. Three Full sets of keys to be forwarded to us, to include all rear exits, garages and out houses.
9. Refrigerator and/or freezer to be defrosted and door left open.
10. Sufficient gardening equipment to be left if necessary.
11. Operating instructions for all appliances to be left at the property.
12. A PAT Test is to be done annually on any portable electric appliance if over 12 months or older, please send a copy of PAT certificate five days prior to rental taking place.
13. An EPC certificate is to be carried out on a 10 yearly basis, please send a copy of EPC certificate five days prior to rental taking place.
14. Legionnaires report carried out five days prior to the rental taking place, Recommended every 12 Months.
15. Electrical certificate is to be carried out every 5 years, please send a copy five days before rental taking place.

Signed.....Landlord/Landlady/Owner

Date.....