

## **INFORMATION PACK**

As a homeowner or Investment Landlord who has taken care and pride in their property, it is vital to ensure that your Letting Agent will find Tenants that will continue to maintain the property to the highest possible standard as well as pay their rental on time and in full.

Here at Elson Lettings we take great care in the selection of tenants. Our staff have an in depth knowledge of the Letting market and the technical know how to oversee and manage your property for a hassle free term of tenancy. As a company we take pride in providing you with the best possible service, tailor made to suit your requirements.

We hope this information brochure will advise you fully on the letting of your property plus give you a complete explanation of the range of services we can provide. However, should you have any queries our specialist management team are always at hand to provide you with advice at all times.

# FULL PROPERTY MANAGEMENT

## (INTRODUCTION OF TENANT)

Prepare particulars of the property

Market the property for Letting

Obtain full references on all prospective Tenants

Inform the landlord of Safety Regulations to adhere to

Prepare the Tenancy Agreement and relevant notices

Collect the first months rental in advance

Collect a security deposit/bond

Advise the Tenant/s of the procedures for registering with the appropriate domestic services

Prepare an Independent Inventory

Check the Tenant/s into the property

Arrange for the collection of the rental

Prepare monthly statements

Chase late rents

Arrange for any property maintenance and repairs as per your instructions (subject to Terms of Business)

Carry out periodic property visits and report to the Landlord (optional)

Liaising between Landlord and Tenant/s

Supervising that the Tenant/s comply with the Terms of the Tenancy Agreement signed

Review rental values and renewal of tenancies

Arrange for check out of the Tenant/s at the end of the tenancy

The type of tenant you are willing to accept will depend on your requirements. The majority of tenants are working professionals, however, there has always been a large number of homeless people in the Southend area and as such the need for Landlords who accept Housing Benefit is growing.

Whatever type of tenant you choose, you need to be sure they will be fully referenced and the relevant information forwarded to you for your approval. At the same time you need to be mindful that the tighter you are with your requirements the longer it can take to find you a tenant.

## **LANDLORD INFORMATION**

### **RENTAL GUARANTEE SERVICE "HOMELET"**

This peace of mind service will provide you with that extra security should there ever be any shortfall of rent or the Tenant/s breaches their tenancy obligations and leaves the property with outstanding rent due.

The rental can be fully protected through an inexpensive and reliable Insurance Rental Warranty Policy, which can be activated for you at the start of the tenancy should you require it.

Details of the Rental Warranty Scheme are available upon request.

### **TENANT REFERENCING**

All prospective tenants are interviewed before being recommended. If accepted, full referencing will then take place and requests to the following will be obtained where possible.

- Employers
- Bank
- Character (if applicable)
- Previous Landlord (if applicable)
- Guarantor (if applicable)

### **DEPOSIT**

Arrangement will be made to collect a deposit from the prospective Tenant at the start of the tenancy to cover for any dilapidation and damage plus for any breach of their Tenancy Agreement obligations.

For Management services we will hold the deposit on behalf of all parties as Agents.

**For Letting only services the deposit will be passed on to the Landlord to hold until the expiry of the tenancy.**

## **RENT PAYMENTS**

The first months rental is collected in advance. The rent is paid into your bank account or forwarded onto you by cheque within seven working days each time the rental is paid by the tenant.

**It will be the Landlord's responsibility to collect any further rents from the Tenant if we are providing a Letting only service.**

## **TENANCY AGREEMENTS AND NOTICE/S**

A Tenancy will be prepared for all Tenants to sign before moving into the property.

The Agreement will include comprehensive terms for the Tenant to adhere to. Under the Housing Act 1988 (amended 1996) an Assured Shorthold Tenancy will be used, except in cases of a company let then the relevant company Agreement will be drafted to bring the tenancy to an end at the expiry.

## **INVENTORY**

An inventory should be prepared to ensure that all items of Furniture, Fixtures and Fittings left at the property are recorded and their condition noted. It is our general recommendation that all properties be unfurnished wherever possible.

The Tenants deposit will be held against any damages or excess wear and tear shown against the inventory.

The inventory can be provided by the Landlord or by ourselves.

## **LANDLORD'S CHECK LIST**

### **MORTGAGED PROPERTIES (NON BUY TO LET)**

You should notify your Building Society or Bank if the property is mortgaged that you are thinking of letting the property. It is usually one of the conditions of your mortgage that you apply for permission to sub let the property.

We also recommend that your building and content Insurers are advised of your plans as they too may need altering to cover a third part residence at the property.

### **LEASEHOLD PROPERTIES**

It is also wise to check that if the property is a lease hold that you confirm with the Freeholder that there are no restrictions or covenants which prevent you from letting the property and that the tenants must adhere to during the Tenancy period.

## **NON UK RESIDENT LANDLORDS**

If you are going to reside outside the UK we are bound under the Taxes Management Act 1970, Section 78 and 83 to assess you at the basic rate of Income Tax (variable) due from rents we collect on your behalf if you are not "self assessing" your own tax.

We should receive a letter of conformation from your Accountant and Tax Office confirming that they accept liability for payment of your tax. (Please see your Accountant for self assessment advice).

## **PRESENTATION OF YOUR PROPERTY**

Presentation of a property is extremely important when letting. It can affect the level of rent and speed at which the property is let. All rooms should be neutrally decorated, clean and damage free including flooring.

Full instructions for all appliances and equipment, especially heating systems should be left at the property and a copy provided to us should they be lost or damaged by the tenants.

Gardens should be left tidy and well tended, it will then be the responsibility of the tenant for their ongoing upkeep.

## **KEYS**

It is important to have several keys cut, for the property, enough for each adult Tenant due to move into your property, plus a set for our Management Department (if applicable) for security and access if so required.

## **LEGAL COSTS**

Should there be at any time any need to take legal action against the Tenant, for what so ever reason, the Landlord will be responsible for any necessary legal costs incurred.

## **TRANSFER OF SERVICES**

If you have been residing in the property we are to manage it is vital that you inform all services that you have vacated the property. We would also ask that you provide us with relevant final meter readings from the date that you vacate the property. Once a tenant has taken up occupancy of the property we shall advise the following companies of their tenancy:-

Anglian Water  
Essex & Suffolk Water  
Council Tax

## **GAS & ELECTRICITY**

Inform the supplier of your vacating date and the meter reading along with your forwarding address in order that they can send you a closing account. It will then become the responsibility of the tenant to arrange a service connection with their choice of provider.

## **WATER RATES (Anglian Water, Essex & Suffolk Water)**

Water Rates will become the Tenant's responsibility in most cases, but please advise them of your forwarding address. If your water charges are on meter the tenant is responsible and a meter reading and date of transfer needs to be supplied to the Authority together with your forwarding address.

## **COUNCIL TAX**

Once again this is payable by the tenant during the tenancy. Please advise the Local Authority of your vacating date and supply them with your forwarding address in order that they can send you a closing account.

## **TELEPHONE**

This is the responsibility of the tenant to arrange with their choice of service provider.

## **SATELLITE/CABLE**

It is at the landlord's discretion whether or not permission is given for either service to be installed.

## **MAIL REDIRECTION**

The Post Office offers a service to re-direct your mail, which we recommend you arrange prior to vacating the property for the term of tenancy.

You should also inform your bank, employers, friends and family who are likely to write to you and inform them of your new address.

## **REGULATIONS**

Whether requiring a Letting only service or Management service, Landlords have the responsibility for the safety of both the Tenant and their own property during the tenancy.

The following regulations must be adhered to without fail by the landlord and as Agents, we must ensure that they are carried out.

## **SMOKE DETECTORS**

All homes built after June 1992 must be fitted with mains interlinking Smoke Detectors on each floor

## **FIRE & FURNISHINGS (Safety) REGULATIONS 1988 (1993)**

All soft furnishings such as settees, sofa, beds, padded chairs, pillows cushions and so on must comply with the Fire Resistance requirements contained within the regulations.

Items of furniture made prior to 1950 are termed as antiques and as such are excluded from the regulations. Usually a label is attached to the item of furniture to confirm it is acceptable

## **GAS SAFETY (Installations and Use) REGULATIONS 1994 (1996)**

All gas appliance and installations within the accommodation must also be checked on an annual basis by a qualified Engineer (CORGI or British Gas) for its safe use.

This includes such items as Gas Fires, Central Heating Boilers, Gas Cookers and other Gas Appliances. It also insists that flues and chimneys are clear of obstructions and in the correct place.

A certificate must be issued by the engineer and a copy presented to the Tenant at the start of the Tenancy.

Any items that fail to comply with the regulations must be fixed or removed immediately.

We can arrange for an annual Gas Safety Inspection to be carried out on your behalf. (subject to terms).

## **THE ELECTRICAL EQUIPMENT (Safety) REGULATIONS 1994**

These regulations require that all Electrical equipment left at the property be "safe and of no risk to human or animal".

They should be checked that flexes, fuses and electrical output are safe and correct. Items that must comply are all portable electrical items such as electrical cookers, fridge's, washing machines, kettles, toasters etc.

As agents we cannot guarantee which items are safe or not and would recommend that a qualified electrician checks all electrical items in the property. Upon your request we can instruct a qualified electrician to carry out an inspection for you (subject to terms).

*There is currently no length stated by the Government as to how long the interval should be between inspections, however we would recommend that 12 monthly intervals would be sufficient.*

## **LET ONLY SERVICE**

This is our standard service and is designed for a landlord who wishes to be responsible for the ongoing management of the property.

Advice on current market values

Advertisement of property in the local press, full colour window display, advertisement our own website, "To Let Board"

Full Tenant Referencing

Accompanied tenant viewing of property

Use of 'Homelet' Rental Guarantee (Optional)

One months deposit and rent collected in advance

Documentation prepared (Tenancy Agreement, Housing Benefit Form etc)

Full Inventory and Statement of Condition prepared

Arrangement of Gas and Safety Certificate if required

Utility companies and council tax informed of the tenancy

## OUR COMMITMENT TO YOU

**Here at Elson Lettings we are dedicated to providing you with a service that is professional, courteous and responsive in managing your property. To fulfil this commitment, we will provide the following services:-**

- √ We will always deal with you in a professional and polite manner
- √ We will agree all charges with you in writing before marketing commences
- √ We will advertise your property in the local press and on the internet to ensure that we are able to reach the maximum number of tenants
- √ We will accompany all tenants on viewings to ensure extra security and minimum inconvenience for you
- √ We will achieve the best possible rent from the best possible tenant
- √ We will keep you informed of progress at all times
- √ We will pay rents collected to you within seven days of receipt