



The Services we offer.....

Whether we are instructed to professionally manage your property or operate on a let only basis (tenant finding only) the service we offer is identical to the point of your Tenants being installed into your property.

Rental Appraisal – An initial meeting at your property to offer our opinion as to a realistic current market rental value and presenting a good opportunity to discuss the property's potential and offer any advice that you may require. We will discuss the service we offer, in as much detail as you wish, and answer any queries you may have.

Marketing – By instructing us to market your property, you will benefit from a pro-active marketing commitment combining both traditional and modern methods, second to none. Our marketing software will produce full colour details with room dimensions and ample photographs which will be matched and distributed to our database of potential applicants, re-location companies and local businesses with active tele-marketing, post and email facilities. These details can be accessed from our website, assuredresidential.com, the U.K's most visited property website vebra.com and from a link on our listing with yell.com. In addition, we will advertise your property every week in the local property guide, always with a photograph (where possible) and your property will benefit from our eye catching to let board, if required.

Viewing – We will arrange for interested parties to view your property either by accompanied key, with yourselves if you are still living at the property, although we will be pleased to accompany, if you prefer or with your exiting Tenant. We will be available to accompany viewings six days a week, diaries permitting.

Referencing – Once interested parties express the desire to rent a property they will complete application forms, pay-over our administration fee and be thoroughly vetted. We will require residential identification; carry out a credit assessment verifying the electoral role, searching public records for any adverse information such as CCJ's, Bankruptcies, Voluntary Arrangements and verification of current and previous addresses. We will also take-up a written Employer's reference or other satisfactory verification of financial means or income, a Bank status enquiry and a previous Landlord/Agent reference, if appropriate.

Should we receive applications from parties who we feel are good candidates but whose applications are a little weak (for example, a particularly young applicant) then we will advise you accordingly and, should you be agreeable, take a Guarantor to the tenancy.

For applications received from parties on Housing Benefit, a clean credit history and residential identification will still be required and we will take a Guarantor to the tenancy, who must meet all of the above criteria.

For post-graduate students, we will require proof of financial means i.e. sponsorship.

In all cases we will keep you fully informed and only proceed with your approval.

Initial Monies – In all cases we will take at least one month's rent in advance and the equivalent of one and a half month's rent as a bond, in cleared funds, prior to the tenancy. Whether managed or let only, we will hold the bond as Stakeholder. As a member firm of the Tenancy Deposit Scheme, we will register the tenancy details online and issue the appropriate certificate to the Tenants to ensure that the bond is held within an appropriate insurance based scheme to comply with The Housing Act 2004 (Chapter 4 Sections 212 – 5; and Schedule 10) deposit protection requirements.

Legal Documentation – We will prepare all the necessary Tenancy Agreements, Guarantee Agreements and Legal Notices.

Inventories – Whether furnished or unfurnished, we will prepare a detailed Inventory and where professionally managing the property this will be supported with photographs.

Installing Tenants – We will take meter readings and write to the appropriate utility suppliers (Gas, Water and Electricity) and notify the Council Tax Department with regard to the change in occupation.

Paying-out Let Only Clients – At this point our responsibility as Agent ends with Let Only clients. We will pay over monies collected on your behalf (the initial rent paid) with our fees and any other expenditure deducted. We will arrange for future rent due to be paid directly to you, the Landlord, usually by standing order. At this point we will furnish the in-going Tenants with your contact details.

On-going Collection of Rent – With most modern tenancies, the rent period is monthly and where we are professionally managing the property, we will arrange for Tenants to pay this directly to Assured Residential, usually by standing order and in advance. Monies due to Landlords are paid out on a monthly basis, usually towards the end of the month, less our fees and less any Landlord Supplier or Contractor payments. We will, of course, keep you fully informed of any anomalies or problems with the collection of rent.

On-going Contact and Maintenance Issues – When professionally managing your property we are the point of contact between Landlord and Tenant. We will report to you with any issues or maintenance required. We have a team of approved Contractors on hand who usually provide a cost-effective solution to any maintenance required. You can, of course, nominate your own Contractors to carry out any works or attend to them yourself. We will endeavour not to spend any monies without your prior approval. Should funds be adequate, maintenance costs can be deducted directly from rents collected and shown on the Statements we render to you.

Continuity/Renewals – At the appropriate point in the tenancy we will establish whether you, the Landlord, wish to renew the tenancy and depending on your desire, either serve the appropriate possession notice or contact the Tenants to establish whether or not they wish to renew. If they do

wish to renew, we will draw-up the necessary documentation. Renewals are at no additional cost to the Landlord.

If your Tenants do not wish to renew, we will advertise your property for re-letting, approximately one month before they are due to vacate. Our Tenancy Agreements provide that access must be allowed with regard to viewing for re-letting one month prior to the termination of the Agreement.

Check-out – Shortly after receiving the keys back from exiting Tenants, we will carry out an inventory inspection and report to you with any issues. We will report to you and with your approval will refund the Bond. We will take meter readings and write to the utility suppliers (Gas, Water and Electricity) and Council Tax Department with regard to the change of occupancy.

Dilapidations – Most tenancies conclude in a satisfactory manner. A Landlord must allow for fair wear and tear to the property, but fair wear and tear excepted, a Tenant must render the property in the same clean order as when they took over the tenancy. Should there be any issues, we will liaise with both Landlord and Tenant in order to resolve these issues. The primary purpose of the Bond is to secure against dilapidations caused by a Tenant.

Our Fees

Professional Management

Initial Letting Fee, payable at the outset of each new tenancy - £125.00 + VAT

Management Commission – Properties up to £400.00 pcm - 12.5% + VAT
Properties over £401.00 pcm - 11.0% + VAT

Let Only

One off Letting Fee, payable at the outset of each new tenancy:

for Tenancies under an initial fixed term of twelve months - 55% + VAT of first month's rent, subject to a minimum of £325.00 +VAT

for Tenancies with an initial fixed term of twelve months or over - 80% + VAT of first month's rent, subject to a minimum of £425.00 + VAT

Why choose Assured Residential.....

In receiving this guide you will already be at least considering letting your property. Whether this property is your own home or a new or existing investment, you will want to be sure that you are placing your trust with the right Letting and Management Agent. One that will proactively market your property at the outset, promptly securing referenced and verified Tenants and continue to reliably and professionally act for you with the future management of your asset.

Our aim is to offer an unrivalled level of service and marketing commitment:

- We are **ARLA** accredited and regulated
- We are **dedicated** solely to the letting and management of residential property
- Fast, efficient, **professional** and **approachable**
- **Free market appraisal** of your property, with no obligation
- Advice on existing or **potential investments**
- Full **colour details** with room dimensions and **photographs**
- **Pro-active marketing** to our database of interested applicants, re-location companies and local businesses
- Superb **website**, assuredresidential.com integrated with the UK's most visited property website, vebra.com
- All properties **advertised** on rightmove.co.uk, primelocation.com, thinkproperty.com, findaproperty.com, propertylive.com
- **Agent listing** on email4property.co.uk, ukpropertyshop.co.uk, & yell.com
- Local property guide **advertising** with a photograph
- **To Let board** and accompanied **viewings** where required
- All applicants thoroughly **vetted**
- Detailed **inventories** supported by photographs
- All **bonds** held within **The Tenancy Deposit Scheme** to comply with The Housing Act 2004 deposit protection requirements
- Full **management** or Tenant finding only
- Straightforward **competitive** fees

Some considerations **Prior To Letting.....**

As a potential Landlord there are a number of decisions that you will need to make with a view to letting your property. It would be useful to have considered some issues prior to the initial rental appraisal, although we will be more than pleased to discuss these with you. There are also matters you will need to address prior to the actual letting of your property.

Presentation – In today’s discerning market, the condition of any property offered to let should be first class and the decorative presentation will depend on the type of the property, the area which it is in and the expectations of the market to which you are to appeal.

Furnished or Unfurnished? – In today’s market place, by far, the primary demand is for unfurnished property that, in addition to the permanent fixtures and fittings in your property, such as a kitchen, a bathroom and satisfactory heating, is let with floor coverings, window dressings and a cooking appliance.

Restrictions – For example, whether you wish to permit the keeping of pets in your property or, allow smokers or consider taking applications from people on Housing Benefit. These decisions are often influenced by whether you are letting your own home for a period or an investment property. It is worthwhile remembering that any limitation narrows your market a degree, but ultimately, as the Landlord the decision is yours.

Tenants on Housing Benefit, for example, a single parent unable to work due to child care commitments, can often present an opportunity for a reasonably long term let. In an instance such as this we would take a Guarantor to the tenancy who would be referenced and verified in the same way as a working Tenant. A bond and one month’s rent in advance would also be required.

Permissions – If there is a **mortgage** or a secured loan against the property, you will need the permission of the Lender in order to let your property. This is not usually difficult to obtain but you should be aware of any conditions or restrictions imposed.

As Landlord the **buildings insurance** will remain your responsibility and again you will need permission from your Insurer. Should they not offer products for let properties or should you feel the limitations posed by any endorsements to your policy too great, then we are an Agent for LETsure, whose products include Buildings Insurance, Landlord’s Contents Insurance (if required), Landlord’s Legal Protection Insurance and even Home Emergency Assistance Insurance. These products are specifically designed for the rental market and we believe the premiums to be competitive.

Should the property be **leasehold** then you should check whether there are any restrictions in the head lease, or whether any specific permission is required with regard to the letting of your property.

Overseas Landlords – If you are to be an Overseas Landlord you are required by the **Inland Revenue** to register as a non-resident Landlord, for the purposes of taxation. You will be issued with an approval number, the benefit of which is that we may pass gross payment on to you but without this approval number we are required to withhold income tax and pay it over to the Inland Revenue, on your behalf. We can provide you with the appropriate application form for submission to the Inland Revenue.

Property **Safety Standards.....**

In order to let a residential property there are a number of standards that need to be met. In addition to a Landlord's statutory repairing obligations there are a number of safety standards covered by specific legislation that need to be complied with. There are no grey areas and non-compliance can result in hefty financial penalties or a custodial sentence for both Landlord and Managing Agent.

Gas Safety (Installation and Use) Regulations 1998 – Where there is gas at a property, the Landlord is required by law to obtain a Gas Safety Certificate from a Corgi registered gas installer, prior to the commencement of the tenancy and annually whilst the property remains tenanted. All appliances, flues and chimneys belonging to the Landlord must be checked and even if all of the appliances and flues belong to the tenant, the Landlord must still provide gas safety certification for the incoming service. Even if there is nothing more than a gas meter at the property then this still must be checked.

We can provide this certificate via one of our approved Contractors at a reasonable cost.

Furniture and Furnishings (Fire)(Safety) Regulations 1988 as amended 1993 – Should your decision be to let your property on a furnished basis then all soft furnishings must comply with the Regulations. All furniture manufactured after 1 March 1990 must by law comply with the safety standard and should carry a permanent label to verify this. Exempt from the Regulations are furnishings manufactured prior to 1950 and those filled with natural fibres and materials. We can, of course, advise you further.

The Electrical Equipment (Safety) Regulations 1994 – These Regulations require that electrical equipment at the property be “safe and of no risk to human or animal”. Although, as a Landlord, legislation does not require you to have items professionally checked, clearly only a qualified electrician can do this and we would recommend that all appliances are PAT (portable appliance test) tested at the outset of a tenancy.

We can provide this certificate via one of our approved Contractors at a reasonable cost.