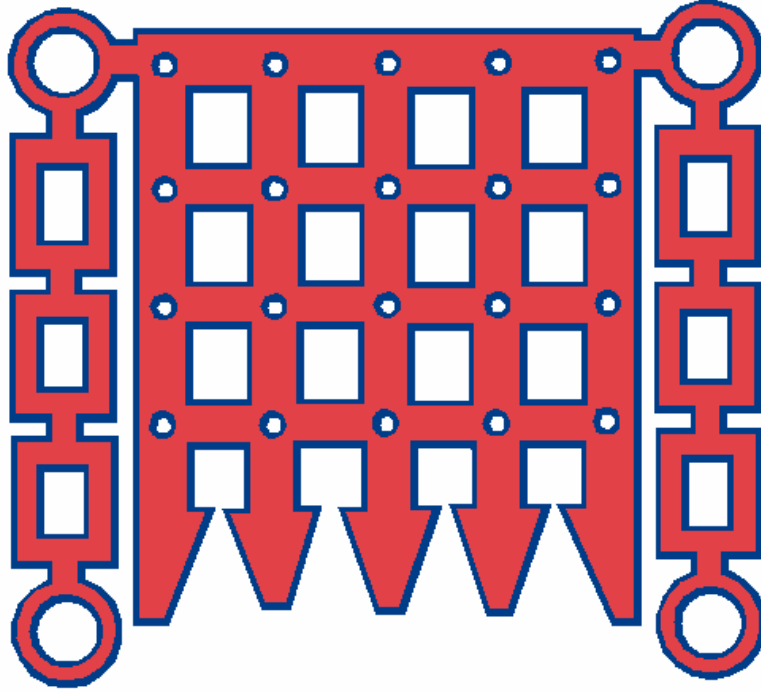


THAMES GATEWAY



LETTINGS

Residential Lettings Department

LANDLORD'S
info pack

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About *TGL*

Why choose TGL?

TGL are independent specialists who work within a cooperative of fellow professionals. The system attracts only the top performers in our industry and has, since 2006,

We do our best to make sure that letting your property is hassle free for you

- From tenant find to full management, we can suit your requirements
- We have an open and honest charging policy – no hidden extras throughout the tenancy
- Our lettings management team also own property and are Landlords themselves. This helps them understand the issues you face being a Landlord.

Regularly dealing with Landlords has helped us to identify the key concerns when thinking about letting a property, and we have developed our service to meet a landlords needs. You can be confident that your property is being professionally managed in line with our stringent code of practice and that the letting complies with all recent legislation.

Our commitment to you is to offer a professional service, and above all peace of mind.

Company Profile

Thames Gateway Lettings is establishing itself as one of the leading letting agencies in the Medway and North Kent area.

We cover The Thames Gateway area which stretches along the banks of the River Thames, from Greenwich , eastward through Dartford, Gravesend and on into Medway and Swale.

Our office at High Street Chatham is strategically placed to provide our staff with a sound base to serve this growing community.

What makes us different?

It's simple really...our Lettings Associates are not like other Letting agents; they are independent professionals who benefit directly from the effort that they put in and the success that they achieve. And the only way to do that is to make sure that the match between your property and a prospective Tenant is a good one. Less wasted time, more satisfied Landlords

But your TGL Lettings Associate will do a lot more that assist you in letting your property. They will provide support and advice through every step, guiding you to a successfully tenanted property.

Where do we operate?

Today, from this office, we predominantly cover the Medway towns, specialising in Gillingham. However, we also service clients in Rainham, Parkwood, Hempstead, Chatham, Rochester, Strood, Snodland, Maidstone Dartford Gravesend Sidcup and surrounding areas of Kent.

Why are you considering renting?

It is important for you as a Landlord to be aware of the implications of letting your property. Our Lettings Manager will be happy to discuss in detail the areas in which particular care should be taken.

You may be considering letting for a number of reasons. Perhaps you will be working overseas for a number of years and want to retain a stake in the UK housing market. Perhaps you have just inherited a property or it may have been bought as a retirement residence or you may be one of the growing groups of people who view property as a key element of their investment portfolio. Whatever your reason for letting, the private sector has never been more attractive.

Whatever the case may be, it is essential that professional advice is taken before you move tenants in. There are serious implications with regard to finance, legality and security. We will advise you on the suitability of tenant type for your property, the rent that you could expect to receive and the preparations necessary before letting your property.

The Benefits of letting

Financial returns from letting have significantly improved due to the return of real growth in house prices the availability of "buy to let" mortgages and the ability to offset most costs associated with letting against rental income for tax purposes. Letting can provide both Income and Capital Growth.

Why use TGL as your letting agent?

Landlords sometimes consider that their parents or a friendly neighbour will be able to manage their property during their absence, using a local known contractor for any maintenance. There is however more to a tenancy than this. Property management involves demanding and collecting rent on a regular basis, ensuring that rent continues to be paid for the duration of the tenancy, making regular visits to the property, checking for any maintenance issues and arranging contractors, and advising on tax matters and allowances. With our “Full Management” service your home is in good hands.

Buying properties for letting

If you are buying property as an investment, particularly for the first time, then it is important that you take professional advice before you buy. Also an investor needs to be aware of local demand, achievable rents, and of course location. We have an in depth knowledge of the area and can advise you.

Additional services

TGL was initially set up purely as a Letting Agency. Therefore we can provide a full service towards any of your property or properties in the future. We also have in house mortgage consultants that can advise on finance packages including “buy to let” mortgages.

Investment advice

Many of the TGL staff have property investments themselves so can advise on strategies that may suit you as an individual. Also areas to concentrate on, types of property and rental demand locally are all part of the knowledge that we have to share.

Before you let your house

Preparation and presentation of the property

Presentation is very important for letting a property. It can affect the speed at which it will let as well as how well the tenants will look after the property long term. Tenants are human, try and put your self in their position – if someone lives in a lovely presented home, then they will want to keep it that way. If it is a bit “tatty” then it will only get worse.

Decor

If rooms are decorated in neutral colours then tenants can visualise their belongings in the property far more easily. Painted surfaces are easier to maintain than wallpaper It will greatly assist your chance of letting the property quickly if the property is tidy and thoroughly cleaned (preferably professionally) prior to letting.

Time needed by TGL before letting

In regards of the availability date of the property, we normally require around 4-8 weeks written notice from you in order to hopefully allow time to find suitable tenants and carry out all the initial inquiries.

Mortgage consent

If the property that you intend to rent out is your usual residence, has a mortgage on it and the mortgage is not a “buy-to-let” loan, then you must advise your lender and get their written permission before making arrangements to rent it out. Normally this is just a formality, but be aware that it may change the interest rate that you pay for that mortgage, or you may need to change the type of mortgage depending on your lenders rules and regulations.

If you do not do so, your lender may be entitled to repossess the property and evict your tenants! However this is rare and most lenders give permission.

Leasehold Consent

If the property is leasehold then you should get permission from the freeholders and notify them of your arrangements, clarifying whether you or the tenants are responsible for the ongoing ground rent and any service charges that may be on the property

Assessment of the property

Various factors need to be taken into account when advising a Landlord on how they should best proceed with their letting. The location, condition and size of the property, standard of contents and fittings provided and prevailing market forces are all factors which must be considered.

A Property Assessment will be carried out by a TGL lettings representative visiting the property to carry out an initial inspection, following which all relevant issues will be discussed in greater detail with you. At this time we will take details regarding accommodation provided and if possible digital photos of the best features. This enables you to ask any questions that you may have and discuss any particular concerns. This service is provided free and with no obligation

Should I let furnished or unfurnished?

Whether you decide to go furnished or unfurnished may depend on your personal circumstances. I.e. if you are going overseas for 12 months, you may decide not to put your belongings into storage, knowing that you are coming back within a certain time frame. However you may decide to take everything with you.

Whether a property is let furnished or unfurnished, there are certain basics which tenants expect. These include carpets, curtains and some appliances; A good clean fridge/freezer, and cooker are essential. Washing machines and dishwashers are desirable in some types of properties depending on the tenant being targeted.

Demand varies depending on the area and the property I.e. short term Tenants may prefer a furnished property, longer term Tenants may wish to move their entire belongings in. We can advise you on your circumstances.

What should I leave in a furnished/unfurnished property?

“Unfurnished” normally means carpets, curtains and some appliances. The tenant is responsible for providing all other contents. “Part-furnished” would mean the above but also include white goods and table and chairs.

If the property is to be let “Furnished” then more is expected. Beds should be good quality with new mattresses and protectors. There should be sofas, dining room table and chairs, storage furniture, vacuum cleaner, ironing board and iron, kettle, kitchen cutlery, crockery and glasses etc. Tenants will be expecting to move in with their clothes and have everything else provided for them.

Garden

The garden needs to be left clean, tidy and well tended. If the garden is laid to lawn then a suitable lawn mower needs to be left. If very large then it may be worthwhile employing a gardener to tend it in your absence and include this within the rental amount

Service agreements / appliances instructions

If you have any service agreements (boiler, washing machine, lawnmower etc), please inform TGL. It is always helpful if instruction leaflets for appliances are made available to the tenant.

Mail

We suggest that you re-direct your mail whilst away from the property. Any mail addressed to yourself that arrives at the property we will re-direct, unless you advise us otherwise.

Marketing methods

When you instruct us to find a Tenant for your property, we will market it in a number of ways; the details will be added to the website, included in our printed property list, circulated to potential Tenants via e-mail and text message where possible, listed in our press advertising, a “to-let” board will be erected, and of course all appropriate candidates will be spoken to direct.

We then match Tenants with properties. The Tenants are taken to view the selected properties by our lettings negotiators. However, if you or an existing Tenant occupies the property, viewing will be strictly by appointment. We do not allow Tenants to view the property unaccompanied.

Keys

We require not only to give the individual Tenants keys to your property, but to hold a spare set in the office for emergencies.

Preparing the inventory & schedule of conditions

This is an integral part of the paperwork that accompanies a letting. The inventory and schedule of conditions are a vital record of what is in the property and the condition of it at the start of the tenancy. An inventory of condition and contents is prepared prior to the occupation of the property and a copy of this will be forwarded to you. It is normal procedure that we prepare the Inventory after your departure (or when the property is vacant).

It is agreed with the tenant at the start of the tenancy (the “check-in”) and reviewed again at the end of the period to give a clear report on any problems or damage. Wear and tear is expected and accepted within the duration of the tenancy. Damage and removal of items by a tenant is not and must be rectified at the tenants cost.

The tenancy agreement

We will prepare the tenancy agreement for you. Our tenancy agreement has been developed over the last five years and is regularly reviewed by local solicitors to protect both you and the tenant and ensure its validity. Most tenancies are “Assured Shorthold Tenancies” which are the “norm” and entitles the Landlord to possession of the property at the end of the fixed term

The tenancy agreement details the areas of responsibility between you, your Tenant and ourselves as your Agent, basically confirming to all parties who is liable for what in connection with the property. It also clarifies what can or cannot be done in connection with the property, such as who is liable for repairs or damages, maintenance and utility type charges

With all tenancies, the minimum initial period is normally a six month let. The maximum we would advise at any one time is twelve months. Renewals can be for any length of time, although for control purposes we would only advise a twelve month maximum.

Vacant properties

We cannot be responsible for the management of any property before it is let, nor after the termination of a tenancy, except by special arrangement and for which a charge will be made. After a Tenant has vacated we read meters and supply information to the appropriate authorities (except telephone companies) and local Council for Council Tax. We are unable to accept liability for matters after a Tenant has vacated.

Public and other liabilities

We cannot be held responsible for injury to persons or property arising from the condition of the premises or any hazard in or about the premises. Most buildings insurances for Landlords cover public liability, but you should check your policy.

We will not be liable for any rent or other debts, i.e. gas and electricity, water and sewage rate bills, council tax or telephone bills payable by the tenant. We are not liable for any outgoings payable by us on behalf of the Landlord as instructed, if insufficient funds are available.

During the tenancy

Tenants

We use a range of methods to find prospective tenants, including our own waiting list, local advertising, property “To Let” boards, liaising with other local agents and the local council. TGL have a constant supply of applicants, therefore we are able to inform a large number of prospective occupants of your vacancy immediately.

Tenants will be required to sign an Assured Shorthold Tenancy Agreement which complies with current legislation. It is strict on how tenants must behave when occupying your property.

How do I know the tenants will be suitable?

One of the principle functions of a managing agent is the identification and referencing of a quality tenant. We employ the services of a professional credit referencing agency to screen all prospective tenants, and where required, guarantors. The agency takes up all necessary references, including a credit search, which is linked to national credit records. This is to a standard that is acceptable for your Rent indemnity insurance and enables us to put the most suitable tenant into your property.

Tenants who cannot meet these requirements in their own right automatically have to have a guarantor, who is referenced in the same way, and also becomes party to the contract.

Housing benefits

There is always a demand for housing from Tenants who are on housing benefit. As to whether you as a Landlord are happy with Tenants from this source is completely up to you as an individual. Experience tells us that these Tenants can be the best behaved, regular payers and the longest staying residents of property. However, personal circumstances can affect housing benefit Tenants just as much as private tenants, and this can lead to issues that we need to resolve.

Where housing benefit Tenants are correct for your property, then the relevant references are taken and where necessary a suitable Guarantor is also referenced to provide further security.

Housing benefit “clawback”

The Housing Benefit (Information for landlords and Agents) Regulations 1997 came into force on 3 November 1997. These regulations allow local authorities to demand information where a claim for housing benefit has been made and the authority believes that there is some impropriety in the claim being made. These regulations are comprehensive and can have repercussions as any overpaid benefit can be “clawed back” by the local authority sometimes long after the Benefit claim has ceased. Any overpaid benefit can also be deducted from benefit payments made to an agent for other landlords whose properties are managed.

It is necessary for Landlords to be aware that they are responsible for indemnifying TGL when a claw back of benefit is made and where the benefit has been passed over to the landlord.

Referencing

Suitable Tenants interested in your property will be accompanied on any viewing. Once interest has been expressed in your property we will take a small sum of money to confirm their interest and then they will be professionally referenced. A comprehensive Tenant referencing application form is completed including bank details, employer’s details, present landlord details and personal references.

We then take up the necessary references and run checks on every individual Tenant who is to be named on the tenancy agreement. This normally means everyone over the age of 18 who is to live in the property. The applicants are referenced via the leading referencing agencies. If a Tenant is suitable, but for whatever reason needs a guarantor, then we will take up references on them as well.

Upon receiving these references, we will decide if the Tenant is suitable. Provided that we believe them to be suitable, we will contact you and arrange a date to move in. however, we will not let the Tenant occupy the property until a formal tenancy has been prepared and signed.

The moving in process

We will “check-in” the Tenant to your property. This will involve signing the Assured Shorthold Tenancy, agreeing and signing the Inventory, allocation of property keys, and explanation of all areas of your property to the Tenant. None of this takes place until after we have received cleared funds for the first months rent and a security deposit and obviously subject to the relevant references.

How do I know that the Tenants will look after my property?

Depending on what service you require, we regularly inspect the property during the tenancy and provide a written report to you. These inspections are usually carried out quarterly. From our experience we know that if a Tenant knows that the property they are living in is being regularly monitored by us, they will look after it properly.

The tenancy agreement makes reference to the fact that we have the right to visit the property at times acceptable to the Tenant, provided reasonable notice has been given. If you want to visit the property yourself during the tenancy we will arrange this for you, but again the Tenant is entitled to prior notice.

What if there is damage?

On taking occupancy the tenant lodges a “Dilapidation Bond” (security deposit) equivalent to between 4 and 6 weeks rent. This is held in a secure client account throughout the tenancy by TGL, as agent for the Landlord.

When Tenants are checked out of a property an assessment is made, by comparison against the original Inventory, of any redecoration or minor repairs which cannot reasonably be accepted as fair wear & tear. We will negotiate and agree with the Tenant the amount that will be withheld, obtain estimates by way of confirmation and the net deposit remaining will usually be released to the Tenant. We will arrange for any necessary work to be carried out prior to installing the next Tenant

Indemnity of Agent

You, as the Landlord, will indemnify and keep indemnified TGL (the agent) from and against any and all losses, damages or liabilities whether criminal or civil, suffered from and during the time the Agent has, or is acting on his behalf.

Repairs and maintenance of the property during tenancy

Repairs are of course necessary to each and every property throughout the length of the tenancy and Landlords must be prepared for this eventuality, plus of course repair and/or replacement of major electrical items such as cookers, washing machines, fridges, freezers and boilers as they age. We will make arrangements, on your behalf, with our local contractors or contractors of your choice to carry out such works. We will agree in advance the level of responsibility you wish us to have in arranging repairs and replacements and then proceed accordingly

You will be responsible for the fabric of the building. The Tenant is responsible for the upkeep of the interior of the property (fair wear and tear excepted). We can arrange repairs on your behalf. There are various options which we can discuss with you.

With our "Full Management Service" we will deal with the day to day repairs up to a maximum of £250.00 for any one item. Except in emergencies, we will contact you or your representative if a repair or replace is likely to cost in excess of this figure. We will upon your request supply two estimates where repair is likely to cost over £250.00. We will where instructed pay your insurance, ground rent, service charge and other such items on your behalf. We will NOT however be held responsible in the event of any dispute arising from such payment.

During the tenancy

Rents are collected during the month and the accounts are made up at the end of the month. Our computerised accounting system will supply you with an accurate, but easily understood quarterly statement.

Holding rental deposits / safety bonds

We shall collect a Security Deposit of one calendar months rent to be held by us as stakeholder until the Tenant vacates the premises. Only in special occasions will we allow the deposit to be held by the landlord; this will only apply to landlords using our "Initial let Only Service".

Fair wear & tear

This is the type of wear and tear that we might expect to happen in our own homes. For example it may include marks on the walls near light switches, or wearing of the carpet near doorways. However children writing on the walls or holes in doors are not acceptable. These issues would be resolved from the security deposit at the end of the tenancy if not repaired by the Tenant.

Rental payments

Rent will be received by ourselves on the first of each month and will be forwarded to your specified bank account minus any commissions and repair work that may have been done during the month. Rent payments from the Tenant are always 1 month in advance.

If a tenant in your property is a Housing Benefit tenant then your payments will differ from a normal tenancy. A normal tenancy means that you will receive 12 monthly payments over a period of a year but with a Housing Benefit tenant you will receive 13 payments. This means that you will receive a payment from us every four weeks.

Initially, you may think that this means you will receive less money over a yearly period but the amount will in fact be exactly the same.

How can I be sure that the rent will be paid?

A Landlords right and remedies are quite clearly set out in the legislation regulating tenancies, the tenancy agreement is a legal contract and as such is enforceable by law. We do everything we can to ensure that the right tenant is selected, and in the vast majority of cases, their conduct is all we could hope for.

However, there are occasions when personal circumstances change and unexpected difficulties arise such as redundancy, and break down in relationships which suddenly affect the best of Tenants. We will always try and rectify problem situations, such as promptly sending reminder letters for any outstanding rental, visiting the property and discussing as far as possible the problems being experienced.

Property Insurances

You as the landlord are responsible for arranging insurance on the buildings and any possessions left within the property or outbuildings. This insurance should also include personal liability insurance to cover you, for example, if a flat that you let has a washing machine that floods and damages the flat beneath.

It is preferable that the insurance is a specialist letting policy, as some standard policies will exclude certain situations such as damage by Tenants – even where the damage was unintentional. Specialist policies can also cover for theft by Tenant, malicious damage and accidental damage to your goods by the Tenant.

The Tenant is responsible for arranging insurance for their own furnishings and possessions and will not be able to claim on your insurance for loss or damages.

What insurance can we arrange for you?

TGL have established an Agency with HomeLet to offer our residential clients a comprehensive range of insurance's designed to help safeguard their rental income and provide cover for legal expenses and emergency repairs

Rental guarantee scheme

This insurance provides total piece of mind for Landlords and in the event that the Tenant fails to honour their commitments the insurance would pay the contractual rent for up to 12 months or, if earlier, the date upon which vacant possession is obtained. The Landlord should be aware that cover excludes the first month's loss of rent.

Submission of monthly client statements

We will forward a rental statement on a monthly basis. Once we have balanced your payment and prepared the statement, the money will be paid into your account and the statement sent out the same day or if you prefer to carry out your own banking a cheque along with the statement.

Regular property inspections

We will regularly inspect the property; normally on a three monthly basis. This serves two purposes, firstly to ensure that your property is being kept in the manner laid down in the agreement and secondly to enable us to build a relationship with the Tenants. In our experience this helps to overcome any problems before they actually happen and to avoid late payment of rents.

Renewals

Assured Shorthold Tenancy (AST) agreements are normally initially over 6 months. We would recommend that the Tenant re-signs at the end of that period if they wish to stay. This gives both you as the Landlord, and the Tenant stability, i.e. you know that you have another 6 months of tenanted property. Periods greater than 6 months can be agreed if the Landlord and Tenant agree. If a new AST is not signed, it just rolls over to an ongoing agreement where the Landlord has to give 2 months notice and the Tenant has 1 months notice if they want to leave.

Uniquely, TGL does not charge the Landlord for a renewal tenancy agreement.

What happens to the utilities?

You should notify all utilities and service providers that you are letting the property and request closing accounts from them. Do not disconnect services as this can cause delays, problems and extra expense for your prospective tenants.

The following services need to be closed by you; Gas, Electricity, Water supply, Sewage, and Council Tax. Upon commencement the Tenants are responsible for all services and connection of such services and transfer. Upon the final Tenants vacation, they will cease their liability of services. We shall then endeavour for the services to be reconnected so that upon your return they are available. However in regards to British Telecom, we cannot have this reconnected.

On an ongoing basis, when Tenants move out and a new Tenant moves in, we will take responsibility for informing the relevant providers and authority.

Council Tax

It is the Tenant who will normally be required to pay Council Tax. There are a few exceptions and TGL will be pleased to discuss these with you. Mainly they relate to students (including some youth trainees, apprentices and student nurses), multiple occupancy and non principal residences.

What happens during “void” periods? If your property is let furnished, the landlord will pay 50% of the tax payable from day one of the void period. Unfurnished properties however are exempt from payment for the first six months of a void period, after which 50% of the tax payable on the property will be due.

Safety Regulations

All landlords have a duty of care to their tenants. This duty is covered by a number of laws and regulations that must be adhered to, but the simplest way of viewing it is that you must do whatever is reasonably possible to provide a safe property for your Tenants to live in

Gas safety

By law, a landlord must ensure that an annual safety check is performed by a corgi registered installer with the necessary NACS accreditation. This check must be performed on all gas equipment and confirm that it is safe or otherwise removed before letting. A record of the safety check needs to be kept for two years and a copy of the check needs to be given to the Tenant within 28 days of the check being completed.

Even when a management agent is used, it is still the overall responsibility of the landlord that these duties are met.

Electrical safety

You must ensure that the electrical systems and any appliances that you supply such as cookers, kettles, toasters, and washing machines are safe to use. Plugs and sockets must comply with the current legislation. It is recommended that instruction booklets are left for all appliances.

Smoke detectors / CO detectors

You have a duty to ensure that the Tenants' environment is safe. Therefore we insist that properties are supplied with smoke detectors.

New properties, built since 1992, must have interlinking detectors on each floor. However older properties may not and we can advise on their positioning.

Furniture & furnishings fire safety

You must ensure that any furniture and furnishings that you supply meet the fire resistance requirements in the Furniture and Furnishings (fire) (Safety) regulations 1988

The regulations set levels of fire resistance for domestic upholstered furniture. All new and second hand furniture provided in accommodation that is let must meet the fire resistance requirements, unless it was made before 1950. Most furniture will have a manufacturer's label on it if it meets the requirements.

At the end of the tenancy

End of the tenancy

We will, unless instructed to the contrary, serve notice upon the occupants, two months prior to the termination of the initial fixed term of the tenancy agreement. Such notices will be served by recorded post.

If we receive notice from the Tenant, we will notify you as soon as possible. We will automatically start to advertise for new Tenants unless otherwise instructed. On the last day of the tenancy we will meet the Tenant at the property to check them out. This will include going through the inventory and agreeing dilapidation if applicable and ensuring all keys etc are returned to us. We will take all meter readings and notify the relevant utility companies of the change. We will secure the property and make sure it is ready for new tenants

Checkout of Tenant at end of tenancy

When managing a property we will organise the checkout on the property. If the need should arise, a schedule detailing any damage or dilapidations that may have occurred during the Tenancy Agreement will be prepared. A copy would then be sent to you and the Tenant. Only when this has been finalised would the security deposit (or portion of) be returned. If the “Rent Collection” or “Initial Let Only” service is chosen, then the landlord will be required to inspect.

Income tax & taxation

If you are resident in the UK, you will be responsible for declaring your letting income to the Inland Revenue. However, certain expenses may be set against lettings income:

- Agents fees and charges,
- Insurance premiums, ground rent and expenditure on repairs
- Some loan interest
- Accountancy charges
- Depreciation at 10% of gross rental or “wear & tear” of contents

We would recommend speaking to and employing the advice of a chartered accountant.

Non-UK resident landlords

If you are resident abroad we must by law deduct tax at least at the basic rate from monies due to you and pay it to the Inland Revenue quarterly. The only means of avoiding such a deduction from us is to apply to the Inland Revenue for a Certificate of Exemption (Using an NRL1 form), which can be done in advance (by you or your tax advisor). The certificate (NRL8-tax form) authorises the specified Agent to pay the full rent due to you less any commission or other expenditure and you will then be responsible for accounting directly to the Inland Revenue for any tax due.

Services & fees

Summary / Schedule of our services & fees

We at TGL can offer you the Landlord a three-tier service. As with all our services your property would be under the Letting managers personal control, backed by our capable staff. We are confident that when you choose TGL to handle your property you will receive a thorough and efficient service thereby relieving yourself of any worries that renting out your property might cause.

Initial let only service

This provides the same letting service as our “Full Management Service” up to the check in of the Tenant. The tenancy is then “handed over” to you to collect rents and provide a management service to your Tenants. At the end of the tenancy, if the Tenant moves out, the process can be repeated to find a new Tenant.

- Free market appraisal
- Extensive marketing
- Accompanied Viewings
- Full Tenant credit referencing
- Drafting of Inventory
- Drawing up Assured Shorthold Tenancy agreement
- Notifying utility companies & local authorities
- Check in of Tenants
- Collection of first months rent and security deposit
- Guaranteed rent insurance for first six months

Rent collection service

We will follow the same lines as the “Initial Let Only” service above but we will have the monthly rent paid direct to TGL so that if there were any problems we would be on hand to deal directly with the Tenants. We will also provide a quarterly rent statement and invoice to keep you informed. In addition to Initial let above:

- Arranging annual gas safety checks
- Collection of monthly rental
- Payments direct to your bank account
- Detailed Monthly statements
- Rental arrears chased if necessary
- **TGL** commission fees taken on a monthly basis

Full management service

TGL will give advice and guidance on preparing the property for letting and we will source a suitable tenant by using all the marketing methods described above. References are taken, legal documentation is drawn up, landlord’s utilities accounts are closed and an inventory and schedule of condition is prepared. Initial rent and deposit monies are collected, cleared and the tenant is checked in.

Once the Tenant has moved in TGL will continue to collect rental payments, make immediate contact with the Tenant should payment not be made (and follow set procedures to collect arrears), visit the property on a regular basis to check on condition and arrange for any necessary maintenance with TGL being the first point of contact for and with the Tenant. At the end of the tenancy, we will serve any necessary notices. Check out procedures will be followed and the deposit monies will be apportioned as necessary. In addition to Rent collection service above:

- Inspections of the property during any tenancy
- Management of repairs and maintenance
- Schedule of condition carried out at termination of the tenancy and reports of damages and reimbursements drawn up
- Negotiating deductions from the deposit at the termination of the tenancy
- Organising remedial works at the termination of the tenancy as necessary
- Check out of Tenant

Fee schedule

Initial let only service

- ❖ One off payment equal to half of first months rent. Maximum charge (£500.00)
For example a three bed detached house rented at £1,000.00 per calendar month would be charged at £500.00
A one bed flat rented at £400.00 per calendar month would be charged at £200.00.

Rent collection service

- ❖ 9% of monthly gross receivable rent, deducted from monthly rental income..
- ❖ £250.00 payable at the commencement of each tenancy in respect of the administration costs of the property including setting up your account, reference checking, drawing up assured shorthold tenancies, schedule of condition and inventory, advertising and marketing.

Full management service

- ❖ 9 % of monthly gross receivable rent, deducted from monthly rental income.
- ❖ £250.00 plus VAT payable at the commencement of each tenancy (£50 up front, the remainder collected from the first months rental income) in respect of the administration costs of the property including setting up your account, reference checking, drawing up assured shorthold tenancies, schedule of condition and inventory, advertising and marketing.

Other considerations

Sale to tenant

In the event that a Tenant introduced by us and residing at the property for some time negotiates the purchase of the property, which he or she is renting or has rented, a fee equivalent to 1.5% of the negotiated purchase consideration will become due and payable by the owner to TGL.

Termination of instructions

We would advise you that if we are instructed as Management Agents by yourself and then at a later date these instructions are withdrawn, any costs incurred in the set up or advertising or administration, then an invoice shall be raised accordingly and forwarded for settlement.

Return of property to you

If you the landlord require the property returned to you for any reason, then we ask for at least four months written notice to this effect. This should allow time to terminate the tenancy on the best adopted method. However, if a Tenant decides not to vacate the property after receiving notice, then it will be necessary to take legal steps for possession via solicitors and courts. We would just stress that any costs incurred on this action by solicitors, courts or our Agency become the Landlord's liability / responsibility. Insurance for owner's legal protection can be arranged if required.

Once we have received your letter of re-occupation, we shall then take the appropriate steps to terminate the tenancy. This therefore means that we may have to end the tenancy before your actual return. We feel that it is in your interest that we terminate the Tenancy as quickly and conveniently as possible for the Tenant and yourself.



Thames Gateway Lettings Appendices

Property details

Address of property to be Let:

Town

County Postcode

Letting Details

I instruct you as follows:

- To let the property and manage it fully on my behalf *
- To let the property and collect rent on my behalf *
- To let the property only, on my behalf *
- (* Delete whichever is not applicable)

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Date available for occupation

Is the Property?	Furnished	<input type="checkbox"/>	Unfurnished	<input type="checkbox"/>
Rent required?	Per calendar month = £.....			
Is the property subject to a mortgage?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If you have written consent from your mortgage				
Provider, can you send us a copy for our records?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Is there a water meter at the property?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have objections to children living at the property?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have objections to smokers?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have objections to pets?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have objections to friends sharing?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you provided us a copy of the Gas certificate?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Landlord Checklist

There are many details to attend to when preparing your property for letting. This checklist is designed to guide you through the essential items that need attention prior to a tenancy commencing.

If your reply to any of the questions below is *no* or you are uncertain, speak to your TGL letting manager who will be pleased to advise you.

Landlords Name

Landlords Address

Post Code

Have you obtained consent to let from your:

Mortgage Lender? Yes No

Freeholder / managing agent? Yes No

Insurance Company? Yes No

Have you arranged for your mail to be forwarded? Yes No

Have you employed the services of an accountant? Yes No

Have you applied to the Inland Revenue for exemption from tax deduction? Yes No

(Applicable to non-resident landlords only) Yes No

Have you advised a neighbour of the let and provided relevant details for emergencies? Yes No

Have you arranged for the following safety checks to be carried out:

Gas? Yes No

Electrical supply & equipment? Yes No

Have you removed/replaced all non-compliant furniture or furnishings? Yes No

Do you have smoke alarms fitted? Yes No

Has the property (including windows) been professionally cleaned? Yes No

Have all personal items been removed to give tenants maximum storage? Yes No

Have you arranged building and contents insurance for the property and have items of personal/monetary value been separately insured? Yes No

Have you provided sufficient sets of keys, including any entrance or parking swipe cards? Yes No

(1 set per tenant plus a set for management)

Is the garden in seasonal order with tools available (including a lawnmower) for tenants use? Yes No

Is there a working telephone line at the property? Yes No

Have you left instruction booklets for all the appliances in the property? Yes No

Have the utility companies, service providers and council tax office been notified of a change of occupant? Yes No

Property owners details

- 1. Full name and title
- 2. Full name and title

I/We confirm that I/we are the sole legal owner/s of the freehold/leasehold interest in the property.

I/We confirm that I/we give my/our consent herein to allow TGL to let the property listed above on an Assured Shorthold Tenancy.

Property owners forwarding address

Address.....
.....

Post Code

Tel work Tel home

Tel mob Fax

E-mail

Bank details (to enable us to transfer rental payments)

Bank

Branch Address

Post Code

Bank Telephone number

Account name

Sort code

Account number

UK contact (required if owner is not resident in the UK and we need to consult regarding repairs)

Name

Address.....
.....

Post Code

Tel work Tel home

Tel mob Fax

E-mail

Accountant details (or person dealing with your Income Tax affairs required if owner is not resident in the UK)

Name

Address.....

.....

Post Code

Tel work Tel home

Tel mob Fax

E-mail

Special instructions

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Property owner's declaration

I/We have read and accepted the terms and conditions of your Property Management Service and agree to pay the commission rates and other charges as detailed therein as they apply to the letting of the property. I/We agree that TGL deduct your property commission and other charges from any sums which it may hold at any time on my account.

Signed 1) Date

 2) Date