

# LETTING YOUR PROPERTY

## A GUIDE TO OUR SERVICES AND APPROACH



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# OUR LETTING SERVICES

We provide a comprehensive range of property marketing, letting and management services, all designed to streamline the letting process and optimise your rental returns.



## VALUATION AND DUE DILIGENCE

### A Free, No-Obligation Appraisal

We will visit your property and provide you with detailed advice on the lettings process and an accurate rental valuation based on the current market conditions.

### Legislation

We will work with you to ensure that you are compliant with all current legislative requirements.

### Safety and Compliance

We will guide you through the various safety and compliance measures you must consider when letting your property.



## REMARKETING

### Remarketing

As soon as a current tenant notifies us of their intention to vacate, we will re-launch your property to the market at a revised rent level. This will be done to minimise any potential void periods and maximise your returns.

### Final Inventory Inspection and Report

When a tenant vacates your property, we will carry out a final inventory inspection. We will then produce a detailed checkout report with accompanying images. This will identify areas of liability for which a deposit deduction can be sought.



## MARKETING AND VIEWINGS

### Property Preparation

How your property is presented can make a significant difference to the level of interest it receives. We will provide you with detailed advice on how to present your property so it appeals to the widest possible pool of prospective tenants.

### Market Launch

Upon instruction, we will launch your property onto the market using high-quality images and detailed information about your property. We will make full use of the Howes Estates/Pure Lettings website and all of the major online property portals.

### Targeting Potential Tenants

We will use our database and knowledge of registered applicants to ensure your property is placed in front of prospective tenants who have expressed a strong interest in your type of let.

### Viewings

We will carry out fully accompanied viewings on your behalf. Our experienced staff will be available to show your property six days a week and in the evenings (depending on your chosen service level and property location).



## TENANT SELECTION

### Assessment and Referencing

Finding good tenants is one of the most important parts of the entire lettings process. We will ensure that all prospective tenants are rigorously referenced using an external agency to carry out suitability checks.

### Deposit Collection

When tenants have been selected, we will collect a deposit from them and ensure that this is transferred to an approved tenancy deposit scheme, it will be held for the duration of the tenancy. We can also provide a NIL deposit scheme if required.

### Tenancy Agreement

We will draw up a tenancy agreement appropriate for your tenancy type and duration. This will be duly served along with all required section 21 notices. These will be signed by Howes Estates/Pure Lettings on your behalf

### Inventory and Schedule of Condition

We will prepare a detailed inventory of contents a schedule of condition. These will be sent to the tenant in the form agreed. This will be in a format that can be submitted as evidence should any disputes over damage liability arise.



## PROPERTY MANAGEMENT

### Rent Collection

We will collect the rent on your behalf each month and transfer it directly to your chosen account. You will receive a detailed monthly statement of account by email. We will ensure that all rent payment issues are identified and dealt with immediately and that you are kept informed.

### On-Going Management and Inspections

We will ensure that all safety and compliance testing is up to date and that all maintenance issues are dealt with promptly. We will carry out regular property inspections and provide you with a detailed report.

### Rent Reviews

We will use our expert knowledge of your property and the market to negotiate annual rent reviews on your behalf. We will ensure that you get the optimal balance between financial returns and tenancy duration.

# KEY ISSUES TO KEEP IN MIND

There are a number of important financial, regulatory and safety issues that you, as a Landlord, will have to be aware of and action on

## FINANCIAL AND REGULATORY

- ⇒ **Insurance**—It is vital that your asset is fully protected by an insurance policy specifically designed for let properties. We can provide details of insurance brokers if required.
- ⇒ **Financing**—Where your property is subject to mortgage finance it is vital that you have consent to let from your lender. In most cases this means a move to buy-to-let mortgage. We work with specialist mortgage brokers to provide access to the very best rates.
- ⇒ **Taxation**—All rental income must be declared to HMRC. For most landlords this will involve the completion of an annual self-assessment tax return. We will provide taxation guidance if you are planning to live aboard while your property is let.
- ⇒ **Energy Performance Certificate (EPC)** - All properties must have a valid EPC and all marketing material must display the property's EPC rating. All property must reach an E rating as a minimum, however we can advise you on this if required. Where an EPC survey is required we can arrange for this to be carried out on your behalf.

## SAFETY

- ⇒ **Landlords Gas Safety Certificate**—All gas appliances in a property must be inspected and certified by a Gas Safe engineer on an annual basis. All gas appliances should also be serviced regularly.
- ⇒ **Portable Appliances Test**—All portable appliances must be checked for electrical safety on an annual basis. NB: Even unfurnished properties may contain some appliances that fall under this requirement.
- ⇒ **Electrical Installation Condition Report**—Electricity supplies, electrical fittings and fixed electrical equipment must be inspected by a qualified electrician. This is not a legal requirement for letting at this time, however we would advise having this done every 5 years for peace of mind and due diligence.
- ⇒ **Fire Detection Equipment**— All properties must have at least one functioning smoke detector in the living space and in every circulation space and one heat detector in every kitchen.
- ⇒ **Carbon Monoxide**—All properties that have heating or cooking appliances powered by a carbon-based fuel (eg. Gas, oil and solid fuels) must have a carbon monoxide detector's fitted in each room where such appliances are present.

# OUR SERVICE PACKAGES

We provide a bespoke service that can be tailored to your specific needs.

We offer three main service packages:

- ⇒ **Tenant Find Service (TFC):** For landlords who want a comprehensive marketing and letting service, but who want to manage their own property going forward.
- ⇒ **Rent Collection (RC):** For landlords who want a comprehensive marketing and letting service, but who want to retain the hands-on management of their property with the benefit of a rent collection.
- ⇒ **Full Management (FM):** For landlords who want a full marketing, letting and management service for their property or property portfolio.

Use the table below to identify and select the asset management service that is most appropriate to your needs.

MANGEMENT SERVICES	TFS	RC	FM
Initial property visit and appraisal with one of our Lettings Managers (without obligation)	●	●	●
Detailed advice on the preparation of your property for let and the legal requirements	●	●	●
Comprehensive marketing material with high quality images and property write up	●	●	●
Detailed listing on our own website and all major property portals	●	●	●
Notification immediately sent out to our database of prospective tenants	●	●	●
Accompanied viewings carried out by a member of the team 6 days a week and out of hours	●	●	●
Strict tenant vetting and selection process	●	●	●
Comprehensive referencing of all prospective tenants including a detailed credit reference	●	●	●
Negotiation of all tenancy agreement terms on your behalf	●	●	●
Use of Howes Estates comprehensive and constantly updated tenancy agreements	●	●	●
Service of the mandatory tenancy information pack and all associated documentation	●	●	●
Collection of the deposit funds and placement in an approved tenancy deposit scheme	●	●	●
Production of inventory		●	●
Highly effective rent collection with robust credit control procedures		●	●
Monthly remittance of rental income to your account by direct transfer		●	●
Detailed monthly statement showing income and expenditure		●	●
Effective negotiation and administration of annual rent increases		●	●
Service of section notices in order to obtain possession where necessary		●	●
Negotiation and administration of tenancy renewals where required		●	●
On-going expert advice		●	●
Arrangement of any safety testing required			●
Administration and payment of invoices from rental funds on your behalf			●
Proactive property maintenance and efficient management of all repairs where required			●
Access to our pre-approved network of efficient and trusted contractors			●
Vacant property management where required between tenancies			●
Regular property inspections with detailed reports and accompanying images if required			●
Out of hour emergency cover for you and your tenants piece of mind			●
Detailed final inventory inspection and check out report at the end of each tenancy			●
Negotiation of deposit deductions and deposit scheme administration			●
Utility and council tax notifications and administration of each change in liability			●

# Cost of Services

<b>Tenant find Service</b>	£500 including VAT £150 including VAT for inventory up to 2 Bed £200 including VAT for inventory 3-4 Bed £250 including VAT for inventory 5+ Bed
<b>Rent Collection</b>	£250 including VAT for initial set up £150 including VAT for inventory up to 2 Bed £200 including VAT for inventory 3-4 Bed £250 including VAT for inventory 5+ Bed £30 including VAT Monthly fee £195 including VAT for re-let advertising
<b>Fully Managed</b>	£250 including VAT for initial set up £8.2% including VAT monthly fee £195 including VAT for re-let advertising Inventories are included in this package at no extra cost
<b>Rent Protection</b>	Monthly - £20 including VAT 6 months - £120 including VAT 12 months - £160 including VAT
<b>Right to rent check</b>	per tenant if not referencing them - £12 including VAT
<b>EPC</b>	£84 including VAT
<b>Key Cutting</b>	£5 per key