

# Lettings Services

At Westways, we specialise in the letting and management of rental properties throughout West and Central London. We provide an expert service, tailored to suit the needs of each landlord and investor and we currently have more than 420 apartments and houses under our care. Many of our landlord and investor clients have entrusted the management of their properties and property portfolios to us for more than twenty years.

Whether you are ready to put your property on the market or simply thinking about renting, please get in touch to organise a free valuation at a time that suits you. The valuation will be carried out by our Lettings Manager or one of our directors who, as well as providing an estimate of the current market price, will guide you through the entire letting process and discuss our fees.

Once you decide to instruct Westways, you have a choice between our two core services: Let Only and Fully managed. It may be, however that you require a combination of the two, in which case we will work with you to tailor our service around your needs.

## Great service!

Westways looked after my property for 4 years whilst I lived abroad, and I couldn't have been happier to have had the peace of mind knowing they were on hand to look after my tenants needs and primarily my property. Great service and nice people too.

Piers



## Highly recommended!

The team at Westways have managed properties for us for many years. We are very happy with the service and would highly recommend them.

Justin



## Let only - tenant finding service

- Prepare a detailed, eye-catching advertisement to showcase your property in the best light and reach the widest audience. We always used professional photography and, if required, can organise an EPC and floorplan.
- Promote all rental properties on our website as well as all major search portals: Rightmove, Zoopla, OnTheMarket and PrimeLocation.
- Promote the property in our window display and organise coverage in local print media.
- Circulate new rental instructions among hundreds of registered applicants on our books.
- Accompany all viewings, negotiate offers between applicant and landlord, agree tenancy details and collect a holding deposit equivalent to 1 week's rent.
- Conduct thorough reference checks (employment, bank, previous landlord) as well as ID checks (photographic ID, visa, Home Office Right to Rent).
- Prepare assured shorthold tenancy agreement in accordance with the latest ARLA Propertymark guidelines, organise the inventory, instruct cleaning and supervise move in.
- Collect, register and hold the security deposit equivalent to 5 weeks' rent with the Tenancy Deposit Scheme.
- Serve Section 21 Notice at the appropriate time prior to move out, coordinate and supervise move out.
- Remarket the property for new tenants approximately 2 months before the end of the current tenancy.
- Negotiate, agree and finalise tenancy renewals in consultation with landlord.

## Fully managed - all inclusive service

In addition to the above Let only service, the Fully managed service includes the following:

### Repairs & maintenance

- Deal with the day-to-day management and maintenance of the property including all contact with the tenants via phone, email, live chat or letter.
- Provide 'out of hours' contacts for emergency contact from tenants.
- Assess & attend to all repairs and maintenance of the property that we consider necessary (up to £200 per item).
- For works required above £200 Westways we always seek landlord authorisation before instructing work and if necessary obtain competing quotes.
- Arrange for a gas safety certificate to be obtained from a Gas Safe registered engineer.

### Administration

- Collect rent from tenants on the basis set out in the tenancy agreement.
- Notify utility providers, local authority (council tax), managing agents, etc. Of the names of tenants at the commencement and end of each tenancy.
- Settlement of maintenance contractor's invoices.
- Provide landlords with a monthly statement detailing all rental income and expenditure (with receipts).
- Transfer rental income, less expenditure, to the landlord's bank account on an agreed basis.
- If required we can pay ground rents, service charges, insurance premiums and any regular outgoings from the rental income as and when demands are received.
- We always hold a set of keys at the office to attend to emergencies and maintenance work.
- Inspect rental properties every 6 months and communicate any obvious defects or items of concern to the landlord.
- If required, we will liaise with landlord's appointed accountants, solicitors, managing agents and insurance companies for matters concerning the property and the tenancy.