

# LETTINGS INFORMATION FOR LANDLORDS



## WELCOME TO OAKLEY LETTINGS



Lewes and the surrounding villages offer a fantastic range of property styles with everything from period properties, contemporary pads, riverside homes and country estates. Our vibrant and experienced team are accomplished at dealing with a diverse range of property and clients, meaning we are ideally positioned to identify the most suitable tenants for your property as quickly as possible, at an agreed rental figure that you as the Landlord are content with, based on the current local rental market.

Oakley is committed to continually improving the quality of service we offer to all of our customers whether letting, renting, selling or buying and to maintain a high level of honesty, integrity and transparency.

At Oakley Lewes our highly motivated and experienced team are committed to offering all our vendors, landlords, purchasers and tenants a first-class service in order to build on our existing strong reputation of honest, pro-active and professional advice. To give you peace of mind and to underpin our professional approach, we are members of the National Association of Estate Agents, the Ombudsman Scheme for Estate Agents [www.ombudsman-services.org](http://www.ombudsman-services.org), ARLA, and the Brighton & Hove Estate Agents Association (est. 1886) [www.bhea.org.uk](http://www.bhea.org.uk).

# Selling and Letting property in Lewes & Surrounding villages

Whether you are considering buying a property to rent or are considering renting your own property out, then we can provide a service to suit your needs.

**The choice of services we can offer you are Fully Managed, Rent Collection, and Tenant Introduction.**

Details of each service can be found on pages 5 - 8 of this brochure and in our Terms of Business.

## VALUATIONS

Our Lettings Manager Dave will be more than happy to visit you at your property and provide a free of charge market appraisal, at the same time identifying key marketing features and advising you of the rental value. Dave will also determine your needs carefully and advise you on any works that may be required to prepare the property for the rental market. Dave's knowledge of the current rental market will also assist in assessing the demand, and likely time frame for finding a tenant(s).

## MARKETING

We market all our properties on our website [www.oakleyproperty.com](http://www.oakleyproperty.com). This is in addition to advertising on the following property portals:- [www.rightmove.co.uk](http://www.rightmove.co.uk) , [www.onthemarket.com](http://www.onthemarket.com) and [www.zoopla.co.uk](http://www.zoopla.co.uk) all of which are searchable 24 hours a day, 7 days a week. We have a dedicated team of staff committed to finding suitable tenant(s) for your property as quickly as possible.

Our Lewes office has a prominent, stylish high street location in the centre of town. Being so ideally located means most people in Lewes would have passed our office at some point on their way through the town and our cutting-edge window display ensures that your property can be showcased in the best possible way.

## SELECTION OF TENANTS

All viewings of the property will be accompanied by a member of our staff in order to maintain the security of your property, to avoid time wasting and to ensure the key letting features of your property are highlighted. We will select from our enquiries, those applicants which suit your requirements and the ones that match your property. Once a potential tenant has been identified, we will contact you to discuss the applicant's suitability. Once agreed with you in principle, we will then ask the prospective tenant(s) for a holding deposit payment in order to secure the property. When the payment has been received, we will then conduct our very stringent referencing procedure, to establish whether they are right for the property.

## REFERENCING

Once we have negotiated and confirmed the initial terms, we will proceed with the referencing of the applicant(s). We use a professional referencing company. They will take up the following references: Credit Check, Employer and confirmation of Salary/Affordability, Previous Landlord Reference (if applicable). The cost of this is £35 + VAT Per Tenant (This is payable by the landlord, as set out in our Terms of Business)

In the event that an applicant is in a slightly different situation i.e. someone who may have just returned from travelling and therefore has no recent employment history, we will establish what they were doing before they travelled, confirm their new position and ask them to provide a Guarantor or pay 6 month's rent in advance. We would also fully reference the guarantor.

## INVENTORY & SCHEDULE OF CONDITION

We use a professional Inventory Company, who will detail every item in the property for inclusion on the Inventory and this will include a Schedule of Condition, together with digital dated photographs. The tenant will be asked to sign the Inventory and Schedule of Condition. **This is a particularly important document and is vital to the successful running of a tenancy, which makes claiming any money from a tenant's damage deposit (if a property requires cleaning or maintenance at the end of the tenancy)** much more straight forward. They will also take meter readings (where possible).

## TENANCY AGREEMENT

When all reference checks have been completed and you have given your approval, we will prepare the tenancy agreement and all legal notices. The tenant will sign a six/twelve month Assured Shorthold Tenancy Agreement unless both parties would prefer an alternate tenancy length greater than six months. The first six or twelve months are a fixed term. We can sign this on your behalf (if you prefer). It is the tenant's responsibility to notify all relevant utility companies and the local Council when they move into a property. We cannot arrange for the disconnection of telephone lines or the redirection of mail to a new address.

## CHECK IN

The new tenant must provide the first month's rent and damage deposit in cleared funds before agreements are signed and keys handed over. As a landlord you will be required to give each tenant their own set of keys. Our trained staff will serve and explain all the necessary legal documentation and agree the Inventory/Schedule of Condition. We will then provide you and the tenants with signed copies of the Tenancy Agreement, Inventory/Schedule of Condition. Tenants will be supplied with a welcome pack detailing all relevant information, advice leaflets, emergency contact numbers and account details for a standing order to be set up for the tenancy start date of each month.

## PROPERTY MANAGEMENT

Throughout the tenancy, if Fully Managed, we will deal with the day-to-day care of your property in order to safeguard your interests. We are happy to collaborate with any preferred contractors that you may have, or we can provide you with one of ours. Either way we will take every reasonable measure to ensure that your property is protected. We are the tenant(s) point of contact thus releasing you from any minor irritating problems which have a habit of occurring at the most inconvenient of times.

## INSPECTIONS

On all of our Fully Managed properties we conduct regular property visits, thus establishing that the tenants are caring for your property as you would expect. A written report will be prepared outlining our findings and copies sent to the Landlord. These inspections will be conducted by a professional inventory company at an additional cost.

## END OF TENANCY

When a tenancy is due to end, we will organise a final Check-Out Inspection to establish the condition of the property. This will be checked against the description contained in the original inventory and to establish if any works or cleaning is required which may be at the cost of the tenant. Once this has been agreed with all parties, we will return the tenant's deposit.

## PREPARING YOUR PROPERTY

**Decoration and Repairs:** It is advisable to offer your property in the best possible condition. Although properties must be returned to you in the condition described in the Inventory (with due allowance for fair wear and tear), it is a general rule that those properties in good condition are both easier to let and more likely to attract the “quality” tenant(s).

**Cleaning:** We strongly recommend that all landlords have their properties professionally cleaned prior to the start of a tenancy. This will then not only set the standard, but it will also help to attract prospective tenants when marketing the property.

**Furnishings:** Soft furnishings are subject to very strict safety regulations. As from March 1993 all soft furnishings in rental properties must comply with the Furniture and Furnishings (Fire Safety) Regulations Act 1988. In effect, furniture manufactured after 1950 and before 1990 may not comply with the regulations and must therefore be removed prior to letting. All items of furniture must display a “tag” confirming that the statutory test requirements have been met. If this is not the case, then the furniture concerned cannot remain in the property.

A property to be let as “furnished” should contain items of soft furnishings such as beds, sofas etc and further items may be left at your discretion. If a property is to be let “unfurnished” the minimum requirements are usually a cooker and a fridge and if possible, a washing machine, as well as carpets and usual fixtures and fittings.

## LANDLORD’S RESPONSIBILITIES

Landlords have a range of legal obligations towards their tenants, neighbours and the public. We list below some of the areas where landlords need to be aware. This is just an overview and does not cover all aspects of Landlord’s legal requirements:

**General Safety and Condition:** Landlords have the responsibility to see that their property is safe and to ensure tenants, neighbours and the public are not caused any injury or damage. All properties must be in a safe condition and in a good state of repair throughout. Items such as cookers, fridges and central heating must be in working order before the tenant takes occupation.

**Gas Safety (Installation and Use) Regulations 1998:** All gas appliances must be checked for safety before letting. Gas appliances are required by law to have been checked by a GAS SAFE gas engineer and we must see sight of a Gas Safety Certificate before we can check a tenant into a property. A copy of this certificate is then given to the tenant, another is held on our file and the other by the landlord. Oakley’s can arrange to have this carried out for you. You will also be required to have a carbon monoxide detector installed close to the gas appliance (i.e. boiler).

**Energy Performance Certificate (EPC):** From 1<sup>st</sup> April 2018, all rented property (both domestic and non-domestic) which are to have a new tenancy, must have an EPC rating of at least ‘E’. From 1<sup>st</sup> April 2020, all domestic lettings (including existing) must achieve an ‘E’ rating or better. We are required to have this document on any advertising, within two weeks of marketing a property. We can arrange to obtain an EPC for you (subject to charge – Fees are quoted in our price list below and also in our Terms of Business).

**Insurance:** It is the Landlord’s responsibility to arrange adequate buildings insurance. Existing buildings and contents policies may need updating to cover the new circumstances, i.e. the introduction of tenants.

**Gardens:** Where properties have a garden, Landlords are recommended to supply a minimum amount of gardening equipment, such as a lawnmower and some tools. Tenants are responsible for keeping the garden areas in a tidy state and will need the necessary equipment to achieve this. Landlords cannot expect tenants to be keen gardeners however, so reasonableness is the principle to be applied.

**Utilities:** The landlord is responsible for the upkeep of any appliances (i.e. washing machine) and any other equipment providing the delivery of utilities such as gas, electricity, sewage and water. The payment for the supply of electricity, gas, council tax and water are the responsibility of the tenant(s). It is essential that Landlord(s) provide us with the location of all meters i.e. gas, electric and water so that we may take an accurate reading at the start of all tenancies, thus avoiding any disputes and landlords paying for tenants’ consumption.

## NON- RESIDENT LANDLORDS

If a landlord is a resident abroad and we are managing the property, we must deduct tax at the basic rate from the net amount of rent collected monthly. In April 1996 a new scheme was introduced by the Inland Revenue which allows a non-resident to apply for an exemption certificate which would mean that all rents could be paid direct to the Landlord free of any tax deduction. You must contact the Inland Revenue directly for more assistance. More information can be obtained from the Inland Revenue website on [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk)

For reference, the relevant forms are: - **IR140** & **IR150** and form **NRL1**.

Should a landlord who is a resident abroad not supply us with this exemption number, we will deduct the relevant tax. Should a landlord who is a resident abroad not employ a managing agent the responsibility to pay the tax falls with the tenant (if no exemption certificate is obtained). The tenant must deduct tax at the basic rate before paying the rent and pay it over to the Inland Revenue. If the property is jointly owned, both (ALL) owners must apply individually for exemption certificates.

## OUR LEVELS OF SERVICE AND FEE STRUCTURE

### **SERVICE 1 - Tenant Find Only:**

**£600 + VAT (£720) minimum fee or sum equal to 3 Weeks Rent + VAT. Tenant Referencing Fee of £35 + VAT will apply per applicant. Additional Services & Fees are Chargeable.**

- Market the property
- Identify suitable Tenant(s) for the property at the agreed rental figure
- Obtain holding fee of one week's rent
- Obtain references in respect of any prospective Tenant and Guarantor where applicable
- Prepare the appropriate Tenancy Agreement and Legal Notices (**Fee Chargeable**)
- Arrange the Inventory and Schedule of Condition (**Fee Chargeable**)
- Collect one (first) month's rent and a deposit equal to 5 weeks rent
- Place the tenant's deposit in a secure government bonded account on behalf of Landlord
- We will require valid copies of the following certificates to allow the tenancy to start: -
  - ❖ Gas Safety Inspection (if gas at property)
  - ❖ Electrical Safety Report (EICR)
  - ❖ Energy Performance Certificate (EPC)

If you do not have these certificates, we can organise these upon request at an additional cost.

Oakley Property will deduct their fees and any contractor's bills payable from the first month's rent once received from the tenant. The remaining amount will be forwarded to the Landlord, and all paperwork will be sent to the Landlord(s) given address within 14 days.

Under the terms of the Tenancy Deposit Scheme 2007, Oakley Property will place the tenant(s) deposits with the Deposit Protection Service (DPS) unless requested by the Landlord to use an alternative scheme to which they are members of.

The Landlord will be responsible for all dealings with the Tenant(s) throughout the Tenancy including any maintenance issues or Rent payment disputes.

Oakley Property can arrange for a professional checking out of the Tenant(s) at the end of the Tenancy at the owners request and cost. Oakley Property will provide a copy of the report, but any dealings with any disputes regarding the return of the tenant(s) deposit will be the Landlords responsibility. If the tenant(s) deposit is held by the DPS, Oakley Property will return this to the tenants once the landlord has agreed with the tenants any deductions and/or settled any disputes.

Oakley Property can provide the following services if required:

- Arrange for the tenancy extension agreement/renewal agreement to be drawn up and signed at a cost of £150 + VAT (£180)
- Serve end of tenancy notices if required at a cost of £75 +VAT (£90)
- Mid-term visit cost upon request (Fee Chargeable – Please see Price List)

**\*\* In addition to all the services above, Oakley Property will also provide the following for our:**

**SERVICE 2 - Rent Collection Service:**

**10% + VAT (12.0%) of the monthly rental income, plus Tenancy Agreement Fee of £150 + VAT (£180).  
Tenant Referencing Fee of £35 + VAT will apply per applicant. Additional Services & Fees are chargeable.**

- Collect the monthly rent and forward it to your account every month
- Deal with any rent payment issues.
- We will require valid copies of the following certificates to allow the tenancy to start: -

- ❖ Gas Safety Inspection (if gas at the property)
- ❖ Electrical Safety Report (EICR)
- ❖ Energy Performance Certificate (EPC)

If you do not have these certificates, we can organise these upon request at an additional cost.

Oakley Property will deduct their fees and any contractor's bills payable from the first month's rent once received from the tenant. The remaining amount will be forwarded to the Landlord, and all paperwork will be sent to the Landlord(s) given address within 14 days.

The Landlord will be responsible for all dealings with the Tenant(s) throughout the Tenancy including any maintenance issues. Oakley Property will however deal with any rental disputes.

Oakley Property can arrange for a professional checking out of the Tenant(s) at the end of the Tenancy at the owners request. Oakley Property will provide a copy of the report, but any dealing with any disputes regarding the return of the tenant(s) deposit will be the Landlords responsibility. If the tenant(s) deposit is held by the DPS, Oakley Property will return this to the tenants once the landlord has agreed with the tenants any deductions and/or settled any disputes.

Oakley Property can provide the following service if required:

- Arrange for the tenancy extension agreement/renewal agreement to be drawn up and signed at a cost of £150 + VAT (£180)
- Serve end of tenancy notices if required at the cost of £75 + VAT (£90)
- Mid-term visit cost upon request (Fee Chargeable – Please see Price List)



**\*\* In addition to all the services above, Oakley Property will also provide the following for our:**

**SERVICE 3 - Fully Managed Service:**

**11.5% + VAT (13.8%) of the monthly rental income, plus Tenancy Agreement Fee of £150 + VAT (£180).  
Tenant Referencing Fee of £35 + VAT will apply per applicant. Additional Services & Fees are chargeable.**

- You will have no direct contact with tenants, if preferred
- Whilst the property is occupied, we will organise a mid-term inspection initially at 3 months then every 6 months throughout the tenancy and will provide you with a written report and photographs of our findings and recommendations. These inspections will be conducted by a professional inventory company at an additional cost. (Please refer to price list).
- Provide quotes if required for any minor/major works required to the property
- Arrange for any minor works to be carried out
- We will co-ordinate any maintenance issues and deal with all communication between the tenant, Landlord and the contractors
- We will manage payment to contractors by deducting costs from the following month's rent
- We will endeavour to advise the Landlord of all maintenance issues and will endeavour to consult the Landlord in all cases unless otherwise authorised. In cases of emergency, if we are unable to contact the Landlord we will always act in his/her best interest to deal with the problem and prevent damage to the property
- Communicate with any third-party regarding neighbour disputes
- We will require valid copies of the following certificates to allow the tenancy to start: -

- ❖ Gas Safety Inspection
- ❖ Electrical Safety Report (EICR)
- ❖ Energy Performance Certificate (EPC)

**If you do not have these certificates, we can organise these upon request at an additional cost.**

Oakley Property can provide the following service if required:

- Arrange for a new tenancy agreement to be drawn up at a cost of £150 + VAT (£180)
- Serve end of tenancy notices if required at the cost of £75 + VAT (£90)
- Mid-term visit cost upon request (Fee Chargeable – Please see Price List)

Oakley Property will deduct their fees and any contractors' bills payable from the first month's rent once received from the tenant. The remaining amount will be forwarded to the Landlord, and all paperwork will be sent to the Landlord(s) given address within 14 days.

In relation to our Rent Collection and Fully Managed Services, we will deduct our fees on a monthly basis. In the event that a Tenant(s) pays the rent six months in advance, we will pay over all the money in total minus any fees and agreed float money for future expenses.

Below is a guide to our contractor prices, these may vary very slightly depending on which company we use. These prices are inclusive of VAT.

**Inventory & Schedule of Condition**

Studio	£48	Unfurnished	£66	Part/Furnished
1 Bedroom	£54	Unfurnished	£72	Part/Furnished
2 Bedroom	£66	Unfurnished	£84	Part/Furnished
3 Bedroom	£78	Unfurnished	£96	Part/Furnished
4 Bedroom	£90	Unfurnished	£108	Part/Furnished
5 Bedroom	£108	Unfurnished	£126	Part/Furnished
6 Bedroom	£126	Unfurnished	£144	Part/Furnished

### **End of Tenancy Check-out**

Studio	£66	Unfurnished	£84	Part/Furnished
1 Bedroom	£72	Unfurnished	£90	Part/Furnished
2 Bedroom	£84	Unfurnished	£102	Part/ Furnished
3 Bedroom	£96	Unfurnished	£114	Part/Furnished
4 Bedroom	£108	Unfurnished	£126	Part/Furnished
5 Bedroom	£126	Unfurnished	£144	Part/Furnished
6 Bedroom	£144	Unfurnished	£162	Part/Furnished

### **Gas safe Engineer**

Gas safety check & certificate £50 + VAT (£60)

Gas safety check, certificate & boiler service £80 + VAT (£96)

### **Electrician**

Call out charge £50 + VAT (£60)

Out of hours call out charge £95 + VAT (£114)

### **General Handy man**

Call out charge £50 + VAT (£60)

### **Energy performance certificate**

To evaluate the efficiency of the property in line with legal requirements from £55 + VAT (£66)

### **Electrical Safety certificate (EICR)**

Electrical safety check & certificate from £140 + VAT (£168)

Full price list available