

Letting your property with Bennett Residential





estate agents

Estate Agency

bennett residential

Narrowgate

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Letting your property with Bennett Residential

Letting your property - How we work!

At Bennett Residential, we have a separate and dedicated lettings team, comprising of highly experienced and ARLA qualified negotiators and management staff who are fluent in the rentals market and all of the regulations and legislations that are involved.

Whether you are an individual landlord, or have an extensive portfolio, Bennett Residential should be your first port of call.

We can advise on the best achievable rent, the tenancy deposit scheme, your tax obligations, borrowing for investment and legal matters.

Having the back-up of experts in this field, you should be confident knowing that all aspects of letting your home or investment property are handled by Bennett Residential, without any need for you to worry. We are members of the National Association of Estate Agents, The Property Ombudsman (TPO) and the Tenancy Deposit Scheme therefore giving you peace of mind.

Finding your perfect tenant

At Bennett Residential we understand the importance of finding the right tenant which is why every potential tenant and guarantor is vigorously vetted by a separate referencing agency to ensure suitability and peace of mind.

Legal Protection, Rental Guarantee and The Tenancy Deposit Scheme

With all the new legislations and regulation now in force, it is as important as ever to ensure that you are covered for any unexpected pitfalls. Rental Guarantee and Legal protection are available via our recommended insurers, who offer a comprehensive cover of up to three months rental arrears and £15,000.00 legal expenses.

Being members of the Tenancy Deposit Scheme, we can offer you the best protection and service when dealing with any disputes that can arise at the end of the tenancy. For further information regarding the scheme please go to www.tds.gb.com. Belonging to the scheme ensures best practice and promotes peace of mind for landlords and tenants alike. There is a small fee for us to provide you with the insurance based policy.



10 reasons why you should choose Bennett Residential

We strive to give you the best service

At Bennett Residential, we have a separate and dedicated lettings team, comprising of highly experienced & ARLA qualified negotiators and management staff who are fluent in the rentals market and all of the regulations and legislations that are involved. Whether you are an individual landlord, or have an extensive portfolio, Bennett Residential should be your first port of call. We can advise on the best achievable rent, the tenancy deposit scheme, your tax obligations, borrowing for investment and legal matters. Having the back-up of experts in this field, you should be confident knowing that all aspects of letting your home or investment property are handled by Bennett Residential, without any need for you to worry. We are members of both the National Association of Estate Agents, The Dispute Service as well as The Property Ombudsman (TPO), giving you peace of mind that we have the experience to deal with all your property matters.

Location Location Location!

Bennett Residential has a well established office right in the heart of Uxbridge town centre which attracts over 50% of all applicants registered and we have been active in the local market successfully letting and managing properties since 1988.

Opening times to suit your needs

We are open for business 7 days a week from 9am to 6.30pm Monday & Tuesday, 9am to 7pm Wednesday and Thursday, 9am to 6pm Fridays, 9am to 5pm Saturday and 11am to 2pm Sundays and Bank Holidays.

Our website has it all

As you can see, we can advertise your property to its full potential. We include, multiple room photos, room measurements, aerial views of the area and as much information about the property as possible to attract potential tenants.

It's all about the advertising

As well as our own website we advertise on many other popular property websites including 'Rightmove', 'Find a Property', 'Vebra' & 'Primelocation' plus many others. We also advertise weekly in the 'Leader' newspaper with a circulation in excess of 45,000 to ensure that your property has the maximum amount of exposure.

Making sure we get you the right tenant

At Bennett Residential we strive to ensure we find you the perfect tenant. We will always fully register any potential viewers prior to booking them in to view. If they feel your property is right for them and you are happy to proceed we will then begin the referencing process via a third party referencing agency to ensure you are given the most accurate information regarding your new tenant.

All viewings accompanied and feedback always given

When we book viewings for your property we always accompany them and do not expect you do them for us. Once we have finished the viewing we will always call you as soon as possible to give you the feedback and advise on any offers made.

Three different levels of service to suit your needs

We offer three different levels of letting services to ensure you have the level of involvement that suits your needs.

Independent inventories

We can organise a full inventory service with a professional third party inventory company (additional costs apply). They can provide full inventory check in and check outs or if you prefer, a more simple schedule of condition. We always recommend this service is used to ensure that any disputes at the end of a tenancy can be resolved as quickly as possible.

Dedicated Property Management department

We take managing properties seriously and understand that sometimes it can be a stressful time for landlords when problems occur. That is why we have a dedicated Property Management department to ensure that once we have let your property, you will still get the best possible service and that there will always be someone to discuss your property management queries.

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Renting your property

Our expert guide

Bennett Residential understand that a rental property is one of your biggest assets, whether you have a vast portfolio of properties or if this is the first time you are looking to let your property. Bennett Residential are experts in the Lettings market and will work with you to get the best tenant with the maximum amount of rental income with the minimum amount of fuss.

Here are some key steps to letting your property or investment:

Step 1: Is my property ready for letting?

We have found that most tenants have a high standard when it comes to the condition of properties. This means that you have to ensure your property is at its best and this can make the difference between renting your property out in days rather than weeks or even longer.

Presenting your property in its best light:

- Keep it clean, inside and out, well cared for properties and gardens always make a great first impression
- Look for damage or any significant flaws, don't overlook them just because you don't mind them.
- Reduce clutter, get rid of everything that is not needed.
- Decorate neutrally, tenants like to be able to see it as their home.

Step 2: Get a valuation

Researching the rental value yourself is the quickest way to see how much you could achieve for your property. The way to do this is by looking on websites such as Rightmove or Find a Property, however, this will only give you a rough guide.

For a professional opinion on where to set your rent, get in touch with us. Bennett Residential will value your property for free and without any obligation to use us for letting or management. When we come to value your property, we will bring comparable evidence of properties that have been recently let in your area to give you a more accurate rental value.

To arrange a free valuation with one of our experienced Lettings team, use the request a free valuation link on our website or call us on 01895 812 244. We can usually make an appointment the same day.

Step 3: Marketing your property

Once we have been instructed your property details will be entered onto our dedicated database along with digital photographs and will be instantly matched with our large list of waiting professional tenants.

We will start marketing your property as soon as you instruct us to do so, we will market your property on our website and all other major property websites including, 'Rightmove', 'Find a Property', 'Vebra' and 'Primelocation' plus many others.

It is our job to know everything about your rental. We will keep you up to date on who's interested in renting, when tenants are looking round and what they think of the property.

We conduct all viewings on your behalf and we will ensure that it's convenient for you and for any current tenants. It's always best to show off a property during the day, however evening viewings are no problem as we are open late until 7pm and we can also show your property on Saturdays.



The UK's number one property website



SERVING UXBRIDGE AND HAYES www.uxbridgegazette.co.uk

Step 4: Deciding which service suits you

At Bennett Residential we offer three different levels of service to suit your needs and level of involvement that you want, please see our Guide to different services for more information.

Step 5: Property Management

Many tenants, especially corporate tenants, prefer to rent managed properties. Instructing Bennett Residential to manage your property gives both you and your tenant complete peace of mind. After finding your tenant, if you wish for us to manage your property we can take care of everything from collecting the rent and handling all administration, to assistance with more complex issues like repairs. Please see our guide to different services to find out how we can manage your property.

Step 6: Safety Regulations and laws

As a landlord, there are a few regulations and laws you will need to adhere to ensure your property is suitable for letting. These include, Gas Safety regulations and Certificates, Electrical Certificates, Energy Performance Certificates and Furniture Fire regulations. Our helpful lettings team can advise you on these regulations and laws further and we can also arrange for any necessary inspections to be completed.

Step 7: Tenant Selection and proceeding with the let

Once Bennett Residential have found you the right tenants and have agreed the move in, there will be some paperwork to do prior to the tenancy commencing. But don't worry we will take care of this and send all the documents to you and your tenants.

The first stage is processing the potential tenants' references. Once this is done we will provide you with a copy of their reports, we use a third party referencing company to ensure you get the most accurate information. The referencing company will check and verify the following:

- Address history for past 6 years
- Current landlord reference
- Employment reference
- Character reference
- Full credit check
- ID check
- Guarantor info (if applicable)

If you are happy with the information the referencing company supply, we will then draw up a tenancy agreement which sets out exactly the terms of your contract with your tenant, including any special requirements you have. We'll send you and your tenant copies to sign, all you have to do is check it, sign it and send it back to us before the tenancy starts. We will forward a copy of their signed agreement to you and your signed agreement to the tenant.

Step 8: Moving in day

We will collect the first month's rent and deposit from the tenants on the moving in day. If a professional inventory has been organised this will also be conducted on the moving in day, the clerk will go to the property and conduct a "check in" with the tenants and take meter readings etc, they will then get the tenants to sign the check in and hand over the keys. Once the report is typed up we will send a copy out to you and the tenants for your records.

We always recommend a specialist inventory company conduct an inventory at the commencement of the tenancy and they will carry out another inspection at the end of the tenancy to check the contents and condition.



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Which service is best for you

At Bennett Residential we understand that a rental property is a significant asset and that you all require different levels of service. Some landlords wish to have more involvement than others. Even with experience, managing a property can be a full time job, one you do not need if you already have a full time job or live overseas.

Find Tenant Only

An introductory service, to find the right tenant when you are in a position to collect the rent and oversee the maintenance of the property yourself. The following services are included whichever package you choose:

- Free – without obligation rental valuation – advising you of the best possible market rental returns and all aspects of renting your home successfully
- Finding a suitable tenant – from our extensive database of waiting tenants, through the Internet and property press advertising
- All prospective tenants are properly referenced through a professional third party credit reference agency
- We use plain English and will draft a bespoke tenancy agreement to suit your individual requirements
- We will collect the first month's rent in advance and obtain a security deposit. Additionally, we will set up standing order mandates to enable direct collection of rent
- Where required, we will arrange to have professional inventories prepared and all appropriate gas and electricity safety inspections carried out (at landlord's expense) prior to the commencement of the tenancy
- We will arrange to have utility accounts transferred into the tenant's name

Rent Collection Service

All the same benefits as the 'Find Tenant Only' service with the following enhanced services added:

- Supervision and collection of rent
- Payment of rent to landlord via the BACS system

Fully Managed Service

This is our most comprehensive service for landlords and is particularly beneficial where the landlord lives far away, or possibly overseas, or perhaps where there is simply no time to become involved in the day-to-day management of the property. This service includes all of the other benefits highlighted, with the following additions:

- We will inspect the property after the first 3 months have elapsed and thereafter on a six monthly basis
- Organise necessary repairs and maintenance (at landlord's expense) – using only qualified and approved tradesmen who will do a good job at competitive rates
- Deal with the tenants and other third parties on all matters relating to management and maintenance of the property.
- Arrange for the cleaning and any decorating of the property between tenancies

Here are a few valuable reasons for using Bennett Residential Property Management:

- The average managed let will last for 18 months, compared with 10 months of non managed properties
- 5% more managed properties are renewed after the first year than non-managed properties
- Corporate companies and relocation agents will search in preference of managed properties for their employees
- These days more and more tenants request managed properties as it allows a more professional service, removing the emotion from both sides
- We continually vet local trades people, services and suppliers to ensure we only use companies providing the very best quality of workmanship, at a competitive price, on behalf of our clients

Remember, no let - no fee

What do you need to do before you let your property?

- Decide if you want to let it furnished or unfurnished.
- For a furnished property tenants will generally request the following:
 - Kitchen
 - *Fridge Freezer*
 - *Cooker*
 - *Washing Machine*
 - *Vacuum Cleaner*
 - Dining area
 - *Tables and chairs*
 - Living area
 - *Sofa and/or armchairs (dependent on size of property)*
 - *Coffee table*
 - Bathroom
 - *Mirror and cabinet*
 - Bedroom
 - *Bed with mattress*
 - *Wardrobe*
 - *Chest of drawers/Dressing table*
 - *Mattress Protector*

The garden should be tidy, with basic equipment for maintaining the garden: mower, shears, fork and spade etc.

The garage and any other storage area should be empty.

- Inform your Mortgagee
- If property is leasehold inform your Head Lessor and obtain a copy of the Head Lease
- Ensure you are covered by insurance – if the property is going to remain furnished you will require Landlords Contents Insurance
- The Inland Revenue will require information from you each tax year and if you are not intending to remain a resident in the UK you have to register as a Non-Resident Landlord (we can provide the relevant form for this registration)
- Obtain copies of all appliance instruction booklets including central heating operating instructions and leave at property
- Get copy keys cut; you will be required to provide one set for each tenant
- Decide whether to have an Independent Inventory

The cost of this is split equally between the Landlord and the Tenant and is dependent upon the size of the property. The inspection will be carried out prior to the tenants taking occupation of the property. This is an important document which lists all contents within the property, together with a detailed schedule of the condition of the contents and decoration.

Even if the property is let Unfurnished you should have an Independent Inventory. Deductions from a tenants deposit for damages cannot be justified unless an Inventory was carried out on the property. If you make deductions without an Inventory and the tenants take the matter to court, the court will find in favour of the tenants and demand the deposit be repaid.

- Provide a comprehensive list of all service providers
- Close down your own utility accounts and cancel any Direct Debits you may have set up to make regular payments as soon as you vacate the property
We will notify the utility companies of the details of the tenants when the tenancy commences.
- Arrange for your mail to be re-directed – you cannot rely on tenants holding mail for you to collect
- If you have preferred contractors for any repairs, or if you have extended warranty cover for any appliance, ensure a list of contact numbers is given to the tenant or the Property Management Department if your property is being managed for you
- Ensure you have sufficient funds available to cover the cost of urgent repairs. Do not rely on the rent coming in to pay for unforeseen expenses



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Landlord's Statutory Obligations

Section 11 of the Landlord and Tenant Act, 1985

The landlord is liable:

- To keep in good repair the structure and exterior of the property, including drains, gutters and external pipes
- To keep in good repair and proper working order, the installations in the property for the supply of water, gas, electricity and sanitation. This includes basins, sinks, baths and toilets but does not include fixtures and fittings and appliances for making use of the supply of water, gas or electricity
- To keep in good repair and proper working order, in the installations for space heating and water heating
- There is also an "implied" term that the landlord shall permit the tenant "quiet enjoyment" of the property

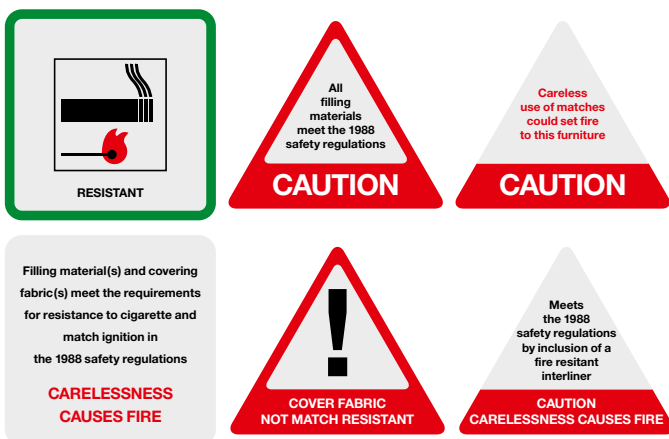
The Furniture and Furnishings (Fire)(Safety) Regulations, 1988

Furniture and soft furnishings that comply with the regulations can be recognised by labels attached by the manufacturer. If any item is without a visible label, it cannot remain in the property and must be removed.

The Regulations apply to:

- All upholstered furniture and beds
- Headboards and mattresses
- Sofa beds, futons other convertibles
- Nursery furniture
- Garden furniture
- Scatter cushions and pillows
- Non-original covers for furniture
- Dining room and kitchen upholstered chairs

Examples of Labels:



The Building Regulations 1991 Smoke Alarms

This regulation requires that all properties built since June 1992 must be fitted with mains operated interlinked smoke detectors/alarms on each floor.

Regulations regarding older properties do not currently exist, but it is strongly recommended that smoke alarms are fitted by landlords in all let properties and are regularly checked, to ensure they are in full working order.

The Building Regulations Part P Electrical work in the home

(Effective 1 January 2005)

All proposed domestic electrical installation work must be notified to an appropriate building control body. Work has to be inspected and tested during and on its completion, to verify that it complies with BS 7671. It must be:

- Designed and installed in such a way as to protect people from fire hazard and electrical shock
- Inspected and tested by a person competent to verify that it meets the relevant equipment and installation standards
- Sufficiently documented so that anyone wishing to operate, maintain or alter it, can do so with reasonable safety
- On completion of the work, you will need from your contractor, signed Building Regulations certificates, which should be retained by you as proof that the work was carried out in accordance with Part P

Minor works and repairs- Must still comply with Part P; you will be required to:

- Ensure your contractor has a Minor Electrical Installation Works Certificate
- Get any DIY work checked and tested by a competent person, who will supply you with a Minor Electrical Installation Works Certificate
- Retain all certificates at the property for inspection by anybody carrying out subsequent electrical works or periodical inspections

The Gas Safety (Installation & Use) Regulations 1998

These regulations require that any person letting out a property must ensure that any gas appliances or installation pipe work, fittings and flues in that property are maintained in a safe condition, so as to prevent risk of injury to any person, by ensuring that all appliances and pipe work are checked annually by a CORGI / GAS SAFE contractor. They also require that a record be made of those checks and that a record is given to each tenant within 28 days of commencement of the tenancy and its annual date thereafter.

The Gas Safety Record (Certificate) may bring to the Landlord's attention remedial works, which will need to be carried out so that compliance can be completed.

The Electrical Equipment (Safety) Regulations 1994

These Regulations require that any person supplying electrical equipment must ensure that it is safe and will not cause danger and that it satisfies the safety requirements of the 1994 Regulations.

Electrical appliances should be checked for the following:

- Live parts should not be accessible
- Leads should not be worn or frayed
- Correct plugs (marked BS 1363) should be fitted and correctly fused. Any moving parts should be guarded.
- Electrical blankets should be serviced in accordance with the manufacturer's instructions
- Microwave doors should be clean and free from corrosion and in good working order
- Washing Machines, cookers etc should be serviced and in good working order
- Electrical heaters and central heating appliances should be serviced annually
- Fireguards should meet MS 3248
- Any Fire Extinguishers should be marked BS 6575 (1985)

There is no Legal requirement for any equipment to undergo an annual safety test (PAT test, Portable Appliance Test) but it is strongly recommended that an annual PAT Test is carried out.

Energy Performance Certificates

- Energy Performance Certificates (EPC's) are now required for all newly tenanted properties
- For tenanted properties, EPC's are valid for 10 years and can be reused as many times as required within that period. It is not necessary to commission a new EPC each time there is a change of tenant
- If a landlord already has an EPC for a property, for example because it was recently purchased and the EPC was part of the HIP, this can be used for the subsequent rental. EPC's are valid for 10 years from the date of its production for rental purposes but only for 3 years if it is to be used for a HIPS related sale
- The landlord must commission an EPC and keep a copy of it, including the recommendation report and ensure a copy is available (for inspection at least) free of charge to prospective tenants at the earliest opportunity. A copy of the EPC must be given, free of charge, to the person who ultimately becomes the tenant before any rental contract is entered into
- If the landlord has failed to provide an EPC to a tenant, or fails to show an EPC to an enforcement officer when asked, Trading Standards can issue a notice with a penalty charge of £200.00 per dwelling. Additionally, the landlord will still have to provide an EPC
- If the agreement between the parties expressly allows for a short period of holiday occupation only and no intention to create a tenancy can be inferred, then an EPC is not required



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