



OUR SERVICES AT A GLANCE:

	Fully Managed	Rent Processing	Tenant Introduction
Market Appraisal	✓	✓	✓
Marketing you Property	✓	✓	✓
Negotiating tenancy terms	✓	✓	✓
Tenant referencing	✓	✓	✓
Right to rent checks	✓	✓	✓
Preparing tenancy agreements	✓	✓	✓
Collection of initial funds rent and deposit OR setting up DRS	✓	✓	✓
Inventory & Check in Arrangement	✓	✓	✓
Eligibility for Rent & Legal	✓	✓	
Rent Processing during Tenancy	✓	✓	
Chasing any rent arrears	✓	✓	
Dedicated property management	✓		
Professional property visits	✓		
Renewing annual safety checks	✓		
Point of contact for landlord	✓		
Point of contact for your tenant	✓		
Updating utility suppliers of change of occupant	✓		
Assisting deposit release or DRS	✓		

TENANT FIND SERVICE

Our Letting Service is as detailed below. This service is suitable should you wish to deal with the day to day running of your property yourself.

We will visit your property to advise on the rental income achievable and to answer any questions that you may have about renting and ascertain the most suitable service for you.

We will prepare details and advertise your property on the internet and in our town centre office. We will also erect a "To Let" board as required to encourage interest. Any additional advertising is at the request and expense of the landlord.

We shall qualify all prospective tenants to ascertain their suitability and of course endeavour to accompany all viewings.

Having found potentially suitable tenants we will carry out full professional obtained references from all applicable sources. These would include the following:

- Employers Reference
- Landlord Reference
- Credit check covering addresses over the last 5 years
- Accountants Reference (if self employed)
- Proof of funds via Solicitor (when applicable)
- Right to Rent checks

Draw up an Assured Shorthold Tenancy Agreement.

Collect the first months rent in advance together with the security deposit, which will be registered in accordance with the provisions of the Housing Act 2004 with The Deposit Protection Service, and held against any repairs, replacements, dilapidations or unpaid rent at the end of the tenancy (unless proof of registration in your own scheme is provided).

Set up a standing order direct from the tenants' bank account into your own bank account

LETTING AND RENT PROCESSING

Our Letting/Rent Processing service offers landlords all the benefits of the basic letting service together with the convenience of our company collecting the monthly rent of your behalf. We will:

- Set up a standing order from the tenant's bank account into our Client bank account.
- Issue regular monthly statement's showing exactly how much has been credited into your account.
- Transfer the monies due each month by online banking direct into your own bank account.
- Pursue any arrears of rental payments on your behalf if any when necessary.
- Offer to you our Rent Guarantee (subject to satisfactory tenant references)

FULL MANAGEMENT

Our Full Management service offers Landlords all the benefits of the Basic Letting service and Letting/Rent processing service plus offers peace of mind that your property is being looked after on a regular basis by our experienced team. This service is ideal if you prefer us to manage potentially time consuming issues, book our contractors to carry out repairs and general maintenance issues or simply because it is impractical for you to do so.

Should there be any general maintenance required at the property or problems with the property needing urgent attention, we will arrange to obtain estimates and supervise any repairs and ensure that they are dealt with as quickly and professionally as possible. The payment of any accounts in respect of works carried out is subject to the landlord's account being in credit.

We have recently introduced our 24/7 online maintenance reporting service to ensure that we keep our high standard of customer service. This new service has been introduced to encourage tenants to advise us of all issues in a timely manner with the option of adding photographs to assist with diagnosis of the problem. This goes a long way towards reducing unnecessary call out charges and enables us to instruct the right contractors for the works.

We carry out routine inspection visits of your property by a qualified inventory clerk and advise you accordingly of our findings in report. These inspections are purely to check on the general condition of the property and to ensure that the tenancy is being conducted in a correct and acceptable manner. Obvious defects would be noted but if any further or more detailed inspections are required by us or any other qualified body, these would be by special arrangement and subject to an additional fee.

VOID PERIODS

It is important to note that our Full Managements Service is not applicable during any period when the property is vacant, but we would be happy to enforce our caretaking Service during such periods, subject to our usual charges. If we are not engaged in this capacity, the landlord is responsible for the condition of the property and we cannot be made liable for any problems occurring at this time.

CARETAKING SERVICE

If your property is remaining vacant and you do not wish to let it, this service may be of use to you.

We can check the property at agreed intervals to ensure that it is secure, arrange for any necessary gardening or maintenance to be carried out, and collect any mail left at the property and deal with as instructed. A report following each inspection will be provided to you in writing.

To enable us to market the property we would expect all Landlord's to ensure their property is ready with the basic letting requirements of carpets, curtains and a cooker. Anything else is at the landlord's discretion. We must stress that landlords ensure that the house ready to rent, is totally clean including carpets and cooker, that any repairs are complete and the garden is in a good seasonal condition. If the house is not left clean we will instruct the relevant tradesmen to carry this out on your behalf with the cost being deducted from the rent.

We require 2 sets of keys for each property upon instruction and if a further set is required we will ask you to provide them or we will obtain copies and deduct this from the rent. You are also required to leave all boiler/heating instructions in the house.

RENT

We will agree an achievable rental figure for your property, based on current market values. Please note that Landlords are responsible for any ground rent or service charges attached to their property.

We will ask tenants to set up a standing order for their monthly rental payments. If the tenant's rent is to be paid by the housing benefit, it must be paid directly to the agent.

All tenants are made aware that they are responsible for all gas, electricity, telephone, fuel, water, television licence, sewerage and council tax accounts during the tenancy. For periods where the property is vacant the responsibility reverts back to the landlord.

With our Fully Managed Service as agents we will notify all utility companies of the new occupant of your property and the start date of the tenancy, and any forwarding address as required.

For your further information we can advise that a tenant is not deemed in arrears until 14 days after the rent due date. Landlords must occasionally accept that payment to their account may be delayed if rental payments are received late from the tenants.

Generally, payments to landlords will be made on or soon after the due date as possible providing cleared funds are available and is usually paid to the landlord using our online banking system. As soon as our account is credited by the tenant any monies due to the landlord will be credited direct into the landlords account with a detailed account following on in the post. We will also provide copies of any invoices showing contractor works carried out and the payment.

SECURITY DEPOSIT REGISTRATION AND DISPUTE SERVICE/DRS

For all tenancies we hold a security deposit equivalent to 5 pro rata weeks rent as a minimum. We, as Agents, will hold this on behalf of the Landlord as stakeholder. In order to comply with the deposit protection regulations which have been in effect from April 2007 – tenants deposits will be held in accordance with the rules and regulations as determined by our chosen deposit scheme. Details can be found at www.depositprotection.com. Any landlords wishing to hold their tenants deposit themselves must also comply with these regulations and provide evidence of registration into any of the recognised deposit schemes.

The deposit will be returned to the tenant in full at the end of the tenancy unless any of the following apply:

- The rental payments are in arrears.
- The property has suffered any damages or dilapidations (other than normal wear and tear)

Please note that if we are not fully managing the property the landlord and tenant must mutually agree what amount (if any) will be with-held without any assistance from Andrew & Co.

If Landlords require our Full Management Service but does not attend the final inspection of the property Andrew & Co will provide a copy of the end of tenancy report (as instructed) for perusal and will discuss options available to the Landlord, then act upon instruction regarding the amount of deductions (if any) and of deposit to be returned to the tenant(s).

If both parties have been unable to agree on dilapidation costs after ten working days, then the deposit will enter into "dispute" and a claim will be sent to "The Deposit Protection Service" (DPS) (custodial service) with whom all of our deposits are registered. Should this happen, the dispute will then be dealt with directly by the Dispute Service and we will no longer be able to negotiate on behalf of either landlord or the tenant.

Or Deposit replacement scheme(DRS)

A DRS is FREE to landlords and letting agents. A DRS is a Scheme, not an insurance product, however MANY are underwritten by an insured A rated Insurance Underwriter for this product and both the Landlord and Letting Agent are added to our Re-Insurance as a beneficiary. By joining the scheme, tenants are deferring the cost of the charges until the end of the tenancy, but they remain liable for all charges made at the end of the tenancy. If they do not pay the amount due the DRS will pay and chase the tenant for payment separately

By accepting a deposit replacement you still get more security than a traditional deposit as our standard DRS is for 8 weeks (most traditional deposits are 5 weeks),

Any DRS is not a deposit, you will be granting the tenancy with a Nil Deposit and accepting the DRS in place of this

MORTGAGED PROPERTIES

Prior to marketing your property to let it is your responsibility to obtain permission from your lender. You are also responsible for informing us of any special requirements from the lender that are related to our duties as Agents and for any special clauses to be inserted into the agreement.

Your must notify us of any other covenants or restrictions pertaining to the property.

INSURANCE COVER

It is a requirement that your insurance company be notified of your intentions to let your property. Any policy requirements relevant to our management of the property should be disclosed to us as soon as possible to prevent your policy become invalid. If your current insurer is not happy to extend your cover, we are able to provide details where you could arrange cover for legal protection, building and contents insurance cover.

LEASEHOLD PROPERTIES

If the property is leasehold, it may be necessary for you to obtain permission from the freeholder to sub-let.

TAX IMPLICATIONS

Rental income is taxable but you will normally be able to deduct any fees, insurance premiums, repairs and service charges from the rent to ascertain the taxable profit. You may also be able to deduct your mortgage interest if the property is let, but you should seek further advice on this matter.

Non-resident Landlords i.e those living and/or working abroad may deal with the Inland Revenue direct. If we are managing agent, but are not in possession of a non-resident landlords scheme exemption form for you, we must withhold the basic rate of tax based on the rent received to meet any tax liabilities until approval is produced from the Inland Revenue.

It is advisable to seek advice on any potential tax liability you may have.

GAS REGULATIONS

In accordance with the Gas Safety Regulations 1994, all gas appliances are subject to an **annual** check and certification by a Gas Safe registered gas engineer.

We will be happy to arrange this on your behalf with an approved contractor who will make a small charge of £80 inclusive of vat, exclusive of any necessary work which may need to be carried out. Should you make these arrangements yourself, we will need a copy of this certificate prior to start of any tenancy.

We require a current Gas Safety Certificate on file BEFORE we can move a tenant into any property.

FIRE & FURNISHINGS REGULATIONS

In accordance with Furniture and Furnishings (Fire) (Safety) Regulations 1988, all furnishings must comply and any non-compliant items removed. In general the regulations state that upholstered articles must have fire resistant filling, they must have passed a match resistant test and cigarette resistance test.

It is now a requirement (w.e.f 1st October 2015) for landlords to install a working smoke alarm on all floors of a property and to ensure that they are working at the start of the tenancy, throughout the tenancy and at renewal so it is important to ensure adequate checks are made and recorded.

If Andrew and Co are instructed to issue an inventory and to carry out a check-in by and independent inventory clerk, the smoke alarms will be tested and reported during this process. The smoke alarms will also be tested during any interim property inspections and noted in their issued report.

It is also a requirement that Carbon Monoxide Detectors be provided in every occupied room where a solid fuel burner is fitted i.e wood burner, open fireplace. Andrew and Co also recommend that Carbon Monoxide detectors are provided and positioned in a room where a gas boiler is located.

ELECTRICAL TESTING

If you are renting out a property in England that was entered into on or after the regulations came into force (1 June 2020), then from 1 July 2020 you will be required to have an electrical inspection and a report on the condition of the property (EICR) performed by a qualified person.

Renewals in this case include statutory periodic tenancies that are created at the end of a fixed term on or after this date.

For pre-existing tenancies, you will need to have an EICR performed on all existing tenancies before 1 April 2021.

Any unsafe items should be removed, records of any safety checks should be kept and instruction booklets supplied.

As a brief guide, BS1363 requires that all electrical installations and equipment are safe to use. Live and neutral pins on plugs must be insulated to prevent shocks. Any frayed wiring, missing insulation, badly fitting plugs etc should be rectified and all plugs should be correctly fused.

SERVICE CONTRACTS

We require copies of all service contracts and guarantees pertaining to the property, e.g central heating, electrical appliances to avoid any unnecessary expenditure for you.

POST

We recommend that you have all post re-directed via the post office. If however, some items are not re-directed, we will of course forward them to you when we are aware of them, but cannot be held responsible for important letters that may go missing. We will deduct an approximate postage fee for any post that is forwarded onto you.

CONTRACTORS

We will endeavour to use any contractors specifically requested by you in the event of a problem, but cannot guarantee this as it is requirement that we have evidence of public liability cover and relevant qualifications. We reserve the right to instruct an alternative contractor to carry out works on your behalf if we do not have the required documentation etc.

SOLICITORS

If you choose not to take the optional rent guarantee and legal cover, should there be any rent arrears or breaches of covenant, we will inform you at the appropriate time and you will need to instruct your own solicitors in this instance.

SALE

If you decide to sell your property, which is currently tenanted, you should ensure that the new purchaser agrees to pay any commissions due in respect of the remainder of the tenancy period and/or any extension after legal completion. If this is not done, you will be liable to pay this even though you no longer receive any rental income.

PURCHASE

Should you agree a sale of the property to an un-associated person our sales terms and conditions are not applicable, but, in the event that a sale of the property is agreed with the tenant or an associated party, or within six months of the tenancy being terminated, which leads to an exchange of contracts, we will be entitled to a 1.0% (plus VAT at the prevailing rate) on the sale price. This is payable on completion of the contracts.

MORTGAGE ADVICE

If you require a mortgage on your property we can assist by introducing you to our partnered mortgage advisor who could offer free independent advice on a range of buy to let mortgages and other financial service products.

INVENTORY

An inventory is for the purpose of recording the property's contents and condition on Tenant move in day. We can provide a full and accurate professionally issued inventory listing all scratches, marks, stains etc that may be present. Depending on the level of service we either make arrangements for a full check in with the inventory clerk or ask all tenants to check the inventory given to them upon their move in and confirm that they are happy with the contents. Should the tenants not return a signed copy of the inventory within one week of their moving in, then the original inventory given to the tenants will be the one that they are checked out with when they finally vacate.

Should you decline to use our inventory service then an inventory must be provided by yourself to us prior to the tenants moving in.

Without this inventory, should a dispute arise at the end of the tenancy regarding the property's final cleanliness or if any damages have occurred then the landlord will not have any evidence to support a claim against recovering costs from the tenant's deposit.

Rent & Legal Insurance

- Nil excess: you'll receive 100% of rent owed if you make a claim
- Up to £100,000 legal expenses cover, including appeals and legal representation
- Rent recovery
- Property damage cover, for civil dispute expenses on damages over £1,000
- 75% of rent after vacant possession for up to two months
- Eviction of squatters and assistance with the costs involved
- Standalone legal expense cover, in case of civil dispute
- Contract dispute protection, covering costs in disputes of over £100
- 90-day claim window, from the date of first missed rental payment
- Auto renewal process, so you have continuous coverage
- Exclusive partnership with DAS UK, with 40 years of experience in underwriting insurance

FEEES

INCLUSIVE OF VAT AT THE PREVAILING RATE UNLESS STATED OTHERWISE

FULLY MANAGED SERVICE

10% + VAT of monthly rental figure deducted monthly from the rent received
Plus Initial set up fee of £495.00+vat

LET & RENT PROCESS SERVICE

5% + VAT of the rent received per month deducted monthly.
Plus initial set up fee of £495.00+vat

TENANT FIND SERVICE

One calendar months rent inclusive of VAT which will be deducted from the 1st month's rent received upon move in (Minimum fee of £550.00+vat)

ADDITIONAL SERVICES

- Landlords Rent & Legal Insurance POA (Advance Yearly Premium)
- Tenancy Renewals - £100 + VAT (£120)
- Energy Performance Certificate (EPC) = £60.00
- Electrical Condition Report (Price dependent on size of property and number of circuits) circa £132.00
- Gas Safety Certificate = £80.00
- Caretaking Service - £60.00 per inspection



A free, fair and independent service for buyers, sellers, tenants and landlords of property in the UK.

