



RESIDENTIAL LETTING AGENTS

SERVICES WE OFFER
FOR OUR **'FULLY MANAGED'** PACKAGE

- ❖ Valuable Local Knowledge & Independent Personal Service
- ❖ Market Appraisal
- ❖ Accompanied Viewings
- ❖ Deposit and rent in advance
- ❖ Premium Property Listings on Leading Portals
- ❖ Receiving and Promptly Remitting your Rent
- ❖ Full comprehensive Reference
- ❖ Deposit Protected in Accordance with current legislation
- ❖ Organising of EPC and Necessary Certificates
- ❖ Contacting Utility Suppliers
- ❖ Renewal and Rental Increase Negotiation
- ❖ Arranging Maintenance and Repairs
- ❖ Visits and Reports
- ❖ Option of Full Check Out and Inventory
- ❖ Option of Rent guarantee insurance
- ❖ End of tenancy inspection

Fully Managed Service 11% Commission + VAT



RESIDENTIAL LETTING AGENTS

SERVICES WE OFFER

FOR OUR **'TENANT FIND' & 'LET AND COLLECT'** PACKAGE

- ❖ Valuable Local Knowledge & Independent Personal Service
- ❖ Market Appraisal
- ❖ Property Marketing
- ❖ Accompanied Viewings
- ❖ Deposit and rent in advance
- ❖ Premium Property Listings on Leading Portals
- ❖ Initial safety Certificates arranged (Variable cost)
- ❖ Tenancy agreement prepared
- ❖ Receiving and Promptly Remitting your Rent (LET & COLLECT ONLY)

Tenant Find Service

Fee equivalent to 60% of the 1st months' rent (minimum charge £400) + VAT

Let and Collect 5% commission

Fee equivalent to 60% 1st months' rent (minimum charge £350) + VAT

Additional Tenancy Charges IF APPLICABLE (+ VAT)

Duplicate Tenancy agreement	£90.00
Issuing of additional tenancy terms upon L/L request	£30.00
Copies of Inventory & Schedule of Condition	£60.00
Renewal of Tenancy Agreement	£90.00
Issue of Notices/tenancy documents	£60.00
Duplicating & testing of keys	£15.00 + Cost of duplication
Redirection of mail	£10.00
Full Reference and securing fee of primary tenant (if requested)	£90.00
Reference per applicant thereafter or Guarantor	£90.00

Deposit Charges (+VAT)

Protection of deposit (Insurance or Custodial)	£60.00
Deposit dispute administration fee	£120.00

Inventory Fee (+VAT) If requested

PROPERTY	UNFURNISHED	FURNISHED
Studio	£65.00	£85.00
1 Bedroom	£85.00	£105.00
2 Bedrooms	£120.00	£165.00
3 Bedrooms	£130.00	£185.00
4 Bedrooms	£140.00	£205.00
5 Bedrooms	£160.00	£235.00

Termination Fees (inc VAT)

Equivalent to 1 months' rent	Minimum Fee £350.00
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Compliance Certificates – VAT dependant on Contractor

EPC	Independent contractors Fee
Gas Inspection	Independent contractors Fee
Electrical Test & Inspect	Independent contractors Fee

End of Tenancy Charges for TENANT FIND ONLY (+VAT)

Check out appointment with emailed report	£90.00
Check out appointment with emailed report & photos	£120.00

Inspections - Mid-term inspections for TENANT FIND ONLY properties (+VAT)

PROPERTY	UNFURNISHED	FURNISHED
Studio	£30.00	£40.00
1 Bedroom	£35.00	£50.00
2 Bedrooms	£40.00	£60.00
3 Bedrooms	£45.00	£70.00
4 Bedrooms	£50.00	£80.00
5 Bedrooms	£60.00	£90.00

PREPARING YOUR PROPERTY FOR RENTAL

Primrose Properties require the rental property to be in a generally well maintained condition throughout. **'Curb Appeal'** really works – maintained NOT manicured gardens, clean external decoration, cleared gutters, clean windows, swept chimneys (Please keep your certificate) and clear paths/driveways show potential tenants you care about your investment. **'Through the Door'** 1st Impressions Count – Clean carpets throughout, Kitchen units cleaned inside & out, oven cleaned and bathroom/W.C's cleaned.

LANDLORDS RESPONSIBILITY FOR SAFETY / LEGAL REGULATIONS / REQUIREMENTS

GAS SAFETY (INSTALLATION) REGULATIONS 1998

The regulations apply to all gas appliances in the property (other than any specifically excluded by the regulations), any associated gas pipe work leading to the appliances and any flue leading from the appliance. The regulations include portable heaters and other gas appliances fed by bottled gas OR from an external gas storage vessel (e.g. LPG/propane etc...) at the property.

GAS COOKING APPLIANCES

These regulations came into force in March 1989 & apply to all gas cooking equipment 'supplied' for a tenants use. The regulations require that any gas cooker, whether new or second hand is working correctly, is not damaged, is stabilised and has ALL user instructions & does not pose a risk of injury arising from a gas escape.

HEATING APPLIANCES

The regulations apply to any heating appliance 'supplied' for a tenants use. The regulation introduced in 1991, made it a requirement that all such appliances are fitted with fireguards & comply with the current British Standard specification. *FIREGUARD – protecting any heating element, burner or wick.*

ANNUAL TESTING

The regulations require that an annual check is carried out in all rented properties. A **GAS SAFE** engineer will normally carry out the following checks;

- General operation & safety devices
- Inspection of combustion
- Pressure test/drop test
- Vent check
- Flue test

It is a 'landlords' responsibility to ensure that the ongoing maintenance & safety of all gas appliances is carried out. Please note Primrose Properties will not commence a tenancy without the relevant safety certificates in file.

ELECTRICAL SAFETY REGULATIONS 1994 – MAIN PROVISIONS

GENERAL SAFETY

The regulations require that all electrical equipment supplied and the electrical installation at the property is safe. Unlike Gas safety regulations, there is no specific requirement for regular testing under the Regulations. However, in order for the Landlord to ensure compliance, we require all appliances & installations are to be checked to the current standard by a qualified electrician prior to a property being let and annually (or other appropriate period advised by your electrician) thereafter.

PORTABLE APPLIANCES

All portable appliances require annual testing. This is known as P.A.T (Portable Appliance Testing). The NICEIC qualified electrician carrying out an electrical inspection can generally also carry out P.A.T at the same time. It is a 'landlords' responsibility to ensure that the ongoing maintenance & safety of all electrical appliances & installations are carried out. Please note Primrose Properties will not commence a tenancy without the relevant safety certificates on file.

SMOKE DETECTORS & CARBON MONOXIDE ALARMS

Building regulations – 1991, require that all new properties built since June 1992 must be fitted with battery, mains-powered, interlinked smoke detectors /alarms one each habitable floor. On 1 Oct 2015 the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 came into force. From that date, private rented sector landlords have been required to have at least one smoke alarm installed on every floor of their properties and a carbon monoxide alarm in any room where solid fuel is used, however we insist that carbon monoxide alarms are also placed where all gas appliances are situated. The landlord must make sure the alarms are in working order at the start of each new tenancy, sited correctly and ensure the date of installation is clearly marked on the appliance. The Department for Communities and Local Government has published an [explanatory booklet](#)  to help landlords to understand and comply with the requirements. Detectors should be sited and installed according to the manufacturers instructions. The current standard for detectors is BS 6446. It is a 'landlords' responsibility to ensure that the ongoing maintenance & safety of all smoke detectors are carried out. Please note Primrose Properties will not commence a tenancy without signed documentation that smoke detectors are in place. Documentation will be provided.

LEGIONELLA RISK ASSESSMENT – LANDLORDS RESPONSIBILITY

Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella. All man-made hot and cold water systems are likely to provide an environment where Legionella can grow. Where conditions are favourable (ie suitable growth temperature range; water droplets (aerosols) produced and dispersed; water stored and/or recirculated; some 'food' for the organism to grow such as rust, sludge, scale, biofilm etc) then the bacteria may multiply thus increasing the risk of exposure. It is a simple fact that the organism will colonise both large and small systems so both require risks to be managed effectively. The law and you - The law is clear that if you are a landlord and rent out your property (or even a room within your own home) then you have **legal responsibilities** to ensure the health and safety of your tenant by keeping the property safe and free from health hazards.

For more information visit - <http://www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm>

The law does not prescribe that the risk assessment be reviewed on an annual or biennial basis. It is important to review the assessment periodically in case anything changes but where there are difficulties gaining access to occupied housing units, appropriate checks can be made by carrying out inspections of the water system, for example, when undertaking mandatory visits such as gas safety checks or routine maintenance visits.

FIRE SAFETY / FURNITURE & FURNISHINGS SAFETY REGULATIONS 1988 (amended 1993)

FURNITURE & FURNISHINGS

All compliant furniture will display the appropriate label. Where a label has been inadvertently removed, proof of the items compliance will need to be given to Primrose Properties before a tenancy can commence. Basically – ‘if in doubt – take the item of furniture/soft furnishing out’.

The regulations **DO** apply to the following; (broadly anything which is upholstered or has filling material)

- Beds, headboards of beds & mattresses
- Sofa-beds, futons & other convertibles
- Nursery furniture
- Garden furniture which is suitable for use in a dwelling
- Scatter cushions & seat pads
- Pillows
- Loose & stretch covers for furniture
- Extra or replacement furniture purchased for rented accommodation

The regulations **DO NOT** apply to the following;

- Antique furniture / any furniture made before 1st January 1950 (proof of age to be supplied)
- Bed-clothes (including duvets)
- Loose covers for mattresses
- Pillowcases and sleeping bags
- Curtains & carpets

Please note Primrose Properties will not commence a tenancy without sufficient proof that all items left in the property comply with the current regulations.

E.P.C – ENERGY PERFORMANCE CERTIFICATES

When buildings are to be rented out, the landlord is responsible for ensuring a valid Energy Performance Certificate (EPC) is made available to all prospective tenants. This legal requirement, which applies to homes which are available to rent in England & Wales, took effect from 1st October 2008.

Please note Primrose Properties cannot commence the marketing of a property until the EPC is available.

TAXATION

UK RESIDENT LANDLORDS

All rental income is liable for tax. It is the landlord's responsibility to deal with their personal tax management. Information can be obtained from your local tax office

NON UK RESIDENT LANDLORDS (NRL Scheme)

Special rules apply to the UK rental income of non-resident landlords (NRL) or landlords who live abroad (usually more than a six month period). Primrose Properties must register with the FICO (Financial Intermediaries & Claims Office) & operate the NRL scheme. We are therefore responsible for deducting tax from the rental income, unless written notification to the contrary is received from the Inland Revenue.

DEPOSITS

Tenancy Deposit Protection (TDP) was introduced in April 2007 by legislation within the Housing Act 2004. All deposits taken after this date are required, by law, to be protected under a Government appointed tenancy deposit scheme. For more information please go to: www.direct.gov.uk/en/HomeAndCommunity/PrivateRenting/Tenancies

INVENTORY & SCHEDULE OF CONDITION

Prior to letting a complete inventory & schedule of condition of the property should be prepared. This can either be prepared by the landlord or agent.

The inventory and statement of condition, is the most important weapon in the letting armoury. Because it protects the landlord, tenant and agent alike, one cannot over-stress the necessity for the utmost diligence in it's preparation. Unfortunately, this vital document does not always receive the attention it deserves. The end result can result in a dispute, which can become time consuming and expensive. At worst, the dispute may be required to be resolved by a tenancy deposit scheme adjudication process, or court proceedings.

The Inventory forms an agreement between the landlord and tenant as to the true condition and contents of the property at the date of entry by the tenant. It will obviously be used, when the tenancy terminates, to determine dilapidations.

INSPECTIONS & ACCESS

All 'Fully Managed' properties are regularly inspected. The first inspection is carried out 3 months after the tenancy starts and every 6 months thereafter. These inspections are beneficial to keep a check on the general condition of your investment and to ensure your tenants are content with their living environment. Landlords do have repairing obligations & we will therefore report all defects as soon as we are notified. Reports are completed as soon as the inspection is carried out and forwarded to the landlord.

The landlord / agent has the legal right to enter the property at reasonable times of the day to carry out the repairs for which the landlord is responsible and to inspect the condition and state of repair. 24 hours notice should be given in writing of an inspection.

VIEWINGS

All viewings are accompanied on an appointment only basis with a member of Primrose Properties staff.