

# Our guide to letting your property





enjoy peace of mind...

the RESIDENTIAL  
**letting**  
LETTING AGENTS **line**

# thorough *fastidious* and meticulous

If you're looking for the cheapest deal from a letting agency, we're not the right one for you.

But if you're after an agency who'll work hard to ensure the highest quality tenants, and the highest quality service, please read on. Since 1997, we've been developing a meticulous letting procedure to ensure only the best tenants make it through.

By being pro-active, many of the problems landlords face can be avoided – which means more work for us pre-tenancy, but fewer problems long-term.

**The Letting Line is operated by Atkinsons Residential, a family run estate agency business established in 1968.**



**Alan Beesley MNAEA, MARLA**





“Your staff are knowledgeable, understanding, professional and plain old-fashioned nice. Customer service at its best!”

## Fully qualified for your peace of mind

We are proud to be qualified members of ARLA Propertymark, which sets the industry standards and demands high levels of professionalism and commitment to customer service from its members.

For example:

- to work within a robust Code of Practice, covering the key stages in letting and managing a property
- to hold any funds we handle on your behalf in a separate client account, which is also protected by ARLA Propertymark
- to carry out a level of Continuous Professional Development (CPD), ensuring we keep up to date with changes in legislation and providing wide-ranging training and guidance to help us understand and interpret all aspects of letting and managing a property
- to ensure that we are covered by Professional Indemnity insurance.

Finally, ARLA Propertymark offers a route of redress should things go wrong – and in short, ensures you're using an agent with the highest standards.




# Letting your property

## QUALITY TENANTS: OUR No.1 PRIORITY

We're particularly fussy when it comes to finding quality tenants for your property. In fact only about 20% of our applicants actually make it through our strict referencing procedure which includes checking the applicants' credit and work history, salary and any references from any previous landlords before being approved.

We also encourage you to meet the tenants, so you can verify you're happy with the people we've found. If, for any reason, you would prefer us to keep looking, we will politely decline those applicants and offer you some alternatives.

A photograph of a modern kitchen interior. The kitchen features white lower cabinets and dark upper cabinets. A light-colored countertop holds a sink with a chrome faucet, a stove, and an oven. A large window with a black frame is on the right side, providing a view of the outdoors. The floor is made of light-colored wood. The ceiling has several recessed lights.

“They have the ability to find high quality tenants very quickly and are meticulous in their attention to detail”

## IT'S ALL ABOUT THE INTERNET

These days of course, people looking for rental property rely on the internet, not local papers. Which is why we'll heavily promote your property on our own website, thelettingline.co.uk, and all of the most important property websites including Rightmove, Zoopla and Onthemarket.



## PHOTOGRAPHY TO SHOW OFF YOUR PROPERTY

Photography is incredibly important in property marketing, which is why we've been specially trained by The Property Photography Academy to really make your property stand out online and in adverts. The results speak for themselves!



## 100% ACCOMPANIED VIEWINGS

We make sure we accompany each and every viewing of your property, so that we're on hand to answer any questions, and to be ready to counter any objections applicants may have.

## COMPLIANCE CHECKS AND PROCEDURES

Over recent years, regulations and new legislation has meant that we now have to carry out a raft of additional checks, provide essential information and HM Government guidance booklets to tenants and of course obtain an acknowledging receipt thereof. Failure to do so, can result in hefty fines and can invalidate aspects of the legally binding tenancy agreement. We have to ensure that your tenancy agreement is water-tight to protect you and your property.

# Managing your property

In addition to our letting service, you can opt to let us manage your property as well.

Our Property Management Package includes:

## **EASY RENT COLLECTION**

We insist that all rents are paid by standing order into our dedicated audited Client Account. We will send you an electronic BACS payment and email you a monthly statement. Should a payment not be received from a tenant, we will immediately get in touch with them to arrange payment over the phone.

## **REGULAR PROERTY VISITS**

We carry out regular property visits to make sure the property is being looked after properly, with our thorough 50-point checklist. We'll deal with any issues and then send you a full report detailing any issues and how we're remedying them.

## **MAINTENANCE**

If there are any problems at the property, our property management team will deal with it and your tenants on your behalf.

We always notify you of the problem, giving you the option of handling it yourself or using one of our approved contractors. If you agree to their estimate, we will manage the whole repair and liaise with tenant and contractor.

Because of the volume of work we commission, our approved contractors offer excellent service at preferential rates. We'll pay the invoice for you, pass on any discounts (some agents keep it for themselves!) and then deduct the cost from the next rental payment to you.

## **CHECKING THE TENANTS OUT**

At the end of the tenancy, once the tenants have vacated, we will carry out an appraisal of the condition of the property using the inventory supplied. We will make any recommendations, liaise with the tenants over any cleaning or repairs and deal with any disputes arising with the relevant deposit protection scheme.



“Excellent service provided by the entire team. They are very proficient and friendly while providing clear guidance and a professional service. I live outside the UK but with the team's support, through their property management service, I've not experienced any difficulties with any tenancy. They've also been fast to find new tenants matching my requirements.”

# What does it cost?

(all fees are plus VAT)

**LETTING ONLY ..... 10% of the annual rent**

Payable only when a tenant we introduce takes on the tenancy.

**STATUTORY COMPLIANCE CHARGE..... (One-off charge per new tenancy) £99**

- Transferring the tenant's deposit
- Identity Check
- Right to Rent check
- Serving prescribed information to tenant in respect of the deposit protection scheme
- Serving HM Government 'How to Rent' booklet
- Obtaining signed acknowledgement and receipt of 'How to Rent' booklet
- Obtaining signed acknowledgement and receipt of Prescribed Information

**RENEWAL FEE ..... £299**

We encourage longer term tenancies, so long before a tenancy expires, we contact you and the tenant to check everyone's happy to renew the tenancy for another year. If so, we carry out a rent review, try to negotiate a rent increase on your behalf and draw up a new twelve month agreement. While this is a fair amount of work, it's a lot less than at the start of the tenancy, so we charge just £299 (many agents charge their whole letting fee again!)

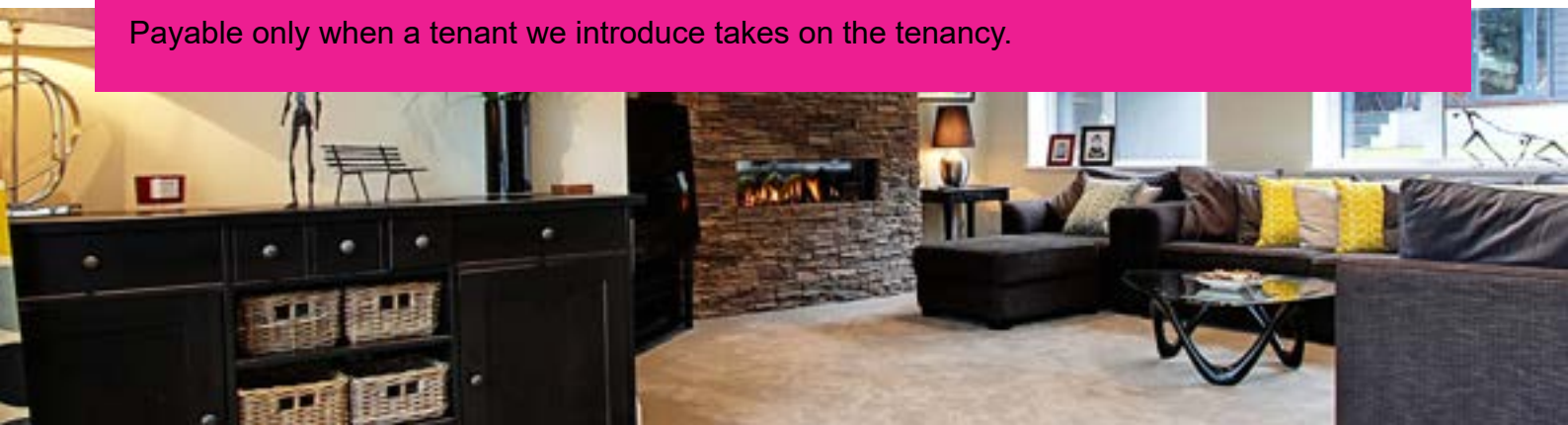
**INSURANCE ..... Please speak to us**

We are able to offer a range of bespoke insurance products for landlords and tenants, including:

- Landlord Comprehensive Buildings Insurance
- Landlord Low Cost Building Insurance
- Landlord Full and Limited Contents Insurance
- Landlords Emergency Assistance
- Landlords Legal Expenses

**PROPERTY MANAGEMENT (if required) ..... 5% of monthly rent**

Payable only when a tenant we introduce takes on the tenancy.





# Compare our services

	LET ONLY	FULL MANAGEMENT
Property marketed on Rightmove	✓	✓
Property marketed on Zoopla	✓	✓
Property marketed on OnTheMarket	✓	✓
Colour Floorplan	✓	✓
Professional Photographs	✓	✓
Accompanied Viewings	✓	✓
Provide regular feedback	✓	✓
Informal, no-obligation "meet the tenants" approval meeting	✓	✓
Extensive reference checks including affordability & credit checks & credit score	✓	✓
Preparation of professional tenancy agreement	✓	✓
Advance rent & deposit funds taken	✓	✓
Inventory		From £105
Gas safety check		From £65
Electrical Periodic and Portable Appliance Test (PAT)		Quoted individually
Energy Performance Certificate (EPC)		From £50
Standing order set up for rental payments	✓	✓
Gas, electricity, water & council tax notified		✓
Register tenant's deposit		✓
Annual rent reviews	✓	✓
Ongoing customer support	✓	✓
Rent collection service - paid to you by BACS		✓
Monthly e-statements		✓
Handle any maintenance and repairs		✓
Manage repairs with tenants and contractors		✓
Arrange annual gas checks (from £65)		✓
Dedicated management team sole point of contact for tenants		✓
Regular property visits using thorough 50-point check-list		✓
End of tenancy check out		✓

enjoy peace of mind...

# Your questions answered

## What safety measures do I need to take?

There are various safety requirements a Landlord must adhere to when renting a property. If you do not have your own preferred tradesman we may be able to arrange estimates for some of the points listed below for you:

### Smoke & Carbon Alarms

It is a legal requirement that all rental properties in England follow the Smoke & Carbon Monoxide Regulations. These regulations require that you install at least one smoke alarm on every floor of the property where a room is used wholly or partly as living accommodation and a carbon monoxide alarm must be installed in any room containing a solid fuel burning appliance such as a wood burner or coal fire. We also recommend that carbon alarms are fitted into every room with a gas appliance, ie boiler, gas fire, cooker,

### Annual Gas Safety Check

When renting your property, by law, every gas appliance in your property has to be serviced and certified as safe annually by a Gas Safe registered engineer. A certificate must be issued and supplied to the tenant. You must arrange an annual safety check on all gas appliances and flues with a qualified Gas Safe registered engineer.

### Electrical safety obligations

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 means landlords must ensure every fixed electrical installation is inspected and tested at least every five years by a qualified person. The Regulations also state that a landlord is required to obtain a report of the results of the inspection and test, supply it to each tenant within 28 days and retain a copy until the next inspection is due. All properties let on a multiple occupancy basis will require a fixed wiring check and periodic inspection of all portable appliances.

### Legionnaires' disease

This is a pneumonia like infection caused by Legionella bacteria, commonly through the inhalation of small droplets of contaminated water. Landlords must assess and control the risk of exposure of tenants to Legionella. A simple assessment may show that there are no real risks and are being properly managed and no further action is needed. Landlords can assess the risk themselves and do not need to be professionally trained or accredited. If you are not comfortable carrying out your own Legionella Risk Assessment, we can arrange this for you. It is important to review the assessment in case anything changes in the system. We recommend this is done every two years and that the tenants are provided with a copy of the report. Other simple control measures to help control the risk of exposure to Legionella include:

- flushing out the system prior to letting the property and during any periods when the property is left empty
- Ensuring cold water tanks have a tight lid to stop debris from getting into the system
- visual inspection inside the cold water tank to ensure it free from rust, debris, scale and organic matter
- setting control parameters (eg setting the temperature of the hot water cylinder (calorifier) to ensure water is stored at 60°C and cold water below 20°C)
- make sure any redundant pipework identified is removed

The risk is further lowered where instantaneous water heaters (for example combi boilers and electric showers) are installed because there is no water storage.

## **Furniture & Furnishings**


The Furniture and Furnishings (Fire) (Safety) Regulations 1988 set levels of fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery. All furnishings should pass the 'smouldering cigarette' and 'match flame' resistance test and carry a label confirming this. Generally, items manufactured in the UK after 1990 are likely to meet the required standards and display the appropriate permanent label confirming their compliance. If items do not comply they should be removed from the property before it is let, apart from where there are exemptions (e.g. furniture manufactured before 1950).

## **Do I need an Energy Performance Certificate (EPC)**

All rented property requires an Energy Performance Certificate (EPC). It is illegal to advertise a property to rent unless it has an EPC. The EPC (which will last for ten years) is broadly similar to the certificates found on many domestic appliances with an energy rating on a scale from A (most efficient) to F (least efficient)

## **What tax am I liable for?**

The income from renting your property is taxable. We as agents are only obliged to deduct tax if you are not resident in the United Kingdom. For more information, consult your tax advisor.



“ I have used The Letting Line for 10 years, starting as a novice Landlord! Their initial guidance was invaluable. Ever since they have responded to any request with alternative suggestions based on experience where necessary. Nothing is too much trouble for them. I have no complaints and would whole heartedly recommend them to anyone else. ”

# Next steps...

If you have any questions about our approach, or would like a free rental valuation of your property, please contact us.

## How to contact us:

email: [info@thelettingline.co.uk](mailto:info@thelettingline.co.uk)

web: [www.thelettingline.co.uk](http://www.thelettingline.co.uk)

## Where to find us

### Enfield (Head Office)

Offices of Atkinsons Residential  
57-59 Lancaster Road  
Enfield EN2 0BU  
Tel: 020 8342 1234

### Potters Bar

Tel: 01707 654555

### Barnet

Tel: 020 8441 1234

## When we're open

Monday to Friday: 9am to 6pm

Saturday 9.15am to 4pm

Sunday and late nights by arrangement

