

Salix Living

Salix Living is the Private Sector Leasing arm of award-winning social housing provider Salix Homes and provides a comprehensive private lettings and property management service across the areas of Salford, Trafford and Manchester.

Unrivalled Service

Since launching in the summer of 2012, Salix Living has quickly carved a reputation as a trusted and ethical agency. Our highly trained, motivated team have extensive local area knowledge, enabling them to deliver unrivalled personal service and proven high performance to private landlords who require the support and expertise of an established company that already manages thousands of properties across the region.

Competitive rates

Salix Living offers a full range of services to meet the varying needs of landlords at competitive rates, with a guarantee of no hidden fees or charges and with a 24/7 service centre open 365 days of the year to support our customers.

Ethical agency

We are a not-for-profit organisation so every penny we make goes back into the business to help the local community. Everyone who works at Salix Living has a passion for providing high-standard, affordable homes for the people in Greater Manchester. As a business, we are committed to doing as much as we can to help solve the housing crisis in our local areas.

If you are a landlord looking to let a property in Salford, Trafford or Manchester, we are an agency you can trust and rely on.



Available packages

We realise that for landlords, everyone's needs are different. For this reason, we offer three levels of service to cater for all requirements. We can also talk to you about personalised bespoke models if these don't exactly meet your needs.

Lettings Only

This package is favoured by landlords who want to manage a tenancy on their own, but would like make use of our marketing resources to help find a good, reliable tenant.

Salix Living will advertise your property via our website, social media and UK national property portals as well as making use of our up-to-date waiting list of prospective tenants who are currently looking for a place to live.

As part of every tenant application, we conduct a thorough credit check and gather satisfactory references from employers and previous landlords. We also check any benefit entitlement and help tenants set up their claim so the rent can be paid and maintained. Once a tenant has been selected, we will arrange the tenancy agreement before passing the management responsibility back to you.

Fee: £300 + VAT

Property Management

In addition to all the benefits of our "Lettings Only" service, Salix Living will manage every aspect of the tenancy for you, for a small monthly fee. This includes collecting rent from the tenant on a monthly basis, arrears control and regular property inspections.

This option is popular with landlords who do not have the time to dedicate to managing their properties themselves.

Salix Living will serve notice when a tenancy end date is approaching, renegotiate extensions to the tenancy and rent levels if appropriate for all parties, or re-advertise the property if necessary. Regular reports are provided throughout the tenancy.

Fee: 12.5% of monthly rental income + VAT

[See PRICING OPTIONS for a full breakdown of what is included in each package](#)

Private Sector Leasing

Our most popular service includes full property management and tenancy management services after agreeing a full lease agreement of your property for a duration of between three to five years.

We make the rent collecting process completely stress free by guaranteeing you receive the monthly rent payments through the entire term of the lease, even if the property becomes empty, therefore providing security of income and peace of mind.

Unlike other lettings agents, Salix Living offers a standard monthly charge so you know how much rental income you will be receiving every month, with no set up fees or hidden charges.

Cost: 25% of monthly rent

Pricing Options

Service	Private Sector Leasing	Property Management	Lettings Only
Initial visit to property by member of Salix Living team	✓	✓	✓
Full photographic inventory and photographs for use in advertising the property	✓	✓	✓
Organisation of Gas, Electric & Energy Performance Certificates *	✓	✓	✓
Advertising of property through Salix Living social media	✓	✓	✓
Online advertising through Salix Living website	✓	✓	✓
Advertising in window displays at head office	✓	✓	✓
Eye catching TO LET board	✓	✓	✓
24/7 call centre for property enquiries	✓	✓	✓
Accompanied viewings	✓	✓	✓
Negotiation of tenancy terms	✓	✓	✓
Securing of let with set-up fee and holding deposit	✓	✓	✓
Protection of tenancy deposit (The Deposit Protection Service)	✓	✓	✓
Tenant referencing (includes credit check, previous landlord and employer references)	✓	✓	✓
Setting up of monthly rent payments	✓	✓	✓
Setting up of utilities/council tax for new tenants	✓	✓	✓
Periodic inspections of property during tenancy	✓	✓	
Access to 24/7 in-house repairs team	✓	✓	
Booking annual Gas Safety Checks with registered engineer*	✓	✓	
Rent arrears control	✓	✓	
End of tenancy and deposit handling	✓	✓	
Serving notice when tenancy end date approaches	✓	✓	
Re-advertising of the property before it becomes empty (if required)	✓	✓	
Regular financial statements (via email/post)	✓	✓	
Guaranteed monthly income	✓		
Full lease arrangement (3-5 years)	✓		
Zero voids	✓		

Property Checklist

Recent events regarding fire safety have demonstrated the need for a high level of health and safety standards. We pride ourselves on working with owners to achieve a minimum property standard of specification for each home that we manage or lease.

All our operatives are Heathy Home Rating System (HHRS) trained, meaning they adopt a qualitative approach to identifying health and safety hazards in the home, enabling these risks to be removed or minimised.

- ☒ The property must be in a good condition, fit for habitation and in a good state of repair.
- ☒ You must have permission from your mortgage lender to lease or let the property.
- ☒ You must have buildings insurance suitable for letting properties. +
- ☒ A Gas Safety Certificate must be provided by a Gas Safe registered engineer. *+
- ☒ A full electrical test must be carried out by a contractor registered with the National Inspection Council for Electrical Installation Contracting (NICEIC). *+
- ☒ An up-to-date Energy Performance Certificate (EPC) must be provided. *+
- ☒ Any electrical goods supplied must be in a good working order with instructions for use. Portable Appliance Testing (PAT) is one way to ensure they are satisfactory.
- ☒ The property should have at least one form of space heating such as gas central heating radiators or electric storage heaters.
- ☒ Working smoke alarms must be in place throughout the property. If required, working CO2 alarms must also be in place.
- ☒ Properties can be unfurnished but we require a minimum of carpets or other suitable floor coverings and good quality blinds or curtains.
- ☒ An asbestos survey may be required. Please contact Salix Living for further information.
- ☒ If the property is a flat/apartment then other lease conditions may apply.

*Salix Living can arrange this for a small fee | + Documentation will be required

Additional Services

As the Private Rented Sector arm of one of the leading social housing providers in Greater Manchester, we are able to make use of a wide range of resources to offer additional services to our landlords.

Facilities Management

If you're considering outsourcing your services, then Salix Homes has a wealth of experience and expertise in delivering facilities management services to the housing sector.

Salix Homes is a registered charity and social housing provider which exists to support our residents by providing high quality services. We are a leading provider of integrated housing services, care and support, and neighbourhood investment and management in Salford.

Our corporate vision is 'to help our communities live, grow and thrive together'.

We have been awarded The Institute of Customer Service (ICS) ServiceMark accreditation, a national standard which recognises an organisation's excellence in customer service, and its commitment to upholding those standards.

Grounds Maintenance

Our specialist Environment Team offers extensive experience of delivering a complete environmental maintenance service.

Our services include:

- Grass cutting
- Hedge cutting
- Weed control
- Tree planting
- Landscaping
- General garden & grounds maintenance



Repairs and Maintenance

Salix Homes delivers housing management and maintenance to a diverse range of stock of more than 8,300 properties across Salford, both in-house and through external contracts to customers of third party organisations, including high rise and low rise flats, houses, cottage flats and bungalows. One in ten people in Salford live in our homes. We have proven experience of successfully managing multi-million pound repairs and maintenance services within budget and timeframes.

If you are looking for a high-performing and round-the-clock repairs service, with experience of providing external contracts, contact us and see what we can offer.

Each year, our repairs team successfully complete between 30,000 - 40,000 repairs, receiving a customer satisfaction rate of 99%

1st Response

Our dedicated 1st Response Security Team provides a service with a wide range of round-the-clock functions including:

- Door entry concierge
- CCTV monitoring
- 24-hour call centre
- Anti-social behaviour rapid response
- Strong relationship with Greater Manchester Police (GMP)

The team provide a first point of contact for all your customers through multiple contact channels. Flexibility is the key to the success of 1st Response, providing 24-hour access to our housing services 365 days a year.

Each operative will deal with customers in a constructive, supportive and reassuring way and are trained in conflict resolution techniques and safeguarding procedures.



Landlord FAQs

Answers to the questions most frequently asked by landlords

1. Do I need to tell my mortgage lender before I let my property?

Yes. You are required to obtain permission from your mortgage lender before you can let your property, and there may be special conditions. If you are buying a property with the sole intention of letting it out, you may be able to obtain a buy to let mortgage.

2. How much rent will I receive?

The amount of rent received depends on several factors including the size of the property, the number of bedrooms and the location. Also, the various packages offered by Salix Living have different charges which will impact the level of rent you receive.

3. How much will it cost me to rent my property?

Salix Living offers three different levels of service at varying price points to cater for all requirements. See our website for more details.

4. How will I receive the rental income?

The rental income will be paid directly into your bank account on a monthly basis.

5. Does a landlord need to pay tax on a rental income?

You may be required to pay tax on a rental income, depending on your financial circumstances.

6. Which areas are covered by Salix Living?

Salix Living currently operates in the areas of Salford, Trafford and Manchester.

7. Who organises and pays for repairs to the property during a tenancy?

Salix Living can organise the repairs at your property and let you know the price before any work takes place. However, if you have preferred contractors then you can also organise the repairs yourself.

8. What is an EPC and how long are they valid?

An Energy Performance Certificate (EPC) is a report detailing the energy efficiency of a property. It gives a property an energy efficiency rating from A (most efficient) to G (least efficient). These reports are valid for 10 years. If necessary, we can arrange this for you for a small fee.

9. How will my property be advertised?

Your property will be advertised through multiple channels, including the Salix Living website, social media and on UK national property portals when required. We will also advertise your property to our waiting list of tenants.

10. How do I know if my property is suitable for let?

There are certain criteria that all properties must meet in order to be considered suitable to be let. See our website for a full list.

11. How do I know I am getting a suitable tenant?

We conduct in-depth referencing on all potential tenants. This includes a thorough credit check and satisfactory references from employers and previous landlords. We check any benefit entitlement and help tenants set up their claim to ensure the payment of the monthly rent.

12. Do I need to be present for viewings?

No. All viewings are carried out by a fully-trained member of the Salix Living team, so you are not required to be present.

Residential Developers

We offer a unique service to developers, working with you along the whole journey of a project from its conception to delivery of the scheme. In doing so, we can help you maximise the revenue potential of your development.

A complete solution

Our complete solution means we will work with you and your architect at the initial stages helping you define the number, type and mix of units for your scheme based on our market research and expert local knowledge of the housing need in that area. We can provide you with research showing the right type of property, likely demand and rental prices for your scheme.

Expert knowledge

Our links to local authorities and our expert knowledge means we offer an unrivalled service allowing us to work with you to help your scheme through the planning stages. Once you are on-site, we can market and promote the scheme to find the right tenants for the development, using our own website and database of potential tenants as well as online property portals and other social media marketing channels.

Guaranteed rental income

Finally, by working with you to find the right level of rental price for the area and through our private sector leasing package we can provide you with a full lease agreement, delivering a property management and tenancy management service plus guaranteed rental income for up to five years, giving you security of income and asset protection for this period.

Complete transparency

We guarantee complete transparency and clarity with our competitive fees so you know exactly what you will be paying and how much rental income you will be receiving every month, with no set up fees or hidden charges.

Case Study

An example of our work with residential developers can be seen at **Quay House**, our flagship development on Trafford Road by Media City, Salford. This regeneration project between Salix Homes, development company Endeavour and Salford Council's Empty Homes Team brought back to life a building that had stood empty for nearly a quarter of a century, converting it into a stunning block of 41 apartments, providing much needed affordable housing for the residents of Salford. Salix Living now manage and lease these properties.



Testimonials

Feedback from customers is extremely important to us, helping us to continually improve our services.

We pride ourselves on delivering the highest standards of customer service to all our landlords. Below are a few examples of what our customers have to say about their experiences of working with Salix Living.

"From the outset I found Salix Living to be reliable. They responded to emails in a timely manner, assisted with making the property rental ready and simply took control of everything taking all the pressure off me. I cannot say Salix Living are anything but excellent and I would definitely recommend them to anyone looking for an agent."

Liz Forde - Salford Landlord

"We have received an excellent service from Eddie and the team. They are excellent at getting repairs done. Eddie will take action immediately to ensure that our tenants are looked after properly. I would definitely recommend Salix Living to a landlord in Salford. They are a great service and I wouldn't use any other organisation to deliver our tenancies for us."

Gerry Stone - Seedley and Langworthy Trust

"I have found that all the Salix personnel have been extremely professional, efficient, courteous and informative. I would have no hesitation in recommending Salix Living's services to anyone looking to let a property. They do all the work such as organising any repairs that need carrying out, saving me from going to inspect the flat myself and dealing with contractors. Highly Satisfied."

Liam Staley - Salford Landlord

"Our experience with Salix Living over the last two years has been very good- particularly with our single point of contact, Eddie Sawford with whom we have an excellent relationship. The level of service offered by Salix Living has been excellent also, and we'd be happy to recommend them to any potential landlord. "

Larry Collier - Salford Landlord

Contact Us



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Don't forget to follow Salix
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up to date with the latest news!

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OFFICE HOURS

Monday:	08:30–16:30
Tuesday:	08:30–16:30
Wednesday:	08:30–16:30
Thursday:	08:30–16:30
Friday:	08:30–16:30

PLEASE NOTE:

Our Contact Centre is
available for out of hours
enquiries 24 hours a day,
365 days a year - please
contact 0800 218 2000.