

Taking you and  
your property to  
a new level...



**Williams**  
PROPERTIES



**Landlords Guide**

# Welcome to Williams

**Here at Williams Properties, we offer you a range of services as a landlord to suit YOU. Every landlord will have different commitments meaning differing levels of time they can spend managing their property.**

Our comprehensive property management and rent collection services for busy landlords let you have complete peace of mind throughout the length of any tenancy. We're here for you, so get in touch to see how we can work together.

## **Introduction:**

As a homeowner there is nothing more important to you than your property. So, when you decide to become a landlord, you need to make sure you have everything in place to protect you and your home. Whether you're renting out one home as an investment or more as part of a larger property portfolio, being a landlord comes with a lot of benefits, and a few questions too.

In this guide we will break down the step-by-step process of finding a tenant, all the way through to completion. We'll also help explain your legal obligations, and what we will take care of too. Our dedicated, experienced, and knowledgeable lettings team at Williams Properties is always available to answer any queries you have at any point of your landlord journey.





*“Managing and letting my properties successfully for over ten years. They are good honest people who balance looking after tenants with protecting the interests of the landlord.”*

**Step by Step: Let us run you through just what we do in terms of helping you find the right tenant, paying the right rental.**

- 1. Valuation is key:** The perfect scenario is renting your property at the best price in the shortest amount of time. We follow the market to give you the most up to date valuation, on not only your property but ones that have been let in your area.
- 2. Marketing:** Williams Properties has years of knowledge and experience and a strong presence in the area. Not only will we advertise your property on our website, and the leading property portals, but we'll also contact suitable tenants, generating as much interest as possible, matching the right people to your property. Prominent To Let signs will also garner more interest from potential clients walking by.
- 3. Consider all options:** You may want to think long term but consider short term lettings too. They can be beneficial for giving you high returns, rent often paid in advance, flexibility of commitment, minimal empty periods, and often a higher quality of tenants.
- 4. Make a good first impression:** Make sure your property is presented in the best way possible. Don't leave DIY undone and think about a fresh coat of paint and a professional clean. All viewings will then be accompanied by one of our agents.
- 5. Negotiations:** Once you've found a tenant, we'll tell you all about them, then once you're happy we will proceed with the referencing and making sure that everything from a terms and conditions point of view will be included in the Tenancy Agreement.
- 6. References:** At Williams Properties we use an independent referencing company, who will check the prospective tenant's credit rating, employment, and landlord references. Please note, we can't be held responsible for any false information given to us.
- 7. Tenancy Agreement:** Once we're happy with the references we will complete the Tenancy Agreement – with the agreed



Ts and Cs. Within that we'll include bank details for future rental payments. We use Assured Shorthold Tenancy Agreements, which are made to cover up to date law and protect your interests as much as possible. This is an agreement under the 1988 Housing Act – but please note we can add extra clauses as agreed with you and your tenant. However, if we haven't prepared it, we can't advise you on it.

- 8. Rent and Deposit:** Williams Properties will collect the first month's rent and 5 weeks security deposit at the beginning of the agreement and register the deposit with the Government approved Tenancy Deposit Scheme. We will deduct our fees from the first month's rent and send you a statement. We'll inform your tenants that we hold the deposit as a 'stakeholder'. This means we won't release the deposit at the end of the agreement until we have written confirmation from both you and your tenant. You can choose not to use the TDS we'll need to know what scheme is being used so we can include it in your Tenancy Agreement.
- 9. Inventory:** Williams Properties uses an independent, ARLA qualified Inventory Clerk to prepare a detailed inventory of your property. We can arrange this for you, but note that if you don't have an inventory, it can cause issues if there are disputes over defects, cleans or damage at the end of the Tenancy.

*“Our letting agent for approximately 5 years, we had used another agent before but can honestly say that the difference between the two has been immeasurable.”*



**10. Notices:** A break clause will be included in the agreement so that both parties, after six months, to give the other two months' notice to end the tenancy before the fixed point is over. If the tenant gives notice during that period, we refund any fees you've paid us, to cover the period after the notice ends. If you're the one giving notice we will remarket the property as sole agents, changing the fees so you don't pay twice for the same period. However, if you give notice and don't re-let then the fees are non-refundable.

**11. End of Tenancy:** We contact both you and your tenant around nine months into the agreement to see if you want to renew – at this point we'll carry out a rent review. At this

point you should tell us of any deductions that will be made to cover any faults found before tenants move out. If there are no problems then you should confirm in writing that you'll be releasing the deposit in full.

**12. Rent Collection:** As well as introducing tenants we can also collect the rent for you too. Perfect for landlords who are in a position to look after and maintain their property but prefer Williams to collect the rent for them. We receive payment from your tenant on the agreed date and pay it into your nominated UK account on the same day. We then send you a statement of account to show you the payment, minus our commission.

## Property Management:

**As well as Letting and Rent Collection Services we can also provide a Management Service, dealing with tenants for you. This includes the following:**

- 1. Regular Visits:** We will make two visits a year to your property to check that everything is as it should be. These won't be structural examinations or maintenance checks. However, if we're refused entry by the tenant, we can make additional visits for £95 per visit.
- 2. Repairs:** We can deal with the day-to-day maintenance and repair work on your property, deducting the costs from your rent received. It's a legal requirement to maintain heat and hot water so we can and will act without consulting if it is in the best interests of your property.
- 3. Post:** Williams Properties forwards on any post received into our offices, however, it's recommended to arrange a formal redirection done with your local post office.
- 4. Key to Success:** We will need three sets of keys before the tenancy starts, 1 for Williams as a management set and 2 for the tenants.

- 5. Utilities:** No need to worry about informing utility companies or providing a meter reading when a new tenant moves in – we will do that for you. We also provide this service at the end of the agreement.
- 6. Cleaning:** A property must be clean when the tenant moves in, and you should complete a check list to ensure that you have a record of the state of the property before the tenant moves in. A professional cleaning service is recommended, and tenants will need to sign a Cleaning Declaration to pay for a professional clean when they move out – this will be deducted from their deposit.
- 7. Ending Tenancies/Notices:** For a charge of £195 we can prepare the necessary documents to end a Tenancy.
- 8. Section 21 of the Deregulation Act:** The new Section 21 notice (form 6a) was introduced in 2015. It shows that landlords can't serve notice on a tenant if they haven't been issued a valid EPC and Gas Safety Certificate, and the How to Rent Guide. Section 33 of the Deregulations Act 2015 prevents a landlord from serving notice within four months of the tenancy.
- 9. Section 13 of the Housing Act 1988:** Landlords must serve adequate notice if they want to increase rent. However, this can't be enforced during an initial fixed period.

**10. Section 8:** As a landlord you can serve a tenant who hasn't paid their rent during the fixed term, advising them you will be seeking possession through the courts

**11. Insurance:** You must have buildings insurance, and you might want to add contents too. FCA regulations prevent us from arranging this for you. Tenants are responsible for insuring their own belongings.

**12. Permission to Let:** It is your responsibility as a landlord to ensure that your mortgage company will give you permission to let out your home. We will need a copy of the permission once it's been granted. We are not legally responsible for the payment of your mortgage or the repercussions if you don't seek adequate permission.

**13. Accountants:** We can forward extra copy statements to your accountant at a charge of £30 (inc VAT) per copy.







**14. Non-UK resident landlords:** If you're planning to move abroad during the period of your tenancy agreement you should complete HMRC NRL1 before it begins. HMRC will then give you an exemption from paying the tax at 20%.

**15. Electrical Safety:** The Electrical Installation Condition Report (EICR) assesses the safety of all of the electrical components within the property. This will include plug sockets, lighting, fuse boards, switches etc and the report will need to be returned as 'satisfactory'. That certificate will then be valid for up to five years.

**16. Smoke and Carbon Monoxide:** A working smoke detector is required to be installed on every floor of the property. A carbon monoxide detector is required in any room where solid fuel is burnt e.g., wood and coal including open fires. This doesn't include gas, oil, or LPG.

**17. Legionella:** It may be uncommon, but it is still the landlord's responsibility to assess the property for the risks. Most properties are considered as low risk because of the flow of water and regular usage, lessening the likelihood of standing water. We can arrange a risk assessment for £114.

### Things to consider:

**At Williams Properties we offer an extensive service to all of our landlords, as there are a vast number of obligations for both us and you as the landlord to accept.**

### *For yourself as the landlord these include:*

**Anti-money laundering:** A standard check to make sure that all funds used in any transaction can be identified and authenticated. It's a legal requirement for Williams and for you to help HMRC target any criminal activity. When you market your property, we'll need ID and a recent utility bill, and we'll ask for the same from your potential tenants.

**Energy Performance Certificate:** An EPC is a compulsory document that must be supplied to any tenant. It is a statement of how energy efficient a property is and as a legal requirement a landlord must have one in place and must not let out any home with a rating lower than E. It's valid for 10 years, If you need advice on what to do to renew your certificate or how to improve your rating then contact Williams for more information.

**Licensing:** This may change in different areas, so it's good to keep up with any changes in legislation. We will keep you up to date on any and all changes and licensing requirements, and we can help you if you have any issues with your application.

**Gas Safety Certificates:** Another compulsory test that ensures that all gas appliances and supply points are safe. These must be updated annually by a registered engineer. We can assist you in arranging the check and getting the certificate, which must then be given to the tenant within 28 days of it taking place.

**PAT:** Portable Appliance Testing needs to be carried out on all portable electrical appliances in your property/properties. This includes anything from the fridge freezer and kettle to the toaster and the washing machine (if applicable). Anything then rated as unsafe will need to be removed.

**Clean and Check-in:** A property must be clean when the tenant moves in. A professional cleaning service and independent inventory at check in are advised to avoid any potential disputes when a tenant moves out.

**Right to Rent:** It's a legal requirement to check any tenant over the age of 18s right to rent a property in the UK. We can help you perform any checks, but it is important that you, or the Williams Properties agent meets with the tenant before the keys are handed over.

***You also need to know what kind of tenants you are looking for, the service you require from us, and the advantages to each.***

**A Long Let** is one that will see you get in a tenant on at least a 12 month contract. This option will provide you with a long term, secure income, and we at Williams Properties will support you with marketing, advertising on our website and listing on Rightmove and Zoopla.

**A Managed Long Let** is also great for long term-secure income, however, it's better for hands off landlords who want us to manage their property 24/7.

**Landlords Fees**  
*(All fees include VAT)*

Fully Managed	15%
Plus Set Up Fee	£474
Rent Collection	12%
Tenant Find	£900
EPC	£99
Inventory	£132-£195
Contract Renewal	£174
Deed of Variation	£150
Landlord Gas Safety Check	£120
Smoke Alarm Fit	From £50
Pat Testing (per item)	From £7
Additional Property visits at Landlords request	£36
Legionnaires Risk Assessment	£120
Electrical Inspection	£216
Preparation of Legal Notices	£60
Cancellation of tenants after approval	£360-£480
Termination of Business Terms (+VAT)	1 months' rent
Garden Maintenance	POA
Clean at start of Tenancy	POA
Additional Services	POA







# Williams

PROPERTIES

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rightmove

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