



# Landlord Guide

*we're on your side*



# About us

As a small, family-run business, we're not like other estate agents. We make it our mission to understand what matters most to you.

So whether you're looking for a fully managed or let only service for your property, you'll be glad you chose us to take care of it.

We'll help you secure the best rate for your rental income, whilst making sure that rental voids are kept to an absolute minimum. Because after all, that's what estate agents are for.

Want to be involved in the process? That's fine. Want us to take care of everything while you put your feet up? That's also fine.

Either way, you'll have peace of mind.

## Here's some of the benefits you'll enjoy when you work with us

- ✓ Pay monthly letting and management fees on fully managed properties
- ✓ Experienced Property Managers who will know your property having visited
- ✓ Free comprehensive legal & rent guarantee\*
- ✓ Thorough tenant handovers before tenants move in
- ✓ Digital Marketing campaigns
- ✓ Instant access to your online property account

\* Available for the first year of newly managed properties



## Our Service

Life is complicated enough, so we like to keep things simple. That's why we offer three tiers of service to our landlords:

Let Only	Let & Property Management	Short Let & Property Management
Sole Agency 9% Multi Agency 12%	Sole Agency 12% Multi Agency 18%	Sole Agency 24% Multi Agency 30%
Tenants for 6 Months +	Tenants for 6 Months +	Tenants up to 6 Months
Landlord Manages tenants	Fully Managed	Fully Managed

## Let Only Service

If you're happy to manage the tenancy of your own property, but still need us to find you a tenant, then our let only service is for you.

While you take care of the tenancy, we'll take care of the other stuff - like rental listings, viewings and the tenancy agreement

**This option is suitable for initial fixed-term tenancies of six months or more, and includes:**

- Comprehensive marketing, including virtual viewing using virtual reality, professional photography, and floor plan
- Listing the property on relevant portals
- Viewings and tenancy negotiations
- Pre-tenancy administration
- Rent collection and pursuing of non-payment of rent

## Fully Managed Service

Some of our landlords are busy people. They don't have the time to take care of all the things that a tenancy requires.

If that sounds like you, and you're looking to take a more 'hands-off' approach - our fully managed service will take that burden away.



### **This option is suitable for initial fixed-term tenancies of six months or more, and includes:**

- Comprehensive marketing, including virtual viewing using virtual reality, professional photography, and floor plan
- Marketing the property on relevant portals
- Viewings and tenancy negotiations
- Pre-tenancy administration
- Rent collection and pursuing of non-payment of rent
- All contact with your tenant through us
- 24-hour emergency support
- Property visits every 6 months
- Safety certificate renewal
- Right to Rent re-check
- Utility account transfers
- End of tenancy deposit negotiations

## Short Let & Fully Managed Service

Made for short-term lets of less than six months, this combined service gives you the best of both worlds.

It's the ideal option for landlords that are happy to accommodate frequent changes in occupancy in return for a higher rental return.

### This includes:

- Comprehensive marketing, including virtual viewing using virtual reality, professional photography, and floor plan
- Marketing the property on relevant portals
- Viewings and tenancy negotiations
- Pre-tenancy administration
- Rent collection and pursuing of non-payment of rent
- All contact with your tenant through us
- 24-hour emergency support
- Utility account transfers
- End of tenancy deposit negotiations



## Wigmore Jones PropertyFile

Oh, and another thing – when you work with us, you’ll be given a PropertyFile account where you can access everything with just a click. And because it’s accessible by mobile, tablet, or desktop - managing your tenancy is a breeze.

### Service List

	Fully managed	Let only
Market appraisal	✓	✓
Virtual Reality Tour	✓	✓
Photographs & floorplans	✓	✓
Advertising & marketing on our bespoke website & UK's leading property portals	✓	✓
Accompanied viewings & feedback	✓	✓
Handle all negotiations	✓	✓
Preparation of tenancy agreement	✓	✓
Collection of initial rent & deposit	✓	✓
Arranging an AICC inventory	✓	✓
Arrange the check in	✓	✓
Register deposit monies with tenancy deposit scheme	✓	✓
Set up standing order mandate for future rent	✓	✓
No renewal commission	✓	✓
Manage rental negotiations & process	✓	x
Transfer of utility accounts incl. electricity, gas, water & council tax	✓	x
Monthly letting & management fee	✓	x
Free legal & rent guarantee	✓	x
Sole contact for tenant enquires	✓	x
Arranging maintenance	✓	x
Arrange inspections	✓	x
Repairs	✓	x
Payment of outgoings	✓	x
Closing inspection & check out at the end of tenancy	✓	x
Organising return of deposit subject to property being returned in satisfactory condition	✓	x
Find suitable new tenants prior to expiry of existing tenancy	✓	x

## Fees to Landlords

We're committed to being transparent when it comes to cost. The table below outlines all landlord charges fees, which are inclusive of VAT.

### Our standard lettings and property management fees plus possible additional fees:

#### Let only

Multiple agency	12% (10% + VAT)
Sole agency	9% (7.5% + VAT)
Renewals	4.8% (4% + VAT)
<b>Let &amp; property management</b>	
Multiple agency	18% (15% + VAT)
Sole agency	12% (10% + VAT)
Renewals	12% (10% + VAT)
<b>Let &amp; property management</b>	
Multiple agency	30% (25% + VAT)
Sole agency	24% (20% + VAT)
Renewals	22% (20% + VAT)
Administration fee for long lets	£420
Administration fee for short lets	£420
Referencing fee	£60 per person

This is a fixed cost fee that can cover a variety of works depending on the individual circumstances of each tenancy, including but not limited to, negotiating the tenancy, verifying references and drawing up contracts. This is applicable per tenancy.

#### Other fees

Inventory check-in	£180
Inventory check-out	£180
Gas safety certificate	£120
Energy peerformance (EPC)	£120
Deposit protection registration	£60
Property inspection	£130
Section 21 notice	£180
HMRC Return for Non-resident landlords	£145
Income & Expenditure report	£0
Court appearance per person, per half day	£400
Major works co-ordination fee (over £2,000)	9% (7.5% + VAT)

# Legal and Regulatory Considerations

## Consents to let

Ensure all property owners are named on the lettings paperwork and that you have obtained permission to rent the property if you have a mortgage as well as the Freeholder.

## Insurance

You will need to ensure that you have buildings and contents insurance in place that are specific to a rental property.

## Money Laundering Regulations

We are subject to the Money Laundering Regulations 2007 and the Proceeds of Crime Act 2002. We will therefore ask you for proof of identity and proof of address. We will require either sight of all original documents or certified copies.

We require identity documents for individual landlords, either a passport, driving license along with a utility bill that must be dated within the past three months.

## Right to rent

Landlords have a legal obligation to ensure that all tenants within their property have the right to remain in the UK prior to the commencement of the tenancy.

## Deposit protection

All Tenant deposits must be registered within 30 days of receipt with a Government approved scheme if the tenancy is an Assured Shorthold Tenancy (AST). All deposits will be registered with MyDeposits

## Energy Performance Certificates

Landlords are obliged to provide tenants with a copy of a valid EPC before the start a tenancy agreement.\*

## Minimum Energy Efficiency Standards for Landlords

The EPC rating of your property must be E or above

## Gas Safety Regulations

If your property has a supply of gas you are obliged under the Gas Safety Regulations 1998 to provide tenants with a copy of a valid gas safety record before the start a tenancy agreement and annually thereafter\*.

## Smoke and carbon monoxide alarms

Landlords are obliged to provide smoke and carbon monoxide alarms throughout the property. The alarm must be in full working order at the start of the tenancy agreement\*.

## Electrical Safety

Landlords are responsible for ensuring that the electrical installations and appliances in the property are safe.

We would advise that you carry out a portable appliance test to ensure all appliance with plugs are safe to use at the start of a new tenancy and that fixed wiring is checked every five years.

## Fire and Furnishings

Furnished apartments must meet the Furniture and Furnishing Regulations 1988.

\*Wigmore Jones can arrange this prior to the commencement of a new tenancy (and annually) when the property is fully managed by us

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