



Landlord's Guide

This step by step guide will take you through the processes involved in renting out your property. Our main aim at WPG Lettings is to ensure that our landlord's get the best possible tenant for the best possible price and are not exposed to void rental periods.

1. RENTAL VALUATION & APPRAISAL

WPG Lettings are well placed to carry out rental appraisal in order to advise you how much you could rent your property for. We will take into account the many factors that could affect your rental income. We understand that you will be looking to rent out your property at the best possible price, to the best available tenant, in the shortest time possible.

2. DECIDE WHICH SERVICE WORKS BEST FOR YOU

We will talk through your circumstances and give you guidance to help you make an informed decision on the right service level.

As a fellow Landlord this will be an honest, personal opinion.

You will find a summary of our service levels below with a more detailed breakdown of costs on the following page. Further detail is available in our Terms and Conditions document.

Tenant Find

Ideal for landlords who prefer to be more hands-on with their properties. We'll market the property, verify tenant credentials and finalise the tenancy agreement, but you will take care of the day to day management of the property.

Fully Managed

We'll handle all aspects of your rental property, providing a full management service.

Service	Tenant Find	Fully Managed
Market appraisal	✓	✓
Floorplan	✓	✓
Marketing the property	✓	✓
Accompanied viewings	✓	✓
Negotiating the tenancy	✓	✓
Tenant referencing	✓	✓
Right to Rent checks	✓	✓
Preparing tenancy agreement	✓	✓
Collection of first month's rent	✓	✓
Collection of security deposit	✓	✓
Check in appointment	✓	✓
Negotiating renewal of tenancy	✓	✓
Arrangement of EPC (Energy Performance Certificate)		✓
Arrangement of CP12 (Gas Safety Certificate)		✓
Arrangement of EICR (Electrical Installation Condition Report)		✓
Arrangement of Smoke Alarm/Carbon Monoxide check		✓
Inventory report		✓
Registration of security deposit		✓
Rent processing during tenancy		✓
Chasing arrears		✓
Quarterly inspections (every 3 months)		✓
Assisting with any problems during the tenancy		✓
Point of contact for your tenant/s		✓
Check out appointment		✓
Assisting with end of tenancy settlements		✓

<u>Service</u>	<u>Fee excluding VAT</u>	<u>Fee including VAT</u>	<u>Description of Service</u>
Tenant find fee	£350	£420	Please see our T&C's for more information
Tenant find fee when part of our Fully Managed service	£300	£360	Please see our T&C's for more information
Monthly Management fee	8% of each months rent	9.6% of each months rent	Please see our T&C's for more information
Inventory Report Included at no extra cost in our Fully Managed service	£100	£120	Full condition report including contents and photographic evidence. Covers all Furnished/Part Furnished or unfurnished properties.
Refreshed Inventory Report	£50	£60	Update of the original Inventory Report.
Arrangement of EPC (Energy Performance Certificate) Legal Requirement	£20	£24	Legally required to market any property for sale or let - valid for 10 years. Our fee covers the arrangement of the service only. As landlord, you will be liable for the cost of the certificate.
Arrangement of CP12 (Gas Safety Certificate) Legal Requirement	£20	£24	Legally required before moving a tenant into a property – valid for 1 year Our fee covers the arrangement of the service only. As landlord, you will be liable for the cost of the certificate.
Arrangement of Electrical Installation Condition Report (EICR) Legal Requirement	£20	£24	Legally required before moving a tenant into a property – valid for 5 years Our fee covers the arrangement of the service only. As landlord, you will be liable for the cost of the report.
Arrangement of Smoke Alarm/Carbon Monoxide check	£20	£24	Checking if smoke and carbon monoxide alarms are in working order and fitted. Our fee covers the checking of the smoke and carbon monoxide alarms only. As landlord, you will be liable for any additional works that are required to bring the property up to a satisfactory standard.
Arrangement of pre tenancy clean	£20	£24	Our fee covers the arrangement of a professional clean of your property. As landlord, you will be liable for the cost of the clean.
Arrangement of additional keys to be cut	£5	£6	Our fee covers the arrangement of additional keys to be cut. As landlord, you will be liable for the cost of the key cutting
Property Inspections Included at no extra cost in our Fully Managed service	£50 (Per Visit)	£60 (Per Visit)	To inspect your property during a tenancy and report back on the condition.
Tenant Check Out Included at no extra cost in our Fully Managed service	£100	£120	To inspect premises at the end of a tenancy and provide a full condition report and photographic evidence.
Tenancy Amendment - Tenant Fee	£50	£60	Amendment of a tenancy agreement on behalf of a tenant. This fee is charged to the tenant and not to the landlord.
Tenancy renewal	£100	£120	Agreeing terms of the renewed tenancy, drawing up agreement and obtaining signatures. New references are not included.
Tenancy renewal when part of our Fully Managed service	£50	£60	To include agreeing terms of tenancy, drawing up agreement and obtaining signatures. New references are not included.
Deposit Protection Included at no extra cost in our Fully Managed service	£50	£60	To lodge the tenants deposit into our approved deposit protection scheme

3. LET THE RIGHT PEOPLE KNOW

Once you have decided on which service you would like, it is then your responsibility to let the relevant people and organisations know that you will be renting out your property.

- Mortgage Provider/Freeholder (if property is leasehold) - You'll need to obtain written consent from your mortgage provider and/or freeholder to let your property.
- Insurance company – You must notify them that the property is to be rented out and obtain appropriate insurance for a tenanted property.
- HM Revenue & Customs (“HMRC”)– HMRC need to be informed within 6 months that you have let your property in the UK. HMRC can deal harshly with Landlords who do not declare rental income and it is always best to seek advice on tax planning and capital gains tax from a fully qualified accountant.
- The Post Office – You can arrange with them to have mail redirected.
- Utility Companies (gas, electricity, water, telephone) – You'll need to tell them that someone else will be paying the bills and settle any outstanding balances.
- The Local Council – You need to advise them that your tenant will now be liable for Council Tax and settle any outstanding balances.

4. SAFETY FIRST

If there are any gas appliances in the property you will need a CP12 Gas Safety Certificate as it is a legal requirement.

As of June 1st 2020 every property will require an Electrical Installation Report Certificate (EICR), this certificate will be valid for five years.

As well as this you should be PAT testing any appliances you are leaving on an annual basis.

If you are leaving any furnishings you will need to consider the Furniture and Furnishings (Fire Safety) amendment Regulations 2010 and ensure all applicable furnishings comply with this legislation.

Another legal requirement is that the property has fitted and working smoke alarms on each habitable floor. Where there are solid fuel appliances, carbon monoxide alarms must be installed. We would advise this in all properties even without these appliances.

We can organise all of this for you as part of our fully managed service.

5. PRESENTATION

First impressions count, so where possible, we would recommend you keep your property clean, neutrally decorated and clutter free.

Any outstanding maintenance should be taken care of prior to WHAT? and we will unfortunately not be able to instruct a property until all of this is complete.

The rental market is competitive so in order for you to obtain the best possible tenant you need to make sure your property is well-prepared, we recommend:

- Neutral colour schemes throughout,
- Furnishings, if included, should be able to withstand reasonable wear and tear,
- Front door and entrance should be fresh and presentable,
- The entire property deep cleaned, well aired and with a tidy outside space.

We cannot stress enough how much a deep clean must be done prior to us marketing the property if it is vacant.

In the situation where a tenant is still residing within a property, a clean of the property needs to be confirmed before the new tenant moves in.

6. MARKETING YOUR PROPERTY

Once you have confirmed that the property is ready for marketing, we will require the full Terms and Conditions to be signed.

Along with this we will require proof of ID, proof of address and confirmation that you are the legal owner. Please see our Verification of ID document, separately.

ALL LEGAL OWNERS OF YOUR PROPERTY MUST GO ON THE TENANCY AGREEMENT.

When all of this is in place, WPG Lettings will begin the process of finding the right tenant for the property by preparing the property details which will include professional photographs, a description of what's on offer and a floor plan. Video tours are also available subject to Terms and Conditions.

We will upload the details to our website as well our preferred web portal, Rightmove.

All of the viewings will be accompanied by a member of WPG Lettings, unless stated otherwise.

We will provide you with feedback along the way. We will need clear instructions from you regarding the type of tenant you are looking for and this process will be carried out in accordance with these instructions, e.g. will you consider pets?

7. RECEIVING AND AGREEING A RENTAL OFFER FOR YOUR PROPERTY

As soon as we receive an offer, we will communicate all of the details to you including background information on the tenant, how long they intend to stay and any other factor that could influence your decision one way or the other. We will always aim to get you the best possible rental price and if we have any concerns regarding the proposed tenant, we will clearly highlight these for you.

We cannot give our opinion on who we feel would be a good or bad tenant.

8. REVIEW TENANTS REFERENCES

As soon as a tenancy offer has been agreed and the tenants have paid their holding deposit (Equivalent to one weeks rent), the file will be passed to our referencing company who will be responsible for carrying out the referencing process. When this has been completed you will be sent a copy of the reference conclusion and we will need your instructions to proceed to the next stage of the tenancy, which is to collect the first month's rent as well as the security deposit.

9. THE TENANCY AGREEMENT

Once we have received the tenant's monies, we will prepare the tenancy agreement and all of the supporting documents. The tenancy agreement will be emailed to you for your approval.

If we manage the property, your tenant's deposit will be registered with a government approved deposit scheme and we will send a copy of the certificate to yourself as well as the tenant.

We will arrange for the tenant to sign all of the paperwork or sign via the electronic format, DocuSign.

To save you any inconvenience, we will sign on your behalf if requested.

If the property is on a tenant find service, it is your responsibility to lodge the deposit within **30 days** of receiving it. WPG Lettings can provide literature and guidance on how you can lodge deposits with an approved scheme.

10. INVENTORY AND CONDITION REPORT

When the rental property is fully prepared for the commencement of the tenancy, and if fully managed, we will organise for an inventory and condition report to be carried out. These documents are fundamental if it becomes necessary to deduct monies from the tenant's deposit at the end of the tenancy.

This is included with all our Fully Managed properties, however if you choose the tenant find service, we can still get this arranged. Please see costs for this on our separate fees sheet.

11. TENANT'S CHECK IN

For all fully managed or tenant find services where we have keys and you as the landlord would like us to do the check in, a member of staff from WPG Lettings will meet your tenants at the property and, if applicable, guide them through all relevant documentation. Your tenants will then be asked to sign any outstanding documents, confirming their agreement but will also be handed the inventory and given 7 days to return this with anything points that they may not agree on.

As soon as the check in occurs we will organise the transfer of any outstanding monies to yourself, you should have these no later than 7-10 working days after check in.

12. REPAIRS AND MAINTENANCE

Where you have chosen our fully managed service, we will instruct contractors on your behalf.

We will not commission major works, such as re-roofing or replacement of a boiler, without your first approving the estimate.

In the case of minor work required to meet your responsibilities under the tenancy agreement, we will, on your behalf, authorise contractors to carry out work up to an amount that is agreed between ourselves and you, provided we hold sufficient funds. Any works that exceed this amount will be put forward to yourself before getting them carried out.

If there is no urgency, we will obtain your prior consent to incur any greater expenditure.

Any fees for maintenance will be deducted from the rent.

We do not accept responsibility for the quality of the work.

You should arrange for any boilers, stoves and any other appliances using solid fuel, gas or oil to be serviced annually by a qualified contractor in order to ensure they are working efficiently and safely. Should you require us to arrange this please confirm in writing. Where you have a warranty for a newly built property, or a repair/maintenance/service agreement for the property or for a boiler or other goods, then you must advise us if these include a requirement to employ a named contractor or to obtain prior authority for repairs. If we are not aware of this, then we cannot accept liability if your warranty or service agreement is invalidated. We do not accept responsibility for the quality of the works or any other default of a contractor.

Unfortunately, we cannot make any payment from your rental balance to contractors or suppliers not instructed by us.

13. MAJOR REPAIRS OR OTHER WORKS

A landlord should advise the tenant of any major repairs, construction or maintenance works due to be carried out to the property, or to adjoining properties, as these could breach the tenant's right to "Quiet Enjoyment". Should you be aware or deemed to be aware, this might give your tenant grounds to take action against you for breach of contract. If you have any doubts or queries over this, please seek independent legal advice.

14. WHEN A TENANCY EXPIRES

It is a legal requirement for the landlord to give two months' notice to get the property back into possession and a tenant to give one months' notice prior to the tenancy expiring.

The law provides that, even where the term of a tenancy has expired, the tenant may remain in the property on the same terms unless a notice to terminate is served on behalf of the landlord. Such notice will take effect on a date not less than two months after it has been served and not before the expiry of the tenancy term. This notice is known as a Section 21 notice and must be in writing in a prescribed form. Please visit <https://www.gov.uk/evicting-tenants/section-21-and-section-8-notices> for information on this. You need to allow a minimum of two months after service for this to take effect before possession proceedings can be commenced should the tenant not leave the property. If the landlord serves a valid notice to terminate the tenant's right to occupation and the tenant remains in occupation, then the tenant may not be evicted without an order of the Court (and any form of physical interference with the tenant or with the tenant's peaceful occupation of the property is unlawful). We strongly recommend that in such circumstances you take specialist legal advice.

Where instructed we will look to renew the tenancy and apply a suitable rent review.

Where the tenant vacates the property by agreement, or in accordance with a court order, it will be necessary for the deposit to be returned to the tenant unless the landlord files a claim (which may be for outstanding rent or damage to the property or its contents).