



## Information for Landlords

### About Propertylink Estate Agents

Propertylink is an independent Sales, Lettings and Property Management estate agency based in the heart of Wembley.

Providing excellent customer care is at the heart of our ethos along with honesty, integrity and passion. Our unbeatable local knowledge and contemporary 21st century marketing, we strongly believe our estate agency is perfectly positioned to assist you. Putting this philosophy into practice, we have built up a reputation for professionalism and customer service that is second to none.

Because where others see customers, we see people. And where others see houses, we see homes.

We never forget that the property is your most important asset and we can confidently assure you that by instructing us to act as your agent, your asset will be in professional and caring hands.

### A Personal Service

We pride ourselves in offering a personal and friendly service, whilst at the same time maintaining a high standard of competence and professionalism.

### Carefully Selected Quality Tenants

Drawn from a continually updated register, all prospective Tenants are thoroughly referenced and credit checked. In some cases, we will also require a guarantor.

### Out of Hours Service

As part of our service, we offer an out of hours service to ensure we can be reached at all times to service the needs for you, your tenants and your property.

### Insurance for Landlords

We offer a range of competitively priced insurance products designed particularly for Landlords, providing extra security and peace of mind. These include:

- Rental Guarantee Cover
- Legal Expenses Cover
- Contents Insurance
- Buildings Insurance
- Emergency Repair Service

# Services offered by Propertylink London Limited

Outlined below are the five elements of our Lettings Service. However, we maintain a flexible attitude, and are generally able to adapt our Service to meet our client's individual circumstances and needs, for example by providing a part only Service, or occasionally by taking on additional tasks and duties. The Landlord Fee schedule can be found on page 6.

## Introduction

Our Letting Only Services includes marketing of the property and carrying out viewings, leading to the introduction and vetting of a prospective Tenant. This proving satisfactory, we will then go ahead and prepare the tenancy agreement, and if required an inventory.

Following this, the first month's rent and a security deposit will be collected. The deposit will be credited to an authorised government scheme. Propertylink has used Deposit Protection Service since The Housing Act 2004 legislation was introduced because of a widespread concern that landlords were unfairly withholding their tenants' deposits. The Act was designed to achieve two objectives: ensure that tenancy deposits were protected in a government authorised scheme; and give tenants access to a free dispute resolution service if they were unable to agree with their landlord on how the deposit should be allocated at the end of the tenancy. The first month's rent will be credited to the Landlord less our agreed fee. Managing the tenancy, including the maintenance and rent collection, will then be the responsibility of the Landlord.

## Rent Collection

Our Rent Collection service is ideal for landlords who prefer to be more hands on with their investment. Propertylink will still find the best tenant(s) for your property and provide monthly rent collection services on your behalf, however the management of your property (including dealing with any tenant enquiries) is left in your hands.

## Full Management

Whether you're a landlord with one property, or a landlord with a large portfolio, we'll manage your rental property with the utmost professionalism and integrity. Property management is a core element of our business. We look after properties for buy-to-let investors; homeowners who are temporarily relocating; expats and trusts. Many of our clients have been with us for years and wouldn't dream of going anywhere else. Our full management service includes the Introduction responsibilities outlined above alongside the following:

- Rent collection - Collecting and processing of rental payments. These will be credited automatically to the Landlord's nominated bank account on the due date.
- Regular property visits - During the tenancy we carry out quarterly inspection visits as standard. Should these bring to light any maintenance issues, we will (within the confines of our Management Agreement) recommend, oversee and account for any necessary repairs.
- Renewals - Towards the end of the tenancy, we will liaise with the Tenant, and renew the tenancy agreement or arrange to check them out as applicable and market the property for prospective tenants.
- Arranging quotes and managing repairs – We have built relationships with a number of tradesmen who are reliable. This enables us to resolve emergencies efficiently as well as ensuring your property is kept in the highest order. Our tradesmen do not charge our clients call out charges for any visits unless the visits are out of hours.
- Being the first point of call for tenants – As your management agent, your tenants will liaise directly with us. We take the stress out of letting your property!
- Advising on current landlord responsibilities and legislation – We regularly attend workshops and events to keep up to date with the ever-changing legislation. This is particularly important with Houses in Multiple Occupation. As well as maintaining existing HMOs, ensuring safety and legal compliance is maintained, we also assist HMO landlord achieve Local Authority licensing.

## **Premium Management**

Our Premium management service includes the Introduction, Rent Collection and Full Management responsibilities outlined above alongside rent and legal protection insurance as well as serving Housing Act notices if required.

## **Guaranteed Rent**

If you are a landlord looking for a fixed rental income, paid each month without all the stress involved of letting out a property, then you have come to the right place! We provide certainty in an uncertain time.

Propertylink signs a contract directly with you. We guarantee the rent each month for the full term of the contract which ranges from 1 - 5 years. No rental voids, extra fees, commissions or charges. All the hassle is taken away too, with maintenance and repair call-outs covered by our in-house team, making this the perfect hands-off investment. All of our tenants are fully vetted professionals from some of the biggest corporate companies in the world. Welcome to the wonderful world of guaranteed rent!

Our team has years of experience in the industry and knows how important it is to provide landlords with peace of mind when renting out their properties. Get in touch today for more information about our Guaranteed Rent Management service.

Propertylink also offers a Rent Guarantee service backed by Rent4Sure which covers missed rental payments and includes cover for Legal Expenses. If you're a landlord who depends on the monthly rental income to pay the mortgage on your buy-to-let property, or you rely on these payments from tenants for other reasons, this type of insurance can be useful.

# Preparing the Property

We have found that a good relationship with Tenants is the key to a smooth-running tenancy. As Property Managers this relationship is our job. It is important that the Tenants should feel comfortable in their home, and that they are receiving value for their money. It follows therefore that a well-maintained property in a good decorative order will go towards this, whilst also achieving a higher rental figure. Tenants are also more inclined to treat such a property with greater respect.

## General Condition

Electrical, gas plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the Landlords expense unless misuse can be established. Interior decorations should be in good condition and preferably plain, light and neutral.

## Furnishings

It is your choice if you wish to furnish the property. We recommend furnishing the property as it enables us to achieve a higher rental figure, however we recommend only minimal furnishings which should be of reasonable quality:

- Bedroom – Bed, wardrobe and chest of drawers.
- Living room – Sofa, coffee table and dining table (if space permits)
- Kitchen – Fridge freezer, washing machine, oven and hob.

## Personal items, ornaments etc.

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the Tenant's own use.

## Gardens

Gardens should be left neat, tidy and rubbish free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools. However, very few Tenants are gardeners, and if you value your garden, or if it is particularly large, you may wish us to arrange visits by our regular gardener.

## Cleaning

At the commencement of the tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the Tenants' responsibility to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at their expense.

## Information for the Tenant

It is helpful if you leave information for the Tenant, e.g., on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

## Keys

You should provide one set of keys for each Tenant. Where we will be managing, we will arrange to have duplicates cut as required.

# General Advice for Landlords

## Mortgage

If your property is mortgaged, you should obtain your mortgagee's written consent to the letting. They may require additional clauses in the tenancy agreement of which you must inform us.

## Leaseholds

If you are a leaseholder, you should check the terms of your lease, and obtain the necessary written consent before letting.

## Insurance

You should ensure that you are suitably covered for letting under both your buildings and contents insurance. Failure to inform your insurers may invalidate your policies. We can advise on Landlords Legal Protection, Rent Guarantee Cover and Landlords Contents and Buildings Insurance if required.

## Bills and regular outgoings

We recommend that you arrange for regular outgoings e.g., service charges, maintenance contracts etc. to be paid by standing order or direct debit. However, where we are managing the property, by prior written agreement we may make payment of certain bills on your behalf, provided such bills are received in your name at our office, and that sufficient funds are held to your credit.

## Council tax and utility accounts

We will arrange for the transfer of Council Tax and utility accounts to the Tenant. Meter readings will be taken, allowing your closing gas and electricity accounts to be drawn up. All these matters we will handle for you.

## Income tax

When resident in the UK, it is entirely the Landlords responsibility to inform the Inland Revenue of rental income received, and to pay any tax due. Where the Landlord is resident outside the UK during a tenancy, under rules effective from 6 April 1996, unless an exemption certificate is held, we as Landlord's Agent are obliged to retain and forward to the Inland Revenue on a quarterly basis, an amount equal to the basic rate of income tax from rental received, less certain expenses. An application form for exemption from such deductions is available from this Agency, and further information may be obtained from the Inland Revenue.

## The inventory

It is most important that an inventory of contents and schedule of condition be prepared, in order to avoid misunderstanding or dispute at the end of a tenancy. Without such safeguards, it will be impossible for the Landlord to prove any loss, damage, or significant deterioration of the property or contents. In order to provide a complete Service, we will if required arrange for a member of staff to prepare an inventory and schedule of condition, at the cost quoted in our Agency Agreement.

# Important Safety Requirements

The following requirements are the responsibility of the owner (Landlord). Where you have signed our Full Management Agency Agreement, they are also our responsibility. Therefore, where we are managing, we will need to ensure compliance.

## Health and Safety - Gas Safety Certificate

Under the Gas Safety (Installation and Use) Regulations 1998 all gas appliances and flues in rented accommodation must be checked for safety within 12 months of being installed, and thereafter at least every 12 months by a competent engineer (i.e., a CORGI registered gas installer).

## Health and Safety - Electrical

Under the Electrical Equipment (Safety) Regulations 1994, and certain other regulations, electrical appliances and equipment provided in tenanted premises must be safe. It is therefore necessary to make a visual check to ensure that all electrical items, plugs and leads appear completely safe and undamaged, and remove or replace any faulty items.

## Maintenance

There is a duty to ensure that all gas and electrical appliances, and associated pipework are maintained in a safe condition at all times.

## Records

Full records must be kept for at least 2 years of the inspections of each appliance and flue, of any defects found and of any remedial action taken.

## Copies to tenants

A copy of the safety certificate issued by the engineer must be given to each new tenant before their tenancy commences, or to each existing tenant within 28 days of the check being carried out.

## Consumer Protection - Fire

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989 & 1993) provide that specified items supplied in the course of letting property must meet minimum fire resistance standards. The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bedcovers including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags.

Items which comply will have a suitable permanent label attached. Non-compliant items must be removed before a tenancy commences.

## Smoke Alarms

All properties built since June 1992 must have been fitted with mains powered smoke detector alarms from new. Although there is no legislation requiring smoke alarms to be fitted in other ordinary tenanted properties, it is generally considered that the common law 'duty of care' means that Landlords and their Agents could be liable should a fire cause injury or damage in a tenanted property where smoke alarms are not fitted. We therefore strongly recommend that the Landlord fit at least one alarm on each floor (in the hall and landing areas).

# Landlord Fee Schedule

Commission	Introduction	Rent Collection	Full Management	Premier Management
Commission Fee paid annually	8% inc. VAT			
Management Fee paid monthly		10% inc. VAT	12% inc. VAT	17% inc. VAT
Services				
Rental income appraisal	Yes	Yes	Yes	Yes
Full marketing package	Yes	Yes	Yes	Yes
Accompanied viewings	Yes	Yes	Yes	Yes
Introduction of Tenant	Yes	Yes	Yes	Yes
Reference and credit checks	Yes	Yes	Yes	Yes
Prepare Tenancy agreement	Yes	Yes	Yes	Yes
Collecting first month's rent and security deposit	Yes	Yes	Yes	Yes
Inventory preparation paid by Landlord	Yes	Yes	Yes	Yes
Register Deposit with Deposit Protection Service (DPS)	Yes	Yes	Yes	Yes
Tenancy renewals, rent reviews and extensions	Yes	Yes	Yes	Yes
Collecting monthly rent and transfer by BACS	-	Yes	Yes	Yes
Itemised monthly statement by e-mail	-	Yes	Yes	Yes
Arranging Annual gas safety certificate	-	Yes	Yes	Yes
Arranging EPC (Energy Performance Certificate)	-	Yes	Yes	Yes
Assist with tax exemption certificate (overseas landlord)*	-	Yes	Yes	Yes
Quarterly inspections with written report	-	-	Yes	Yes
Co-ordination of repair / maintenance	-	-	Yes	Yes
Registering utilities in the Tenant's name	-	-	Yes	Yes
Negotiating deposit release	-	-	Yes	Yes
Making Landlord's expense payments for rents received	-	-	Yes	Yes
Rent and legal protection insurance	-	-	-	Yes
Serving Housing Act notices if required	-	-	-	Yes

\*Service is subject to additional fee. See charges listed below.

Additional items and other expenses will be charged according to the Additional Services and Fees. Although the aim is to take every care in managing the Property, the Agent cannot accept responsibility for non-payment of rent, damage or other default by tenants, or any associated legal costs incurred in their collection where the Agent has acted correctly in terms of this agreement, or on the Landlords instructions. An insurance policy is recommended for this possibility.

## Additional Services and Fees

Charges (inclusive of VAT) are in addition to Introduction, Rent Collection, Full Management and Premium Management:  
*New tenancy set up charges*

- Tenancy set up fee:** £150.00  
Preparation of Tenancy Agreement including references and Right to Rent Check. This charge will also apply to Change of Tenancies.
- Tenants Deposit Protection Scheme:** £50  
Membership Fee per Assured Shorthold Tenancy and Subsequent renewals.
- Pre-tenancy cleaning:**  
Properties must be professionally cleaned prior to the commencement of the Tenancy. Should the property be vacant for 7 days or more, Propertylink will arrange a pre-tenancy clean on behalf of the landlord. Prices are based on a light clean. Price may vary according to condition of the property.

Studio	£70.00
1 bed	£100.00
2 bed	£130.00
3 bed	£160.00
4 bed	£190.00

- Check-in process:**  
Includes inventory report, tenancy check-in and key handover. Please note that a new inventory will be required for each new tenancy.

Studio / 1 bed	£125.00
2 bed	£150.00
3 bed	£175.00
4 bed	£200.00

- Checkout process:** Includes inventory check-out report, negotiations, dilapidation proposals and dispute guidance.

Studio / 1 bed	£125.00
2 bed	£150.00
3 bed	£175.00
4 bed	£200.00

- Additional Property Visits:** £60 per visit
- Duplication & testing of extra keys:** £25
- Out of Hours call out fee:** £25
- Full Tax year statements:** £50  
A summary of all funds coming into (rent income) and going out (costs and expense) of your account during a particular period of time. Typically requested for the period covering the financial year to assist with tax returns.
- Court Visits:** £50 per hour plus expenses incurred  
We are able to appear before any Court or Tribunal on our clients' behalf and assist; however this will be by special arrangement and subject to a fee.



## Compliance Charges (inclusive of VAT)

1. **Landlord Registration Check:** £10 to acquire a copy of clients' title deed for proof of ownership purposes. Registration at the Land Registry may take 60 days or even 6 months for newly built properties that have not been registered.
2. **Overseas landlords without HMRC Exemption Certificates:** In the event that an individual owner fails to apply for, or isn't/hasn't yet been granted approval from the HMRC for their non-resident landlord exemption, Propertylink Estate Agents will need to submit quarterly returns of tax withheld to the HM Revenue & Customs. A charge of £100.00 per owner will be charged for each quarter that no approval is held.
3. **Property Licence Application:** £300.00  
An application for the licence must be submitted before a tenancy can commence should this be applicable to the property.
4. **Gas and boiler safety checks:**  
Gas Safety Certificates: cost subject to third party quotation.  
Gas Safety Certificate with boiler service: cost subject to third party quotation.
5. **Electrical safety check:**  
PAT test (Portable Appliance Testing): cost subject to third party quotation.  
EICR (Electrical Installation Condition Report): cost subject to third party quotation.
6. **Smoke and heat detectors/CO alarm assessment:** cost subject to third party quotation.
7. **Legionella risk assessment:** cost subject to third party quotation.
8. **Energy Performance Certificate (EPC) survey:** cost subject to third party quotation.

## Additional highly recommended services offered:

### Guaranteed Rent:

If you are a landlord looking for a fixed rental income, paid each month without all the stress involved of letting out a property, then you have come to the right place! We provide certainty in an uncertain time. Please enquire for this service.

### Rent protection and legal eviction cover:

£300.00 up to 12 months cover per tenancy on rent up to £2,500 per month.

£360.00 up to 12 months cover per tenancy on rent above £2,500 per month.

We reserve the right to withdraw the cover at any time if the terms and conditions of the policy aren't met.