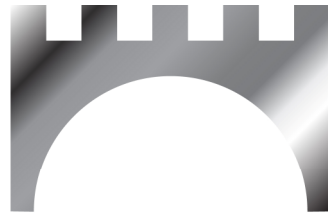


# Landlord Pack



**D R HAWKINS  
G R O U P**

## **D R HAWKINS GROUP OF COMPANIES**

**12 Princes Square  
Harrogate  
North Yorkshire  
HG1 1LX UK**

**Tel/Fax: +44 (0) 8450 565231**

**e-mail: [admin@DRHawkins-Group.com](mailto:admin@DRHawkins-Group.com)**

**website: [DRHawkins-Group.com](http://DRHawkins-Group.com)**

**David R Hawkins FIFP  
Director/Valuer**

**Paul Brooke      Valuer/Negotiator  
Geoff Oddy      Handyman**

# **Index**

- 1. Introduction**
- 2. How do I start the Letting procedure**
- 3. Inventories**
- 4. Bonds/Security Deposits**
- 5. Gas Regulations/Electrical Safety Reports**
- 6. Regulations for Fire & Furnishings**
- 7. Issues with Taxation**
- 8. The services we offer**
- 9. Assured Shorthold Tenancy Agreements**
- 10. Contents Insurance**
- 11. Are there any additional costs?**
- 12. Utilities**

## **9. Assured Shorthold Tenancy Agreement**

D R Hawkins Group - Property Management will ensure that you, as a landlord, and your interests are protected through our thorough a AST i.e. Assured Shorthold Tenancy. We have used this agreement for length period now, only updated through changes in the law, and has proven extremely useful at times. The new EU AST is currently being implemented to keep us up to date with legislation.

The A.S.T is for a minimum period of six months, however it can be for a longer let should you wish, and upto 5 years. Either way D R Hawkins Group - Property Management will ensure that there is always a continuation of tenancy or repossession of the property, should this be necessary.

## **10. Contents Insurance**

D R Hawkins Group - Property Management ensure that all tenants have a Contents Insurance policy. This makes sure that any belongings within the property are covered in case of any damage to them. The cover should also cover landlord's belongings. We offer the tenants cover from LAS / Towergate or HomeLet, two established companies with good reputations and who are very professional to deal with. Should the tenants not take out a policy from either of these companies then they will have to prove that they are covered before taking possession of the property. Contact our office for more information or to be sent a leaflet.

## **11. Are there any additional costs?**

D R Hawkins Group - Property Management always try to keep all of your costs down the best they can,

however they will always outline an advertising budget. Unlike most agents who charge you a fixed fee for advertising we let you decide how much advertising you want to do. Prices range from £20.00 to £45.00 plus, depending on the size of the advert you wish. We don't see the point of spending money that didn't need to be spent, especially when you can rent your property within days of us marketing it.

Depending on the size of your property you may wish to include a floor plan on your property details. For £25.00 a trained and experienced valuer will come round and draw up a floor plan that is always useful for prospective tenants.

## **12. Utilites**

Generally it is the tenant's responsibility to pay for:

- Council Tax
- Electricity
- Gas
- Water Rate
- Telephone
- TV Licence

D R Hawkins Group - Property Management will write to the relevant utility companies to ensure that they are informed of the tenants name and date of moving in. We will also inform them of the departure date and any period of emptiness.

E&OE

SF327 updated 28 August 2010

# **1. Introduction to D R Hawkins Group - Property Management Residential Lettings**

This booklet has been produced to help you through and simplify the process of renting out a property. We advise that you carefully read this booklet in detail before letting your property out to make sure that you understand all of the processes. As a landlord you will have responsibilities and roles to play in the letting of the property however we are here to help.

D R Hawkins Group - Property Management offer a free, no obligation appraisal of your property and will give you advice on the best course of actions to take to rent the property out. The services we offer will give you total piece of mind.

D R Hawkins Group - Property Management have been established since 1979 and pride ourselves in outlasting many competitors through hard work, respect & professionalism. Trained and experienced staff will see to your every need and make sure letting the property is a pleasant and worthwhile experience.

## **2. How do I start the Letting Procedure?**

Firstly you need to look at your personal circumstances and then decide on which of our services would suit you the best. We will obviously discuss any queries that you may have to help you decide.

When we visit your property for it's appraisal you will have the perfect opportunity to discuss any queries regarding the letting of your property. We will also discuss how we can achieve

the best possible price for your property and the other services we offer.

It is also important that the property is in good structural and decorative condition. If you are leaving any appliances such as washing machine, dishwasher then these too should be in good working order. Gas central heating is also a tenant's preferred option when it comes to renting a property, with gas fires next and electric heating, last. However some tenants prefer electric heating from a safety angle. Here is some advice to get you started:

### **Decoration**

The general decoration of the property is important and should appear fresh. Natural pastel colours appeal to a wider range of people rather than bright or dull colours.

### **Kitchen**

Unfurnished properties should have a cooker and refrigerator as a minimum requirement; however some tenants may not need these so you should keep your options open. If you choose to leave these they should be cleaned and the relevant safety checks should be done before a tenant is moved in. You should also leave copies of the instruction manuals for the tenants.

### **Bathrooms**

Bathrooms are preferred modern with a shower. They should always appear clean and in good working order. To avoid costly mishaps, make sure that the bathroom suite is fitted soundly and that the seals around the bath, basins and showers are properly done.

## Security/Alarms

We recommend that your property is fitted with an alarm and windows have security locks, however don't panic if the property doesn't have this. However, building regulations require that in all new homes built since 1<sup>st</sup> January 1992 smoke detectors must be fitted, legally only flats need them at present but they are good practice anyway. We also recommend that a fire blanket and extinguisher be placed in the kitchen area; again with flats/apartments they are legally required.

## Gardens

Gardens should be left in a well-maintained condition. They should be tidy and the grass cut where applicable. If you have a garden we suggest that you leave a lawnmower so that they can care for it throughout the tenancy.

All of the above comments will help you let out your property. You must remember that the better the presentation of your property the more likely you will get better tenants who will look after it. As with selling a property

If you choose for D R Hawkins Group - Property Management to market your property then we will show prospective tenants around at the earliest convenience. Therefore it would be useful if you provided us with a set of keys. Once the property is let you will have to provide a set of keys for each of your tenants, we can arrange this for you should you not have enough.

## The Three Hurdles

Initially all prospective tenants must 'pass the three hurdles'. These three hurdles will guarantee *Rent & Legal Protection*, which we offer free to you for the first six months this will offer piece of mind to you as a landlord. Listed below are the hurdles:

1. The prospective tenant's gross income must be 2½ times the monthly rent.
2. The prospective tenant must have been in their current address for six months or more.
3. The prospective tenant must have been in their current employment for six months or more.

All prospective tenants will then have a reference check, using an independent referencing agency. This includes a full credit search, current employers search and a current landlords search to confirm what they have already told us. We will also check a personal reference that the tenant has to supply. All prospective tenants are obliged to pay an admin fee of currently £175.00 to confirm that they want the property.

# FULL LETTING & MANAGEMENT SERVICE

As part of our Full Management Service we offer all of the Let Only Service and additionally:

- a) Collection of rent, remitting funds to you by cheque or directly to your bank account via BACS on or around the 20<sup>th</sup> of month on a monthly basis. Should however, in the unlikely event, the tenant default with payment of rent and the matter has to be referred to a Solicitor, their additional costs would not be included in our fee. We do generally also offer free Rent & legal Insurance for those who require it; however, from past experience this is hardly ever needed, provided the correct checks have been followed.
- b) Write to all the utility companies and arrange for the electricity, gas, and usually Council Tax and water rates, plus telephone if necessary, to be transferred into the name of the tenant.
- c) We will pay, if required, from income; all regular outgoings' pertaining to the property, i.e. insurance etc. subject to your arranging for the demands to be sent to us.
- d) We will arrange for repairs, when necessary, to be paid from income received, all expenditure is subject to VAT at the current rate. We own a building maintenance company, D R Hawkins Group - Properties, who offer a complete Building Service. Which includes painting & decorating, joinery, plumbing, electrical, gardening, general cleaning (including carpets), roofing and general repairs, they will be more than willing to quote. We will, if required also obtain on your behalf a competitor's estimate for you to compare and authorise, or even use a contractor of your choice.
- e) We will handle any insurance claim(s), which may arise during the tenancy and will arrange suitable insurance cover at your expense if required. For the record we hold Public & Employers Liability Insurance cover up to £2 million, cover is held with Zurich Insurance PLC, copy certificate available on request for inspection.
- f) Arrange regular visits to the property to monitor condition & state of repair and report to the owners for any relevant action.
- g) You have the right to opt for our "express" service at 12.5% Management fee which includes our telephone, postage & petties fee currently £7.95 but we will undertake to complete a special individual BACS transmission within 5 working days of receipt of cleared funds (please note personal cheques can take up to 10 working days to clear)

Along with gas the landlord is responsible for the electrical appliances within a property under:

- The Plugs & Sockets etc (Safety) Regulations 1994
- The Consumer Protection Act 1987
- The Electrical Equipment (Safety) Regulations 1994

A safety certificate should be provided for any property that is over 10 years old and should be renewed every 10 years afterwards. Once again we can help to sort this through the company that we use. As of last year an annual NICEIC electric safety certificate must be completed.

EPC Certificates are now a legal requirement to show tenants how efficient the property is we can arrange this for you via our network

## **6. Regulations for Fire & Furnishings**

All furniture purchased brand new after 1989 will comply with the Fire & Furnishings (Fire Safety) Regulations 1988. However, some landlords will have older furniture that may not. All furniture within a rental property must comply with the Fire & Furnishings (Fire Safety) Regulation 1988 (Amended 1989 & 1993), below is the breakdown of this:

(As amended on 1<sup>st</sup> March 1993)

The regulations apply to any of the following, which contain upholstery and which are intended for private use in a dwelling, including children's furniture: -

Beds, headboards, mattresses (of any size), sofa beds, futons and other convertibles, pillows.  
Nursery furniture.

Garden furniture.  
Sofas, three piece suites  
Scatter cushions and seat pads.  
Loose and stretch covers for furniture

The regulations do not apply to: -

Sleeping bags, bed clothes (including duvets)  
Loose covers for mattresses  
Pillowcases  
Curtains  
Carpets  
Furniture made before 1950 and re-upholstered furniture made before that date

If any of the furniture in the property does not comply with the regulations you should remove/replace it prior to a tenant moving in.

Please note that it is a criminal offence to leave any furniture in a rented property, which you are aware, does not comply, or cannot be proved to comply, with the Fire & Furnishings (Fire Safety) Regulations 1988. Breach of these regulations carries a heavy penalty. If a tenant dies due to your negligence you face a prisonable offence.

## **7. Issues with Taxation**

Taxation for Residents of the United Kingdom.

As a UK resident landlord you have a liability to pay tax on any profit earned from renting your property. The HM Revenue & Customs allow a number of expenses that can be offset before calculating your rental profit. A landlord will have to complete a self-assessment form.

Taxation for Landlords in Overseas locations.

As a landlord residing overseas you have a liability to pay tax on any profit earned from renting your property. Providing that you complete a tax exemption form (NRL7) D R Hawkins Group - Property Management can pay rental income to you gross of tax. We would be happy to help you with this process.

## 8. The Services We Offer

Here are just a few reasons why you should choose D R Hawkins Group - Property Management to market your property:

- We will match any competitors rates on a like for like basis
- Open a full 7 days a week – unlike most letting agents
- Advertising in the local press with colour photographs
- Accompanied viewings should you wish
- A full tenant referencing service
- Free rent & Legal protection – provided prospective tenants hit criteria
- Preparation of the Assured Shorthold Tenancy & Inventory
- Letters sent to utility companies informing of tenants moving in & out
- Collection of rent & bond/security deposit (depending on service)
- Bi-yearly property inspections with full report sent to you
- Preparation of quality property detail sheets with colour digital photograph(s).

- 360° virtual tour photographs of your property
- Advertising within D R Hawkins Group offices
- Advertising on D R Hawkins Group website – DRHawkins-Group.com
- Advertising on Major Portals
- Advertising on propertyfinder.com - the UK's leading property website
- Advertising on primelocation.com – the UK's premier website

# LET ONLY SERVICE

- a) Produce a comprehensive property detail sheet with colour photograph(s) and display at our locations. Plus add brief details to our monthly update sheet, which is given out plus sent to numerous UK & Overseas relocation companies and mailing list, and Top Internet WEB Sites such as Rightmove, propertyfinder, Primelocation & our own with panoramic & 360° virtual tours available.
- b) Arranging accompanied viewing's with prospective tenants and taking up references to enable us to decide on the suitability of the tenant, a bank status fee is payable by the tenant. Usually 6 months free Rent & legal protection is offered to Landlords with suitable tenants. Thereafter we offer 12 months cover for currently from £95.00 per annum.
- c) Preparing the Tenancy Agreement and all other legal documents. This will usually be a six month Assured Shorthold Tenancy as created by the Housing Act 1988, updated 1998 and stamped by the Inland Revenue, for Stamp duty as necessary, (not currently applicable on rents below £60,000 pa., the cost of which is borne by the Tenant.
- d) Preparing a fully detailed computerised inventory of all items and effects within the property, including an appraisal of the decorative condition and any other relevant facts. Replacement values will be agreed mutually with you and the document signed by the tenant upon taking occupation.

- e) Taking a Deposit/Bond to be held by DPS as Agents against any damage, and/or unpaid rent, hold in a clients account and refund to the tenants on move out, less any mutually agreed damages/arrears.
- f) Collecting the first months rent and arranging a standing order to be set up to pay all future rents directly into your bank account. Checking the tenant into the property, handing over the keys plus holding a duplicate set at our premises for emergency use, if so required.

A 10% handling charge will be applied to any payments (**at cost – unlike may agents**) made on your behalf plus a monthly nominal fee, currently £7.95 to cover telephone, facsimile, Internet WEB, e-mail, postage & petties costs.

## 3. Inventories

D R Hawkins Group - Property Management will not charge you for your inventories. We offer a detailed inventory of fixtures, fittings and accessories including the conditions of these. We offer this service on both fully or unfurnished properties. We have been producing inventories since 1979 but if you prefer a 'Professional' inventory undertaken this can be done at an additional cost ranging from £250.00 plus vat depending on the property size, number of bedrooms and it's condition. This has far more detail than our standard inventory which is reflected in the cost.

## **4. Bonds/Security Deposits**

If you choose to market your property with the Full Management service that D R Hawkins Group - Property Management offers then we will hold a bond/security deposit equivalent to one months rent plus £200 for unfurnished & 1½ times for furnished. Depending on whether or not you allow an animal into the property we will hold an additional £100.00 plus. This is held in a separate DPS Trustee account, which is now a legal requirement amongst Landlords/Letting Agents.

At the point that the tenancy agreement is terminated we will carry out a final property inspection with the inventory and you, as the landlord, are welcome to be there. At the point that you choose to release the bond/security deposit we will release this to your ex-tenant.

If you choose to market your property with the Let Only service that D R Hawkins Group - Property Management offers then we will hold the bond/security deposit, via DPS. Once again, depending on whether or not you allow an animal into the property we will hold an additional £100.00. This must be held in a separate Trustee account, as this is a legal requirement. Only when you are happy with the state of the property do we release this to your ex-tenant, as you will be required to check the property as well.

## **5. Gas Regulations/Electric Safety Reports**

Every year, at least forty five people die in a rented property from carbon monoxide poisoning. This is caused by appliances such as boilers and fires not being fitted correctly. This happens when gas does not burn properly and excess carbon monoxide is produced. *We would like to ensure that your property is not capable of*

*doing this.* We work in conjunction with a company who will provide annual inspections and then a certificate for gas safety. Holding a safety report is a legal requirement for all landlords.

There are a number of reasons that cause a risk to your property and it's tenants e.g. an appliance was poorly installed or even there is not enough ventilation in the room. Therefore to ensure that you are providing the best for your tenants make sure that the businesses you use for your gas checks are CORGI registered.

If you need assistance with having these checks done we would be happy to help.