



**C J RESIDENTIAL
LETTINGS**

Landlord's Information Guide

C J Residential Lettings Limited

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Introduction

C J Residential Lettings is one of the leading independents specialising in all aspects of Residential Lettings and Property Management. We have been established since 2004 and over this time have built up an excellent reputation within the local area for honesty and integrity. We have a large portfolio of properties that we currently manage and we specialise in good quality rented accommodation ranging from one bedroom flats and houses to cottages and large country houses.

We cover Bath, Wiltshire and Somerset and our office is well situated in Trowbridge for easy access to all the surrounding locations. We aim to offer a superb level of customer service to both our Landlords and Tenants and we believe that the key to success is to provide a professional but caring personable approach to ensure that the whole process is made simple and effective.

From our extensive lettings experience we are able to offer you professional advice and guidance on any issues relating to the letting of your property and we pride ourselves by providing a superb customer service to both Landlords and Tenants.

We are able to offer you a range of different services that are tailored to your specific requirements so that we can offer you the personal and individual service that you require.

We understand that letting your property is very important and we aim to make the whole process as stress free as possible so that you don't have to be concerned about anything.

The information in this Landlords Pack should answer most of your questions in relation to the Letting of your property and if there is anything that you are unsure about please do not hesitate to contact us for further information.

Enclosed within the information pack is a Terms of Business and a Information form, Please could you complete this if you wish to proceed with letting your property and return it to us at our address below:

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Accommodation

Furnished or Unfurnished?

Unfurnished

It is of course a lot easier to let your property if it is unfurnished so that you do not have to comply with the furniture regulations; it is also easier to let an unfurnished property.

Carpets and Curtains are required as it would not normally be the tenant that would supply this as it would not be practical to transfer them from one property to another. The carpets we would strongly recommend that you have professionally cleaned before the letting of the property to ensure that they are maintained to a high standard, and then there is no dispute on the condition of them. We will then ensure that that the tenant has them professionally cleaned on vacation of the premises.

Furnished

If you are providing the property furnished it is important that these furnishings are in good modern condition. In accordance with the fire and furnishing safety regulations 1993. All upholstered furniture must contain a label clearly marking as being fire resistant and any new furniture must also comply. We can check and advise you if the furniture that you are leaving complies with regulations but you will also be required to provide a certificate to confirm that they have been checked and approved – We can also arrange this for you.

Does the property need to be decorated?

We would suggest that you re-decorate at the initial start of letting your property and it is important to ensure that the property is in good decorative order throughout so that we are able to find a suitable tenant quickly. We can advise you if we feel that certain works need to be carried out before re-letting the property again.

Safety and Household Furnishings

The 1991 Smoke Detectors Act

All new properties are required by law to have a smoke alarm fitted and although older properties are not specified we would recommend that you provide them to landings and hallways for safety.

Gas Safety Regulations 1998

It is a legal requirement that all gas appliances within a property must be serviced on a 12 monthly basis and that a Landlords Gas Safety Certificate is issued by a Corgi registered engineer.

The tenants must also all be provided with an individual certificate on the day of moving into the property to ensure that inspection has been carried out.

Electrical Regulations 1994

It is the landlords responsibility to ensure that the electrical equipment supplied with the property has been checked and been made safe for the tenants use. We would therefore insist that an electrical check is carried out before the letting of the property. This can also be arranged by ourselves.

Household Furnishings (Furnished Properties)

Under the 1988 Fire regulations act it is a legal requirement from March 1993 onwards that any property let furnished must comply with the regulations. Any soft furnishings except for (pre-1950's) must comply with the BSI standards and failure to comply with these regulations now carries a penalty and a six month prison sentence if not adhered to.

We suggest that when furnishing a property that you don't leave anything of sentimental value or of great value in the property.

Responsibilities

What is the Tenant Responsible for?

It is the tenant's responsibility to look after the property and its contents and it is the Landlords responsibility to maintain the structure of the building and the exterior of the property to include general repairs.

The tenant is responsible for all the household bills to include the council tax, electricity, gas, water, and telephone accounts at the property.

The tenant has a duty of care to look after the property and its contents and is also responsible for notifying the landlord or managing agent of any general repairs that need to be carried out to the property.

The landlord will still remain to be responsible for outgoings such as the buildings and contents insurance on the property and to be responsible to inform the telephone company that you are moving out so that the tenant can arrange to have the line re-connected in their own name.

The tenant will be responsible for any damage or breakages, which will be deducted from the tenants deposit at the end of the tenancy when the inventory check is carried out.

C J residential Lettings will deal with the transfer of all accounts in to the tenants names for all the utility bills.

The tenant on vacation of the property should arrange with the post office a re-direction service for a period of time to ensure that no mail is delivered to the property and this will be at their own expense.

Will I have to pay Tax?

Income Tax

This is payable on all rental income arising from property in the UK regardless of the landlords status. However, you must advise the Inland Revenue that you are letting your property and if you are going overseas each owner will need to complete a NRL1 form (Non Resident Landlord form) and return it to the Inland Revenue with immediate effect, if you do not then once the property is let we are responsible to hold back 22% tax until a exemption certificate has been provided. C J Residential Lettings can provide you with the relevant forms for you to complete.

Capital Gains Tax

If you are not a resident in the UK, you are not liable to pay Capital Gains Tax on any profit made on the sale of a property providing the property is not your main and principal home and you are not a property investor.

Council Tax

The amount payable on an annual basis is based upon the value of the property and the number of people residing in the property. If the let is less than six months then the owner is normally responsible, but we would normally add this to the rent for the tenant to pay if applicable. It is also possible that certain residents due to special circumstances are not eligible to pay council tax but this must be arranged and agreed with the local authority and a exemption certificate is required as proof and given to C J Residential Lettings.

The tax liability is assessed from the 6th April to the 5th April of the following year and there are many allowances when letting your property that can be deducted from your profit. These fees are things like letting agent fees, solicitor fees and some repair and maintenance work carried out during the letting, to include a wear and tear allowance and other payable services such as ground rent, leasehold charges, and service agreements etc.

We suggest that for any specific enquiries relating to any tax issues that you contact your local Tax Office who can advise you accordingly.

How will my Insurance be affected?

It is your responsibility to ensure that your property has Buildings and Contents Insurance to insure yourselves at all times, and to inform your insurers that the property is being let through C J Residential Lettings and we cannot take any responsibility for loss or damage to the contents whilst the property is being let.

It is becoming more difficult to obtain specialist Insurance for the Rental Sector and we are therefore pleased to be able to offer you a range of different Insurances as follows:

- Landlords Buildings and Contents Insurance
- Legal Protection Insurance
- Rent Guarantee and Legal Protection Insurance
- Landlord Emergency Assistance Insurance

Quotations are available upon Request – Please ask for further details.

How does my Rental Income get paid?

The rents are usually paid on a calendar month basis which is paid in advance. Once the rent has been received, we will then deduct our commission and any other necessary bills etc and pay the remainder into your bank account within 4 working days. The rent will be due from the tenant on the date that they move in and we will collect the first months rent and the deposit in cleared funds on the day of tenants moving in.

If we manage the property we will deal with the deposit as Agent in line with the New Legislation regarding Deposits introduced 6th April 2007.

We will also send you an itemised statement on a monthly basis.

Should you wish for the rent to be paid differently please advise us accordingly.

If you decide to manage the property yourself, we will arrange to pass the deposit across to you to place with the Deposit Protection Service in accordance with the terms and conditions of the DPS. The Terms and conditions and ADR rules governing the protection of the deposit including the repayment process can be found at www.depositprotection.com.

Managing Agents

What Do We Do As Managing Agents?

If C J Residential Lettings are instructed to manage the property both parties are legal bound to the Terms and Conditions that have been written and signed.

We as part of the management service provide you with the following and we will offer a superb service :

- Carry out rental valuation on your property
- Regular property inspections
- Collection of the rental
- Carrying out gas and electrical certificates
- Taking comprehensive references on tenant
- Dealing with all maintenance and repair issues
- Written reports provided for Inspections
- Preparing Tenancy Agreement
- Preparation of inventory at commencement of Tenancy
- To check in and out tenants
- Notifying all authorities of change in tenants
- Regular advertising in the local media
- Preparing full Colour particulars for marketing and advertising
- Mail outs of the mailing list and property particulars
- Accompanied Viewings
- Promotion on our comprehensive Website
- Additional services available – Insurance, buy to let advice,
- Excellent local knowledge
- Legal and tax Advice
- Arranging insurances if required
- 24 hour emergency call out service
- Provide all the accounting and monthly statements

Above is a brief outline, Please refer to our Term and Conditions for further details.



Tenancy Agreement

An Assured Shorthold Tenancy will be provided with C J Residential Lettings Services and this has been provided by a solicitor relating to the 1988 Housing Act and the 1996 Housing Act. It is highly recommended that our agreement is used for all lets regardless of the service chosen.

It is normal that the tenancy will initially be for six or twelve months depending on your requirements as a landlord. It is normally difficult to secure a longer term than this unless it is a Company Let.

Please understand that the Tenancy cannot be terminated within the first six months should possession be required. To seek possession of the property then two months notice must be given to the tenant in writing within this period to terminate at the end of the six months.

How Will C J Residential Lettings Market My Property?

Regardless to which service you choose with us we will ensure that the property is marketed to its full potential so that we can let your property for you quickly and effectively. We will use the following tools listed below to ensure that your property is let as quickly as possible.

Local Paper - Wiltshire Times, Property Weekly, Advertiser, The star, Dentons directory, BT, Yellow Pages, Thompson, Standbrook Guide, and lots more.

Internet - We have a comprehensive Website that attracts a lot of potential tenants, along with our detailed properties and property details, we also have a multi map site linked to each property on the web that helps tenants find the property easily. We advertise on Rightmove.co.uk, Fish4Homes, Primelocation, Zoopla and Find a Property.com.

Mailing List - We are inundated with enquiries from prospective tenants who are looking for rented property in the area and as soon as they are registered we match them to a property and send a welcome email and newsletter to them and are constantly in regular contact.

Appointments - We are flexible and offer evening and weekend viewings for tenants that are unable to view in the day due to work commitments, and we ensure that all viewings are accompanied with a qualified staff member for security reasons.

Property Details – There are full colour property details which can be accessed via our website and we can also send out to prospective tenants so that they are able to see if it is the right type of the property for them.

Full Colour Photographs - This provides a quality image to prospective tenants also providing images of the inside of the property to ensure that we do not waste people's time.

Telephone Enquiries - We receive a huge amount of calls from prospective tenants that have received recommendation to call us from other sources.

Rightmove - We are affiliated with Rightmove and therefore we receive a lot of prospective tenants through this advertising channel and the added benefit of their website that can access worldwide.

Fish 4 Homes and Google Searches - For maximum coverage for prospective tenants.

Radio Advertising - We occasionally carry out radio commercials for name awareness to promote us we find that it also increases our profile and more tenants come to us.

Let Boards - An eye catching To Let board or Let By Board to enhance advertising and to give you more opportunity for coverage for your property.

Residential Letting and Management Charges

We offer three levels of Letting and Management Service, the service you choose will be determined by your circumstances and if you are staying in the UK, or if you are able to be on hand to deal with the tenants day to day issues and the general repairs and maintenance.

Tenant Introduction

The charge for this is Half the First Months Rent + Vat or if the tenancy is longer than 6 months then an extra charge of £100.00 will be payable.

Initial Charge Set up Charge for Tenancy Agreement and the Inventory is agreed on initial valuation.

- Carrying out Rental Valuation of property
- Accompanied Viewings
- Preparation of Tenancy Agreement
- Mail outs of the mailing list and prepare particulars on property
- Promotion on our comprehensive website
- Carrying out References on tenants
- Collect First months rent and deposit and transfer to landlord
- Optional inventory preparation with tenant check in and out

Rent Collection Service

The charge is 10.5 % + vat on a monthly basis.

Initial Charge Set up Charge for Tenancy Agreement and Inventory is agreed on initial valuation.

- Carrying out Rental Valuation of property
- Accompanied Viewings
- Preparation of tenancy agreement
- Mail outs of the mailing list and prepare property particulars on property
- Promotion on comprehensive website
- Carrying out references on tenants
- Rental collection at 10.5 % per month taken on a monthly basis
- Payment collected from tenant and credited to landlords account
- Fully itemised statements
- Optional inventory preparation with tenant check in and out

Letting & Management Services

Full Management Service

Initial Set up Charge for Tenancy Agreement and Inventory is agreed on initial valuation. The cost of the inventory to include check in and check out of the tenants is dependant on the size and location of the Property

- Carrying out Rental Valuation of property
- Accompanied Viewings
- Preparation of tenancy agreement
- Mail outs of the mailing list and prepare property particulars on property
- Promotion on comprehensive website
- Carrying out references on tenants
- Rental collection at an agreed % per month taken on a monthly basis
- Payment collected from tenant and credited to landlords account
- Fully itemised statements
- Check in and check out of tenants
- Settling any final accounts
- Dealing with any repair works which may be required
- Withholding any tax if landlords not in the UK and tax exemption certificate not obtained
- Advise on local market trends
- Arranging renewal contracts
- Arranging buildings and contents insurance on landlords behalf
- We can offer a Rent and Legal guarantee scheme which covers the tenants for the first six months for any non payment of rent or any legal cost and expenses to regain vacant possession of the property.
- Advising on viewings carried out
- Collection of the rent
- Advise on rental increases
- Dealing with the Deposit as Agent
- Reading the meters and advising local authorities
- Arranging for any cleaning or gardening to be carried out
- Negotiating between landlord and tenant
- Settlement of any invoices on landlords behalf

An additional service is available for Void Properties to ensure that they are checked whilst empty when we are not managing it. Please enquire for further details on cost per visit. The Full Management Serviced caters for all your requirements, however, if there is something as an addition that you require C J Residential Lettings to incorporate to this service please feel free to speak to us.

Other Charges

Additional Charges

Void Property Inspection Service – Whilst your property is empty you may require us to carry out visits – This is priced per visit and is depending on location of property. We will quote on request.

Referral to Sales

In the event that you decide to sell the property we will liaise with the designated Estate Agent you choose and in the event that the existing tenants decide to buy the property we will collect 1% from the purchase price of the property as an introduction fee.

Renewals

To renew the Tenancy Agreement for a further fixed term or to prepare a periodic tenancy notice it will be an additional cost of £47.00 Inc Vat.

Forwarding Post Charges

We would be more than happy to forward any post on to you whilst you are away from the property and any postage costs will be deducted from your account to cover this cost.

Check List Reminder

1. Has the property been left clean and tidy ?
2. Have you notified your Insurance company that you are letting your property ?
3. If the property is a Leasehold property, Have you advised the Head Lessor ?
4. If you are going overseas, have you completed your NRL1 forms for Tax ?
5. Have you got the necessary Gas and Electrical Appliances checked and have the approved certificates of compliance ?
6. Have you provided C J Residential Lettings with Minimum two set of keys and one set for us if you are choosing the Management Service ?
7. Have you left all the instruction manuals in the property ?
8. Have you completed the Property Information Form and Terms of Business and returned to C J Residential Lettings ?
9. Have you arranged to re-direct your mail ?
10. Has all your furniture been checked and does it meet the fire and furnishing regulations ? If not, it must be removed.
11. Have you left the garden in good order for the tenant to take over ?
12. Do You have an Energy Performance Certificate (EPC) ?



Information Form & Terms of Business

If you would like C J Residential Lettings to market your property then please contact us to arrange for a Free Rental Valuation.

Visit our office at:

Fernleigh House, Church Street, Trowbridge, Wiltshire, BA14 8DY

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Website: www.cjresidentiallettings.co.uk

Thank you for taking the time to read our Landlords Information Guide and we look forward to hearing from you.