



# THE COMPLETE LETTINGS SERVICE FOR LANDLORDS





# Welcome

Thank you for asking Southern Properties and Management Ltd to advise on the forthcoming rental of your property. We look forward to acting on your behalf.

We have specialised in the letting of property in Farnham and surrounding areas for over 35 years.

Our highly professional and well-trained staff have a thorough understanding of the property market in our area and have a track record of successfully letting all types of property.

We are independently owned, ARLA licensed members and are regulated by the Property Ombudsman.



## Experts in our field

Anyone who works for us has to fulfil a number of important criteria. In recruiting staff we only accept the very best, for us to be successful we must differentiate ourselves from the competition.

We therefore have to recruit the right calibre of people, who understand the ethos of the company and the need for a professional and personal approach.

As a company we adhere to the tried and tested values of integrity, efficiency, courtesy and going the extra mile. We give our clients sound advice, putting your interests first, earning your trust, and exceeding your expectations.

Our staff have many years of experience and this is essential for guiding and advising you on what will be a major financial decision.



# Presentation is everything

To ensure that your property performs at the highest level, it is important to present it to the market in the best decorative order. Essentially the higher the rent you expect, the higher the quality must be. To help with this we offer a visit from an experienced property manager who will be able to advise and guide on any works necessary and how best to present your property.

The following are some useful suggestions:

- Light/neutral colours are preferable; they make a fresher impression and have a universal appeal.
- Choose fabrics and furnishings that are modern and are able to withstand wear and tear.
- Easy to maintain paint finishes are preferable to wallpaper.
- Good quality curtains or blinds are important to give a good first impression.
- Lots of storage space in kitchens and bedrooms is desirable.
- Bathrooms should be modern and well-lit.
- Properties should be professionally cleaned, including carpets, to improve presentation.
- Gardens should be well-maintained.
- Good quality carpets in neutral colours or wood floors are popular with tenants.
- If you are renting your property furnished, high quality modern furniture is preferable.



# Our Services

## **SERVICE 1: Let Only**

Our basic service is best suited to Landlords with previous experience in Letting Property and who live in the locality of the property.

## **SERVICE 2: Rent Collection**

This service builds on our Let Only and includes an element of accounting and credit control.

We prepare regular statements of account and liaise with you to keep you informed at all times.

## **SERVICE 3: Full Management**

A well-managed property increases the chances of the tenant remaining in residence for a greater length of time and helps to reduce void periods. All property management is undertaken from the branch by experienced property managers, who will oversee the life of the tenancy, regularly visit the property and provide a written report.

We can tailor our service to meet your individual requirements.



## This table illustrates the benefits for each type of service

Choice of Service	Let Only	Rent Collect	Full Management
Marketing advice and marketing strategy	√	√	√
Arranging the EPC*	√	√	√
Marketing photos	√	√	√
Accompanied viewings	√	√	√
Introducing a Tenant and negotiating terms	√	√	√
Arranging Tenant references	√	√	√
Preparing documentation*	√	√	√
Tenancy Deposit Scheme membership*	√	√	√
Arranging for the inventory and check in*	√	√	√
Collection of rent		√	√
Chasing rent arrears		√	√
Arranging periodic electrical inspection checks*		√	√
Arranging Gas Safety checks*		√	√
Managing the check out process			√
24 hour online log-in facility for Landlords*			√
Arranging for chimney sweeping*			√
Transfer of utilities			√
Arranging the cleaning of the property*			√
Arranging routine repairs and maintenance			√
Payment of invoices			√
Periodic management visits to the property			√
Negotiating deposit release			√

\* Additional fees will apply.

# Marketing

We pride ourselves on presenting your property in the best possible light. Upon receipt of your instructions we will visit your property and take a selection of good quality photos. If required we can also arrange a floor plan, which is helpful to prospective tenants. We will advertise your property on a selection of websites including our own, OnTheMarket.com and Rightmove. We will endeavour to advertise your property in the local press, including editorial where possible.

We will erect one of our distinctive To Let boards as these not only advertise the property but also help prospective tenants find it.

We also advise relocation agents of your property for professionals relocating to the area.



# Landlord responsibilities and the law

## **The Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 1993**

It is a criminal offence to let Premises with upholstered furniture or soft furnishings containing foams that cannot be proven to comply with the above Regulations. The Regulations require that specified items must be match resistant, cigarette resistant and carry a permanent label.

Visit [www.firesafe.org.uk](http://www.firesafe.org.uk) for more information on landlords obligations.

## **Electrical Equipment (Safety) Regulations 1994**

You are responsible for providing instruction manuals for all items of electrical equipment and for ensuring that all electrical appliances within the Premises comply with the above Regulations. You should also ensure that all electrical installations are safe and have them checked regularly.

Visit [www.niceic.org.uk](http://www.niceic.org.uk) for more information of your obligations as a landlord.

## **Gas Safety (Installation and Use) Regulations 1998**

It is a criminal offence to let Premises with gas appliances, installations and pipe-work that have not been checked by a Gas Safe Registered Engineer. You are legally responsible to arrange for an annual gas safety check and hold records for a minimum of two years.

Visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

## **Part “P” Building Regulations (Electrical Safety in Dwellings)**

From January 1 2005 the above Regulations came into force requiring qualified personnel to carry out certain electrical work at premises.

## **Smoke Alarms and Carbon Monoxide Alarms**

Under current legislation all newly built premises from June 1992 must have mains fitted smoke alarms with battery back up. From October 2015 all properties must have smoke detectors fitted with a minimum of one per floor. In addition, a carbon monoxide alarm must be fitted in each room that has a fuel burning appliance (gas, oil, wood, coal).

## **Energy Performance Certificate (“EPC”)**

All properties going on the market for letting must have an EPC. A copy must be given to the Tenant with written details on or prior to the first viewing.

## **Legionnaires’ disease**

From April 2015, in order to comply with the Health and Safety Executive's Code of Practice, landlords must have a risk assessment carried out at their premises prior to letting, especially if there are open water tanks, cooling systems or a swimming pool. This must be completed by a competent person.

## Blinds

The British Standards Institution published new standards based upon the safety requirements to address risks posed to children by internal blinds. The Standards affect any device used for internal blinds or curtain tracks. The Standards apply to blinds which have cords or chains fitted with a hazardous loop that could create a hazard in premises. Landlords should check their properties and if there is a long or loose loop, arrange the fitting of a cleat or snap connector retrospectively to these items.

## Tenancy Deposit Scheme

Tenants deposit money must be protected and any disputes about their return must be resolved swiftly and impartially. We are members of the scheme run by The Dispute Service Ltd (TDS) and the Deposit Protection Service (DPS).

## Inventory

In order to protect your interests we recommend Landlords have a professional inventory compiled by an inventory clerk to ensure your property is returned to you in the same condition it was let, fair wear and tear excepted. We would also strongly recommend that an independent check in and check out is conducted. In the event of a dispute going to TDS for arbitration, it will harm your case if you do not use a truly independent clerk or if the document is unclear or used many times.

## Mortgage and Leasehold

If you have a mortgage you must obtain consent from your lender. If your interest in the property is leasehold your lease may require you to obtain consent from your landlord prior to subletting.

## Insurance

Standard homeowner insurance may well be invalidated when you let your property. Please check with your insurance company to ensure you have adequate landlord's buildings and contents cover with third party liability.

## Tax

You are required to pay income tax on rental income and have a legal responsibility to notify revenue and customs of any liability, For landlords that reside outside the UK for more than 6 months out of 12 the rent receiving agent has a statutory obligation to deduct basic rate tax on the net income and make quarterly payments to HM Revenue and Customs on your behalf.

Visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk) for more information on your tax obligations.

## HMO

Due to the Housing Act 2004, certain types of Premises may require a licence before they can be let. These properties are primarily Houses of Multiple Occupation ("HMOs") occupied by three or more persons.



# Our offices



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