

A Warm Welcome to Dover Letting Agency

Dover Letting Agency is your local specialised Non-commercial Lettings and property Management Company covering the South East of England. With more than 25 years of combined knowledge, we pride ourselves on providing a personal yet professional service to both property owners and tenants. We can give you guidance through each and every step of the letting procedure whether you are a tenant looking to rent a house or a landlord wishing to let your property.

Our aim is to provide you with reassurance throughout the letting process as well as fulfil all requirements to make your move a positive experience.

Dover Letting Agency are members of the UK Association of Letting Agents which is the professional association for letting agents endorsing high standards and protecting the interests of agents, tenants and landlords. UKALA ensure the continual raising of professional standards by keeping letting agents up to date with all the latest legislation with professional advice to both landlord and tenant if required.

Lettings & Property Management is our main focus at Dover Letting Agency, so join today and start benefitting tomorrow!

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Opening Times:

Monday – Friday

9.30am – 5.00pm

Saturday

9.00am - 1.00pm

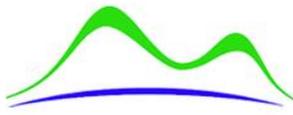
www.doverlettingagency.co.uk

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Dover Letting Agency, 2 Cherry Tree Avenue, Dover Kent CT16 2NL





Landlords & Multiple Landlords

Landlords Guide

Letting your property can often be a difficult and stressful experience, the legal requirements has to be complied with or Landlords risk prosecution. The decision to let your property is a major one but not a decision to be taken lightly. It is therefore important that you employ the services of a professional property agent. Our aim at Dover Letting Agency is to provide you with a service tailor made to suit your needs; we have now therefore produced a guide to help you get started in making that important decision.

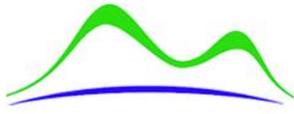
Competitive prices for Full Management, Let Only & Rent Collection. Multiple Landlords save 20% off our charges.



Our Landlords can rest assured that Dover Letting Agency are more than capable of taking care of business through being aware of our 25 years of experience in the industry, aligned with our management team having undergone professional management training. Key staff members have graduated from Universities with honours in both Business and Construction Management. We recognise that staff development is key to the future success of the business. One member of our management team is currently in the process of completing a Master's degree in Project Management.

Special Offer! Landlords Can Benefit From:





Presentation of your property

Presentation is very important when letting a house. It can affect the level of rent available and the speed at which the property is let, but, much more importantly; it may affect just how the tenant will look after the property during their tenancy. If someone moves into a beautifully presented home, they may be more likely to keep it that way. If a property starts out looking dilapidated and unloved, it may only become worse.

All rooms should be freshly decorated in neutral colours. Floorings and carpets needs to be clean and problem free. If there is a garage for the tenant's use, it really must be clear and in good condition. Lighting is also crucial; there should be good quality light fittings that are in working order.

If the property is to be let furnished, you have to provide the following:-

Beds should be appropriate to the number of rooms and good quality, if at all possible with mattresses and protectors. There should be sofas, a dining table together with chairs, storage and display furniture and appropriate equipment - vacuum cleaner, kettle, iron and board, buckets, brooms, cutlery, crockery, glassware, etc.

You should also provide full guides for all appliances and equipment, especially heating systems and duplicates of guarantees or insurances for any items. It is also beneficial to leave details of stopcock location, fuse boxes and everything else which may be needed - please ask for advice.

Presentation of Garden

Gardens have to be left organized and well-tended. If it is substantial or there are special plants or shrubs you should consider providing a gardener - the cost of which should be included within the rental fee. Fencing and walls also need to be in good, secure condition.

Please note a lawn mower should be left at the premises. We ask you to notify us of boundary ownership information and also any responsibilities connected to the property.

Utilities

You should notify all service providers that you are letting the property, and request closing accounts. We will notify all utility companies of any new tenants to the property and will keep a record of these. Services should not be disconnected as this can cause delays and problems in the future.

This applies to the following services:

Council tax

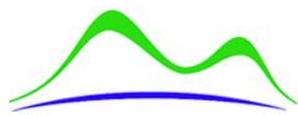
Gas

Electricity

Water supply (whether metered or not)

Sewage rates





Tenants are responsible for telephone arrangements, and accounts for oil or calor gas supply (Where applicable). You will also need to make arrangements with the Post Office to forward your mail (we cannot forward mail without passing on the Post Office's charges). Notify banks, credit card companies, publications to which you subscribe and any other organisations connected with you.

Permissions you will require

Mortgage Lenders -

If the property is your usual residence and the mortgage is not a 'buy to let' loan, you must advise your lender and seek their permission before making arrangements to let.

Superior Landlord/Leaseholder Lenders

If the property is leasehold you should seek permission from the freeholders and inform them of your intentions.

Insurance

A Landlord is responsible for arranging insurance on the places of residence and any possessions left within the property or outbuildings. Choosing specialist insurance for rental premises can often be a challenge. All too often, Landlords find their property is not adequately covered by standard insurance policies.

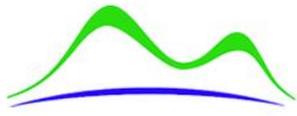
Rent and Legal Insurance

The Agent recommends that you take out rent and legal insurance.

What about Tax?

When the Landlord is living abroad it is under your control to appoint a suitably qualified individual such as an accountant or solicitor to act on your own behalf in respect of taxation matters. If this is not organized by you, we as your rent collecting agents are required under the United Kingdom Taxes Management Act 1970 section 78 to deduct income tax (currently 22%) at the basic rate from gross rent received. International clients may be entitled to reclaim from the Inland Revenue, the complete or part of any tax deducted using this method dependent upon their personal circumstances. Please contact your local tax office to obtain a NRL (Non Resident Landlord) number to steer clear of this deduction. It must be noted that items such as 'Agents and Management Fees' are tax deductible from rents received from the property letting. Your own accountant or tax offices are able to advise more wholly.





Safety Regulations

All Landlords have a duty of care to their tenants. This duty is covered by a number of laws and regulations but nevertheless the simplest way of viewing your responsibility is to say that you must do everything reasonably possible to ensure your tenants' safety in the rented property.

Furniture and Furnishings

You must ensure that any furniture and furnishings that you supply meet the fire resistance requirements in the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended 1993). The regulations set levels of fire resistance for domestic upholstered furniture. All new and second-hand furniture provided in accommodation that is let must meet the fire resistance requirements, unless it was made before 1950. Most furniture will have a manufacturer's label on it saying if it meets the requirements.

Gas safety

By Law a Landlord must:

Make sure installation pipe work, appliances and flues are maintained in a safe condition. Ensure an annual safety check is carried out on each appliance and/or flue.

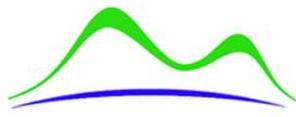
Ensure maintenance and annual safety checks are carried out by a registered installer with the necessary **NACS accreditation**.

- Keep a record of each safety check for 2 years.
- Issue a copy of the safety check to each existing tenant within 28 days of check being completed and to any new tenant before they move in.
- Ensure all gas equipment (including any appliance left by a previous tenant) is safe or otherwise removed before re-letting.

If a managing agent is used, make sure that the management contract clearly specifies who is to make arrangements for maintenance and safety checks to be carried out, and also for keeping records.

However, the Landlord maintains overall responsibilities for ensuring duties are met, irrespective of whether a managing agent is employed.





Electrical Safety Regulations

Under various pieces of legislation (Compliance with Part P of the Building Regulations), you have a duty to make sure that ALL electrical appliances and the electrical supply are 'safe' and will not cause 'danger'. It is a criminal offence to breach these Regulations, and in addition a Tenant may take civil action against you for damages for any injury or loss caused as a result of such a breach. We request that a safety inspection is carried out prior to letting, any authorised contractors carrying out any electrical works are required to be compliant with Part P of the Building Regulations and registered to a recognised body such as NICEIC (The National Inspection Council for Electrical Installation Contracting) or NAPIT (National Association of Professional Inspectors and Testers). Thereafter, inspections should be carried out at the required intervals in compliance with the regulations.

Smoke Detectors

All homes built after June 1992 must be fitted with mains interlinking smoke detectors on each floor. There are no specific regulations governing older properties, but we would ask you, in the interests of safety, to install battery operated appliances on each floor of your property.

EPC

Energy Performance Certificates (EPC) were introduced into the rental market from 1st October 2008. An EPC is required at the first change of tenant on a rented property after this date and is valid for 10 years from the date of issue.

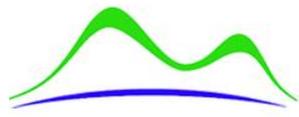
The EPC is similar to that found on many domestic appliances. The EPC will give the building a rating from A to G. An A rating shows that the property is very efficient, meaning lower fuel bills, whilst a G rating shows that the property is inefficient, resulting in higher fuel bills. The EPC will also show the buildings environmental impact by indicating its carbon-dioxide emissions.

We can arrange an EPC for your property at a charge.



Call Today and Benefit Tomorrow!





Marketing

Dover Letting Agency uses multiple media channels to offer our Landlords a premium service optimising the properties potential for a fast rental within the market. This is provided from the start of contractual agreement, and our dedicated team will use this media to attract suitable tenants. These include and are not limited to;



The inclusion within the Agent's website updated every day.

www.doverlettingagency.co.uk



All Landlords properties will be included within the Rightmove website. Rightmove has over **300,000** properties to rent throughout the UK. We list the widest range of property types and styles, from studio apartments to detached family homes, allowing you to see more.



Properties will also be included on the Agents Facebook site to attract a local market when necessary.

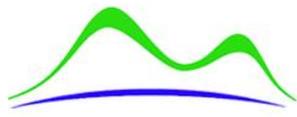


Landlord's properties will again also be included onto the Agents Twitter profile to again attract a local clientele.



Use of To Let boards outside of Landlords properties where appropriate.





UKALA

As a member of UKALA (UK Association of Letting Agents) we have strict guide lines to adhere too.

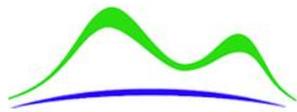
When letting and managing your property, UKALA agents adhere to the UKALA Code of Practise and Scheme Rules committing us to;

- Agree with you in writing the terms of appointment including fee structure and other services for which additional fees may be charged.
- Manage your property in compliance with current legislation, where UKALA keep us up dated.
- Ensure balances of rent are promptly paid over to you and keep detailed records of all transactions.
- Protect your money in a separate client account and safe guard it in a Client Money Protection Scheme; This offers the Landlord/Tenant financial protection the cover is for theft of a client's money by Director/partner or a third party.
- The annual limit of indemnity is £5,000,000 A sub-limit of £500,000 per insured loss and £25,000 any one tenant/ landlord claim.

We have taken this a one step further, our accountant has direct access to Client and Business accounts on line. These will be checked at random intervals.

UKALA will also write to our accountant on an annual basis to confirm accounts have been conducted in a professional manner.





SAFE AGENT

What is SAFE?

SAFE – Safe Agent Fully Endorsed – is a mark denoting firms that protect landlords and tenants money through [client money protection schemes](#).

There are several schemes in the sector operated by ARLA/NAEA, the Law Society, NALS and RICS to which agents voluntarily belong. These schemes are run by recognised industry bodies or organisations operating in the private rented sector to provide accreditation and/or regulation. They are completely independent from the letting agent and they do not act on behalf of, or have a duty of care to the participating firm. The scope of their CMP schemes varies and you should contact your agent to find out which scheme they are part of.

There are several schemes* in the sector operated by ARLA/NAEA, the Law Society, NALS and RICS to which agents voluntarily belong. The scope of these schemes varies and you should contact your agent for full details of the scheme of which they are a part.

Landlords and tenants often make decisions based on cost but it is important to ensure you ask your agent for details of the organisation they are regulated by and whether or not they are covered by a client money protection scheme. All agents who are part of ARLA/NAEA, the Law Society, NALS and RICS maintain and operate separate designated client accounts where your money is held completely separate from the operating funds of the firm. If the agent you are using cannot provide you with the assurance of knowing they are covered by a client money protection scheme the question you need to ask is why not?

*The firms/members of CMP Schemes recognised by SAFE agent have common minimum standards. The schemes are provided by recognised industry bodies or organisations operating in the private rented sector to provide accreditation and/ or regulation. They are completely independent from the letting agent and they do not act on behalf of, or owe a duty of care to the participating firm.

For the benefit of consumers these organisations require their firms/members to have:

- professional indemnity insurance
- defined accounting standards relating to clients money
- a customer complaints procedure
- membership of an ombudsman scheme

For the benefit of consumers the SAFE agent campaign restricts registration to agents who are part of such organisations as these agents meet the stringent standards expected.

