



LANDLORD INFORMATION PACK

The complete guide to letting your
Property with Key Lettings

10 REASONS WHY YOU SHOULD CHOOSE



- Independent lettings specialists -our landlords are our top priority.
 - Free Market Appraisal consultation.
 - Comprehensive local press and internet marketing of your property including top UK search website Rightmove.
 - Price Match Guarantee – we aim to provide the best value service and most competitive fees in the local market.
 - Achieve the best rental figure for your property.
 - Let your property fast - we frequently let out landlords' properties in just one viewing!
 - No hidden fees or charges - transparent fee packages.
- Professional solicitor – approved Tenancy Agreement and all legal documentation taken care of.
 - Rental Guarantee Insurance available for complete peace of mind.
 - Regular updates on any changes to property legislation (e.g. the new Tenancy Deposit Scheme).

Please call us today to book a **FREE Market Appraisal** and find out how we can make letting simple for you.

01179 532215

LETTING THROUGH ANOTHER AGENT AT PRESENT?

Please call for a chat to see how our professional service and competitive fees could help maximise your return.

key Lettings

WE CARE ABOUT YOUR PROPERTY

We are local independent lettings specialists providing residential lettings and property management services for Bristol and surrounding areas.

Since we specialise solely in residential property, we are fully focused on the priorities and needs of those looking to let.

We make letting simple by combining friendly, professional service with competitive fees whether you wish to use our tenant find or full management service. With professional marketing expertise, we let properties fast – often in just a single viewing!

Using our service you can also be assured that your property is managed by an efficient, professional and friendly team, providing you with complete peace of mind.



with professional marketing expertise we let properties fast

PERSONAL SERVICE

We focus a great deal of our energy on providing a first class professional service to both our landlords and their tenants.

We also believe that professionalism and friendliness should go ‘hand-in-hand’ and we pride ourselves on building strong and lasting relationships with both landlords and tenants.

In fact, most of our business comes from referrals by landlords who are happy to recommend Key Lettings on the basis of the high standards of professionalism and client care that we provide.

We think that this type of feedback speaks for itself.

RECENT CLIENT FEEDBACK

“Thank you for all you are doing and keeping me informed. It’s nice to know you are in control and dealing with things. Very happy with the service!”

“Thank you so much for sending me so many potential tenants and for being so quick in your responses”

marketing your property

Having your property advertised in all the right places is the key to prompt and successful lettings.

We advertise your property details through eye-catching adverts in the local press. We also employ extensive online marketing and register interested tenants through our website.

Letting?

Because we use the UK's biggest property website, your home won't be hidden.

3x
more visits to Rightmove than any other property website¹

50%
of all property pages viewed online are on Rightmove²

We'll make sure your home is seen more

see more with  [rightmove.co.uk](https://www.rightmove.co.uk)

www.keyletsonline.co.uk

Within 24 hours of instructing us, we publish details of your property online on both our website and top property search sites including [Rightmove.co.uk](https://www.rightmove.co.uk). Through marketing arrangements with these partner sites, your property receives maximum exposure to potential tenants.

PRICE MATCH GUARANTEE

By making letting simple we streamline our business and can therefore provide the most competitive fee packages in the local area. We are always happy to discuss our fees and make the following guarantee:

We will match the fees quoted by any other local letting agency for like-to-like letting agency and property management services

In most cases our unique approach will mean you will get a lot extra for the same price and often, for even lower fees than you are currently paying. Obtaining the lowest possible letting agency fees whilst maintaining a high level of professional care allows Key Lettings landlords to maximise their return from letting their property.

the RIGHT tenant, the RIGHT start

The best way we have discovered of 'making letting simple' is to ensure that you get the right tenant from the very start.

You can specify exactly what type of tenant you wish to live in your property so we can find the very best match for both you and your new tenant.

We also professionally reference and credit check all prospective tenants and, where necessary, we also request a fully-referenced guarantor.

OUR LANDLORD packages

TENANT FIND

Under this non-management service we will find and install a tenant in your property.

- Comprehensive advertising and marketing of your property.
- Accompanied viewings.
- Selection and interview of prospective tenants.
- Full credit check and tenant referencing.
- Preparation of Tenancy Agreement.
- Preparation of property inventory.
- Collection of security deposit and first month's rent. The rent will be credited to you less our agreed fee. The deposit will be dealt with according to the new Tenancy Deposit legislation.
- Check-out of tenant from the property including deposit refund.

This is an excellent service for landlords who want professional assistance in finding and referencing suitable tenants, but wish to manage the tenancy, including maintenance and rent collection, by themselves.

tenant find PLUS (rent collection)

This offers all of the benefits of our tenant find service with the added provision of rent collection and a regular statement of accounts. Once we have carried out the tenant find service, we then continue to monitor rental payments which will be credited automatically to your nominated bank account.

This service offers all the benefits of 'tenant find'

with added rent collection

peace of mind – rental guarantee warranty

Our Rental Guarantee warranty provides added protection for your valuable property investment. This is offered free of charge for landlords who sign up for our full management service (as shown below). This allows for complete peace of mind at no extra cost.

KEY FEATURES

Under this non-management service we will find and install a tenant in your property.

- Loss of rent cover up to £2,000 per month paid for up to 5 months.
- Legal expenses cover for recovery of rent arrears and the eviction process if necessary.

full management

This inclusive service combines the benefits of tenant find plus with the following management services:

- Rental Guarantee Scheme and Legal Protection.
- Dealing with the security deposit according to the new tenancy deposit legislation. All of our deposits are lodged with the Deposit Protection Scheme (DPS).
- Preparation of property inventory – we will check tenant in against this.
- Notifying utilities of change in property occupation.
- Regular visits to the property to check everything is in order.
- Reporting any problems and supervising maintenance work in relation to property repairs, breakdown of equipment and interruption of services.
- Administrating and dealing with tenant on your behalf.
- Dealing with notices and renewal of the tenancy agreement.
- Checking tenant out of property – ensuring property in good order upon vacation.
- Providing support and advice throughout the tenancy.

Our great value full service offering total convenience, support and peace of mind for you throughout the tenancy.

preparing tenancy

TENANCY AGREEMENT

This is the legal document that specifies the terms and conditions that bind both landlord and tenant as parties to the agreement. It is effectively a contract between the landlord as owner of the rental property and the tenant for possession and use of the property in exchange for the payment of rent. We mostly produce Assured Shorthold Tenancy agreements for our landlords and these usually begin with a fixed initial period of 6-12 months. We provide a comprehensive drafting service to make sure that your tenancy agreement covers every eventuality that may occur during the tenancy.

INVENTORY

It is most important that an inventory of contents and schedule of condition be prepared, in order to avoid misunderstanding of dispute at the end of a tenancy. Without such safeguards, it will be impossible for you to prove any loss, damage, or significant deterioration of the property or its contents. In order to provide a complete service, we will arrange for the preparation of an inventory and schedule of condition – see final page of Landlord Pack for details.

PREPARING YOUR PROPERTY

Whether we manage your property or you choose one of our non-management packages, it is important that your tenant feels comfortable in their new home and feels that they are receiving value for their money. A well-maintained property in good decorative order will help towards a smooth-running tenancy. This will also have a positive impact in the form of a potentially higher rental figure. Moreover, we have found that tenants are more inclined to treat a nicely presented property with greater respect.

BUILDING AND STRUCTURAL CONDITION

As a landlord you are legally responsible to keep in repair the structure and exterior of the property and keep in repair and proper working order the installations in the property for the supply of water, gas, electricity, sanitation and for space and water heating. Repairs and maintenance are at the landlord's expense unless misuse can be established. Also, interior decorations should be in good clean condition and preferably plain, light and neutral.

FURNISHED OR UNFURNISHED

The majority of properties on the letting market are 'unfurnished'. A good working definition of this term is that it will usually include carpeting or flooring, curtains/blinds and a cooker. A 'partly furnished' property will usually contain the usual 'white good' kitchen appliances such as washing machine and fridge. We recommend that you leave only minimum furnishings and that these should be of reasonable quality. Any items to be left should be in the property during viewings. Personal possessions such as ornaments, pictures and books should definitely be removed from the premises, especially those of financial 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, if you have very high standards for your garden or if it is particularly large then you may wish for us to arrange visits by a 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 responsibility of the tenant to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at the tenant's expense.

INFORMATION FOR THE TENANT

It is helpful to the Tenant if you leave a 'useful information' folder for them containing manuals and documentation for operating the central heating, hot water system, washing machine and any alarm system. It is also good to include details of when the refuse is collected.

KEYS

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

the deposit protection service — CUSTODIAL SCHEME



The Deposit Protection Service

This is the only custodial scheme available and is run by Computershare Investor Services Plc who have been awarded a contract by the government and will be funded by the interest earned on the deposits held.

The tenant will pay the deposit to the landlord/letting agent, who will then pay it into the scheme within 14 days. At the end of the tenancy, if the landlord and tenant agree how the deposit should be repaid, they will tell the scheme administrator, who will pay out the money as agreed, plus any interest earned on their share. This refund process takes up to 10 working days and requires repayment ID codes issued to both parties at the start of the tenancy by the scheme. An independent Alternative Dispute Resolution (ADR) service will resolve any disputes relating to returning deposits.

Landlords and letting agents will be able to deal with their deposits online unless paper based transactions are required.

For further information please visit www.depositprotection.com or call 08444 727 000.

HOW DOES THIS AFFECT YOU?

If you are a landlord and receive a security deposit for a new AST tenancy from 6th April 2007, it will be your responsibility to ensure that it is dealt with in line with the new legislation.

Here at Key Lettings we will deal with the administration of all deposits at no extra cost to our landlords as part of our comprehensive landlord services. We would also recommend that most landlords at least take advantage for the FREE advice that we offer prior to letting out a property.

It is also vital with the new tenancy deposit legislation that the relevant actions are carried out such as a professional inventory and check-in. Without these checks being in place, it can be very hard for a landlord to prove damage to the property at the end of a tenancy, as there is no proof of condition at the start of the tenancy. Key Lettings will automatically include a professional inventory, check-in and check-out as part of our service.

If you would like to discuss any aspect of the scheme further or seek advice on letting out your property, please feel free to call us for an informal discussion on [01179 532 215](tel:01179532215).

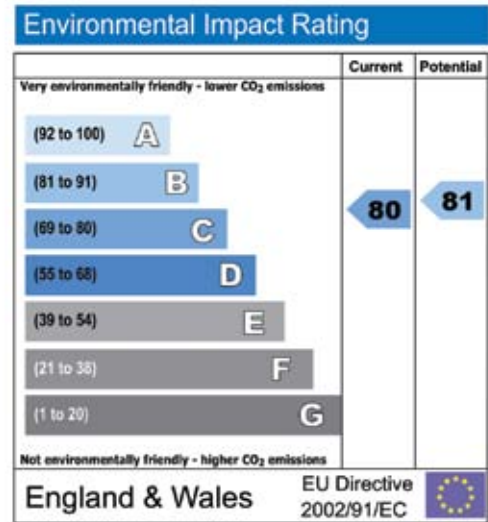
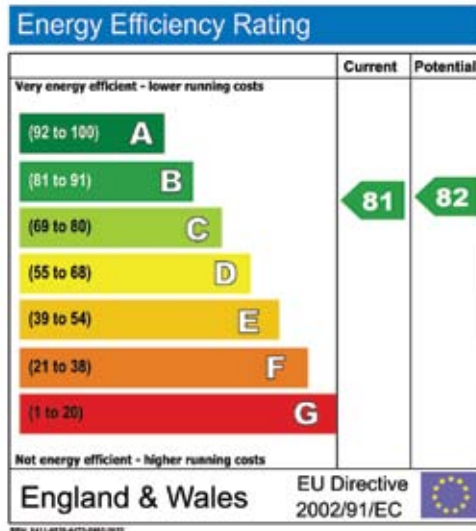


energy performance certificates

A LANDLORD'S GUIDE TO ENERGY PERFORMANCE CERTIFICATES (EPCS) KEY LETTINGS LETTING & PROPERTY MANAGEMENT SERVICES

From 1 October 2008, it will be a legal requirement of every landlord to provide their prospective tenants with an Energy Performance Certificate (EPC). The legislation only applies to tenancies commencing on or after this date. Properties which are already occupied by a tenant on that date are temporarily exempt from this requirement until the tenancy changes (if applicable).

EPCs are essentially the same as those now required from people selling their properties as part of the Home Information Packs (HIPs) and are similar in appearance to the certificates that appear on fridges and freezers (see example below).



From 1st October 2008, it will be illegal to advertise a property to rent unless it has a valid EPC. Unless agreed otherwise, we will arrange this on your behalf before we commence the marketing of your property. A £200 fine could be imposed for failure to comply.

Unlike with Home Information Packs, you will still need to provide a valid EPC even though a property may have been on the market to rent from before 1st October 2008.



professional inventory services

Since the introduction of Tenancy Deposit Protection in April 2007 the need for unbiased, independent inventories has never been greater. This scheme applies to all Assured Shorthold Tenancies in England and Wales where a deposit is taken.

A comprehensive record of plight and condition is now vital in the event of any deposit disputes to prove whether any damage has been made by a tenant. An inventory document produced by an unbiased professional can only enhance the clarity of any dispute situation.

Key Lettings completes high quality, professional inventories to ensure that your property is recorded accurately at the start of every tenancy. This includes a full inventory backed up by a selection of photographs.

A ROUGH PRICE GUIDE IS AS FOLLOWS

All prices are inclusive of VAT.

	UNFURNISHED	FURNISHED
SUDIO FLAT	£40	£50
1 BED PROPERTY	£50	£60
2 BED PROPERTY	£60	£70
3 BED PROPERTY	£70	£80
4 BED PROPERTY	£80	£90
5 BED PROPERTY	£90	£100

Please contact Key Lettings on 01179 532215 for more information.

SO WHAT MUST A LANDLORD DO BEFORE LETTING OUT A PROPERTY?

1. Commission and obtain an EPC from a registered assessor. Key lettings will carry this out on your behalf. If you already have an EPC for your property – e.g. if you have recently bought a property with a valid EPC – please provide us with the EPC to use.
2. Make a copy of the EPC available to any prospective tenant free of charge. Key Lettings will again provide this copy to all prospective tenants as part of the market/property details that we produce when marketing our properties available to let.
3. Give the tenant a copy of the EPC before he/she signs the tenancy agreement including the recommendation report (again free of charge). This applies even if they have already seen it. Again Key Lettings will make sure that the tenant has this copy before signing the tenancy agreement.

The Department for Communities and Local Government has released guidelines for landlords of rented property in relation to EPCs. This is a 32 page document that can be accessed via the link below.

www.communities.gov.uk/publications/planningandbuilding/epclandlordguide

PLEASE CALL OUR OFFICE ON 01179 532215 WITH ANY QUESTIONS.

marketing you property

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We advertise your property details through eye-catching adverts in the local press. We also employ extensive online marketing and register interested tenants through our website.



FindaProperty.com



key Lettings 
letting & property management services

We care ABOUT YOUR PROPERTY

Key Lettings -a local independent lettings specialists providing residential lettings and property management services for Bristol and surrounding areas.

RECENT CLIENT FEEDBACK

"Paul and his staff did a great job, having been about to use another letting agent someone suggested Key Lettings to me just in time!

A really professional outfit, with their very personal service they did everything they said they would, promptly, thoroughly, honestly and with a very approachable manner. My tenant's were handpicked and chosen for all their good points within the week, I hope they remain has as happy as me."



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Key Lettings is a trading style of Key Lettings Bristol Limited