

Welcome

We are extremely pleased that you have asked the team here at Scott & Stapleton to look after your property. Whether you are an experienced Landlord or this is your first property we think you will find that we do things a little differently.

Here are a few things that we wanted to tell you about.

Preparing your property

The rental market is extremely competitive and tenants have a lot more choice than they did a few years ago. Tenants now demand a much greater level of comfort and Landlord need to improve their product to attract the good tenants.

It is expected nowadays that, central heating, a good standard or décor, carpets and a good strong shower are all expected as standard. Old kitchens & bathrooms and magnolia painted wood chip walls are a thing of the past and would now leave a property with long voids and reduced rent.

Finding you a tenant

We consider ourselves pretty damn good at marketing your property and finding good quality tenants. We aim to keep your investment working for you with very minimal voids, however we will not lower our standards when looking for a tenant. We are generally finding a tenant, referencing them and having them ready to take occupation in 7-14 days.

If your property is already tenanted then you can usually start the re-letting process

Referencing

Once we have found you a tenant we will start the referencing process. This will include checks on income, affordability, credit, voters roll and previous landlord checks. We will also, on all our managed properties, offer a free rent guarantee for the first six months.

Tenancy agreements

Once your tenants have been referenced we will agree a move in date and prepare all the Tenancy agreements and notices in line with what has been agreed.

Rent & Deposits

All rents are paid in advance and most tenancy agreements provide for a deposit of one months rent. Therefore tenants renting property will have to pay at least two months rent prior to moving in.

The need for a security deposit has always been a requirement in private sector housing but since 6th April 2007 all deposits have to be protected under a government backed tenancy deposit scheme (TDS). The scheme will either be a custodial one where the deposit is actually logged with the scheme or an insurance backed scheme when the Landlord or agent holds the deposit. In both cases the idea is that the deposit is protected and there is a fixed process for dealing with the deposit at the end of the tenancy. Part of this process is assistance with dispute resolution, which is designed to keep these disputes away from the Courts.

We provide our scheme to all our 'Managed' and 'Let only' clients' free of charge.

It is extremely important, nowadays that a thorough inventory is prepared at the beginning of the tenancy and the use of photographic inventories is now employed successfully in accurately documenting the condition of a property.

Inventories

With the need, highlighted above for an extensive inventory we have invested in a cloud based inventory system that combines the use of photography and description which is date recorded and accepted by most of the deposit protection schemes.

Property Management

Now that you have found a tenant and are achieving an income it is imperative that you, not only, look after your property but also keep ahead of the seemingly endless changing legislation and regulations governing the whole process.

Key areas of regulation

To reduce condensation, tenants need some simple dos and don'ts:

- Security of tenure/possession/protection from eviction
- Tenancy Agreements
- Landlord's responsibility for repairs and the condition of the property
- The Housing Health and Rating System
- Tenancy Deposits
- Energy Performance Certificates (EPCs) and energy performance
- Gas Safety and Safety Checks
- Electrical Safety
- Fire Safety
- Council Tax and utilities.

Additionally for the relevant sub-sections of the PRS there are further key areas of regulations –

- HMO Licensing and HMO Regulation
- Selective Licensing
- Housing Benefits and the Local Housing Allowance

We are experienced property managers who will not only look after your property and collect your rent but we will also make sure that you are operating your tenancy appropriately.

Rent Payments

Your rent is normally paid on a per calendar month basis from the anniversary of the rent. Therefore, if your tenant moves in on the 3rd of the month then your rent will be due on the 3rd of each month. On all our managed properties we ask your tenants to pay by standing order and that rent should get to our account on the due date and in most cases this is what happens. Sometimes when the weekends or bank holidays get in the way there can be a delay of a couple of days. We do, however make payment of funds to your account by Bacs immediately we receive the rent.

Free Rent Guarantee

We can offer a rent guarantee that will pay your rent should your tenant fail to do so. This policy will also cover you for legal expenses for evicting a tenant should you need to do so. This policy is provided free of charge for the first six months for all properties managed by Scott & Stapleton. (Terms & conditions apply). It can also be purchased separately if you are managing the property yourselves, so please ask a member of the team for further details.

Insurance

There are many areas of insurance that apply to property investment. The obvious ones being buildings and contents insurance but there are many more to consider. Please ask a member of our team for further details.

Tenancy Renewal

All Assured Shorthold Tenancies will be for an initial fix term (normally 6 or 12 months). Unless otherwise agreed, at two months prior to the end of this period we will contact you to ask if you wish the tenancy to continue. There are three options. 1) end the tenancy, 2) grant another fixed term agreement & 3) allow the agreement to continue as a periodic tenancy.

Maintenance

It is important that you look after your investment. It is often the little things that if not tended to can become major projects. We have our own in house Maintenance Department that will deal with anything property related. From changing a tap, moving furniture or clearing a drain to a complete house refurbishment. They run the whole job so we have total control of the serviceman's diary, quotes and invoicing so the whole process is streamlined and more controllable and the work is guaranteed.

Of course if you have your own preferred contractor then we are happy to refer work directly to them.

We have also invested in a 24/7 reporting system so your property is cared for around the clock and your tenants remain happy that problems are being dealt with quickly and efficiently from reporting of the initial problem to the repair.



The best care and protection for your property!

1



We have invested in a 24/7 online repair reporting service to help to protect your property around the clock.

2



Our guided process gets us the information we need to increase first time fixes & save you money

3



The system is available in over 40 languages so messages don't get lost in translation

4



In-built advice for emergencies makes sure your tenant knows how to protect your property if the worst happens



Utility Suppliers

Dealing with the utility companies can be a frustrating and time consuming process and not all suppliers are geared up specifically for rental properties. We have put in place a reporting system that will update the supplier of any changes in tenancy or occupation where the term of any agreement matched to term of the tenancy. This is an automated service that also offers our landlords Nil standing charges for the period where a property might be vacant. (terms & conditions apply which will involve your tenant opting into the scheme).

Checkout

When a tenant does leave your property and assuming that you are planning to re-let then our aim is to have little of no void periods where you will not be achieving rent. We would normally know two months before the end of a fixed or periodic tenancy that your tenant is leaving and this gives us time to find alternation tenants. Most tenants are happy to make the property available for prospective tenants to view and it is not often that we do not have a tenant lined up to move in on the day the existing tenant vacates.

Assuming you have asked us to manage your property, we carry out an inspection and deal with any issues in relation to the deposit and inventory and also make sure that all the utilities are paid up to date and that the correct readings are taken for the start of your new tenancy.

It is important that this changeover is seamless and your new tenants are moving into a property that is ready for them and where any small maintenance issues are identified and dealt with.

We hope that the above guide to letting your property has been useful but we know that it may not cover all our questions. Please feel free to call us or pop in to our offices where a member of our lettings team will be pleased to help you.