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Bennett
Jones 
PARTNERSHIP

Lettings & Property Management LANDLORD GUIDE

Bennett
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PARTNERSHIP

**The right partnership
makes letting easy**



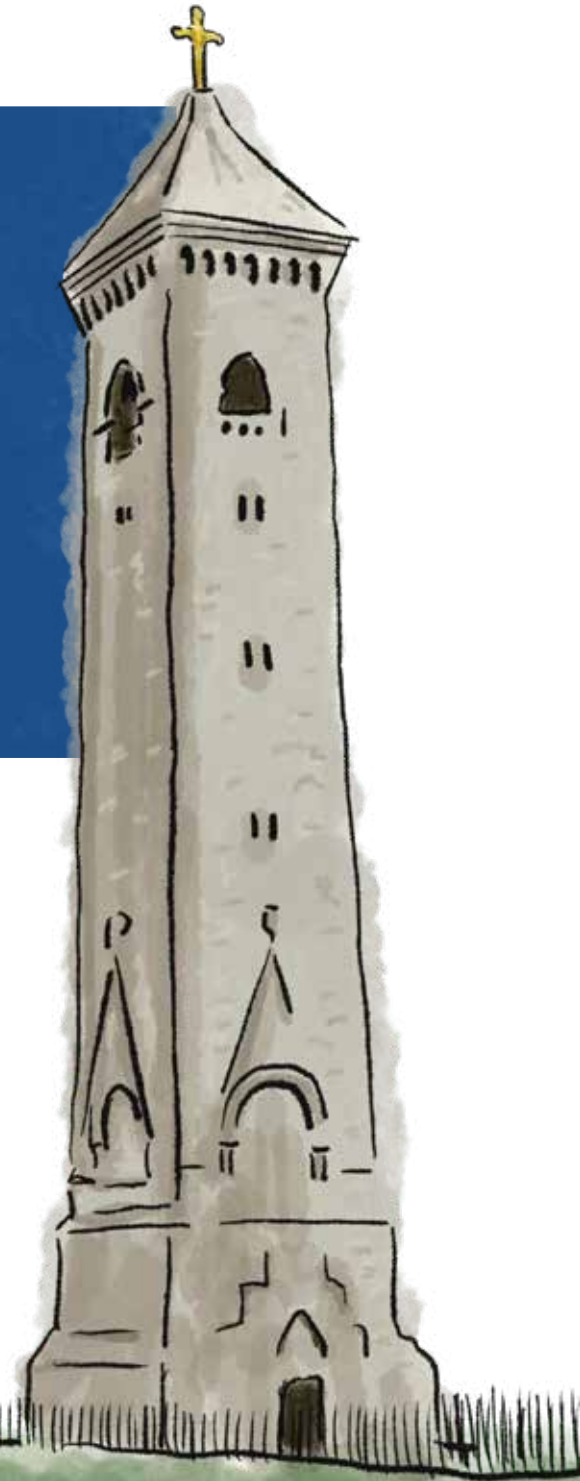
Introduction	<u>4</u>
Location	<u>5</u>
Professional Advice & Expertise	<u>6</u>
Meet the Team	<u>7</u>
Benefits of a Fully Managed Service	<u>8</u>
Services	<u>10</u>
The Essentials	<u>12</u>

Marketing	<u>14</u>
Viewings, Referencing Process & Moving-in-day	<u>15</u>
FAQs	<u>16</u>
Testimonials	<u>18</u>

A Local, Personal and Unbeatable Service

As an independent Estate and Letting Agent, Bennett Jones has continued to go from strength to strength, forming partnerships with our clients for over 30 years.

Our services include residential sales, lettings and property management, commercial property and professional valuations. Offering a truly personal, local and reliable service, you can be sure that you are in safe hands.



Location

Our central office is based in the heart of Dursley, with many of our team living locally and who have been with the partnership for countless years.

Extensive knowledge of the area and a wealth of experience makes us the best choice for selling or letting your home.

We manage a wide range of properties in Gloucestershire and South Gloucestershire so get in touch with us today to organise a free no obligation market appraisal.

We can answer any queries you may have regarding market conditions, current legislation or the sales and letting process.

With Bennett Jones you can be sure of a first class award winning and truly personal service.



Professional Advice & Expertise

All aspects of your property merit professional care.

There are two core service levels available depending on your circumstances and which best suits your requirements. Letting your property can be a complex process which is why you can rely on our fully dedicated team to help guide you through every step of the letting process.

Come and discuss the services and choose an option that can best suit you. Whether that's a fully managed service to take care of the day to day management and rent collection or simply finding the right tenant for your property, you can find all the advice you need.

Striving to deliver the highest standards in the industry, our qualified professionals are members of the nationally recognised professional body Propertymark and receive regular training through CPD (Continuing Professional Development). By following best practice procedures we can ensure you always receive the best possible service.

As members of both TPO (The Property Ombudsman) and the Propertymark Client Protection Scheme, you can be reassured of redress to an independent, expert body and peace of mind that your money is in safe hands.



The Lettings Team



Tom Russell BSC MARLA
DIRECTOR

Tom grew up in Gloucestershire and joined the company in 2007. He has been running the Lettings department since 2010 and became a Company Director in 2015. Tom has completed a degree in Building Surveying at UWE, Bristol, achieved a Level 3 in ARLA Propertymark and is now studying for Level 4.



Thomas Smith MARLA
LETTINGS NEGOTIATOR

Thomas joined the Lettings Team in 2016. He has achieved Levels 2 and 3 in his ARLA Propertymark qualifications in Lettings and Property Management making him an integral part of the Lettings Department. Thomas has a strong knowledge of the local area and now lives with his Fiancée in Dursley.



Emma Hill
LETTINGS ADMINISTRATOR

Emma has been involved in Estate Agency since 1985 and joined Bennett Jones in 2010 as a Lettings Administrator. She is very experienced and a knowledgeable member of the team. Emma lives in Dursley and is married with two grown up children.



Meg Castle
LETTINGS ADMINISTRATOR

Meg joined Bennett Jones in 2018 as a Lettings Administrator having studied locally at Rednock School and achieved her Level 3 in Sports Coaching. She lives in Dursley and is currently studying for her Level 3 ARLA Propertymark qualification in Lettings.

Make it work for you

The Benefits to a Fully Managed Service.

While some clients are comfortable with managing their own rented property, this is not an arrangement that will suit everyone.

Many of our customers opt for a managed service where they can have peace of mind that any matters can be dealt with in a professional manner and appropriate timescale.

The Bennett Jones team will go above and beyond to ensure that the tenancy runs as smoothly as possible and with the aim of not only meeting your expectations but exceeding them.



Local Management

With our central office situated on the high street and in the heart of the community, this allows our customers to benefit from face to face dealings. In cases of emergency you can be sure that every effort is made by our team to get out to your property or engage a suitable contractor where necessary.

Contractors

Over 30 years of business many long-standing relationships have developed with local and well established contractors. As no commission is received by Bennett Jones the only benefit to us is the reassurance that clients are receiving the most reliable service possible and the best value for money.

This ensures that the best choice can be made for you in terms of cost, experience and availability, although clients are welcome to supply their preferred contractors' details for use subject to any qualification requirements.

24/7 Emergency Contact

Our managed service includes an out of hours emergency service where clients can speak to a member of staff at any time. Whether it be to talk through your tenant turning off the water in the case of a water leak or advising in the instance of a blown fuse, the aim is to ensure that any potential damage to your property is avoided, that tenants are kept safe and where possible avoiding costly call-outs. This offers peace of mind to both you and your tenants that help is always close at hand.

Rent Collection

Once received, monthly rents are paid promptly and directly into your account by bank transfer. Contractor invoices are paid and deducted from the rent so that you have one less thing to worry about. In cases where the rent is late, every effort is made to ascertain the reason why and to find an appropriate solution. In rare but more severe cases any relevant notices are served to bring the tenancy to an end.

Property Visits

Regular inspections are undertaken on all managed properties and from experience this is the most effective way of being sure that your property is being kept in a good state of repair. Our staff have a broad range of property knowledge and know the sorts of issues to look out for, meaning that matters can be dealt with swiftly to prevent damage or costly repairs in the future. It also presents a good opportunity to speak to tenants and pass on any concerns they may have.

Deposits

Deposits must be protected by a government approved deposit scheme and the maximum amount requested cannot be greater than five weeks' rent equivalent. As managing agents this responsibility is passed to us so that you do not need to worry about it.

Rent Reviews

Rents are reviewed on a regular basis and you can expect comprehensive advice as to market trends and the options available to you. Depending on the circumstances you may wish to consider increasing the rent to maximise the return on your investment or alternatively to keep it at the same level to retain good tenants, the choice is ultimately yours.*

End of Tenancy

The end of tenancy process includes negotiating any deductions from your tenants' deposit, arranging any necessary remedial works, informing service suppliers and ensuring any void periods between tenancies are kept to a minimum.

Removing the Hassle

A managed service takes the hassle away from you by dealing with all aspects of the tenancy along the way. These include aspects such as arranging maintenance quotes, corresponding with service suppliers, arranging periodic safety checks or helping advise tenants on simple issues without needing to trouble you.

*(Additional charge for a rent increase notice).

Services to Suit You

Service	Fully managed	Let only
Market appraisal, advice on appropriate rent level, market conditions, refurbishment requirements	✓	✓
Provide guidance on compliance with statutory provisions, letting consents and tax implications	✓	✓
Arranging of pre-tenancy works e.g.. Gas/electrical check, Energy Performance Certificate (contractor invoices charged separately)	✓	✓
Erect board outside property in accordance with Town and Country Planning Act 1990 (where possible)	✓	✓
Comprehensive marketing of the property on relevant portals including Rightmove, Zoopla, Primelocation	✓	✓
Carry out accompanied viewings (as appropriate)	✓	✓
Comprehensive referencing and Right to Rent checks for prospective tenants and guarantors	✓	✓
Advise on non-resident tax status and HMRC (if relevant)	✓	✓
Collect and remit initial months' rent and dilapidations deposit, deducting any fees or contractor invoices	✓	✓
Transferring council tax and utility accounts into new tenants' names and dealing with any discrepancies	✓	✓
Registering tenant deposit with recognised deposit scheme at start of tenancy	✓	✓
Demand and collect the monthly rent and pay to landlord deducting any agreed contractor payments	✓	
Arrange routine repairs, safety checks and instruct approved contractors once quotes approved	✓	
Undertake regular property inspections, advise landlord of the outcome and follow up with tenant	✓	
24/7 emergency contact for tenants 365 days a year	✓	
Holding deposit in a protected deposit scheme for duration of tenancy	✓	

Service	Fully managed	Let only
Pursue non-payment of rent and provide advice on rent arrears actions	✓	
Undertake end of tenancy inspection and handle any associated deposit negotiations between landlord and tenant	✓	
Inform service suppliers and local authority at end of tenancy	✓	
Where appropriate serve possession notices to tenants	✓	
Annual income/expenditure statement (on request)	✓	

SERVICES

All prices inclusive of VAT

Set-up Fee: Advertising, accompanied viewings, referencing prospective tenants and contract negotiation.

Let Only = 72% of first months rent (subject to minimum fee of £600.00).

Full Management = Fixed fee of £474.00

15% of monthly rent (Full list of included services on reverse).

Tenancy Agreement: Drawing up the legal agreement once references have been approved and negotiations undertaken and sending out to parties for signing. Fee = £72.00.

Inventory/Schedule of Condition: Dependant on the number of bedrooms and/or size of the property and any outbuildings. Fee = £70.00 to £130.00.

Rent Review (Optional): Review rent during tenancy and in accordance with current prevailing market conditions, advise the landlord, negotiate with the tenant(s), direct tenant(s) to make payment change as appropriate and serve a Section 13 Notice if the tenancy is on a periodic basis. Fee for Full Management = £30.00, Fee for Let Only = £60.00

Service of Legal Notices: Included in Full Management, Fee for Let Only = £120.00.

The Essentials

The first step to letting your property is to get in touch and arrange a free no obligation market appraisal.

This will help to give you an idea of the level of rent you are likely to achieve as well as find out about the local rental market, current legislation and discuss any queries you may have. An Assured Shorthold Tenancy (AST) is the most common type of agreement although other options can be discussed to find what is the right choice for you.

At the early stages it is essential that you obtain any relevant permissions to let. This may be from the head leaseholder (if your property is leasehold) or your mortgage lender, as without consent you could find yourself in breach of contract. It is vital to have appropriate landlord insurance cover in place to cover for all eventualities. Letting your property can also increase your income which may be taxed and can affect any benefits you are entitled to.

There are a number of important checks which must be undertaken and the Bennett Jones team can either arrange these works for you as part of the setup or put you in touch with the right contractors. This helps ensure that you are legally compliant and make sure your property is safe to be rented.

Gas Safety

A gas safety certificate must be provided to tenants before the start of the tenancy and a copy of every annual certificate given to the tenant thereafter. Failure to do so may affect your rights to be able to evict a tenant. The check must be carried out by a Gas Safe registered contractor and is a legal requirement.



Electrical Safety

Any electrical equipment that you have supplied must be certified as safe before a tenancy begins and throughout its duration.

This includes electrical systems (e.g. sockets, switches and light fittings) and appliances (e.g. cookers and kettles). This is a legal requirement for all new and existing tenancies and tests must be carried out by a qualified professional at least every 5 years and a satisfactory report obtained.



Fire Safety

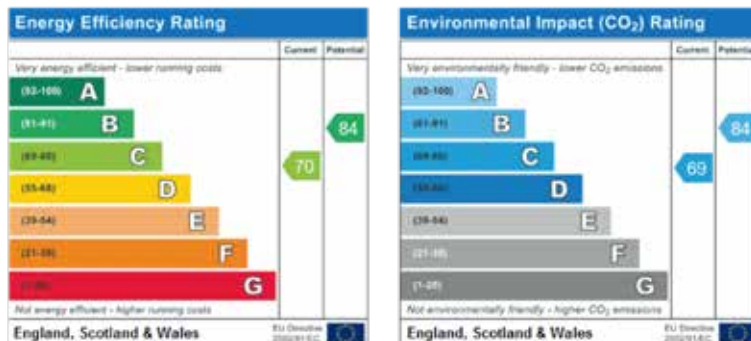
Working smoke alarms must be fitted on each storey of living accommodation and any rooms containing a solid fuel appliance such as an open fire or wood burner must also have a carbon monoxide alarm installed.

Every alarm is checked at the start of the tenancy as required by law. Any furniture supplied must also be fireproof and come with appropriate labelling confirming this.

Energy Performance

Any property rented out must have an Energy Performance Certificate (EPC) and a copy supplied to tenants before the tenancy begins.

All new and existing tenancies must achieve a minimum of an E Rating otherwise cannot be legally rented out without applying for an exemption.



Schedule of Condition

A report is undertaken at the start of the tenancy and aims to minimise the risk of financial loss or damages at the end of the tenancy.

In the instance you wish to make a claim against the tenant's deposit, this document serves as a valuable reference point. Not only does it include a written account of the property condition but also includes photographic evidence.



The letting process

Marketing

Every effort will be made to proactively promote your property in order to find a suitable tenant to fit with your timescale.

The details would be made available on the major portals including Rightmove, Zoopla and Primelocation.

We also advertise in our prominent window displays on Dursley High Street, our two satellite offices in Wotton and Berkeley and details are sent to any suitable registered applicants on our mailing list.

Furthermore we produce a regularly updated rental list displaying our available properties for prospective tenants to take away. We can also display a 'To Let' board at the property if this is your preference.



Zoopla

Viewings

You can be rest assured that all viewing appointments are accompanied by a member of our team.

Advice is offered on how best to present your property so as to maximise the chances of making a positive impression and helping secure a suitable tenant.

Time is taken to get to know the applicant and discuss any queries they may have.

Video tours are also offered where possible prior to a physical viewing taking place.

References

Obtaining comprehensive references is essential to help determine the suitability of prospective tenants.

We use a reputable external firm to carry out credit checks on each applicant and determine whether affordability criteria can be met in addition to obtaining previous landlord references.

You can rest assured that you will be kept updated every step of the way. Our team is here to help advise you and you can have peace of mind that the final decision on going ahead is down to you.

Once references have been approved the tenancy agreement is prepared, setting out the terms of the contract between you and the tenant.

Moving in day

Before handing over the keys on moving day we ensure that the first months' rent and security deposit have been paid to us in cleared funds and that all legal requirements have been complied with.

Service suppliers (gas, electric, water) and the local authority are informed of the new tenancy details.

The tenants' deposit is registered with the appropriate deposit scheme and a statement of account is supplied to you. The balance is forwarded to you once any fees have been deducted from the rental income.

From this point onwards we will either continue dealing with the property for you as part of our managed service or will put you in touch with the tenants if you are managing the property.



FAQs

How is the asking rent for my property calculated?

A visit to the property is essential to be able to give an accurate appraisal on the likely monthly rent. This can be affected by market conditions, supply and demand levels and rental figures achieved on similar properties.

Other factors include the condition, age and state of repair of the property and you will receive comprehensive advice on how to maximise the rental potential.

What documentation is provided to my tenants before they move in?

Tenants are provided with the current gas and electrical safety certificates, How to Rent Guide, prescribed deposit information, Energy Performance Certificate (EPC) and a property guide. You can have peace of mind that tenants are given all documents legally required at the outset helping avoid problems later on.

Why do I need an inventory or schedule of condition?

It is essential to have these in place before a tenancy begins as they accurately describe the property from Day 1 and act as insurance when claiming any costs against a tenant at the end of the tenancy.

How often is my property checked?

Property visits for managed tenancies are carried out quarterly during the first year of a tenancy. The property condition is assessed, any concerns reported and landlords can be reassured that any maintenance or other issues are addressed in good time.

Do I have to have portable appliances tested?

Landlords must ensure that any appliances provided are in safe condition and will not cause harm so it is considered best practice to either arrange a PAT test for plug-in appliances or remove them from the property.

When can I expect to receive rent?

Unless otherwise arranged tenants will be due to pay rent on the same day each month in line with the tenancy start date. Landlords are paid by bank transfer within three working days of receipt, unless in exceptional circumstances.

What happens if my tenant does not pay rent on time?

It is essential to find reliable tenants and minimise these risks, however in such instances every effort is made to communicate with tenant and establish the reason for non-payment. Our landlords can be rest assured of professional advice on the best course of action, with each case looked at individually and appropriate solutions offered.

How would I go about ending the tenancy?

A notice for possession would be served which is appropriate to the circumstances. A sensitive approach is taken and you will be guided every step of the way to ensure a hassle-free end to the tenancy can be achieved. Any notices for regaining possession are included in our fully managed service.

If you have any other queries please don't hesitate to get in contact with us at lettings@bennettjones.co.uk.



4.7 STAR RATING
ON **GOOGLE**



**Don't just
take our
word for it
Take theirs**

“

All lettings matters are dealt with professionally, quickly and with attention to detail. They truly are better than any other company we have dealt with!

- P Tickle

“

I recommend Bennett Jones Partnership highly!! I have worked with them for years and always found them exceptional in their service. All staff are extremely helpful and friendly and nothing is too much trouble for them.

- D Prout

“

This was our first experience of letting our property but Thomas was really helpful. Once we chose our tenants, the process went smoothly and we couldn't be happier. Thanks to all and we'll be back next time.

- S Hallam

“

Excellent service again! I have dealt with Tom and the team for nearly ten years and their conduct, professionalism and attention to detail is the best I have come across in the rental industry.

- N Potter

“

Bennett Jones' knowledge of both the sales and lettings market is second to none. They are always on the ball with all the necessary documentation and this makes the whole process very smooth and no stress involved.

- Cotswold View

“

The whole team at Bennett Jones Partnership provide the most amazing levels of service. They are extremely professional, but manage to combine this with a friendly and helpful approach.

- J Tegg



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