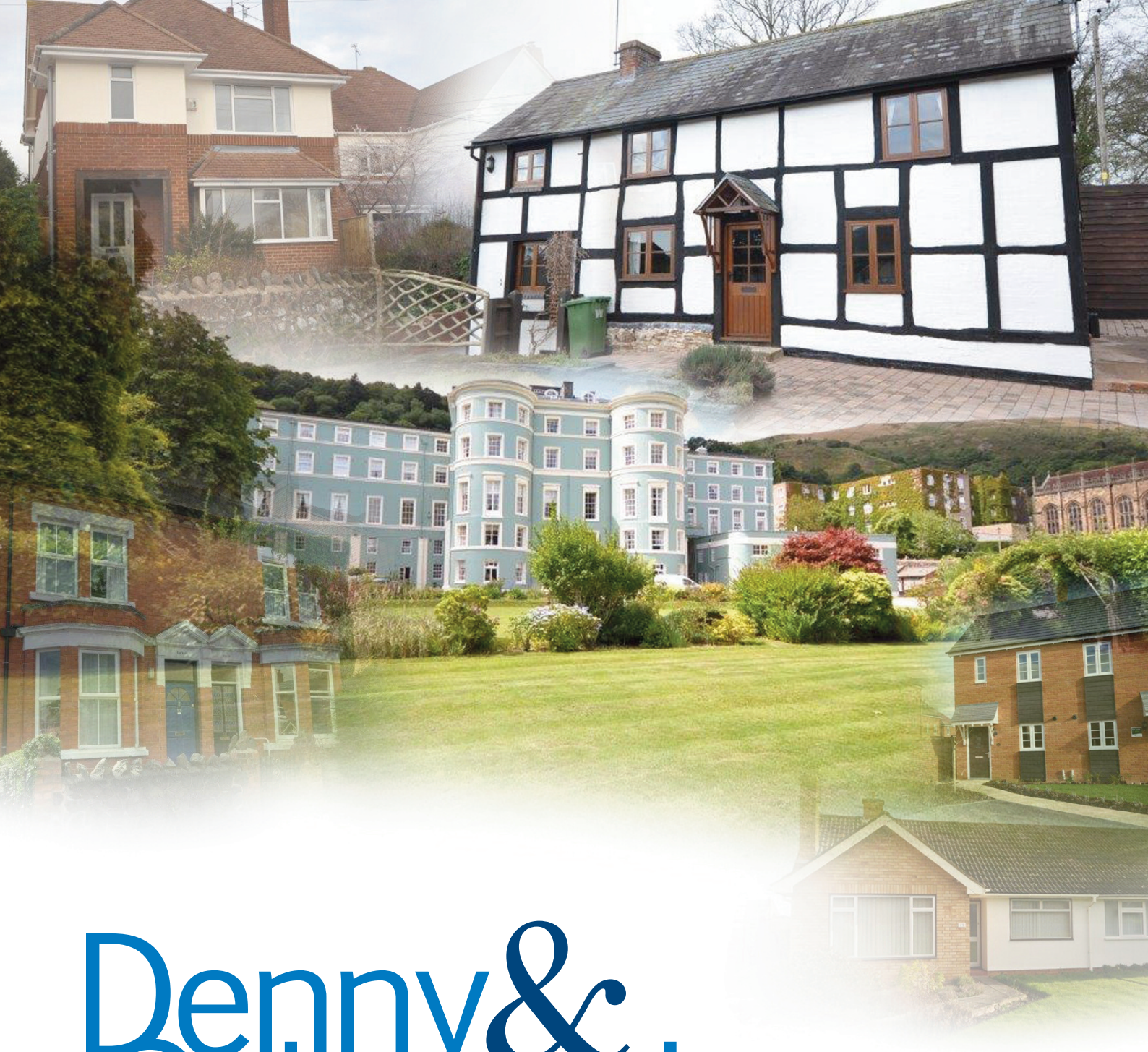

Denny & Salmond

Residential Sales & Letting Agents

Property Management & Letting Services Information

At Denny and Salmond we strive to offer you the best advice and service available for the letting and full management of your property.

We are a forward thinking company with experienced professional staff, who have a sincere commitment to providing the best customer service and who take a genuine interest in the requirements of our clients.

Why choose us?

There are many reasons why our client Landlords let their residential properties with us, however, whatever the reason, it is vital that the right tenants are placed within the property to ensure a smooth tenancy and complete protection of your asset. At Denny & Salmond we will prepare letting particulars of your property, which we will display in our office both inside and out. The property will also be featured within the Malvern Gazette, available on our website, on Rightmove and Zoopla and matched to an awaiting list of tenants who are registered on our database. We are happy to accompany any viewings on your property as this gives us a further opportunity to meet your potential tenant and establish their suitability and integrity.

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Meticulous Tenant Selection

We will carry out credit checks on all proposed tenants using a reputable credit agency. They will take up the necessary references and check for adverse credit history. We also will obtain a reference from the previous landlord and an employment reference (if applicable). Our aim is to find a suitable tenant, who not only pays your rent on time, but also looks after your property to our high standards. Further to this when selecting a tenant we consider your needs.

What length of tenancy do you require?

Will you allow pets in your house?

Will you accept recipients of Housing Benefit?

We will discuss with you, at the outset, any specific needs or requirements which you may have. We will provide you with a bespoke rental service.

Assured Shorthold Tenancies & Notices

Once a suitable tenant has been found we will draw up an Assured Shorthold Tenancy Agreement. This is a legal contract, which binds the tenant into contract with the owner of the property for a pre-determined length of time. We recommend an initial six-month tenancy but are happy to discuss various lengths of term to suit your needs.

Aside from the Assured Shorthold Tenancy Agreement we will also serve the necessary legal notices and sections to the tenant at the appropriate times.

Compiling A Clear & Accurate Inventory

Alongside the Agreements, the inventory is the most important document in the letting process. Prior to the tenant moving in a full inventory is carried out and meter readings are taken. Our inventories are prepared by a professional independent agency, and not only list the entire contents, fixtures and fittings and their condition, but also a schedule of condition of the decoration with a photographic record. The tenant is required to check this inventory carefully upon moving in and sign a copy, which is retained by us.*

*Please note that the inventory is at an extra cost and we will be happy to obtain a quote for you at the time of instruction.

Deposits

A tenant's deposit is usually equal to one and a half months rent and is held by The Deposit Protection Service in line with Government legislation.

This deposit is refundable at the end of the tenancy subject to a satisfactory check carried out by an independent inventory company on managed properties and the property being left in a similar condition as when it was taken, as well as all due rental payments being settled. If, after the final inspection, we feel that the property has not been left in the same condition, taking into account fair wear and tear, money can be used from the deposit to pay for cleaning and breakages, subject to consent from all parties. Full details of the DPS terms & conditions are available upon request.

Full Management

The majority of expense is in the first month of a new tenancy to cover costs of administration, viewings, marketing, advertising and inventory preparation. Our fee for setting up the tenancy is 50% of the first months rental subject to a minimum fee of £300.00 plus VAT.
Our monthly Full Management fee is 10% plus VAT of the monthly rental income.

Essential services covered by Full Management include:

All advertising costs

Preparation of Letting Particulars with colour photographs

Having a 'To Let' sign erected if required

Accompanied viewings on the property

Interviewing the prospective tenant to establish suitability

Arrangement of Gas safety certificate

Arranging Energy Performance Certificate, Legionella Risk Assessments

Taking up references and carrying out a credit check on the potential tenant

Drawing up the Assured Shorthold Tenancy Agreement

Arranging a clear and detailed independent inventory of all fixtures, fittings, cleanliness and decorative conditions at the property

Lodging the deposit with the Deposit Protection Service

Negotiating further rent increases

Supervising the daily management of your property and being the point of contact for your tenants

Dealing with reported maintenance problems and repairs

Monthly collection of rent and paying monies directly into your nominated bank account

Carrying out quarterly inspection visits and advising you in writing of the condition of the property

Organising the checkout visit to inspect the condition of the property, furniture and the gardens on tenant's departure

Issuing a legal 'Notice to Quit' for repossession of the property at the end of the term (where necessary)

Advising utilities of new occupancy and meter readings

If the same tenants remain in the property for a consecutive term i.e.: a six month tenancy followed by a further six month tenancy, a charge of £25.00 plus VAT will be made to cover the incurred costs of preparing a new tenancy agreement. However, should the tenancy continue on a month-by-month basis no further contracts would be required and therefore no charge is levied.

Collection of Rent & Remittance To You

Rents are generally collected from the tenant by standing order and are always due in advance. The rent, less our charges will then be paid into your nominated bank account or should you prefer, a cheque could be sent to you.

A monthly statement of account will then be sent to you advising of the rental monies received, deductions of our commission and any contractors works, which have been carried out together with any relevant invoices for the same.

Rent Guarantee

We are able to offer a comprehensive rent guarantee policy and will be more than happy to provide you with a copy of this information.

Quarterly Inspections

In addition to checking your tenant into the property with the inventory, we will make an appointment with your tenant to carry out an inspection every three months. A written report will then be forwarded to you after each visit. Our inspections are comprehensive, considering the internal and external condition of the property and ensuring that the tenant is fulfilling their obligations. These visits also give us the opportunity to maintain a relationship with the tenant and it is often here that small maintenance issues are ironed out, which the tenants may not have felt serious enough to contact the office about.

Dealing With Maintenance Problems

At the outset of the tenancy we will ask you to provide us with details of your preferred tradesmen and we will endeavour to use these tradesmen should the need arise. In the event of an emergency, or if you do not have any preferred tradesmen we will be able to arrange for one of our panel of trusted contractors to attend.

Gas & Electrical Safety Legislation

Government legislation requires that the landlord holds a "Landlords Gas Safety Certificate" which must be issued by a GAS SAFE registered engineer concerning all gas appliances in a rented property. A copy of this certificate must be issued to both the landlord and the in-going tenant. This certificate is valid for 12 months. Should you need help in arranging this we are able to assist, if you choose an unmanaged service.

Electrical Safety Check

We strongly recommend to our landlord clients that in line with Electrical equipment (safety) regulations 1994 it is advisable that an electrical safety check be carried out by a qualified electrician on all appliances or equipment supplied at the property, once again should you need help, we are able to assist.

Furniture Legislation

Since the 1st March 1993 landlords letting a residential furnished property have been inspected to ensure that all upholstery and furnishings comply with the Furniture And Furnishing Fire Safety Regulations 1998 (as amended 1989 and 1993). In short this states that upholstered articles such as beds, sofas, armchairs etc must have fire retardant tilling material and a clear label should be displayed on each article.

Energy Performance Certificates

In line with Government Legislation, rental properties are required to obtain and display an energy performance certificate (EPC). This document has a 10 year life span and we are happy to arrange this upon your behalf using a local, accredited Domestic Energy Assessor.

Smoke Alarms

All rental properties must be equipped with a smoke alarm on each storey of the premises. Ideally it should be a hard wired alarm system, however it can be a single stand alone alarm.

Carbon Monoxide Alarms

A CO alarm must be installed in rooms with a solid fuel appliance and open fires. It is best practice and strongly advised that a CO alarm is also fitted in the same room as gas appliances.

Legionella risk assessment

There is a legal duty to assess and control the risk of exposure to legionella bacteria to tenants. Health and safety law currently does not require landlords to obtain a certificate, however a duty of care must be demonstrated by keeping the property safe and free from health hazards.

Denny & Salmond will be able to arrange for contractors to attend to these points on your behalf.

What To Leave

Both furnished and unfurnished properties are equally letable, however the following guidelines might help.

A property, which is offered unfurnished, should contain all carpets, cooker, curtain fittings and light fittings. Any appliances left at the property are the responsibility of the owner to maintain should they (inadvertently) malfunction through no fault of the tenant. Many people also choose to leave a fridge, washing machine etc. Although this by no means is essential.

A property offered on a furnished basis can included all furniture (so long as it complies with the aforementioned government legislation) although you are advised not to leave televisions, videos or expensive stereo equipment.

Who Should You Speak To Before Letting?

Your mortgage provider

Your mortgagee will be reassured that you are letting your property through a reputable agent. Most will want a copy of your tenancy agreement in order to comply with there requirements, and we will be happy to fax, scan or post a copy for their records.

Your freeholder

If you live in a Leasehold property written consent from the freeholder is generally required before letting the property. Ground rent and service charges remain your responsibility even when the property is let.

Your insurance company
You may need to upgrade or amend your existing insurance to allow for Tenants. Please note that it remains the Landlords responsibility to insure the structure of the property and its remaining contents.

We would advise all prospective Tenants to insure their belongings with additional accidental damage cover. We are able to obtain very competitive Landlord and Tenant insurance quotations upon request.

Telephone provider
You should advise the relevant phone company that you are vacating as BT do not take advice from a third party. The new Tenant then has the option of taking over the line when they move in if they so wish.

Gas, electricity and water
For our fully managed landlords, when the inventory is drawn up, we take meter readings and write to the relevant provider advising them of the new Tenant's name and commencement date. We will also advise them of your address in order that final accountant can be forwarded to you. This is carried out at the onset and conclusion of each tenancy.

Your accountant
Rental income is subject to income tax. However there are certain tax-deductible considerations, which may be taken into account. We recommend that you speak to your accountant or the Inland Revenue in order to clarify your tax position. We are able to provide you with an annual statement if required.

Let Only Service

Although it advisable to have full management as described above, occasionally it may be appropriate for us to act on a Let Only basis. Within this service we will find and fully vet a potential tenant and set up a tenancy agreement, after which maintenance of the property, collection of rent and management of the tenancy are the responsibility of the landlord.

The charge for this service is 50% of the first months rent, subject to a minimum fee of £300 plus VAT.

Rent & Collect

We can offer a rent collect service where after placing the tenant we collect the months' rent and chase outstanding arrears (if any). The charge for this is 50% of the first month's rent subject to a minimum fee of £300 plus VAT with a monthly fee of 5% plus VAT of the monthly rental income.

Selling Your Property

Denny and Salmond would be pleased to offer you a free market appraisal for sale purposes should you require. In the event that your tenant proceeds to purchase your property we would be entitled to our usual sole agency commission upon completion.

Legal Matters

Denny & Salmond will advise of any rent arrears or other breaches of covenant brought to our attention. If any legal action is required, the Landlord is responsible for instructing a solicitor and for payment of any fees that might arise.

Non Routine Management Works

Non-routine management works or those exceeding £250.00 are subject to a 10% handling charge.

A bespoke service for all landlords

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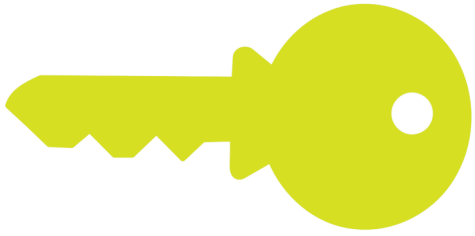
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