



# Tailor-made solutions for today's landlords

Taking the stress out of letting your property





# First things first

***“A lettings agent is a lettings agent” you may say – so why choose one over another?***

***Allow us to tell you a little about Park Estates.***

**Over 60 years since we started, we remain an independent, family run business with a knowledge of the local area we believe is unrivalled. Yes, we’ve seen change over the decades but we believe that puts us in a unique position when it comes to advising the landlords of today – and tomorrow.**

We could tell you we’re friendly, professional and attentive to the needs of every client at all times, but isn’t that what you’d expect from a lettings agency? It’s our roots, the way the business has evolved and our enormous experience in the area that we believe sets us apart.

Of course, we want to help you present your property most impressively to the market and identify reliable tenants, but we believe it’s about much more. And the best way we can demonstrate this is through the high number of landlords who return to us time and again.

That means using more than half a century of local knowledge to ensure we offer clients the best information, the most impartial advice and an approachable, trusted service without obligation.

Whether you’re looking for help finding and screening tenants or a round-the-clock, complete managed service we can tailor everything we do to your needs.

# Why choose us?

We are a long established independent company that has been serving the local community since 1957.

Our success has been built on a solid foundation of providing a friendly, personalised and highly professional service to suit the individual needs of all our clients, past and present.

Our dedicated team of extremely experienced property professionals will be working very hard on your behalf, providing we believe is second to none.

To confirm a commitment to our profession and the services we offer and to give our clients total peace of mind and complete assurance every step of the way, we are members of the following professional bodies

- **NAEA Propertymark**
- **The Property Ombudsman**
- **The Tenancy Deposit Scheme**

We appreciate being a landlord – especially a first-time landlord – can be both daunting and potentially time consuming and we hope this brochure will guide you through the essential elements and responsibilities and answer many of the questions you may have. And, if anything isn't covered here, our team will be delighted to assist.



## What you can expect from Park Estates

- ✓ **Highly skilled team of professional staff with an in-depth knowledge of the local rental market**
- ✓ **Free no obligation valuations**
- ✓ **Highly competitive commission rates**
- ✓ **Extensive database of applicants sourced to accurately match your requirements**
- ✓ **Huge exposure on our fully interactive web and mobile site and leading portals including Rightmove, OnTheMarket.com and Zoopla.**
- ✓ **Full management, rent collection, and let only options**
- ✓ **Comprehensive referencing service**
- ✓ **Inventory service with photographs**
- ✓ **Extensive additional services including property maintenance and cleaning**
- ✓ **Client money protection**
- ✓ **Dedicated property manager**
- ✓ **Tenancy agreements and legal notices**





# Peace of mind for busy landlords

Investing in property never goes out of fashion despite the vagaries of the market but it comes with responsibilities - legally, financially and morally.

It's all about peace of mind so that's why we strive to cover the small things as well as the absolute essentials. You'll read more about our services elsewhere in this brochure but we thought we'd summarise things for you here.

Where we are collecting the rent for you we will provide a monthly statement of collections together with any deductions clearly detailed – these will be things such as our fees and any agreed repairs.

We (and you) need to keep on top of things so we will also advise you at the first opportunity of any rental arrears, handling this fully and keeping you advised throughout.

Once your property is let our work doesn't stop. Today's tenants can be demanding, expecting a quick and efficient response to any problems. Choose our Fully Managed Service (details of which you'll find under the service levels section) and our dedicated Property Manager will arrange any estimates, repairs and maintenance, safety checks and tenant issues, keeping you briefed throughout.

And again, for your piece of mind, we will also carry out periodic inspections of your property, reporting back to you as necessary

The majority of our landlords choose and value our fully managed option as it removes all the stress and is a drain on valuable time but, as you'll see, we have a choice of services enabling you to select the one most suited to your needs.

to find out more and to view all our available properties please visit [www.parkestates.co.uk](http://www.parkestates.co.uk)





# Getting started

With unrivalled success in Bexley and the surrounding areas we manage a large portfolio of properties on a monthly basis – and right from the very start of the process.

## Free Market Appraisal

We will provide you with a free market appraisal and advise on any work that may be required to ensure your property attracts quality tenants paying the highest achievable rental figure. We will also guide you through all the necessary rules and regulations that will apply to your property.

## Marketing and Advertising

All potential tenants will be contacted by telephone, SMS, email and by post. Your property will also be immediately available on our fully interactive web and mobile site [www.parkestates.co.uk](http://www.parkestates.co.uk) uploaded to leading portals such as Rightmove, OnTheMarket.com and Zoopla.

Potential tenants will also receive automated property alerts. We can include your property in our eye-catching window - and boards will be arranged by agreement and where permitted.

## Thorough Referencing

All prospective tenants (and, where applicable, guarantors) are fully referenced by our independent, specialist agency. This includes credit checks, previous landlord references and employment testimonials as appropriate to ensure applicants can both afford to meet the financial commitment and that they will make a suitable tenant.





# The legal essentials

## Tenancy Agreement and Notices

Most initial tenancy agreements are initially for a six or 12-month term, which would run on a month-to-month basis following the expiration of the fixed period. However, due to the complex nature of the housing act we will advise on the best agreement at the point of finding a suitable tenant whether it is an individual or a company let. Longer and shorter terms can be arranged with your approval and negotiated with the tenants. We will prepare a comprehensive and up-to-date legal document between landlord and tenant clearly outlining all responsibilities.

## Energy Performance Certificates (EPC)

Energy Performance Certificates - more commonly referred to as EPCs - are a legal requirement and as a landlord you must provide one. It contains information about a property's energy use and typical costs as well as recommendations of ways in which energy consumption, and associated costs, can be reduced. The result will be an energy efficiency rating for the property ranging from A (the most efficient) to G (the least efficient). An EPC is valid for 10 years.

## Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998 landlords have a legal obligation to ensure all gas pipework, appliances, fittings and flues are safe to use and maintained in a safe condition. This includes testing every 12 months, providing a gas safety record to the tenant within 28 days of the annual check and ensuring all maintenance is carried out by a registered engineer. We can arrange this for you.

## Electricity Safety

Landlords are required to ensure that the electrical installation in a rented property - including smoke alarms and carbon monoxide detectors - are installed and maintained to the highest standard.

It is a legal requirement your property is tested by a registered electrician every 5 years. This includes testing at the start of each new tenancy and Portable Appliance Testing (PAT) once a year to ensure electrical appliances are safe and fit for purpose. Again, we are happy to arrange both for you.

## Furniture and Furnishings

Upholstered furniture and soft furnishings supplied as part of a rental property must comply with current regulations. This includes but is not limited to bed frames, mattresses, sofas, pillows, cushions and any garden furniture that may be used inside the property.

## Consent to Let

If your property is mortgaged you must contain written permission from your lender to rent. If it is leasehold, the terms of the lease may require written consent before you can sub-let.

## Houses in Multiple Occupation

If your property is to be let to three or more tenants with shared toilet, bathroom or kitchen it is deemed as a House in Multiple Occupation (HMO) and you are likely to need an HMO licence from the local authority together with an HHSRS inspection. We will be happy to advise.

## Buildings Insurance

As a landlord you must, by law, have buildings insurance. We also advise our clients to have adequate cover for contents as well as policies to cover rent guarantee and legal expenses.



# Moving your tenant in

## Deposit

A security and dilapidation deposit equal to 5 weeks rent will be taken before the start of the tenancy as a financial bond against any breach of the tenancy agreement. All deposits must be registered and held in an approved Tenancy Deposit Scheme. Park Estates is an approved member of the Tenancy Deposit Scheme.

## Inventory

We can produce a full schedule detailing the condition of your property and including photographs. This is a vital record to protect you and your property and provides a detailed legal document in the event of any claim against the tenant's deposit at the end of the tenancy.

## Day-to-Day Management

Once your tenant is safely installed in the property, we'll begin the all-important day-to-day management, depending on the service level you select. Our fully managed option takes care of everything for you from essential paperwork to maintenance and repairs but our lettings team will be pleased to discuss the various options with you in more detail.

# Service Levels

Park Estates offers landlords a choice of three service levels – you simply choose how hands-on you want to be in the management of your investment, the level of responsibility you're happy with and the time and energy you're able to devote. Our fees are fully transparent and highly competitive and reflect fairly the quality service levels we offer.

## 1 Letting only

Perfect for landlords who want to manage a tenancy themselves but would like all the paperwork – tenancy agreement, tenant vetting – taken care of.

## 2 Letting and rent collection

Happy to manage the upkeep of the property but don't want the hassle of rent collection? Let us take care of that side of things for you.

## 3 Fully managed

You may be busy with other things, perhaps you live abroad or are out of the country a lot. If so, this service gives you complete peace of mind as we'll look after everything from finding tenants to management, maintenance and rent collection.





**This chart provides an easy to reference guide, helping you quickly identify the right service level for you. Simply follow the code Fully Managed Service (FMS), Rent Collection Service (RCS), Letting Only Service (LOS).**

Park Estates Service Includes	FMS	RCS	LOS
Rental valuation and advice	✓	✓	✓
Comprehensive marketing	✓	✓	✓
Accompanied viewings	✓	✓	✓
Find a good quality tenant	✓	✓	✓
Full referencing	✓	✓	✓
Arranging rental warranty insurance - if required	✓*	✓*	✓*
Preparing the Tenancy Agreement	✓	✓	✓
Organising the Gas Safety Certificate - if required	✓*	✓*	✓*
Organising the EPC - if required	✓*	✓*	✓*
Organising Electrical Safety Certificate - if required	✓*	✓*	✓*
Organising Smoke Alarms/Carbon Monoxide Alarms - if required	✓*	✓*	✓*
Organising Legionella Risk Assessment - if required	✓*	✓*	✓*
Collection of dilapidation deposit	✓	✓	✓
Collection of first month rent	✓	✓	✓
Full written and photographic inventory	✓*	✓*	✓*
Overseeing the check-in and check-out process	✓*		
Notify all utilities	✓		
Register deposit	✓*	✓*	✓*
Collection of rent	✓	✓	
Monthly statements	✓	✓	
Arranging repairs and maintenance	✓		
Mid-term Inspection	✓		
Dedicated property manager	✓		
Key holding service	✓		
Legal Notices - if required	✓*		
Court attendance - if required	✓*		
Invoice handling	✓	✓*	✓*
Tenancy renewal	✓*	✓*	✓*

\*additional costs involved

# Your checklist



We're here to help make your life easier and, given there's nothing like a list to keep most of us firmly on track, this check list – while by no means exhaustive – will hopefully give you a basis from which to plan your letting process.

- Ensure you have a valid energy performance certificate before any tenant viewings take place
- Obtain consent to let from mortgage lender or lease holder and arrange suitable buildings insurance
- Check that your Gas Safety certificate is up to date and provide a copy to your new tenants before they move in
- Ensure any furniture and soft furnishings comply with current fire safety regulations
- Ensure the electrical system is safe and fit for purpose, and arrange PAT testing of any portable appliances you are providing
- Check with your local authority to see if you require an HMO (House in Multiple Occupation) licence for your property
- Ensure the tenancy agreement covers all the required terms and obligations, is legally binding and signed by all parties
- Prepare a comprehensive inventory and schedule of condition, with photographic evidence
- Ensure smoke alarms and carbon monoxide detectors are fitted and all are working properly
- Notify your local authority of the new tenancy details for Council Tax purposes
- Arrange for all meter readings to be taken and transfer utility bills to the tenant
- Get a duplicate set of keys cut for each tenant plus an extra set for your own use for property inspections, maintenance checks and repairs
- Arrange for post to be forwarded on for any previous tenant or occupier of the property
- Ensure you have registered the deposit with one of the government-backed tenant deposit protection schemes
- Contact HMRC with any questions about self-assessment, or for details about the NRL Scheme if you are living or working overseas



# Your move

Our reputation for outstanding service and client care; unrivalled marketing; professional and experienced staff; superb local knowledge, and ability to manage one of the largest rental portfolios in the area has helped many landlords realise the full potential of their property investment.

Call us on 01322 553322 to discuss any requirements you may have or to arrange your free no-obligation valuation. You can also find out more about our lettings management services by going to our website:

[www.parkestates.co.uk](http://www.parkestates.co.uk)



we have your area  
**covered**

