



# Landlord Brochure

Successfully letting in  
Surrey since 1997



patricia shepherd

letting & management

celebrating

20<sup>+</sup>  
YEARS

1997-2018



## A family business specialising in residential letting & property management

We are a family business established in 1997. We have a wealth of expertise in the Letting and Management market and extensive knowledge of the local areas. Our objective is to make for a comfortable and stress free experience throughout the term of business with our clients.

We offer a service second to none at very competitive rates and pride ourselves on the personal, yet professional service we give to both landlords and tenants.

Through sheer hard work, determination and commitment to our clients, we have achieved the success we are proud of today. As a result, our reputation precedes us wherever we go – **and long may it continue!**



For the best possible protection for your home and investment, call us on **020 8255 5526**.

## Meet the team



**Martin Jackson | FARLA**  
Partner



**Gemma Underwood | MARLA**  
Accounts Manager



**Anna Newman**  
Lettings Administrator



**Yasmin Darkazalli | MARLA**  
Property Manager



## Arla propertymark

Martin Jackson FARLA (Partner) has been working within the industry for 20 years and is the only locally based independent agent to have achieved the honour of **fellowship** status to arla propertymark.

This means that our clients can rest assured that their property is being looked after by people that have the knowledge and credentials within our specific field of expertise.

### Why use an arla propertymark licenced member?

#### Not all agents are regulated

Most landlords do not realise that the industry is not regulated. Anyone can set up as an Agent. Every year agents without experience or training cause problems and financial difficulties for landlords.

#### We volunteer to have our accounts inspected by neutral experts

As an arla propertymark licenced member we have to submit an accountants report every year to ensure that client money is being processed correctly. Our Professional Indemnity Insurance is checked annually and paying into a Client Money Protection scheme ensures landlord confidence.

#### Arla propertymark check our qualifications and experience; it isn't simply a badge that we buy

Arla propertymark Licensed members need to hold NFOPP Awarding Body qualifications or equivalent. As an arla propertymark licenced member we have to follow Rules of Conduct, keep our CPD up to date and adhere to best practice guidelines.

Every year, unprotected landlords and tenants lose money when funds are misappropriated. The best way to ensure money is kept safe is something goes wrong is to always choose an agent who is a member of arla propertymark.



**Charlotte Brilliant**  
Lettings Consultant



**Teresa Desousa**  
Property Consultant

## Why choose us

- extensive local knowledge
- personal yet professional service
- arla propertymark qualified staff
- lettings only specialists
- one office communication – 365 days a year
- committed to finding the best possible tenants
- arla propertymark regulated and licensed
- guaranteed to match or beat any other local agents fees
- extensive advertising
- latest lettings software used
- continued service throughout our business with you
- free legal advice
- free buy-to-let advisory service
- rent guarantee
- unique all inclusive fees

*Your peace of mind is our objective...*

The way we see it, we work for and on behalf of the landlord.

As our business is 100% Letting and Management (not Estate Agency), we can commit 100% of our time and effort to getting your property let in the shortest time with the best possible tenants.

We offer a range of landlord services for which the main core of these are:

- Letting Only
- Rent Collection
- Full Management

## Letting Only

Initially, we will visit you to provide a valuation and answer any questions you may have. We will market your property on the biggest property portals in the UK to achieve maximum coverage to prospective tenants.

Appointments to view will be arranged and carried out and if tenants are accepted, we take up all necessary references, where applicable, i.e. employers, previous landlord and full credit reference. To us referencing is the most important part of the service giving both us and the landlord peace of mind.

We are so confident in the tenants we provide that we offer a free eviction service (including legal and court fees) should our tenant fail to pay their rent (for more information and full terms – please enquire).

We prepare and provide the Tenancy Agreements for the landlord to gain protection of the relevant Rent and Housing Acts.

A deposit equal to 5 weeks rent is taken to cover any damages and supplied to the landlord to protect with a relevant Tenancy Deposit Scheme.

## Rent Collection

The Rent Collection Service includes our **Letting Only** service plus collection of the rent, paying directly into the landlords

bank and providing a detailed monthly rent statement via email or post.

A deposit equal to 5 weeks rent is taken to cover any damages and posted with the relevant Tenancy Deposit Scheme for protection.

We organise and supply an inventory plus check in/out.

We liaise with utility companies (i.e. water, council tax, electricity and gas), take meter readings and advise them of the transfer of service contracts to the tenant at the outset of the Tenancy and when tenants vacate.

## Full Management

The Full Management service incorporates our Letting Only service & Rent Collection service plus inspections of the property are carried out on a half yearly basis and a detailed report sent to the landlord.

We also provide the co-ordination of repair or maintenance, including arranging for tradesmen to attend the property and obtain estimates where necessary, supervising works and settling accounts from rents received.

Additionally, (if requested) we can make payments on behalf of the landlord (from rents received) for insurance premiums, maintenance contracts etc.



### Rent and Legal Protection

We offer our landlords the option to guarantee their rent. Having Rent Guarantee Insurance in place can protect you from being out of pocket.

Our policy covers the entire property, so you only need to buy one policy per property, regardless of the number of tenants you have. The policy also covers you for legal costs and expenses for disputes relating to the recovery of rent arrears.

This gives landlords the peace of mind that they will not suffer from a large loss of rent if the tenant ever fails to pay. (Full details on request).



### Working in partnership with Blinc

What happens when a tenant can't – or won't – pay their rent, and won't vacate the property? Landlords can protect their rental income with our nil excess Rent & Legal Protection that covers the whole property.

We have selected Blinc as our preferred partner for Rent Guarantee and Legal Expenses Insurance as they have a wealth of knowledge and expertise within the sector.

The policy provides market leading protection with nil excess, cover for the whole property, up to £50,000 for legal expenses and up to £50,000 of rental cover. They pay from the first day of unpaid rent until vacant possession has been gained.

### Benefits of Rent & Legal Protection

- policy covers all tenants within the property as long as cover is purchased before tenancy start date
- nil excess
- cover until vacant possession is gained
- up to £50,000 for legal expenses
- up to £4,000 rental cover per month
- specialist solicitors supplied
- up to £50,000 rental cover per annum (option to increase as required)
- no need to re-reference your tenants at renewal
- free legal helpline

*Call now for a no obligation appraisal or free impartial advice.*

The lettings sector has often come under scrutiny for Letting Agents having hidden fees and that is why as of 2015, **ALL** Letting Agents had to list their fees on their website and on display in their office. There seems to be an unlimited list of extras added on to the standard fees that letting agents charge.

We are the only local agent that offer these 'extras' under one very competitive fee to simplify things and give our clients the best deal possible.

- **NO EXTRA CHARGE FOR INVENTORIES**
- **NO EXTRA CHARGE FOR CHECK IN**
- **NO EXTRA CHARGE FOR DEPOSIT REGISTRATION**
- **NO EXTRA CHARGE FOR ARRANGING GAS SAFETY**
- **NO EXTRA CHARGE FOR SERVICE OF NOTICES**
- **NO EXTRA CHARGE FOR ARRANGING EXTRA KEYS TO BE CUT**

|  | Letting Only | Rent Collection | Full Management |
|--|--------------|-----------------|-----------------|
| Visit property to provide a rental valuation and advise landlord of current market situation.  | ✓            | ✓               | ✓               |
| Advertising and extensively marketing the property via all major property websites and other sources.  | ✓            | ✓               | ✓               |
| Interviewing prospective tenants and taking up references i.e. employer, accountant, previous landlord (where applicable), 'Right to Rent' and credit check. Where necessary, additional security would be requested by means of a guarantor.  | ✓            | ✓               | ✓               |
| Prepare and provide the Tenancy Agreement necessary for the landlord to gain protection of the relevant Rent and Housing Acts.   | ✓            | ✓               | ✓               |
| Taking a deposit from the tenant, and protecting this deposit under the requirements of Tenancy Deposit Scheme until the end of the tenancy when the property and contents have been checked and handling any termination issues.  |              | ✓               | ✓               |
| Arrange and supply a detailed inventory and arrange for the check-in and check-out of tenants.   |              | ✓               | ✓               |
| Liaise with service companies (electricity, gas, council tax & water), and advise them of the transfer of service contracts to the tenant at the beginning of each tenancy.  |              | ✓               | ✓               |
| Tenancy renewal and negotiation of rental increases (fee applicable, please see over).   | ✓            | ✓               | ✓               |
| Arrange an inventory check / update at the end of the tenancy, and negotiate with matters relating to wear and tear before the release of the tenant's deposit (if required).  |              | ✓               | ✓               |
| Collecting the rent monthly and paying over to the landlord monthly (normally sent within 24 hours of collection) less any fees or expenses due or incurred for the period. Payments will be made by direct bank transfer and a detailed rent statement will be forwarded to the landlord. |              | ✓               | ✓               |
| Chasing any unpaid / late rents.   |              | ✓               | ✓               |
| Inspections of the property are carried out twice yearly and a detailed report is sent to the landlord.  |              |                 | ✓               |
| Co-ordination of repair or maintenance including arranging for tradesmen to attend the property and obtaining estimates where necessary, supervising works and settling accounts from rents received.  |              |                 | ✓               |
| Making payments on behalf of the landlord from rents received for costs in managing the property.  |              |                 | ✓               |
| Hold keys throughout the duration of the tenancy.  |              |                 | ✓               |

|                 |   |
|-----------------|---|
| Letting Only    | 8% + vat (9.6%)<br>of gross rent due for the term |
| Rent Collection | 11.5% + vat (13.8%)<br>of gross monthly rent      |
| Full Management | 13.5% + vat (16.2%)<br>of gross monthly rent      |



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|--|--|
| Tenancy set-up fee (admin / marketing etc.)  | £200.00 + vat (£240.00)                          |
| Tenancy renewal (Managed & Rent Collect)   | £150.00 + vat (£180.00)                          |
| Tenancy renewal (Letting Only)   | £300.00 + vat (£360.00)                          |
| Rent & Legal Protection (added to standard fee)                                      | 2% + vat (2.4%)<br>(Rent Collect & Managed only) |
| Property Inspection (per visit and report)   | £40.00 + vat (£48.00)                            |
| Arrange and supply an Energy Performance Certificate (EPC)                           | £95.00 + vat (£114.00)                           |
| Making representations to the Dispute Service or ADR in relation to deposit disputes | £150.00 + vat (£180.00)                          |
| Preparing paperwork and supplying to solicitors for court eviction of tenants        | £150.00 + vat (£180.00)                          |
| Inventory Check-Out  | £120.00 + vat (£144.00)                          |
| Tenancy Agreements   | Included   |
| Deposit Protection   | Included   |
| Land registry check (proof of ownership)   | Included   |
| Arranging gas safety certificate (Managed only)                                      | Included (engineers costs)                       |
| Issuing notice & commencing possession procedure                                     | Included   |
| Inventory  | Included   |
| Duplication & testing of extra keys  | Key cutting cost only                            |
| Early termination (if contract terminated whilst PS tenant in situ)                  | Equal to 1 months' rent                          |

Client Money Protection (CMP) provided by: ARLA



Independent redress provided by: TPOS



**PRICE PROMISE:** We guarantee to match or beat any other local agents fees for the same service!



### Insurance

The landlord is responsible for their property and its contents. Adequate insurance is very important and landlords must inform their insurance company that the property is LET otherwise the current policy will be void should a claim be necessary. Landlords Rental Guarantee and legal cost insurance is also available from us.



### Inventory

An inventory for the property is extremely important, all contents and conditions should be listed including decoration, carpets, curtains, garden equipment etc. We are the only local agent to include this free of charge within our service.



### Services

Tenants are responsible for payment of the following: **gas, electricity, water rates, sewage charges, council tax, telephone/TV charges.**

Landlords are responsible for ground rent and service charges (if applicable).



### Tax

Taxation on letting income is dealt with by the landlord under the self-assessment system and much will depend on personal financial circumstances. Any expense incurred for the purpose of the let can usually be offset against rent received.



### Tax – overseas landlords

Many overseas landlords qualify to receive rental income gross. The Revenue's **Financial Intermediaries and Claims Office (FICO)** operates the Non-Resident Landlord Scheme. Forms to apply for approval are available from HMRC.



### Smoke and Carbon Monoxide alarms

As of 1<sup>st</sup> October 2015, landlords are required by law to install working smoke alarms (on all floors) and carbon monoxide alarms (if solid fuel burning appliances are present) in their properties. These must in place before commencement of tenancy.





## Gas and electrical safety

As a landlord, or as an agent acting on the landlords behalf, there is a legal obligation to ensure accommodation is safe for tenants. The law states appliances must be in good order and working correctly to guard against the dangers of carbon monoxide poisoning and electrocution.



## Gas annual inspection and safety certificates

Every rental property supplied with gas or has any sort of gas appliance requires an annual Gas Safety Certificate. These certificates are issued only by heating engineers registered with the **Gas Safe Register**. Certificates are valid for a year from the date of issue and must be in place whenever a new tenancy begins. In addition, your tenant must be given a copy of the certificate.



## Landlord's electrical certificates

Landlords' electrical inspections and certificates are also important to ensure the safety of your tenants. They also help you to prove that you have taken the necessary steps to avoid accidents. Although currently in the UK there is no legal requirement to have an annual electrical inspection and certificate, landlords are advised to do this and their insurers often insist on it.

All electrical inspections and certification should be done by a qualified electrician who is registered with the **National Inspection Council for Electrical Installers and Contractors (NICEIC)**.



## Energy performance certificates

All Landlords are been required by law to provide an Energy Performance Certificate when they rent out a property.

The EPC provides prospective tenants with information about how energy efficient a property is that they are considering renting. An EPC is not required for any property that was occupied before 1<sup>st</sup> October 2008 and which continues to be occupied after that date by the same tenant.



## Furniture and furnishings

Furniture and furnishings supplied in rental accommodation must comply with the **Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended)**. Some materials used to fill or cover furniture, particularly older and second hand furniture, may be a fire risk and often produces poisonous gases when burning, such as cyanide or carbon monoxide. There are severe penalties for non-compliance.

If you let your residential property furnished you must ensure that certain types of furniture and furnishings provided meet the current safety regulation.

For more information please visit: [www.direct.gov.uk](http://www.direct.gov.uk)

Landlords often worry about unnecessary call out charges from contractors having to attend the property only to find that it was something very simple that the tenant could have rectified themselves.

This is why we have an online repair reporting system and mobile phone app that all tenants have to report maintenance issues through.

When they log on to request a repair, they are given a series of simple tasks and online help videos to try and rectify the problem themselves. They are forewarned that if it is something that could have been easily carried out by them, they may be liable for the call out charge.

We have found this system a great money saver for our landlords limiting contractor call outs.

Everytime a maintenance issue is reported to us, our landlords receive an email on the same day to keep them informed.

We also have a maximum £200 threshold on all properties meaning we cannot give instruction to any contractors to carry out works without prior consent from the landlord. If a repair is estimated above this amount, we will call you to discuss the issue and to gain consent. **Meaning no big surprises!**



“

*I just wanted to write and say how absolutely delighted I have been with your service. I was delighted to get, within only a few days, a great tenant meeting the criteria – and at the rental you said I would get without negotiation. I came on recommendation and would not hesitate in recommending you further.*

**Ms J.H.**

“

*I would like to give two-months notice on the above flat. I would also like to say that you have been excellent letting agents, and I hope to find a property with a similar standard of service in my new area.*

**Miss J.L.**

“

*Thank you for all work you do on our behalf, we really do appreciate it and it is great to feel we have someone in the UK who is prepared to look after our interests.*

**Mrs A.S.**

“

*We wish to take this opportunity to thank you and your staff for your professionalism and commitment to us as landlords. We have been extremely pleased with the services you have provided and would not hesitate to recommend you to others.*

**Mr & Mrs J.H.**

“

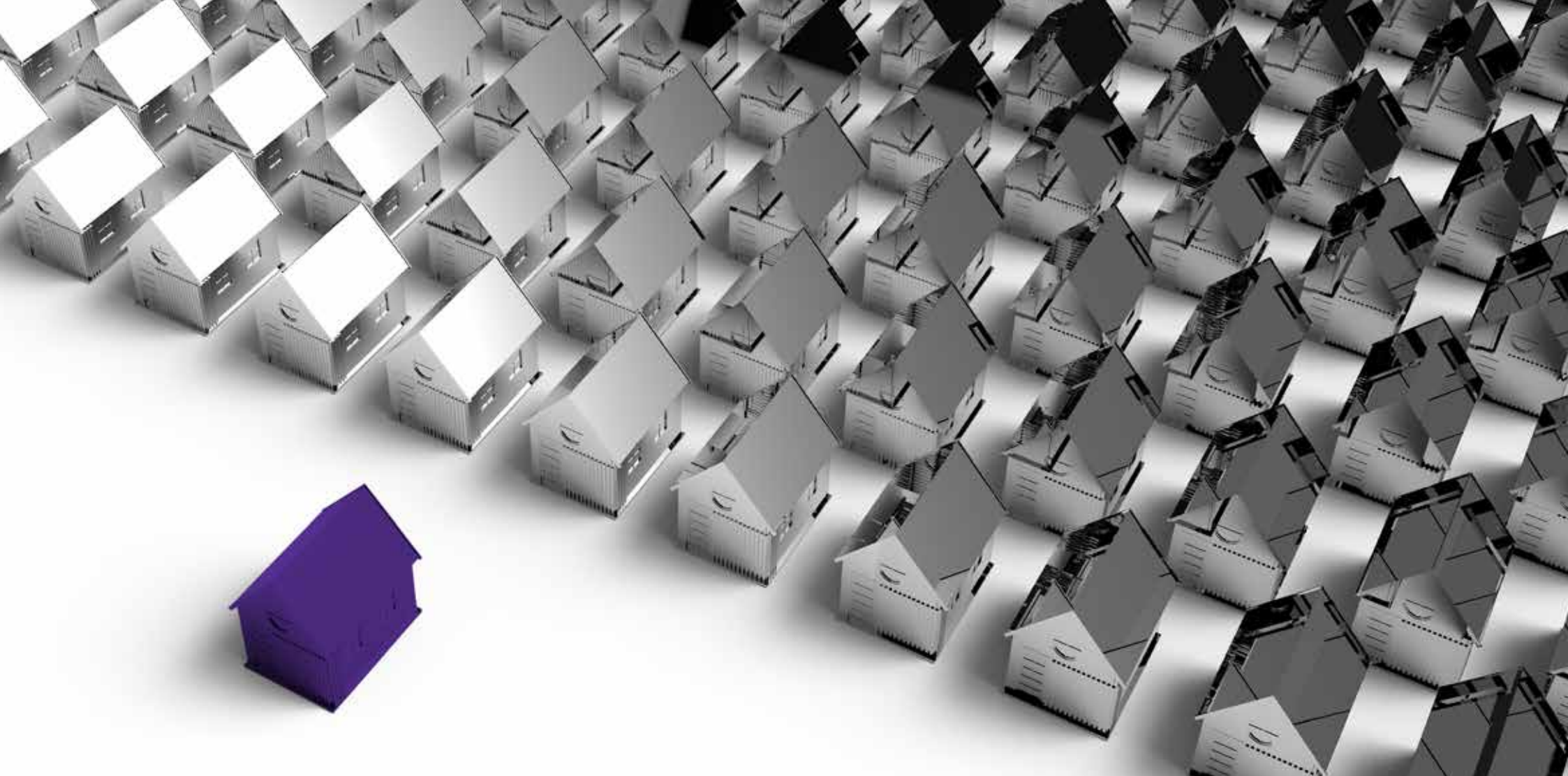
*Why did it take us 5 years to find your company? During that time we had 2 properties rented through three different Agents where we had nothing but problems.*

**Mr D.L.**

“

*I would like to thank you and your staff for the excellent service that you have given me over the past 13 years. I plan to add more 'buy to let' properties, and can do so with confidence knowing that you'll be taking care of things for me.*

**Balmoral Property Services**



## Patricia Shepherd Letting & Management

☎ 020 8255 5526

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