

FULL STAFF WHO HAVE  
REST TOP OF THEIR LIST

WE COULDN'T PRAISE  
THEM HIGHLY ENOUGH

THEY REALLY WORK  
HARD ON YOUR BEHALF

FIRST CLASS

AMAZING GREAT SERVICE FROM START TO FINISH

NO HASSLE AT ALL,  
JUST EXCELLENT SERVICE

I WILL CERTAINLY  
COME BACK ONE DAY

VERY FRIENDLY AND  
EFFICIENT STAFF

VERY PROFESSIONAL

THE AGENT  
WAS REALLY  
ON THE BALL

# LANDLORD SERVICES

NO COMPLAINTS  
EXCELLENT

KEPT ME INFORMED EVERY STEP OF THE WAY

VERY IMPRESSED

EMAILS AND PHONE CALLS  
ENQUIRIES ANSWERED PROMPTLY

EXCELLENT  
COMMUNICATION

EXTREMELY HELPFUL

FIRST MEETING AT OUR HOUSE THROUGH  
THE AGENT I COULDN'T FAULT NEWTON FALLOWELL

KEPT ME  
SPEEDY  
ANY PROBLEMS

HIGHLY RECOMMEND

## Landlord Services

Every Landlord has different needs, therefore we offer different levels of service depending on how hands on and involved you would like to be as a landlord. Please find a full list of our services on the following page and what is included in each. We can also tailor a package to suit your needs if required. We are proud members of Safeagent and The Property Ombudsman (Independent Redress Scheme) and we are covered by Client Money Protection (CMP). Letting agents displaying the Safeagent logo are part of a Client Money Protection (CMP) Scheme which ensures that they are protecting their clients monies.

SERVICE	TENANT FIND	LET ONLY	RENT COLLECTION	FULLY MANAGED	FULLY MANAGED PLUS
Setup Fee	£360	1 MONTH'S RENT*	£480	£360	£240
Monthly Fee	N/A	N/A	10%	13%	16%
No Let No Fee!	✓	✓	✓	✓	✓
Property Appraisal and Rental Valuation	✓	✓	✓	✓	✓
Database of Potential Tenants	✓	✓	✓	✓	✓
Property Marketing and Advertising	✓	✓	✓	✓	✓
Accompanied Viewings & Feedback	✓	✓	✓	✓	✓
Tenant Referencing	✓	✓	✓	✓	✓
Tenancy Agreements		✓	✓	✓	✓
Deposit and Rent in Advance		✓	✓	✓	✓
Deposit Registered with DPS		✓	✓	✓	✓
Contacting Utility Suppliers & Void Cover		✓	✓	✓	✓
Inventory and Schedule of Condition		✓	✓	✓	✓
Tenant Check in		✓	✓	✓	✓
Mandatory Tenants' Liability Insurance		✓	✓	✓	✓
Rent Processed Same Day 5 Days a Week			✓	✓	✓
Dealing with Rent Arrears			✓	✓	✓
Annual Portfolio Review			✓	✓	✓
Managing your Legal Safety Requirements				✓	✓
Quarterly Property Inspections				✓	✓
24/7 Tenant Maintenance Reporting Portal				✓	✓
Serving Section Notices				✓	✓
Full Check Out and Inventory Update				✓	✓
Deposit Reconciliation				✓	✓
Renewal and Rental Increase Negotiation					✓
Premium Property Listings on Leading Portals					✓
Boosted Social Media Advertising					✓
12 Month Tenant Eviction	£120	£120	£120	£120	✓
Landlords Rent Guarantee	5%**	4%**	3%**	3%**	✓

All of our fees listed are inclusive of VAT.

\* Subject to a minimum fee of £595

\*\* Charge based on a percentage of the annual rent.



### **No Let No Fee!**

We will only charge you a fee once we have found you a suitable tenant.

### **Property Appraisal and Rental Valuation**

Our valuer will go to your property and use local comparable data and recent lets in the area. We will look at rental yields for similar properties in a similar condition and advise on the best marketing price and expected returns that will be achievable.

### **Database of potential tenants**

We have a large database of potential tenants that are registered looking for properties in the local area. Once we have confirmed the details of your property we will go through and find suitable matches and contact them first to find out if they would be interested in viewing.

### **Property Marketing and Advertising**

We will market your property across the 3 major property portals with the widest audience including; Rightmove, Zoopla and Prime Location. It will also be featured on newtonfallowell.co.uk.

We will produce a detailed set of particulars including high quality photography, floorplans and room descriptions as well as local area information. Our team of local lettings specialists will match your property to our database of potential tenants including families, couples and young professionals.

### **Accompanied Viewings & Feedback**

Our friendly and professional team will show prospective tenants around your property and will point out the key features to maximise its appeal. We will carry out block viewings if necessary and all to fit around a time that suits you.

### **Tenant Referencing**

Having confidence in your tenant is critical and in partnership with Let Alliance we will conduct an Ultimate Global reference which includes;

Electoral roll verification, a full adverse credit check, CCJs/Bankruptcy Orders/IVAs check on all declared and undeclared addresses, income verification including employers, Accountants and pension providers as required, previous and current landlords. Also to include a Right to rent check as part of our mutual requirement under the Immigrations Act.

### **Tenancy Agreements**

Once we have successfully referenced your prospective tenants we will begin to draw up a tenancy agreement. Our agreements are continuously updated to the latest legislation to protect you and your property. We use the latest digital signature technology to speed up the process and to make it easier for you to manage your agreements.

### **Deposit and Rent in Advance**

We will take a deposit and the first month's rent in advance of the tenant checking in to the property

### **Deposit Registered with DPS**

It is a legal requirement to protect a tenancy deposit taken for an assured shorthold tenancy by holding them within an approved Tenancy Deposit Protection Scheme for the duration of a tenancy. We will register your deposit with the Deposit Protection Service (DPS) within the specified timeframe and provide tenants with the prescribed information they require explaining how their money is protected.

### **Contacting utility suppliers & void cover**

We will manage the handover of all utility providers and inform them of meter readings and move in dates to make sure accounts are allocated to the correct person. We will also contact the local council tax department to let them know who is moving in. We will include all the meter reading information on our detailed schedule of condition.

We can also cover you for energy void periods through our partner Tenant Shop who will make sure that your tenant gets the best deal for them and that you don't get any bills in vacant periods.

### **Inventory and Schedule of condition**

Before moving your tenant in we will produce a full photographic inventory and detailed schedule of condition. This document will be very important in providing evidence of the condition of your property at the beginning of the tenancy so will be crucial in resolving disputes at the end of the tenancy. We will make sure that both you and the tenant have seen and approved the inventory and provide copies to you both.

### **Tenant Check in**

We will meet your tenant at the property on move in day and hand over the keys and all of the relevant legal documents including AST and inventory and make sure that everything goes smoothly.

### **Mandatory Tenants' liability Insurance**

We understand that accidents can happen so we will ensure that all of our tenants have sufficient cover to protect your household goods, fixtures and fittings. Further protecting your property!

### **Rent Processed Same Day 5 Days a Week**

We know how important it is to receive your rent on time. We will process your rent the same day that we receive it. 5 Days a week.

### **Renewal and rental increase negotiation**

We monitor the Rental Price Index closely and when the tenancy agreement fixed period comes to an end we will discuss with you the possibility of an increase in your rent. If you would like us to we will enter in to negotiations with your tenants and if we can agree, a new Tenancy Agreement with the new rent will be drawn up.

### **Dealing with Rent Arrears**

We will deal with any late or non-payment of rents when they occur from the first day right through until payment is received or the necessary notices are served and vacant possession is gained. We know that good tenants can have changes to their situation that are unforeseeable and that is why we have our industry leading Rent Guarantee. See below for more details.

### **Annual Portfolio Review**

We will make sure you are getting the most out of your portfolio whether you have 1 property or 30. We will work with you to understand what your goals and budget are and help to advise you on the best way to achieve that. Through our relationship with Mortgage Advice Bureau we can make sure that your portfolio is financed as efficiently as possible.

### **Quarterly Property Inspections**

We know how important it is to protect your investment. That is why we will make quarterly inspections to your property and we will use the original inventory document as the start point. We will visit the property and take photos and make notes of any material changes to the property and report back to you once we have been with a full report.

### **24/7 Tenant Maintenance Reporting Portal**

To make sure your property is kept in the best condition possible it is important that we react to maintenance issues as quickly as possible. We have invested in a 24/7 online repair reporting portal to help protect your property around the clock and save you money. Tenants can report issues any time of day or night and it will offer helpful advice depending on what the issue is. Our local property managers are on hand to deal with these issues for you when they come in and they will liaise with you if maintenance work is required. Including gaining contractor quotes, booking them in with the tenants and checking that the works have been completed to your satisfaction.

### **Serving Section Notices**

Navigating the legal and compliance maze of lettings can be complicated but we are here to help you every step of the way. We will make sure that all section notices are dealt with correctly and in a timely manner if necessary.

### **Full check out and inventory update**

At the end of the tenancy we will revisit your property and do a thorough final inspection and check it against the original inventory. We will take all the meter readings and produce a report. We will collect all the keys and then call you to discuss our findings.

### **Deposit Reconciliation**

We will discuss any potential deposit deductions with you and your tenant and if you reach agreement we will keep back any monies required to complete necessary work and send the remaining deposit to the tenant. If an agreement can't be reached we will work with the Alternative Dispute Resolution to assist in resolving any disputes as swiftly as possible.

### **Managing your legal safety requirements**

We will ensure your property is up to date with gas safety certificates, legionella risk assessments, and electrical checks where appropriate. There are other requirements dependent on your property and we are here to make sure you comply with all the ones that are relevant. We will check all fire alarms have been tested and that you have the correct licenses. Keeping your property and your tenants safe.

### **Premium property listings on leading portals**

To make sure your property is seen by even more tenants we will upgrade your Rightmove listing to a premium listing. This drives an increased click through rate, getting your property seen by more potential tenants. More interest can result in an increased rent for you.

### **Boosted Social Media Advertising**

Our team will create a bespoke campaign to market your property through the major social media sites including Facebook, Instagram and Twitter. Our social media posts consistently reach a demographic of 1,000s of local people. We have found that this is a great way of creating a buzz and generating a lot of interest for new homes to the market.

### **12 Month Tenant Eviction**

Our Tenant Eviction Service ensures that if, within the first 12 months of the tenancy, the tenants fail to pay the rent owed and fall into rent arrears, our partner Let Alliance will take action against the tenants to re-gain possession of the property.

### **Landlords Rent Guarantee**

When tenants can't or won't pay, you are protected from rent arrears and tenancy breaches. Relax in the knowledge that your rent is protected and you will not be out of pocket. From the first month of arrears we will pay rent monthly, as per the rent amount on the tenancy agreement, until vacant possession is gained including the legal costs.

# 10 Questions

## TO ASK YOUR LETTINGS AGENT

Before instructing any agent to let your property, make sure you are happy with their answers to the following questions.

- 01.** Are you a member of the National Approved Lettings Scheme?
- 02.** Do You have client money protection?
- 03.** How do you market my property to find the right tenant?
- 04.** Do you have a database of active tenants?
- 05.** How do I choose the right tenant?
- 06.** Will you ensure my property is compliant with all safety regulations?
- 07.** What happens with my Tenants deposit?
- 08.** Do you conduct photographic periodic visits?
- 09.** Do you conduct rent reviews on my property?
- 10.** Do you offer Nil excess Rent & Legal protection?



**NEWTON**  
FALLOWELL

**STAMFORD**  
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**OAKHAM**  
01572 335005

*Whether you have a single property or a portfolio of properties, you will be in the hands of experts!*