



**Keable Homes Ltd**  
Sales & Lettings

## **Keable Homes Ltd**

**Suite 1 Watling Chambers  
214 Watling Street  
Cannock  
Staffordshire  
WS11 0BD**

Tel: 01543 468847

Web: [www.keablehomes.co.uk](http://www.keablehomes.co.uk)



“PROMOTING THE HIGHEST STANDARDS IN RESIDENTIAL LETTINGS”

## **KEABLE HOMES LTD**

As Residential Letting and Property Managing Agents we provide a comprehensive property letting service and a free no obligation advice session. This will provide an opportunity to discuss the basic requirements of letting your property and also any pitfalls, which may be encountered. If you are thinking of buying a property to let we will be happy to advise you about its suitability.

We advertise via Internet Property Portals, Social Media and on our own website.

The residential lettings market is very active and many people are renting rather than buying and these figures increase annually.

The following pages contain a landlord's guide to property letting, if after reading the brochure you have any queries please feel free to call the office and we will be happy to assist in any way we can.

### **KEABLE HOMES LTD – Proud members of ARLA Propertymark**



*(Association of Residential Letting Agents)*

Keable Homes Ltd has been awarded membership of ARLA (Propertymark), they are a nationally recognized organization offering support and advice for our customers and ourselves.

Membership of ARLA (Propertymark) ensures that our company has achieved satisfactory standards to become members and maintain membership they guarantee that landlords and tenants monies are protected against the company collapsing.

They also ensure that we remain up to date with current and changing legislation and at least one member of our staff must pass an examination set by ARLA concerning letting standards.

## EPC **ENERGY PERFORMANCE CERTIFICATES**

All properties available to be let must have an EPC available for prospective tenants to view so that they can make comparisons between the energy expenditure and carbon footprints of different properties.

The EPC offers an assessment of the current energy performance of the property, its carbon dioxide emissions and also offers suggestions for improvement, the process involves a survey of the property looking at the age of build; roof and wall insulation; efficiency of the heating system etc.

The EPC is valid for 10 years, unless major alterations are made to the heating, insulation etc.

The cost of the survey and preparation of the EPC will be approximately £60.00 Including VAT.

## **TENANCY DEPOSIT SCHEME**

Keable Homes Ltd has joined the Tenancy Deposit Scheme through The Dispute Service Ltd. It guarantees protection of the deposit; and a fair, independent and expert assessment and settlement of any disputes over its return at the end of a tenancy. This is sometimes needed when landlords and tenants are totally unable to agree the amount due for damage, dilapidation or loss at the end of a tenancy.

Letting agents have welcomed the TDS as it is a fast track method to resolve tenancy disputes over the apportionment and settlement of deposits. When the agent is holding a deposit but cannot negotiate a settlement between landlord and tenant, all details of the dispute, along with the amount of deposit money that cannot be settled will be sent to the Independent Case Examiner for the scheme. The dispute will then be subject to expert third party adjudication and the apportioning of the deposit money.

## **GENERAL INFORMATION FOR PROPERTY OWNERS**

### **SHOULD YOU LET YOUR PROPERTY?**

May we put your mind at rest from the beginning and assure you that letting your property is worthwhile, providing it is handled in a professional manner. Your property is possibly the most valuable asset you own, you cannot, therefore, afford to take unnecessary risks.

We will explain and advise in detail the most secure way of letting your property (including rent arrears and legal costs insurance cover) and take care of all the legal documentation relating to the letting.

### **WHAT AMOUNT OF RENT COULD BE OBTAINED?**

This will depend on the location of your property, size type and quality of the fixtures and furnishings. A rental valuation will be given during the initial visit to your property.

### **PROPERTY OWNER/LANDLORDS LEGAL OBLIGATIONS.**

Section 11 of the 1985 Landlord and Tenant Act requires the Landlord to keep in good order the main essentials relating to the property i.e. water supply, drainage, sanitation and heating as well as ensuring the services of gas and electricity are available to the property.

All property owners and landlords must also comply to the following: The furniture and Furnishings (Fire) (Safety) Regulations 1988 (Amended 1989 and 1993) Gas Safety (Installation and Use) Regulations 1994 Amended Regulation 1996. Electrical Equipment (Safety) Regulations 1989 & 1994 and Building Regulations (Smoke Alarms) 1991.

### **LEGAL REGULATIONS**

There are strict regulations relating to the fire resistance of soft furnishings that are included in the letting, breach of these regulations can result in criminal proceedings. If you propose including soft furnishings we will advise you on the appropriate regulations. The regulations make it clear that there must be no non-compliant furniture on any part of the property including garage and attic.

Under current safety regulations it is the Landlord's responsibility to ensure that the gas and electrical systems and appliances at the property are maintained in a safe condition and serviced by a qualified contractor. A gas safety check must be carried out and a safety record issued.

If any appliances are included in the letting it will be the Landlord's responsibility to ensure they are safe when the property is let. We advise excluding very old or defective appliances such as cookers from the letting. Plugs and Socket regulations apply and we must ensure that all plugs, leads and sockets are checked for safety and correctly fused before a tenant takes possession.

Where electrical appliances are included we are obliged to supply safety instructions.

All properties we let must include working smoke detectors at the rate of at least one per floor. We must also insist upon carbon monoxide detectors. These must be checked and working when a tenant takes possession, but our Tenancy Agreement places the liability for on-going testing on the tenant.

If the property has working open fireplaces we recommend that you arrange for these to be regularly swept.

A tenant or other party may ask the local authority to carry out an inspection of the property under the Housing Health and Safety Rating System. The local authority has significant powers to require property owners to make the property safe. The system is based on whomever may be considered the most vulnerable person to occupy the property. We will explain how these regulations may affect you. We will also assist you with outcomes of such an inspection. However, this is not included in our standard fee structure and we will charge fees based upon an hourly rate applicable at the time if you require our assistance.

### FINDING A TENANT.

Finding the right tenant for your property is of paramount importance. The total success of letting your property depends upon this very factor and cannot be overstressed. Any agent can find a tenant, but it is not as simple as that. The expertise and experience combined with thorough checking facilities are essential to ensure that the risk of selecting an unreliable tenant is reduced as far as possible.

Each prospective tenant is required to complete a comprehensive application form requesting the personal information including:

- Employers name
- Salary
- Previous three years addresses
- Bank account details
- Accountant details (if self employed)
- A thorough financial credit check is also conducted

We are able to instantly obtain the credit status of any potential tenant. These measures combined with our personal assessment of the prospective tenant/s ensures that minimum risk is incurred.

## PROTECTING YOUR INCOME.

Having found a suitable tenant, even the best of them can be subject to the misfortune of redundancy, illness or just hard times. Our specialized services can include protection for property owners from the effects of such eventualities and ensure rental income is received for the maximum possible times.

## WHAT IF YOUR PROPERTY BECOMES VACANT?

Tenants are required to give written notice of their intention to vacate the property. As soon as notice is received, unless otherwise informed by you the property owner, we would immediately re-enter the details of your property into our computer for re-letting. This will ensure that your property is offered via mailing or telephone on a daily basis to potential tenants.

## SPECIAL CONTENTS WITH PUBLIC LIABILITY AND BUILDING INSURANCES.

Landlords must make sure that the property and its contents are adequately insured (even unfurnished properties will have some element of contents in need of insurance.) The property owner when letting their property may find that their current insurance will not provide the required insurance cover. Insurance cover designed for landlords will offer special advantages such as combining buildings, contents and public liability insurance.

## YOUR NEXT STEP.

Before a property can be placed on our computerized register for letting, we must ensure that it is of a good standard. It is, therefore, essential that we view the property to establish the suitability of the accommodation being offered. During this visit a verbal rental valuation will be given and if suitable, full details of the property will be taken to enter into our computerized register, subject to the signing of the appropriate agreement.

## LIVING OR WORKING ABROAD.

If you intend to live or work abroad you must comply to the Inland Revenue's Regulations in relation to rental income. As your Agents we must retain the applicable percentage of your net rental income to be paid over to the Inland Revenue, or if eligible, you must apply for your rental income to be paid in full through the Inland Revenue's Non-Resident Landlords Scheme. Please ask for further information.

## UK RESIDENT

Property owners who let their property and still reside in the UK are also required to pay tax on net income, but they deal personally with the Inland Revenue as we are not required to withhold tax on their behalf. It is advisable to establish with the Inland Revenue what the tax liability will be before any letting takes place.

## TENANCY AGREEMENTS

All our Tenancy Agreements are Assured Shorthold Tenancy Agreements for a minimum term of six months. They then roll on a monthly basis until one party ends the agreement by appropriate notice.

## DEPOSITS PAID BY THE TENANTS

We collect a security deposit from the tenant. This is held in our client account. At the end of the letting this is returned to the tenant, less any deductions made to cover breaches of the Agreement. We will hold the deposit as Stakeholder. This means we will be unable to refund all or part of the deposit to the tenant without your consent. Similarly, we are unable to deduct monies from the deposit without the tenant's consent.

## WEAR AND TEAR

Although every care is taken to obtain the right tenant for your property, the owner must accept that most tenants will not look after the property to the same standard as the owner. There will inevitably be wear and tear on the property during a tenancy which is unavoidable and must be expected. The property will not, therefore, be the same as when you personally occupied it.

## GARDEN MAINTENANCE

Although the tenant is responsible for the garden, it is highly unlikely they will maintain it to the same standard as the owner. Keeping the garden generally tidy is the best the owner can expect from the tenant.

## MORTGAGED PROPERTY

It may be that your property is mortgaged, if so the mortgage deed will almost certainly require the written consent of the lender to be obtained before you let the property. If your property is mortgaged you should apply for consent. Lenders will not deal with us in relation to the mortgage and so you will need to fill out their application form, though we would be happy to help and provide any information necessary. Some lenders charge a fee.

## LEASEHOLD FLAT AND OTHER PROPERTY

If your property is leasehold, you may require the consent of the freeholder for your proposed letting.

### ATTIC, CELLAR AND EXCLUDED AREAS

We do not inspect the above areas but we may ask you to confirm the contents of these areas (if any) as this may affect safety issues. During our Routine Visits to managed properties we will not visit these areas unless requested to do so. It is strongly recommended that you do not store items on the property once let.

### CLEANING

Whether the property is furnished or unfurnished, it is important that the property is clean throughout before the tenants move in. We strongly recommend that the property, including carpets, is professionally cleaned and, if necessary, the garden made tidy.

### RENT ARREARS AND LEGAL COSTS INSURANCE

**For over ten years we have be able to offer rent arrears and legal cost insurance to landlords.**

**If within twelve months of the commencement of the tenancy a tenant fails to pay the rent due then the insurers will pay the agreed rent until vacant possession is acquired. The insurers will also pay the landlords costs incurred and take all the legal responsibility involved in evicting a tenant as a result of none payment of rent.**

**This insurance is free on all services for the first 12 months of the tenancy. The cost to renew is £130.00 including all relevant fees and tax.**

## **INVENTORY**

Due to legislation, the Housing Act 2004, which came into effect 1st April 2007, it is extremely important that a precise inventory, both written & photographic, is prepared prior to any tenants occupying the property.

The written inventory should be supported by a photographic inventory covering the entire property. Photographs of décor, carpets, kitchens cupboards, light fittings, smoke detectors, curtain rails, cooker inside and out, wardrobes, etc – literally every single item inside & outside the property.

The reason the above is necessary is that all tenants' deposits are now protected by law and must be registered with The Dispute Service. If there is a dispute regarding some or all of the deposit when the tenants vacate because the property has not been vacated in a satisfactory condition, the tenants can object through The Dispute Service who will appoint an Independent Case Examiner to look into the dispute. Therefore, we need to supply the Case Examiner with indisputable evidence of the original condition of the property compared with the condition on vacating.

You can either prepare the inventory yourself and supply us with a copy & photographs, or Keable Homes Ltd can undertake the work for you.  
(Price list below)

This takes approximately half a day depending on the size of the property & involves taking a detailed description of the property room by room, colours of walls, descriptions of wallpaper, patterns of carpet, curtains, kitchen units, tiling, bathrooms, flooring, gardens etc. The inventory should include defects as well as items in good condition and should attempt to give an accurate description of the condition of items included.

## **INVENTORY PRICE LIST**

1 Bedroom Flat	-	£36.00 including VAT
2 Bedroom Flat/House	-	£54.00 including VAT
3 Bedroom House	-	£72.00 including VAT
4 Bedroom House	-	£90.00 including VAT
5 Bedrooms & Above	-	POA

## **VIP SERVICE**

Recommended for the property owner requiring maximum security when letting their home or investment property/s.

This service includes the following: -

1. Advice on all aspects relating to the letting of residential property.
2. Marketing of your property.
3. Erection of 'To Let' board if required
4. Rental valuation undertaken upon the viewing and inspection of your property.
5. Accompanied viewings with each prospective tenant to view your property
6. Full and comprehensive referencing of potential tenants
7. References undertaken.
8. Preparation of the Tenancy Agreement and all legal documentation including right to rent checks.
9. Routine inspections undertaken to ascertain the overall condition of the property.
10. Leaving inspection undertaken when tenants vacate. A report will be undertaken after a tenant has vacated together with a check against the inventory.
11. Rent paid to the landlord on time even when not received by the tenant.
12. Monthly statement of Account computed and forwarded to your appointed email address.
13. Arrears or disputes handled by us on the property owner's behalf.
14. Emergency repairs and general maintenance undertaken if and when required.
15. Monthly rental income received by us forwarded to you or placed into the appropriate account (after deducting management service charge and any outgoings such as repairs etc).
16. Retain, register and compliance with deposit protection and return tenants deposits.

## **FULL MANAGEMENT SERVICE**

Recommended for the property owner requiring security when letting their home or investment property/s.

This service includes the following: -

1. Advice on all aspects relating to the letting of residential property.
2. Marketing of your property.
3. Erection of 'To Let' board if required
4. Rental valuation undertaken upon the viewing and inspection of your property.
5. Accompanied viewings with each prospective tenant to view your property
6. Full and comprehensive referencing of potential tenants
7. References undertaken.
8. Preparation of the Tenancy Agreement and all legal documentation including right to rent checks.
9. Arrangement of insurance against rent arrears and associated legal costs free for the first twelve months
10. Routine inspections undertaken to ascertain the overall condition of the property.
11. Leaving inspection undertaken when tenants vacate. A report will be undertaken after a tenant has vacated together with a check against the inventory.
12. Monthly statement of Account computed and forwarded to your appointed email address.
13. Arrears or disputes handled by us on the property owner's behalf.
14. Emergency repairs and general maintenance undertaken if and when required.
15. Monthly rental income received by us forwarded to you or placed into the appropriate account (after deducting management service charge and any outgoings such as repairs etc).
16. Retain, register and compliance with deposit protection and return tenants deposits.

## **BUDGET MANAGEMENT SERVICE**

This service is recommended for landlords who wish to retain some 'hands on' involvement with the property but perhaps do not have the experience to deal with rents, arrears or arrears disputes.

This service includes many of the features of the full management service but does not include the undertaking of repairs; inspections or statutory annual safety checks.

- 1 Advice on all aspects of the letting of residential property
- 2 Rental valuations undertaken
- 3 Regular advertising.
- 4 Accompanied viewings
- 5 Erection of 'To let' board if required
- 6 Full and comprehensive referencing of prospective tenants
- 7 Arrangement of insurance against rent arrears and associated legal costs free for the first twelve months
- 8 Preparation of tenancy agreement and associated documentation
- 9 Rents collected and forwarded to landlord along with monthly statements
- 10 Arrears pursued, letters sent to tenant at 7 and 14 days after rent falling due

## **TENANT FINDING**

This service is a basic service designed to establish a suitable tenant into a property. Landlords then undertake full management of the property for themselves.

The service includes: -

1. Advice on all aspects relating to the initial letting of the property.
2. Advice on rental values.
3. Marketing of your property.
4. Accompanied viewings.
5. Full and comprehensive referencing on tenants
6. Acquisition of insurance against rent arrears and legal costs free for first twelve months.
7. Preparation of tenancy agreement.
8. Informing Council Tax, gas, electric and water of tenant's occupation
9. Completion of standing order from tenants account to landlords account.
10. Collection of first months rent and deposit – forward rent to the landlord minus any fees involved