

Residential Lettings & Property Management Landlord Guide



Best Estate Agent Guide
SALES & LETTINGS
WINNER 2019 & 2020



Simpsons
The Pro**active** Agent



Welcome and thank you for choosing Simpsons Lettings

We provide residential lettings and property management services to landlords in Abingdon, Wantage and the surrounding areas

With many letting agencies now offering comparable levels of advertising through online and print media, a genuine point of difference in today's market is the human touch within a business.

As a small, independent agency we offer our landlord clients a single point of contact from day one. Our aim is to develop a long-term relationship with you and get to know the way you like your property to be managed, as well as be your first port of call for any matter relating to your rental investment.

Your single point of contact will manage viewings, referencing, negotiate offers and the ongoing management of your property. In the event of a repair or maintenance requirement, we have a hand-picked selection of trusted trades people to call upon.

To ensure your property stands out when searching for a new tenant, we use a professional photography company to prepare a quality set of images and a floorplan with room measurements.


We offer accompanied viewings and provide our landlords and tenants with 24/7 support to help cater for any eventuality.

As a full member of ARLA Propertymark, the UK's foremost professional and regulatory body for letting agents, we adhere to a strict code of practice, are backed by a Client Money Protection (CMP) Scheme, are members of The Property Ombudsman (TPO) independent redress scheme, and have Professional Indemnity insurance, giving you the peace of mind that we provide a professional service from start to finish.



Our Marketing Approach

We are proactive when it comes to planning the marketing strategy for your property, using the latest marketing methods in addition to the traditional tried and tested options available.

-  **Internet Advertising**
In addition to simpsonsproperty.com, your property will be extensively advertised on Rightmove and Zoopla. All on-line enquiries are thoroughly vetted prior to viewings being scheduled.
-  **Professional Photographs and Floor Plans**
We arrange and cover the cost of professional photography and floor plans and will arrange for an Energy Performance certificate to be produced.
-  **Window Display Advertisement**
All properties are displayed with multiple images in our prominent town centre window, which in addition to being well lit, receives significant passing trade 7 days a week.
-  **To Let Board and Leaflet Marketing**
With your permission, we will erect a To Let board at the property and if agreeable, send out direct mail to neighbouring properties announcing the property is available to let. This is an effective way to reach potential tenants in different social networks and by word of mouth.
-  **Database Advertising**
Our database of tenants is extensive and includes families, professional couples and sharers. Furthermore, with so many companies relocating to the ever-growing business parks nearby, we have access to the best relocation agents who are often working exclusively with these blue chip firms in the relocation of their employees.
-  **Social Media Connection**
Social Media provides the perfect means to engage and connect with potential and existing customers - in real time! We use our social media channels, including Facebook, Twitter and Instagram, to showcase properties to potential tenants, keep landlords up to date with latest legislations and to promote local events.

Make sure you reach out and connect!



At Simpsons Lettings we don't claim to know everything, but we do know about property and we will guide you through every step from advising you on your property's potential, preparing it for the market, making sense of the legal jargon and managing the finer details

Services In Brief

	FULL MANAGEMENT	RENT COLLECTION	TENANT INTRODUCTION
Initial Visit and Market Appraisal from an Experienced Simpsons Lettings Manager	•	•	•
Complimentary Professional Photographs and Floorplan	•	•	•
Erect board in Accordance with Town & Country Planning Act 1990 (where possible)	•	•	•
Multi-Listing on Internet Portals	•	•	•
Property Match with Registered Applicants, Relocation Agents and Local Businesses	•	•	•
All Viewings Accompanied by a Member of Staff	•	•	•
Regular Client Feedback	•	•	•
Tenancy Offers and Negotiations of Terms	•	•	•
Comprehensive Referencing on each Tenant *	•	•	•
Preparation of a Tenancy Agreement	•	•	•
Provide Tenants with Method of Payment	•	•	•
Compliance with Right to Rent Checks *	•	•	•
Compliance with Serving Pre-Tenancy Supporting Documentation to the Tenant	•	•	•
Pre-Tenancy Checks Organised *	•	•	•
Deposit Collected, Registered & Protected with the TDS, with PI Served to the Tenants	•	•	•
First Month's Rent Collection and Balance Paid into your Account	•	•	•
Arrangement of a Comprehensive Inventory and Schedule of Condition	•	Optional	Optional
Professional Check-In with the Tenants at the Property, to include a Report	•	Optional	Optional
Monthly Rental Collection and Statements	•	•	
Preparation and Serving of Possession Notices	•	•	Optional
Pursue Non-payment of Rent and Provide Advice on Rent Arrears Actions	•	•	
Reading of Meters and Transfer of Utilities at all Changes of Occupant	•		
Pre-Tenancy Inspection/visual Checks and Welcome Pack Provided for the Tenant	•		
Property Maintenance and Repairs	•		
24-Hour Tenants Emergency Phone Line	•		
Regular Property Visits with Written Reports	•		
Renewal Tenancy Negotiations and Rent Review	•		
Continued Expert Advice and Support	•		
Professional End of Tenancy Checkout Inspection, to include a Report	•	Optional	Optional
Negotiation of Deposit Return and Dilapidations	•	•	
Deposit Reconciliation	•	•	•

* Subject to Conditions / Additional Fees Apply

As an Independent company, we have the flexibility of tailoring our service to our client's individual needs



All of our services include the following -

- Lettings manager appointment to advise on rental price and how to prepare your property for the market
- Advertising the property and finding a suitable tenant
- Full references and right to rent checks on the prospective tenant
- Tenancy agreement preparation, and serving the corresponding supporting legal documents
- Deposit registration with a government deposit scheme
- Arrangement of a comprehensive inventory and schedule of condition, plus a professional check-in report
- First month's rent collected, and the balance paid into your account



For Full Management and Rent Collection, we also offer -

- Monthly rental collection and supporting statements
- Preparation and serving of possession notices



For Full Management, we also offer -

- Conduct regular property inspections with written reports
- Manage the property during the tenancy agreement and arrange repairs and maintenance as required
- End of Tenancy check-out report
- Assist with deposit disputes and arrange for the release of the deposit
- 24-hour tenants emergency phone line for any out of hours maintenance/repairs
- Reading of meters and transfer of the utility accounts
- Continued expert advice and support throughout the whole tenancy



What you need to know

We will keep you updated with all the latest regulations, guide you through what's new in the Lettings industry and advise you on how to get the best out of your investment.



Safety First

We have a database of trusted tradespeople that we believe give competitive rates for works carried out in accordance with the latest regulations.



Gas Safety Certificates

Landlords are legally responsible for the gas safety of their properties. The Gas Safety (Installation and Use) Regulations 1998 outlines what landlords must do in order to ensure gas appliances, fittings and flues provided for tenants are safe. It covers fixed as well as portable appliances (gas cookers, gas fires, gas heaters, gas boilers and water heaters) provided by the landlord for tenants' use and flues (chimneys and pipework) they are connected to.

A gas safety certificate is required by law every 12 months which we can arrange on your behalf.



Electrical Safety Standards

Before the property can be let, every fixed electrical installation at the property must be inspected and tested at least every 5 years by a qualified person. This will ensure compliance with The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 safety legislation. Typically, an Electrical Installation Condition Report (EICR) is used to conduct a safety report, which we can arrange on your behalf.



Fire and Furnishings (Fire safety) Regulations

Landlords are obliged to ensure that all their soft furnishings comply with the regulations by law.



Smoke and Carbon Monoxide Detectors

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 requires that all rented properties must provide at least one working smoke alarm to be fitted on every floor where there is a room used wholly or partly as living accommodation, and a working carbon monoxide alarm in every room where there is any type of fixed combustion application, such as gas boilers and/or gas fires. Previously, this requirement only applied to solid fuel combustion appliances, such as wood burners, however, they have not been extended to include gas cookers.



Energy Performance Certificate (EPC)

Landlords need to produce an EPC that is issued by a registered assessor. The EPC gives information on the energy efficiency and carbon emissions of the property. It provides an overall rating, which must by law be included in any lettings details at the commencement of the marketing. From the 1st April 2020, a tenancy cannot be granted where the EPC rating is below the minimum level of a Band E.



Legionella

Legionella disease is potentially fatal form of pneumonia caused by small droplets of contaminated water. All man made hot and cold systems are likely to provide an environment where legionella can grow. Landlords are advised to have a risk assessment carried out especially where the property has been empty or unoccupied for a long period. Most landlords can assess the risk themselves and do not need to be professionally trained. Records of any assessments should be kept on file to demonstrate compliance.



Tenancy Deposit Protection

All deposits taken as part of an Assured Shorthold Tenancy must be registered within a government approved scheme. Simpsons Lettings is registered with the Tenancy Deposit Scheme (TDS) and will register and protect the deposit on your behalf.



Property Condition

Since March 2019, landlords must ensure properties, including common parts, are fit for human habitation at the beginning and throughout a tenancy.



Mortgage

If you have a mortgage on the property you intend to let you should obtain your mortgage lenders written confirmation that their permission has been given.



Landlord Insurance

All Landlords must have buildings and contents insurance even for an unfurnished property.



Tax on rented properties

Landlords residing in the UK should inform HM Revenue and Customs (HMRC) of any rental income and pay tax on the profit. If you reside outside of the UK, you are still liable to pay UK tax on profit received. It is compulsory to register your status with HMRC if you live overseas and until we receive written confirmation that you are a non-resident landlord, we are required by law to deduct a basic rate of tax for HMRC to collect. It is advisable to have an accountant who can provide professional advice on this topic.

More information is available at www.gov.uk



Membership of a redress scheme

All letting agents in England must be a member of a government-approved redress scheme. This ensures both landlords and tenants have redress through an independent, expert body.



Client money protection scheme membership

In England, letting agents who operate in the private rented sector and hold client money are required to belong to a government-approved client money protection scheme.

Should you have any questions regarding the letting of your property, please ask the Lettings team who will be glad to help.



“Whether you are letting your home for the first time or an experienced landlord, we have the expertise to look after you, your property and your tenant.”

Joe Hodgkins
Lettings Director
FARLA



Simpsons Estate Agents

Abingdon Office

24 Stert Street, Abingdon, Oxfordshire, OX14 3JP

Tel. 01235 520079

Email. lettings@simpsonsproperty.com

Wantage Office

Post Office Vaults, 50 Market Place, Wantage, Oxfordshire, OX12 8AT

Tel. 01235 765555

Email. lettings@simpsonsproperty.com

www.simpsonsproperty.com

Simpsons

The Pro^{active} Agent

