

Welcome To Ellis Hay

We offer a comprehensive management and lettings service from our offices on 14 Aberdeen Walk. Managing Partner, Phil Hay has several years' experience in lettings and would love the opportunity to discuss the comprehensive service we can offer you as a landlord.

Our aim is to let your property quickly and efficiently, taking all the work from you whilst providing you with full information throughout the process. We are members of the association of Residential Letting agents (ARLA), The Property Ombudsman and the Tenancy Deposit Scheme. All our applicants are fully referenced by an ARLA recommended referencing provider.

We are part of the Right Move and the On The Market networks, offering comprehensive marketing of your properties to the widest possible audience. We will also market your property on our own website and social media. Our office is in a prominent position in town, providing prospective tenants with an easy point of contact.

We have experience, reputation and expertise and can promise you:

1. Good advice on the property, decor, tenant types and market.
2. Valuations with integrity – we will give you a realistic and achievable valuation, ensuring we find the right tenant at the right price.
3. Knowledge of the local market and good contacts for tenants.
4. Competitive fees, with no hidden costs or surprises.
5. Tenant Verifying – we operate a thorough tenant checking and referencing system including identity and Right to Rent checks.
6. Tenancy Agreements which are modern and comply with the Office of Fair Trading recommendations.
7. We use reliable, local contractors for property maintenance and through our retained contractors we can get jobs done at reasonable rates.
8. Staff who are properly trained and fully conversant with letting laws including the requirements of the Housing Act 2004.

We are a family owned and run firm, priding ourselves on our professional service and our ability to find you the right tenant. Call us today on 01723 350077 or email at info@ellishay.co.uk



We offer 2 services to Landlords

Full Management Service

- Taking Landlord's Instructions
- Property Inspection before Letting
- Agreeing Inventory
- Assisting Viewing
- Finding Tenant
- Preparing Tenancy Agreement
- Taking up References
- Collecting Deposit
- Collecting Monthly Rent
- Payment to Landlord
- Correspondence
- Telephone Calls
- Contact with Utility providers
- Continuing Property Inspections
- Instructing Repairs
- Registering Landlord and Tenant with the Tenancy Deposit Scheme

Let Only Service

- Taking Landlord's Instructions
- Property Inspection before Letting
- Agreeing Inventory
- Finding Tenant
- Taking up References
- Preparing Tenancy Agreement
- Collecting Deposit
- Collecting First Month's Rent Registering Landlord and Tenant with the Tenancy Deposit Scheme.
- Registering Landlord and Tenant with the Tenancy Deposit Scheme
- If you take up Let Only service initially, we are also happy to transfer your account to Full Management Service during the tenancy.

Our Fees

Tenant Find Let Only	£474 (£395 +VAT)
Tenant Find Standard Management	£300 (£250 +VAT) 15% p.c.m (12.5% +VAT)
*Pre-Tenancy Check	£48 (£40 +VAT)
Tenants Deposit Scheme	£48 (£40 +VAT)
Energy Performance Certificate	£78 (£65 +VAT) Valid for 10 Years
Inventory Fee	£90 (£75 +VAT)
Move out inspection (let only)	£48 (£40 +VAT)
Move out report (let only)	£90 (£75 +VAT)
Serving Legal Notices (Let Only)	£60 (£50 +VAT)
Standard Rent Guarantee Service	£105 (£87.50 +VAT)
Nil-Excess Rent Guarantee Service	£120 (£100 +VAT)
Vacant possession & Nil-Excess (12 months cover; an inventory is required; monthly payments can be arranged)	£135 (£112.50 +VAT)

Gas and Electrical Safety reports for landlords can be arranged with prices on request.

*On the first day of the tenancy the smoke alarms will be checked, a legionella risk assessment will be undertaken (these are a legal requirement), and the utility meters photographed

The following services are included as part of our management service and unlike other agents will not cost you extra.

Additional property visits:

- To attend for specific requests such as neighbour disputes; more visits are required to monitor the tenancy; or any maintenance-linked visit

Submission of non-resident landlords receipts to HMRC

- To remit and balance the financial return to HMRC quarterly – and respond to any specific query relating to the return from the landlord or HMRC

Arrangement for works:

- Arranging access and assessing costs with contractor;
- Ensuring work has been carried out in accordance with the specification of works
- Retaining any warranty or guarantee as a result of any works
- Obtaining more than two contractors quotes

Rent Review

- Review rent in accordance with current prevailing market condition and advise the landlord
- Negotiate with tenant
- Direct tenant to make payment change as appropriate
- Update the tenancy agreement
- Serve Section 13 Notice if tenancy is on a rolling monthly basis

Checkout

- Agree with tenant check out date and time appointment
- Negotiate with landlord and tenant any disbursement of the security deposit
- Return deposit as agreed with landlord and tenant to relevant parties
- Remit any disputed amount to Scheme for final adjudication
- Unprotect security deposit
- Instruct contractors; obtain quotes; organise repairs /replacement/cost of any broken or missing items
- Recommend any work as required

Relax

We've got you covered

Rent & Legal Protection

As conscientious letting agents we want to ensure that you receive a rental payment each month even if your tenant defaults. We have partnered with VOUCH to ensure that all tenants are comprehensively screened and as a result of this we are confident that you will have a great tenant from the outset. This is not to say that people's circumstances do not change through no fault of their own i.e redundancy or poor health and these situations can sometimes leave tenants unable to keep up with rental payments. We can offer you three levels of protection against such situations to ensure that you always get your rent and the products even cover the cost of eviction.

All products are for 12-months and cover the property, not the tenant so if the tenant vacates after 6 months and a new tenant moves in you do not need a new policy for the remaining 6 months. NB the new incoming tenant must have a Recommended Vouch Report reference.

We have the following rent guarantee products available

Prices are inclusive of VAT

	On months excess £105 (£9 pcm)	Nil excess £120 (£11 pcm)	Vacant possession & nil excess £135 (£12 pcm)
Up to £25,000 rental income protection (limited to £2,500 per month)	✓	✓	✓
Up to £100,000 legal expenses cover	✓	✓	✓
Tax investigation cover	✓	✓	✓
Legal advice helpline	✓	✓	✓
Zero excesses	✗	✓	✓
2 months rental income cover provided following eviction of tenants	✗	✗	✓

Quick Reference Guide

Insurance

You should ensure that you are suitably covered for letting under both your buildings and contents insurance. Failure to inform your insurers may invalidate your policies.

Council tax and utility accounts

We will arrange for the transfer of Council Tax and utility accounts to the Tenant. Meter readings will be taken, allowing your final gas and electricity accounts to be drawn up. All these matters we will handle for you, however British Telecom, Sky and other suppliers of digital TV will require instructions directly from both the Landlord and the Tenant.

Income tax

When resident in the UK, it is entirely the Landlord's responsibility to inform the Inland Revenue of rental income received, and to pay any tax due. Where the Landlord is resident outside the UK during a tenancy, under rules effective from 6 April 1996, unless an exemption certificate is held, we as Landlord's Agent are obliged to retain and forward to the Inland Revenue on a quarterly basis, an amount equal to the basic rate of income tax from rental received, less certain expenses. An application form for exemption from such deductions is available from this Agency, and further information may be obtained from the Inland Revenue.

Rent Guarantee

For an additional fee, the agent can guarantee the rental income in the event of a tenant default for the rent shown in the tenancy agreement up to £2,500 per month. The landlord will also be covered for the events listed up to a maximum liability of £100,000 in respect of any one claim and a total of £1,000,000 within the period of insurance. The insurer will indemnify you against: Property Legal Disputes; Repair and Renovation Disputes; Health & Safety Prosecutions; Tax Protection; Eviction; Rent Protection; Attendance Expenses.

Inventory

It is most important that a full inventory of contents and a schedule of condition be prepared, in order to avoid misunderstanding or dispute at the end of a tenancy. Without such safeguards, it will be impossible for the Landlord to prove any loss, damage, or significant deterioration of the property or contents. This service includes the use of cloud-based inventory software allowing tenants and landlords access to the reports throughout the tenancy. Due to the amount of detail required there is a charge for creating the inventory.

Safety Regulations

The following requirements are the responsibility of the Landlord. Where you have signed our Full Management Agency Agreement, they are also our responsibility. Therefore where we are managing your property we will need to ensure compliance.

Consumer Protection - Fire

The Furniture and Furnishings (Fire Safety) Regulations 1988 (amended 1989 & 1993) provide that specified items supplied in the course of letting property must meet minimum fire resistance standards.

The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture.

However, the regulations do not apply to bedcovers including duvets, loose covers for mattresses, pillow cases, curtains, carpets, or to antique furniture (furniture made before 1950).

Items of furniture or furnishing purchased since 1st March 1990 will automatically comply with regulations providing they have a suitable permanent label attached or the receipt is kept.

All Non-compliant items must be removed before a tenancy commences.

Smoke and Carbon Monoxide Alarms

All properties built since June 1992 must have been fitted with mains powered smoke detection alarms. From 1st October 2015 a smoke alarm must be installed on each storey of the property on which there is a room used wholly or partly as living accommodation. Also a carbon monoxide alarm should be equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning appliance.

Preparing the Property for Letting

It is our job to ensure a good relationship with Tenants to contribute to a smooth-running tenancy. It follows therefore that a well maintained property in a good decorative order will go towards achieving a higher rent and that the tenants are more inclined to treat such a property with greater respect.

General Condition

Electrical, gas plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the Landlords expense unless misuse can be established. Interior decorations should be in good condition and preferably plain, light and neutral.

Furnishings

Unless let fully furnished, it is recommended that you leave only minimum furnishings and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. We would suggest the following for an unfurnished property:

Flooring such as carpet / laminate flooring in bedrooms and receptions rooms, Lino or ceramic floor tiles in bathrooms / kitchens, curtains or blinds on each window with suitable fittings. Cooker, hob, cooker hood in the kitchen although for a 1 or 2 bedroom property especially flats or apartments we would recommend you also provide a fridge/freezer and washing machine or washer/dryer. To avoid Tenants requesting permission to drill holes into your walls, other items that should be provided include bathroom fittings such as fixed wall mirror, toilet roll holder, towel rail, shelving in airing cupboards / storage cupboards, coat hooks in entrance halls.

As Tenants often request to put up their own pictures, we also advise that a few picture hooks are fitted throughout the property. This will also help to avoid unsightly nails and wall plugs appearing during the course of the tenancy.

Personal Items, Ornaments etc

All cupboards and shelf space should be left clear for the Tenant's own use. Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk.

Gardens

Gardens should be left neat, tidy and rubbish free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools. However, few Tenants are experienced gardeners, and if you value your garden, or if it is particularly large, you may wish us to arrange visits by our regular gardener.

Cleaning

At the commencement of the tenancy the property must be in a thoroughly clean condition. At the end of each tenancy, taking into account fair wear and tear, it is the Tenants' responsibility to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at their expense.

Legionella Testing

Health and Safety law does not require landlords to produce a 'Legionnaires testing certificate'. Legionella testing is required only in exceptional circumstances and generally not in domestic hot and cold water systems.

Information for the Tenant

It is helpful if you leave information for the Tenant, e.g. on operating the central heating and hot water system, washing machine and alarm system. These details can be handed to us before the tenancy starts so we can include them in the new tenants moving in pack.

Keys

You should provide one set of keys for each Tenant over the age of 18. When we are managing a property we will require an additional set of keys; we will arrange to have duplicates cut as required.

Mortgage

If your property is mortgaged, you should obtain your mortgagee's written consent to the letting. They may require additional clauses in the tenancy agreement of which you must inform us.

Leasehold Properties

If your property is leasehold, you must obtain the relevant authorisation from the freeholder and abide by any clauses in the lease.

Gas, Electrical and Fire Safety



All landlords have a Duty of Care to ensure that their tenants are safe.

The law requires that all appliances are safe; it is recommended that they should be tested by a qualified and independent tradesperson.

Duty of Care demands that all electrical appliances are tested on a regular basis, particularly at the point at which the property becomes available to let.

The Electrical Equipment (Safety) Regulations 1994 and The Plugs and Sockets etc. (Safety) Regulations 1994 state that supplying unsafe appliances is an offence. In the event of an accident involving electricity the landlord must be able to demonstrate that the supply and appliances are safe. This can only be done if they have been independently tested.

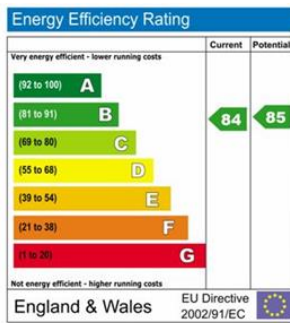
The Gas Safety (Installation and Use) Regulations 1998 state that all let and managed properties must be tested annually. Only contractors who are members of the Gas Safe Register with Approved Code of Practice (ACOP) are authorised to carry out work on gas appliances and installation.

We work with local, fully qualified contractors that offer excellent customer service and value for money and are happy to arrange for the checks to be carried out on your behalf. However, if you prefer to arrange for the work to be carried out by your own contractors all we need is a copy of the relevant certificates.

Smoke alarms **must** now be installed on each habitable level of the accommodation and must be tested on the day that a tenancy commences. (Once installed, responsibility for testing the alarm and replacing the battery passes to the tenant.) Increasingly, landlords are fitting carbon monoxide alarms. Although the chance of a problem arising from a properly serviced appliance is very small, these alarms offer peace of mind. Carbon monoxide alarms must be fitted in a room with a solid fuel burning device.

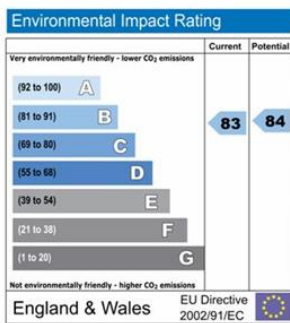
Failure to comply with regulations can result in hefty fines and in some cases, imprisonment.

Energy Performance Certificates



Energy Performance Certificates (EPCs) are needed whenever a property is rented and must be ordered before the property is marketed.

All tenants must be provided with a copy of the EPC at the start of the tenancy. Grants may be available to tenants in receipt of Local Housing Allowance for some of the improvements mentioned in the report.



An EPC contains information about a property's energy use and typical energy costs as well as recommendations about how to reduce energy use and save money.

An EPC gives a property an energy efficiency rating from A (most efficient) to G (least efficient) and is valid for 10 years.

Landlords are not under obligation to act on the EPC, but doing so may make your property more attractive to potential tenants.

For tips on how to make a property more energy efficient visit the EPC adviser at www.epcregister.com/epcadviser

We work with a local accredited assessor and can arrange them to visit the property and produce the certificate.

From April 2018 landlords must ensure that their property must have a minimum EPC rating of E before granting a new tenancy. These requirements will apply to all private rented properties from 1 April 2020 even where there has been no change in tenancy arrangements:

Right To Rent

From 1 February 2016 it has become law that landlords must check that a tenant or lodger can legally rent a residential property in England.

Before the start of a new tenancy, the following checks must be carried out for all tenants aged 18 and over, even if:

- they're not named on the tenancy agreement
- there's no tenancy agreement
- the tenancy agreement isn't in writing

All new tenants must be checked. It's against the law to only check people you think aren't British citizens.

How We Make a Right To Rent Check

- See the original documents that allow the tenant to live in the UK.
- Check that the documents are genuine and belong to the tenant, with the tenant present.
- Make and keep copies of the documents and record the date you made the check.

A landlord can be sent to prison for 5 years or receive an unlimited fine for renting to someone who isn't allowed to rent property in England.

Ellis Hay carry out these checks and will keep the necessary copies at no extra cost to the landlord.