



QUALITY RESIDENTIAL  
INDEPENDENT LETTING SPECIALISTS

# LETTING GUIDE

[www.quality-residential.co.uk](http://www.quality-residential.co.uk)



## “WELCOME TO QUALITY RESIDENTIAL, THE PROPERTY MANAGEMENT AGENCY THAT OFFERS A WIDE RANGE OF HIGH QUALITY ACCOMMODATION”

**Established for over 25 years, Quality Residential Limited is an independent letting specialist. An experienced and knowledgeable team are ready and waiting to help Landlords and Tenants alike with their property requirements and with a keen local knowledge, we are best suited to offer you a superior level of service.**

This brochure explains how our professionalism works and provides examples of the benefits that Quality Residential can bring, together with a step-by-step guide to letting your property successfully. Whether you are renting or letting a property, Quality Residential combines the knowledge, experience and creativity to make it happen for you.

To find out how we can help you why not visit our website [www.quality-residential.co.uk](http://www.quality-residential.co.uk) or contact our office today.

*Pete Woollard*

**Peter Woollard**  
Director



# THE RIGHT TENANTS FOR THE RIGHT PROPERTY

We know the drivers in the market and anticipate the future needs of our Landlords and Tenants by cultivating an active partnership towards total customer satisfaction.

We lead by example and by generating an open, communicative management style, which carefully matches properties with prospective Tenants on the basis of their accommodation needs, availability and level of affordability. We are accountable to our Landlords and take the matter of checking the standing of prospective Tenants very seriously. We obtain references but always leave the final approval to the Landlord.

We introduce potential Tenants to suitable available rental property, providing all relevant information including Energy Performance Certificates and property details sheets.

## **We recommend that Landlords provide the following basic essentials when letting furnished accommodation:**

- One matching set of everything (to ease replacement of broken items)
- Matching crockery, kitchen equipment, saucepans, kettle, toaster, glasses, dishes, iron, ironing board, vacuum cleaner, place mats, table coverings, mirrors, pictures/prints, light shades, reasonably sturdy furniture, suites with washable covers
- Bedding per bed: mattress protector (see annexe 1)
- Gardening tools and lawn mower where applicable

## **We recommend that all Landlords:**

- Leave the property, including furnishings, clean so that the tenancy gets off to a good start against a set of common, agreed standards
- Place copies of instruction booklets for appliances in a file, marked for the Tenants' attention
- Ensure that any special instructions, service contracts and guarantees are copied to QR
- Remove any valuable antiques or precious artefacts (and that these should not be left in the loft or in the garage)
- Make the property feel spacious yet homely
- Remove TVs and music centres
- Have adequate insurance cover for the property

# SUPERIOR LEVEL OF SERVICE DELIVERED ON TIME

We emphasise delivering quality service through all aspects of the rental chain. To do this, we benchmark performance against direct competitors in the market and ensure our staff are fully trained with the skills and attributes required to focus on customer satisfaction.

# THE RIGHT PRICE FOR THE RIGHT SERVICE

Our commission fees, subject to VAT at the standard rate, are highly competitive. The following fees apply to our Letting and Management services.

## **Managed tenancy:**

For the introduction of a Tenant to the property, the collection of rents and the management of the letting, we charge Landlords a **commission rate of 8%** of the gross rent. This rate is paid by deduction from each monthly rental payment.

## **Changing from a managed tenancy to a non-managed tenancy:**

If, after the start of the letting period, a Landlord wishes to take over the collection of rents and the management of the tenancy, then we will charge a commission rate of **8%** of the total rent payable for the remainder of the letting period and for any extension period of the tenancy by the same Tenant. Cancellation costs are payable for ending the tenancy before the term has been completed. These will be charged at **8%** of the outstanding commission that would have been due over the agreed term.

## **Non-managed/Introduction only:**

For the introduction of a Tenant to the property, the preparation of the Tenancy Agreement, registration of the deposit if required (see charges page 2), handing over responsibility to the Landlord upon commencement of tenancy. **Our fee is half a month's rent plus VAT subject to a minimum fee of £375.00 plus VAT.**

For any Tenant who is introduced to the property by our agency, we charge Landlords a commission rate of 10% of the gross rent for the period of any letting, and any extended period. This charge applies irrespective of whether any agreement or inventory has been drawn up, or any terms and/or conditions of the letting have been agreed.

**Empty property inspections:**

For any non-management properties, we are able to carry out empty property inspections and produce a report for Landlords for £25.00 plus VAT, this is usually for insurance purposes.

**Administration:**

For setting up the Tenancy, comprising a Tenancy Agreement, scheduling of an inventory and routine visits to the property, we charge £100 plus VAT for a six to twelve month letting period. A subsequent charge of £45.00 plus VAT will be made for carrying out an inventory checkout.

Extensions of tenancy are charged at £45.00 plus VAT for arranging for same and sending out an endorsement.

A registration charge of £25.00 plus VAT per annum will be made in respect of the new legislation relating to the tenancy deposit scheme.

For providing a statement of income against expenses for submission to the client or tax authorities, we charge a fee of £35.00 plus VAT.

## GENERAL INFORMATION ON LETTING CHECKLIST

- Are you the owner, or have you the written authority from the owner, to let the property?
- Do you have a mortgage or loan on the property? If so, have you informed the bank/building society that you are proposing to let the property, and have they granted permission for you to do so? (see annexe 3)
- Do you have a lease on your home? If so, does it allow you to let the property; if not, have you gained the necessary consent to do so?
- Is there a Managing Agent or Association? If so, will you be informing them of QR's role?
- Is there any current or planned work, inside or outside the property, which may affect the Tenants during their stay?
- Do you know which fences/boundaries belong to your property?
- Are there any written rules or exceptions which QR should know about?
- To the best of your knowledge, is the property fit to be let and are all services and appliances in good working order?
- Are you subject to any payments or contracts which may affect the letting of the property (see annexe 4)

## LANDLORD'S CONFIRMATION FORM

We offer your property for letting once you have completed, signed and returned the Landlord's Confirmation Form (see annexe 6), found in separate envelopes enclosed. We will acknowledge your instructions and keep you fully informed about all prospective Tenants.

We market your property via the mainstream property letting portals of Rightmove, Zoopla and Prime Location alongside our own tailor made website [www.quality-residential.co.uk](http://www.quality-residential.co.uk)

We will notify you as soon as we have found a suitable Tenant, subject to satisfactory references, agreed terms and conditions and dates.

Where a Landlord is absent and out of contact, we will go ahead with a tenancy on the basis that we have introduced a suitable Tenant which matches closely the Landlord's instructions and rental guidelines.

We will need to be made aware of any other agents that are offering the property or any other conditions which may affect the letting.

## SPECIFIC SERVICES WE PROVIDE

- Obtaining and registering the Tenants deposit before the start of the tenancy. This is used as security against any potential damage to the property and its furnishings. This is returned when a satisfactory conclusion in regard to dilapidations has been agreed (see annexe 2).
- Taking an inventory before and after the letting and listing any differences for settlement between the parties concerned
- Asking you to supply three sets of keys – two sets for the Tenant and one set for QR – and asking you to consider changing the locks upon your eventual return.
- Ensuring that Landlords are made aware of their UK tax liabilities on rental income. Overseas Landlords please see (Annexe 5).
- Arranging for your changeover of service accounts after you leave including, dealing with final accounts for gas, electric, water and council tax. We recommend that you apply for the telephone line to be kept on once the Tenant has left to avoid having to pay reconnection charges.
- Communicating with you regularly and forwarding all your mail when in the UK. We do not hesitate to telephone wherever you are in the world. Our 24 hour helpline ensures round the clock service. Increasingly, we contact our overseas based clients through e-mail.
- Paying out rental income, after deductions, **on the 15th working day of each month**. We provide a Statement of Income and Expenditure.
- Making every effort to contact you before paying out any invoices and demands in your name and provide copies of accounts for your records.
- Issuing a final statement of income and expenditure at the end of the tenancy for a small fee where required
- Ensuring that property maintenance and repairs are carried out after discussion and agreement with you. We reduce costs through developing partnerships with a network of suppliers who can fix things quickly and without fuss (see annex 1).
- Regular visits and keeping you informed of any likely maintenance issues. This includes draining down and turning off mains water in freezing weather where appropriate. We are not however Surveyors and we will not be responsible for any structural defects to the property, not seen by ourselves, nor for any matters encompassing gardens, including trees, or boundary fences. Where appropriate owners should instruct their own Surveyors, should they be worried about these areas of concern.

## BETWEEN & END OF LETTINGS

We strongly advise a Landlord to visit the property after it becomes empty, (preferably not before 4-7 days, to ease practicalities of cleaning, carpet cleaning and other sundry areas where keys are not available). There will be areas that need attention as a result of wear and tear and not necessarily through any fault of the Tenant. These might include: adjustment and greasing of windows and doors, cleaning of curtains, touching up paint on walls, trimming trees and bushes and so forth. QR can only deal with these matters by charging for the services of a handyman. However, if they are not dealt with on a regular basis then the property will depreciate and become less easy to let. Those Landlords who are away and unable to visit their properties can rely on our advice to upgrade their properties.

## LEGAL ASSISTANCE

In the event of a legal problem that might occur during a tenancy, you may require a professional solicitor to act upon your behalf. We can recommend solicitors (see annexe 8) who would deal with all Landlord and Tenant matters. They can provide expert help in guiding Landlords through the procedures and actions required to serve relevant notices and enable vacant possession of properties as and when necessary.

## ANNEXE 1 – FIRE/GAS SAFETY REGULATIONS & ENERGY PERFORMANCE CERTIFICATES

1. We are concerned with ensuring maximum safety for our Tenants. That is why we only accept properties which meet the fire and gas safety regulations as laid down in government directives of 1993 and 1994 respectively. It is, however, the Landlord's individual responsibility to ensure that furniture, including loose upholstery, and gas appliances, comply fully with the above directives.
2. We recommend that, where practical, properties should be let on a part-furnished basis to comply with the Furniture and Furnishing Fire Safety Regulations (1988 and as amended in 1993). The regulations apply to: beds, mattresses, sofas, armchairs and upholstery manufactured between 1950 and 1989. They apply to anyone who supplies furniture in the course of their business. Exemption is granted to anyone who lets their property on a one-off and/or short term basis and intends to return on the grounds that the property is a 'home' rather than a source of income.
3. We require also that Landlords provide details of when their gas appliances were last serviced by a Gas Safe registered contractor. Failure to do so can result in high penalties. For recommended gas contractors see annexe 7.
4. Landlords should ensure that all electrical wiring and appliances are safe to use. Although there is no certificate that is required prior to letting, Landlords should ensure that they are happy with the electrical condition of the property and its safety. Statutory tests and reports can be obtained. For recommended electrical contractors see annexe 7.
5. We record here that the Landlord will indemnify QR, the agent, from any ensuing action that might arise from such non-compliance.
6. We would recommend that Landlords supply smoke detectors to their properties and also supply a plug in or charged battery operated carbon monoxide detector, both items of which are not expensive and can be purchased from local DIY centres.
7. Every Landlord has to comply with new legislation to provide an Energy Performance Certificate for the property, which is compiled by an appropriate contractor. The responsibility for providing the certificate falls to the Landlord, however, we can arrange one for you at a cost of £75.00 plus VAT.

## ANNEXE 2 – SECURITY DEPOSITS & INVENTORIES

1. We can arrange for an inventory to be carried out by our inventory specialist both before and after the tenancy. At the end of the tenancy, we produce a report noting dilapidations and changes, which we send to both the Landlord and Tenant for comment and action. We then liaise with both parties in agreeing, where appropriate, charges against dilapidations. We advise Landlords, where possible, to inspect their properties as soon as their Tenants have left to ensure that nothing has been overlooked by the inventory checker and/or agent.  
**NB.** We wish to point out that a Landlord may carry out their own inventory and be able to provide two copies of same. However, the Landlord would be required to carry out a final checkout inventory and submit any relevant dilapidations claim.
2. We will not be liable for any compensation for any disputed claims against damages once the deposit has been returned to the Tenant. Landlords should seek redress directly from the outgoing Tenant or, if necessary, through the deposit scheme. Equally, Tenants may seek redress if they feel that they have been treated unreasonably.
3. As from 6th April 2007 deposits have to be registered with an insurance scheme. If Landlords wish us to arrange this on their behalf a charge is made of £25.00 plus VAT on an annual basis to cover the cost of the scheme and our own administration in regard to handling any claims that may arise from a Tenant in regard to recovering his deposit.

## ANNEXE 3 – INSURANCE AND TAXATION

1. We recommend that you take out contents insurance, including accidental damage, on your property. Buildings insurance is a mandatory request. A copy of the buildings insurance policy should be provided to us.
2. We recommend that you inform your insurance company immediately that you are letting your property since there may be provisions within the policy which may affect your cover.
3. We recommend that you protect your property from frost damage, especially when it is left empty between or at the end of a tenancy.

**Suggested specialist insurers** (see annexe 8)

**Suggested specialist accountants** (see annexe 8)

## ANNEXE 4 - IMPORTANT MAINTENANCE PROCEDURES AND GENERAL PRACTICE

1. As a Landlord, you have an obligation to maintain the essential services within the property and to maintain or replace any equipment supplied for the Tenants' use, which becomes faulty. It may be worth considering taking out any appliances that may be old or costly to maintain.
2. Prior to letting you should check that everything is in working order and safe to use. Replace any item that is showing wear and tear and expect to replace smaller electrical items from time to time. The property should be professionally cleaned including the carpets throughout and invoices supplied to the property or to the new Tenant for same to ensure that on his/her vacation, they likewise have to have the property professionally cleaned. In this way we can always be assured that the property is left in an excellent condition, either for you to return to or for new Tenants taking up occupation. We will not be responsible for ongoing maintenance if it has not been dealt with prior to letting but will obviously be pleased to try and assist in regard to same.
3. Estimates will normally be sought for larger works and requests for insurance details to be provided where necessary. Accidental damage caused and reported by a Tenant will normally be repaired to prevent further damage or accidents from occurring and an insurance claim made through the Landlord's own policies where effective thereafter. Landlords will need to follow through compensation with the Tenant if the agreement provides that the Tenant is liable for such damage.
4. If you have preferred tradesmen you would wish us to use, then these should be identified at the property (e.g. on a board in the kitchen) and the information provided to us for our files. Where a Landlord's tradesman is unavailable or becomes unreliable to carry out work, we reserve the right to instruct alternative contractors to complete whatever maintenance is required.
5. Where possible, we will contact Landlords to inform them of a fault with the property. We will, however, take whatever practical steps are necessary to deal with problems as they occur, especially with an emergency situation. The tradesmen we ask to help with maintenance are normally single, self-employed contractors, who specialise in particular areas and who we feel will carry out work efficiently at a reasonable price and without delay.
6. We will not be held responsible for any defective work that is carried out by a contractor at a Landlord's property. Any redress should come direct from the Landlord to the contractor concerned. We will do our best to ensure that any repairs are carried out in the correct manner.
7. Gas central heating systems are a major problem when they break down and require maintenance. This is especially true in regard to combination boilers, where there is no alternative source of water heating and can be very problematic when they break down. We would advise that you take up a maintenance service contract and pay an annual premium for an all year round service. This would ensure that if problems occurred, the Tenants are provided with heating and hot water at the soonest possibility after a breakdown. We would recommend that carbon monoxide detectors are provided. These give an early warning alarm signal if carbon monoxide is detected.

## ANNEXE 5 – NON-RESIDENT LANDLORDS

You may already be aware that under the Inland Revenue's Self Assessment Rules, overseas Landlord's tax treatment changed with effect from 6th April 1996. A non-resident Landlord is a person who has UK rental income and whose "usual place of abode" is outside the UK. The Isle of Man, the Channel Islands and the Republic of Ireland – that is, Southern Ireland or Eire, are outside the UK.

Under the Taxation of Income from Land (Non-Residents) Regulations 1995, the rent receiving agent, will be required to deduct 22% (applicable at this time) from the rent (after taking deductible expense paid out into account) and to pay the tax to the Revenue each quarter.

However, an overseas Landlord can apply to the Revenue for exemption from this requirement providing the Landlord's tax history is good and the tax affairs are up-to-date. The overseas Landlord will be issued with a certificate, with a copy sent to the rent receiving agent. This will authorise the agent to pay rent to the Landlord without deduction of tax.

Your rent receiving agent can supply you with the necessary application form, which you can complete as a matter of urgency and return to the Inland Revenue FICO Office in Bootle, Lancashire. Neither your agent nor your tax advisor can file this application on your behalf. It must be done by the Landlord or Landlords themselves. You can apply before you start to let your property. If the property is jointly owned then each owner must complete a separate form. If your tax is dealt with by a Public Department tax office at Llanishen, Cardiff, send the form back to that office. In all other cases it has to be returned to Bootle. This address is shown on the top of the application form.

If you fail to complete, sign and submit the form it will mean that your exemption certificate will not be issued and received by the rent-receiving agent before the start of any tenancy agreement. In this event we would have no alternative but to make the 22% (or as applicable) tax deduction on any rent due prior to remitting the funds to you. It is therefore in your best interest to submit the application form as soon as possible.

If you have any further enquiries regarding the Non-Resident Landlord Scheme you can contact the department direct on Phone (within UK) 0151 472 6208 or 6209 (outside UK) 44 151 472 6208 or 6209, fax 0151 472 6067.

We reserve the right to recover any tax demanded by the Inland Revenue due to the Non Resident Landlord Regulations from the Landlords themselves and or/from the rents collected.



# ANNEXE 6 – LANDLORD’S CONFIRMATION FORM

## Owner’s details:

First name: ..... Surname: .....

Contact address: .....

.....

..... Post code: .....

Telephone: ..... Mobile: .....

## Property details:

Address: .....

.....

..... Post code: .....

## Rental details: (delete where appropriate)

1. I / We wish Quality Residential Limited to offer the above flat / house for letting, as from: ...../...../.....  
for a period of 6 months / 6-12 months / up to 2 years / or .....years on a sole / non-exclusive agency.  
On a management / non management service.
2. I / We would like you to obtain a monthly rent of £ .....or the best possible price according to market conditions.
3. I / We do / do not object to Tenants smoking
4. I / We do / do not object to Tenants keeping pets
5. I / We have read and understand the terms and conditions of your services and charges as per your brochure

## Access: (delete where appropriate)

6. I / We are intending to vacate the property on ...../...../.....
7. Appointments must be prior to our leaving Yes / No
8. Use keys provided / knock first

## Gas safety regulations & energy performance certificate: (delete where appropriate)

9. I / We confirm having instructed the gas board / gas safe registered contractor to service our appliances annually. Yes / No
10. I / We confirm that an Energy Performance Certificate is available for any potential Tenant to view. Yes / No

## Fire regulations - applies to furnished properties: (delete where appropriate)

11. I / We have read the relevant Fire Regulations required as Landlords offering furnished property to Tenants and confirm that we have checked the relevant soft furnishings in our property and confirm that they do comply with cigarette, match and ignitability tests as stated under the Furniture and Furnishings (Fire) (Amendment)(Safety) Regulations 1993 and the Furniture and Furnishings (Fire) (Safety) Regulations 1988.
12. I / We also confirm that we will be fully liable for any furniture supplied at the property which fails to meet the regulation standards and will fully indemnify Quality Residential Limited for any fines that may occur in regard to supplying soft furniture at the property.

## Keys: (delete where appropriate)

13. 1 / 2 / 3 sets of access keys are: enclosed / at the property / with neighbours / will be delivered to your office soon.

Signature (s) .....

.....

..... Date: .....

# ANNEXE 7 – RECOMMENDED CONTRACTORS

## **Electrician**

### **Derek Clarke**

3 De Haviland Close  
Merley  
Wimborne  
BH21 1XU  
Telephone: 01202 889494  
Mobile: 07802 651591

## **Furniture Storage**

### **Genius Self Store**

Mr Anthony Jeffries  
Shears Building  
Stone Lane Industrial Estate  
Stone Lane  
Wimborne  
Dorset  
BH21 1HD  
Telephone: 01202 886006  
Website: [www.storagebourne-mouth.co.uk](http://www.storagebourne-mouth.co.uk)

## **Locksmith**

### **Master Locksmith**

Dave Johnson  
22 Eldon Road  
Moordown  
Bournemouth  
Dorset  
BH9 2 RT  
Telephone: 01202 522720  
Mobile: 07774 267115

## **Plumbing & Gas Central Heating**

### **Southern Gas Services**

Mr Graham Cook  
33 Garland Road  
Poole  
Dorset  
BH15 2LD  
Telephone: 01202 661121  
E-mail: [southern-gas-services@msn.com](mailto:southern-gas-services@msn.com)

# ANNEXE 8 – PROFESSIONAL BODIES

## **John Bridger**

Preston Redman Solicitors  
Hinton House  
Hinton Road  
Bournemouth  
BH1 2EN  
Telephone: 01202 292424  
E-mail: [office@prestonredman.co.uk](mailto:office@prestonredman.co.uk)  
Website: [www.prestonredman.co.uk](http://www.prestonredman.co.uk)

## **ARLA**

Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG  
Telephone: 01926 496800  
E-mail: [info@arla.co.uk](mailto:info@arla.co.uk)  
Website: [www.arla.co.uk](http://www.arla.co.uk)

## **Tenancy Deposit Scheme (TDS)**

PO Box 1255  
Hemel Hempstead  
Herts  
HP1 9GN  
Telephone: 0845 226 7837  
E-mail: [deposits@tds.gb.com](mailto:deposits@tds.gb.com)  
Website: [www.tds.gb.com](http://www.tds.gb.com)

## **Letsure Limited**

31-33 Stockwell Street  
Glasgow  
G1 4RZ  
Telephone: 0141 553 5651  
E-mail: [info@letsure.co.uk](mailto:info@letsure.co.uk)  
Website: [www.letsure.co.uk](http://www.letsure.co.uk)

## **Rent Shield Direct**

Rentshield House  
Unit 9  
Broadmeadow Industrial Estate  
Teignmouth  
TQ14 9AE  
Telephone: 01626 771 078  
E-mail: [enquiries@rentshielddirect.com](mailto:enquiries@rentshielddirect.com)  
Website: [www.rentshielddirect.com](http://www.rentshielddirect.com)

# NOTES

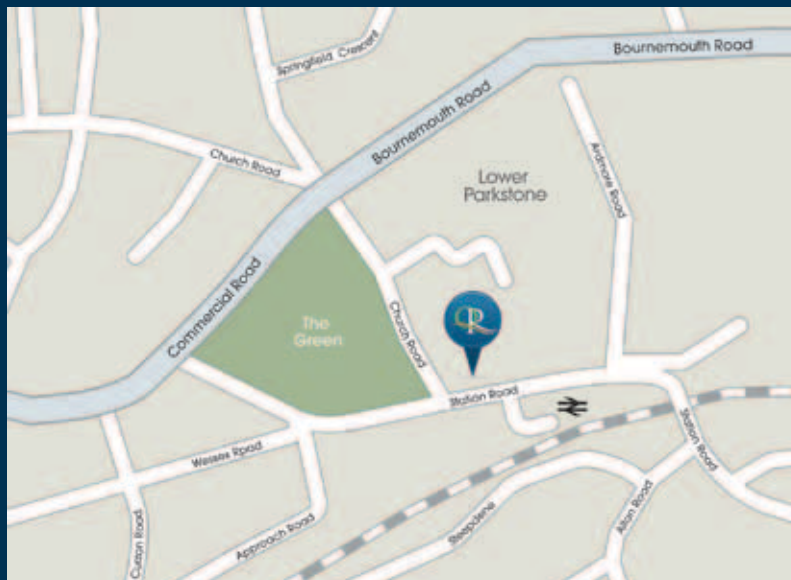
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## WHY USE QUALITY RESIDENTIAL

- Established and well known office of 20 years
- Advertising on both Rightmove.com & Propertyfinder.com
- Dedicated team of professional office staff
- Member of ARLA - professional regulatory body
- Low cost management fees
- Dedicated team of skilled contractors
- Management or non-management

## HOW TO FIND US



Tel: 01202 716 553/4 Mobile: 07836 729 797  
Email: [pw@quality-residential.co.uk](mailto:pw@quality-residential.co.uk) [www.quality-residential.co.uk](http://www.quality-residential.co.uk)  
1 Station Road, Lower Parkstone, Poole, Dorset BH14 8UA