



QUALITY RESIDENTIAL
INDEPENDENT LETTING SPECIALISTS







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Tel: 01202 716 554 Email: pw@quality-residential.co.uk www.quality-residential.co.uk

Welcome to Quality Residential, the property management company that offers a wide range of high quality accommodation.

Established over 30 years ago, Quality Residential's experienced and knowledgeable team are ready and waiting to help Landlords and Tenants fulfil their property requirements. Our aim is to provide you with a superior level of service.

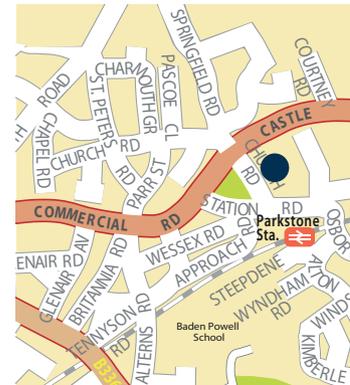
This brochure explains how we work, giving examples of the value-added benefits that Quality Residential brings, alongside a step-by-step guide to letting or renting a property successfully. Let us make it happen for you!

Peter Woollard - Director



PRIME LOCATION

We are easy to find, just opposite Parkstone railway station (only two hours from London, between Bournemouth and Poole). We've operated from the same Edwardian building at Ashley Cross village, with its peaceful gardens and wide variety of independent shops, since our inception.



CONTENTS

Meet The Team	6
Marketing and Advertising	8
Presenting The Property	10
The Right Tenants For The Right Property.....	11
Specific Services We Provide.....	12
Building and Land.....	14
Between Lettings	15
Rent and Legal Cover.....	16
Letting Checklist.....	17
Sales	18
Landlord’s Instruction Form	19
Annexe 1 - Fire/Gas, Electrical & Energy Performance Certificates.....	20
Annexe 2 - Security Deposits & Inventories.....	22
Annexe 3 - Insurance	23
Annexe 4 - Important Maintenance Procedures & General Practice	24
Annexe 5 - Non Resident Landlords.....	28
Annexe 7 - Professional Bodies.....	29
Annexe 8 - Recommended Contractors.....	30

MEET THE TEAM

We take great pride in having a team of dedicated and long-standing professionals. Their combined experience and expertise provides the perfect interface between clients and tenants.



PETER WOOLLARD *Director*

I set up Quality Residential to capture the quality end of the lettings market. 30 Years on and I feel QR has achieved its goal to create a specialist letting agency that maintains and offers the best rental service.



LYNNETTE SURRIDGE *Lettings Manager*

I have worked for quality residential for 17 years. I ensure that QR is fully up to date with changing legislation surrounding the lettings industry. I enjoy finding the best possible tenants for our landlords.



LOUISE CHARLESWORTH *Office Administrator*

As the longest serving member of staff, I am responsible for all the documentation necessary to facilitate each tenancy, from start to finish, in addition to overseeing property maintenance issues.



VAL RUMBOL *Accounts*

I've been working in the Accounts Department for 12 (long and happy!) years – helping to ensure that rents come in on time, so that landlords and contractors alike can be paid in a professional and timely manner.



JANINE CLARKE *Accounts*

I started working in the Accounts Department in 2002, at the time when the accounts were migrating to a computerised accounting system. Since then, there has been the need for compliance with the many new financial regulations. I enjoy my role in the team and take pride in our work.



NATALIE COOK *Lettings Negotiator / Administrator*

I have worked at Quality Residential for the past 4 years. I enjoy helping people to find the right property for them. Part of my job involves keeping the business social media updated:

 @qualityresidentiallettings  @qr_lettings

MARKETING AND ADVERTISING

We market and advertise our properties and business across the Bournemouth and Poole area. All our properties have 'To Let' Boards displayed outside them to maximise early interest. Our website www.quality-residential.co.uk lists our properties - with supporting photographs - for rent and is updated every day.

We use window television advertising at our office which produces 24 hour slide shows of our properties for rent, along with core messages. These, together with flag banners displayed outside, are aimed at attracting tenants to make enquiries.

We advertise our properties in local Property Magazines such as House Magazine and Ashley Cross Magazine, and we issue topical articles on changes to the rental market, such as new acts of, or amendments to, legislation. When appropriate, we use Property websites such as RIGHT MOVE to list and market our properties. This provides a steady stream of enquiries



from tenants seeking rented accommodation. Increasingly, we access social media, for example Facebook and Instagram, to advertise properties and ask interested parties to get in touch.

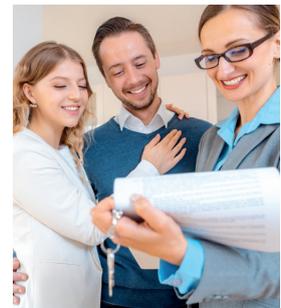
We also sponsor local sports facilities, such as Bournemouth Gardens and Poole Park Tennis, to reinforce client and customer awareness of Quality Residential in the community. Our impact is further strengthened by the display of sports wear with the Quality Residential logo.

All these services above help us to be successful. Our top notch service of being consistently efficient and effective over 30 years, however, is what has given us a name synonymous with quality. This in turn has led to many word of mouth recommendations from a wide array of professionals, both landlords and tenants. We strive for quality and this is what drives us to be the best.



PRESENTING THE PROPERTY

- ✓ We advise not to provide appliances unless they are fully fitted. They can be expensive to maintain
- ✓ Leave the property, including any 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 any 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 contents and the building of same



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

We are accountable to our Landlords and take the matter of checking the standing of prospective Tenants very seriously. We obtain credit checks and references to prove suitability.



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.
- Ensuring that Landlords are made aware of their UK tax liabilities on rental income. Overseas Landlords please see (Annexe 5).
- Routine visits and keeping you informed of any likely maintenance issues. This includes draining down and turning off mains water in freezing weather where appropriate.
- Arranging for your changeover of service accounts after you leave including, dealing with final accounts for gas, electric, water and council tax. 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 help line ensures round the clock service. Increasingly, we contact our overseas based clients through e-mail.

- Paying out rental income, after deductions for our monthly commissions, and for any invoiced maintenance charges, **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 and 4).



BUILDING & LAND

We are not however Surveyors and we will not be responsible for any Internal or external building repairs including balconies or any structural defects to the property, not seen by ourselves, nor for any matters encompassing gardens, including trees, or the ownership of boundaries etc. Where appropriate owners should instruct their own Surveyors, should they be worried about any areas of concern.



BETWEEN LETTINGS

We strongly advise a Landlord to visit the property after it becomes empty. 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 of windows and doors, touching up paint on walls, trimming trees 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 can rely on our advice to upgrade their properties.



RENT & LEGAL COVER

Landlords are able to take out an insurance cover which we can provide to cover loss of rent and legal fees.

Special insurance companies provide to cover the rent if tenants become in arrears and also will cover legal fees that may be involved in seeking possession of a property should a tenant not leave as requested.

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 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.



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?
- 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, you should inform 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?
- 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)

SALES

We have been successfully selling houses and flats under our management for many years now.

We have used many Local Estate Agents to help the sale of our properties using their marketing expertise and our portfolio of investment Landlords and Tenants looking to purchase properties within the local areas.

We are able to offer a commission as if you were using a sole agency which favours our clients interests.

With our management skills we able to continue tenancies while the property is marketed for sale and help the process along with the timing of the correct notices to co inside with vacation dates.

If you are interested in selling your property in the future then please let us help you obtain a valuation and receive your valued instructions to achieve a successful sale.



LANDLORD'S INSTRUCTION FORM

We offer your property for letting once you have completed, signed and returned the Landlord's Instruction Form enclosed within our leaflet guide.

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 proceed 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 effect the letting from proceeding.



ANNEXE 1 - FIRE/GAS SAFETY REGULATIONS, ELECTRICAL & 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 Any items of furniture provided by the Landlord must 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.
- 3 A Gas Safety Certificate must be provided by a Gas Safe registered contractor. Failure to do so can result in high penalties. We can supply this for a fee.(see fee sheet) For recommended gas contractors see annexe 8.

4 Landlords should ensure that all electrical wiring and appliances are safe to use. An Electrical Certificate must be provided after 1st July 2020 prior to letting. We can supply this for a fee. (see fee sheet) For recommended electric contractors see annexe 8. We record here that the Landlord will indemnify Quality Residential Ltd., the agent, from any ensuing action that might arise from such non-compliance.

5 Current regulations place duties on a Landlord to ensure that:

- A smoke alarm is equipped on each storey of the premises. (can be supplied for a fee.)
- A carbon monoxide alarm is equipped in any room that contains a solid fuel combustion appliance.
- The smoke and carbon monoxide alarms are in proper working order at the beginning of the tenancy.

6 An Energy Performance Certificate (EPC) must be available for the property before it can be marketed. We can supply this for a fee (see fee sheet.)

We record here that the Landlord will indemnify Quality Residential Ltd., the agent, from any ensuing action that might arise from such non-compliance.



ANNEXE 2

SECURITY DEPOSITS & INVENTORIES

- 1 We arrange for an inventory to be carried out by our in house 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 the 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.
- 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 Deposits have to be registered with a government backed scheme. If Landlords wish us to arrange this on their behalf an annual charge (see fees) is made 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

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 and contents insurance policy should be available upon request.
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 which maybe a condition of your Insurance policy. Our management officially ceases between lettings.

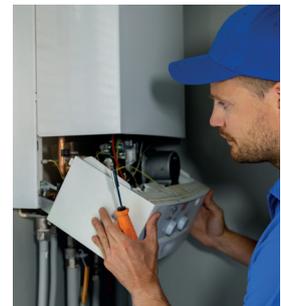
Suggested specialist insurers (see annexe 7)

Suggested specialist accountants (see annexe 7)



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.

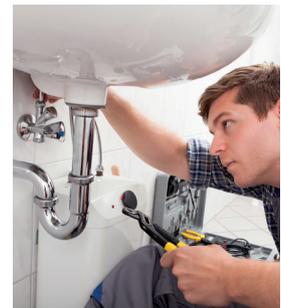
- 3 Estimates will normally be sought for larger works and requests for insurance details to be provided where necessary. Accidental damage caused and reported by a Tenant will normally be repaired to prevent further damage or accidents from occurring and an insurance claim made through the Landlord's 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.

- 3a Landlords will be expected to pay upon request and in advance for any maintenance repairs, items purchased or for agreed works that may be needed to be carried out during the tenancy if rental income funds are not immediately available.

3b Where rent is paid up front beyond a month in advance a float retainer may be asked to be held amounting to £250 towards the payment of maintenance required at the property.



- 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. Invoices will be deducted from your monthly income or sent to you direct for you to pay the contractor or ourselves whichever is requested.
- 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. Individual electric heaters may need to be supplied while no heating is working.. We would recommend that carbon monoxide detectors are provided. These give an early warning alarm signal if carbon monoxide is detected.
8. We require a minimum of three sets of keys for the property, two of which will be given to the Tenants and one to be held securely by ourselves.



ANNEXE 5 - NON RESIDENT LANDLORDS

If you own a rental property in the UK but live abroad for a period of 6 months or more, then you need to comply with the Non-resident Landlord (NRL) Scheme which sets out rules around how you pay tax.

Quality Residential, as the rent receiving agent, is required to deduct basic rate tax (currently 20%) from the rent (after taking deductible expenses into account) and to pay this tax to HMRC each quarter.

However, by completing an NRL1 form, non-resident landlords can apply for approval which will permit their letting agent not to deduct tax at source. Once approval has been obtained, the non-resident landlord will be issued with a certificate and a copy will be sent to the letting agent. This will authorise the letting agent to pay rent to the landlord without deduction of tax. If the property is jointly owned, then each owner must complete a separate form.

Further information at www.gov.uk.nrl1

Quality Residential reference number: NA007581



ANNEXE 7 - PROFESSIONAL BODIES

ARLA

Arbon House, 6 Tournament Court Edgehill Drive, Warwick CV34 6LG
T: 01926 496800 E: info@arla.co.uk W: www.arla.co.uk

Tenancy Deposit Scheme (TDS)

PO Box 1255, Hemel Hempstead, Herts HP1 9GN
T: 0845 226 7837 E: deposits@tds.gb.com W: www.tds.gb.com

Letsure Limited

31-33 Stockwell Street, Glasgow G1 4RZ T: 0141 553 5651
E: info@letsure.co.uk W: www.letsure.co.uk

Rent Shield Direct

Rentshield House, Unit 9, Broadmeadow Industrial
Estate, Teignmouth TQ14 9AE T: 01626 771 078
W: www.rentshielddirect.com

Brookes Butler Chartered Certified Accountants

Christchurch Road, Bournemouth BH7 6BQ
T: 01202 423314 E: Info@brookesbutler.co.uk
W: www.brookesbutler.co.uk



ANNEXE 8 - RECOMMENDED CONTRACTORS

Master Locksmith, Dave Johnson

T: 01202 522720 M: 07774 267115

Southern Gas Services Ltd

T: 01202 661121 E: southerngasservices@msn.com

Birks Electrical Contractors Ltd

T: 01202 886887 E: birkselectrical@btconnect.com

Rescue Rod Drains - 24hr Emergency Drain Services

T: 0800 6521803 M: 07890 860650

Richmond Home Improvement Co.

T: 01202 611331 W: www.doubleglazingdorset.com

Décorators, Phil Steele

T: 07876 795590 E: phfs1965@gmail.com

Carpet Cleanse - Carpet Cleaners - Neil Hancock

T: 07850 379877 E: carpetcleanse.net



Pest Logic, Pest Contractors

T: 01202 770400 M: 07891 431944

E: info@pestlogic.co.uk W: www.pestlogic.co.uk

Baileys Electrical, Appliances

T: 01202 822134 W: www.baileyselectrical.co.uk

Fast Class Cleaning, Chris Curtis

T: 01202 735557 E: chris@fastcleaning.co.uk

BH Spotless Cleaning Service, Philip

T: 07367322693

E: bhspotlesscleaning@hotmail.com

W: www.bhspotlesscleaning.co.uk

Tom Patino Tree Surgeon, Landscape Gardening

T: 07738 937793 W: www.tompatinolandscaping.com

DJ Electrical Contractors, Dan

T: 01202 527276 E: dan@djelectricalcontractors.co.uk

Décorator and Handyman, Jurij

T: 07896 344968 E: jurijtichonov@gmail.com





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