



Estate Agents | Letting Agents | Property Managers

Landlords Guide



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“...experienced,
professional & most
importantly trustworthy...”



FAQ's

Who pays the council tax?

During the tenancy the tenants are responsible for council tax. Landlords must be aware that local authorities no longer offer any exemptions for empty properties.

Do I need to provide instruction manuals for appliances?

Yes, we recommend you do. If you don't your tenant could cause damage to your appliance and you may not be able to hold them responsible if you do not supply instructions.

You can download most instructions from www.instruction-manuals.co.uk.

What happens if my tenant does not pay the rent during the first six months?

As part of our service Naylor Powell take rent guarantee and legal expenses cover for the first six months. If the tenant defaults and makes no attempt to pay we will instigate a claim with our insurers. This gives landlords total peace of mind. The policy covers any legal expenses required to evict the tenant including representation in court. The lost rent is also covered but with an excess equivalent to one months' rent.

What happens if my tenant does not pay the rent after the first six months?

After the first six months we do offer rent guarantee insurance for an extra charge. However if you are not covered we will pursue the tenant in a number of ways to attempt to recover the rent. We cannot indemnify landlords against loss of rent however we have a duty to make best endeavours to recover any rent due. If things generally go sour we will work hard with both the landlord and tenant to bring the matter to a satisfactory conclusion. If it is necessary we can issue any relevant legal notices and represent landlords in court.

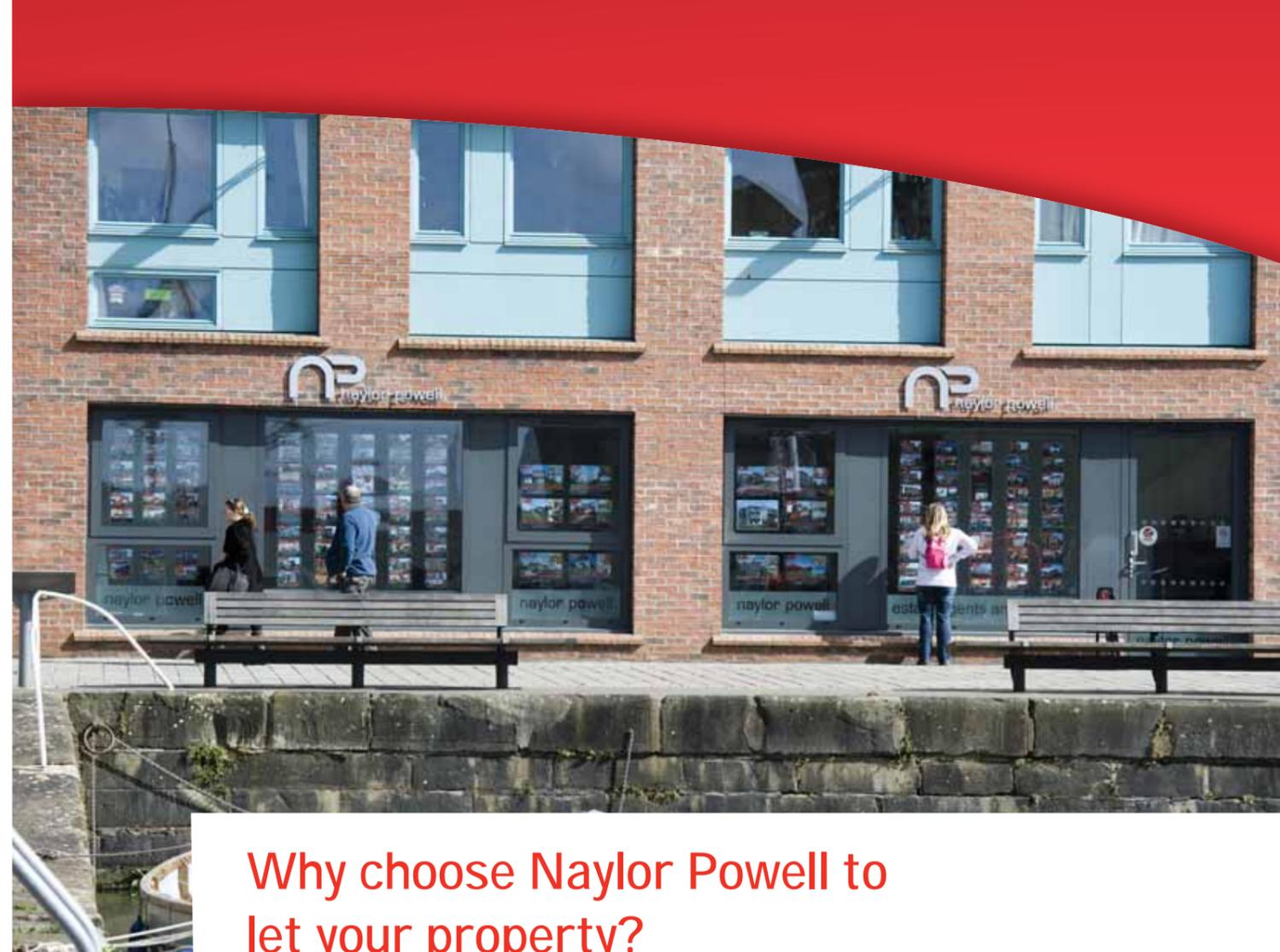
Our advisory service

No one knows the lettings market as well as our own negotiators. We work for a number of landlords to source potential rental properties as well as advise on works required and rentability. This advice is totally independent and impartial as we are happy to give advice on all properties for sale not just those sold through Naylor Powell.

For further information on this service please call our Lettings team on 01452 398010.



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Accounts

Our sophisticated accounting software is well respected and recommended by the Institute of Chartered Accountants. A detailed statement is prepared for each landlord when every payment is made. An annual tax statement is also produced.

Rent payments are made to Naylor Powell by standing order, typically on the anniversary date of when the tenancy started unless it has been requested to be a different date, which is usually around the start or end of a month. The payment is then processed with any deductions made and the balance is transferred to the nominated bank account. We advise that this can take up to ten days during busy periods but we try to process payments as quickly as possible.

Tenancy Deposit Scheme

There are a limited number of organisations able to offer tenancy deposit schemes. Naylor Powell use the Tenancy Deposit Scheme (TDS). All deposits are registered in compliance with TDS procedures and held by Naylor Powell as a stakeholder. There is a small annual charge made at the start of each tenancy and for every year that the tenancy continues of £15 inclusive of VAT.

Assured Shorthold Tenancies

Almost every tenancy that we create is an assured shorthold tenancy and is typically 6 months although we do offer 12 month tenancies if both the landlord and tenant agree. After the fixed term these tenancies become "periodic" tenancies whereby a landlord can end the tenancy with two months' notice and a tenant can end it with one months' notice. For a modest charge we can renew tenancies for six or twelve months if both parties wish.

Why choose Naylor Powell to let your property?

Your property should be in the hands of a Letting Agency you can trust. Established in 1982 Naylor Powell is proud to be one of the leading property management firms in Gloucestershire.

We take great pride in our service and ensure we offer experienced, professional and most importantly trustworthy advice.

Our experienced team of negotiators, property managers and accounts staff will assist you through the entire process of letting your property. Our lettings negotiators will find an appropriate tenant as well as achieving the best rental return for your property. Our Property Management department works to relieve landlord's from the worries of renting a property as we deal with ALL tenancy and property related issues.

Our accounts team manage all property transactions using sophisticated accounting software recommended by the Institute of Chartered Accountants.

Throughout this brochure you will find all of the information you need to prepare your property to let however if you have any further queries please get in touch and we would be delighted to discuss these with you.

Marketing

Our comprehensive marketing campaigns ensure your property will be seen by as many potential tenants as possible.

Your property will be listed on our high profile website as well as the country's leading property portals rightmove.co.uk and onthemarket.com.

A network of branches situated across the county in Cheltenham, Gloucester Quays, Newent and Stonehouse are in prime, high footfall locations.

A visible 'To Let' board will help your property stand out to potential tenants.

Each property will receive professional quality photographs and floorplans.



A Professional Service Guaranteed

Naylor Powell is proud to be members of the following associations:

The National Association of Estate Agents www.naea.co.uk

The Association of Residential Letting Agents www.arla.co.uk

Safe Agent www.safeagents.co.uk

The Property Ombudsman www.tpos.co.uk

These accreditations ensure we have highly trained members of staff who aspire and continue to work to very high industry standards.

"Every year, unlicensed agents cause Britain's homebuyers and sellers unnecessary stress and hassle – and sometimes loss of money – by giving incorrect or misleading advice or offering poor standards of customer service. Look out for the logo and make sure it's not you losing out"

National Association of Estate Agents



Property Management

Dedicated Property Management

At Naylor Powell we operate separate Lettings and Property Management departments with specialist teams and managers. This helps us ensure the highest levels of service to both landlords and tenants as each member of the team is experienced and well trained in their own field.

Decoration

We advise to keep a good standard of decoration and floor coverings in all rented properties as it not only makes the property easier to let but usually attracts better quality tenants as well. As a guide we recommend that to maintain a good standard, all rented properties should be re-decorated and re-carpeted every 5-7 years. In our experience, the better the property is presented the better the tenants hand it back.

Inventories

All managed properties have full colour photographic inventories prepared prior to the start of every tenancy. These inventories are approved by the Association of Inventory Providers and The Tenancy Dispute Service.

Regular Inspections

During the term of each tenancy we conduct routine inspections of the property. The first inspection is after approximately three months and then approximately six monthly thereafter. Our landlords and tenants find these invaluable as it gives us the opportunity to check the property is being looked after as well as ensuring the tenants are happy and have no issues. After each inspection a full photographic report is sent to the landlord with recommendations for any future or immediate maintenance or advice regarding the tenancy.

Maintenance

As a large and well established Letting Agency we have a number of quality tradesman that we use. The standards of workmanship are checked by our property managers to maintain a high standard. We negotiate rates annually to ensure our clients receive the best possible price for maintenance work. All tradesmen that carry out work for Naylor Powell are required to be fully insured and in the case of gas, be Gas Safe registered or electrical, be Elecsa, NAPIT or NIC EIC registered.

Utilities

To ensure a smooth transition from one tenancy to the next we ensure that all utility suppliers are notified of tenants moving in and out and meter readings provided. This prevents large utility or council tax bills building up with no idea as to who is responsible.

Keys

We ask all landlords to provide us with a minimum of three sets of keys for the property. Two sets for the tenant/tenants and the third set is retained by Naylor Powell for use in emergencies, routine inspections or maintenance.



Safety First

All safety testing can be organised by Naylor Powell on your behalf, ensuring they are kept up-to-date.

Gas Safety (Installations and Use) 1998

It is a legal obligation for every house equipped with gas to have an up-to-date gas safety certificate. A gas safety check must be carried out every year on every gas appliance/flue. These checks ensure the appliances are safe for tenants to use. All installations, maintenance and safety checks on your property must be carried out by a Gas Safe registered engineer.

Electric (Safety) Regulations 1994

Landlords have a duty of care under the Electrical (Safety) Regulations 1994 to ensure that all appliances within the property are safe to use and are regularly checked by a qualified electrician.

Furniture and Furnishings (Fire) (Safety) Regulations 1998

All upholstered furniture left within the property must comply with the furniture and furnishings regulation 1998. Any items not appropriately labelled may not conform to the regulation and must be removed from the property.

Smoke Detectors

We believe that in the best interest of both the landlord and the tenant that the appropriate smoke detectors should be fitted on every floor of the property.

Carbon Monoxide

Although it is not law in some cases, we require that a house equipped with any gas or solid fuel such as wood burners must have a carbon monoxide detector fitted.

Energy Performance Certificate

It is a requirement that every property marketed to let must have an Energy Performance Certificate prior to marketing. This certificate details the property's energy use and typical energy costs as well as making recommendations on how to reduce energy and save money. The certificate will last 10 years however can be updated if the property has been significantly improved.

Finding a suitable tenant

Following a market appraisal we will discuss with you the type of tenant you would prefer to attract and give you advice on the best ways to present your property. This can include decoration, fixtures and fittings and any other individual features of your property.

At Naylor Powell we endeavour to find you the best possible tenant and achieve the highest rental return.

All potential tenants are put through a rigorous referencing application process. We use a third party referencing company who will check the individual's credit history and affordability. Each individual wishing to live in the property must complete our credit assessment process unless they are under the age of 18.

When letting your property there are certain restrictions you can put in place, such as no smokers or children. Some mortgage companies insist that tenants must be of independent means and not receive any form of housing benefit. Our lettings team will fully explain the pros and cons of each type of restriction with you.

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Our services

Description	Managed Service	Let Only Service
Market Appraisal	✓	✓
Marketing of the property in local press and online property portals	✓	✓
Erection of a To Let board at property (where feasible)	✓	✓
Finding and screening of tenants	✓	✓
Referencing the tenant	✓	✓
Preparation of the tenancy agreement and preparation of notices	✓	✓
Collection and registering of deposit with the Tenancy Deposit Scheme (TDS)	✓	(Can be arranged for an additional fee)
Preparation of photographic inventory	✓	(Can be arranged for an additional fee)
Organisation of appropriate certificates including gas, electric and the Energy Performance Certificate (EPC)	✓	
Contacting utility suppliers	✓	
Collection of rent and paid directly to the landlords account	✓	
Regular property inspections followed by a photographic report	✓	
Routine maintenance and property repairs as required	✓	
Tenancy renewal & negotiation of rental increases	✓	
Full check out and inventory update at the end of the tenancy	✓	
Deposit reconciliation	✓	
Service of Section 21 Notice when the landlord requires possession of the property	✓	
Annual tax statements	✓	

(Please note for the Let Only Service, once the tenancy has commenced management of the property lies solely with the landlord - Naylor Powell cannot be held responsible thereafter).

Preparing your property to let

Naylor Powell has established a name for renting quality properties throughout Gloucestershire. We strive to continue this reputation by working with landlords who have a desire to maintain their properties as best they can. It is also quite evident that good properties will rent easier and therefore maximize your rental return.

We suggest that you should try to minimize the need for un-planned maintenance, for example: whilst having the annual safety test on a gas appliance, for a small extra charge it can also be serviced. This should save you money in the long run as well as cause minimal 'hassle' to the tenant.

Our lettings team will also advise how to prepare the property for your target market, for example: larger houses are usually occupied by longer term tenants who may have their own appliances negating the need for a landlord to provide them. However smaller properties will usually attract slightly more mobile tenants that usually require all white goods to be provided.

“...advise you how best to prepare the property...”

