



Estate Agents | Letting Agents | Property Managers

## **LANDLORDS GUIDE**

[www.naylorpowell.com](http://www.naylorpowell.com)

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EXPERIENCED, PROFESSIONAL  
& MOST IMPORTANTLY  
**TRUSTWORTHY...** 



THE SERVICE WAS  
CONSISTENTLY FIRST  
CLASS, PROFESSIONAL,  
PROMPT, EFFICIENT,  
HASSLE FREE.



**I'M IMPRESSED**

Mr Thomas



## 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 questions please get in touch and we would be delighted to discuss these with you.

# OUR SERVICES



DESCRIPTION	MANAGED SERVICE	LET ONLY SERVICE
Bespoke market appraisal and report	✓	✓
Marketing of the property both online and offline	✓	✓
Erection of a To Let board at property (where feasible)	✓	✓
Finding and screening of tenants	✓	✓
Referencing the tenant	✓	✓
Professional quality photography, detailed floorplan and 3D virtual tour.	✓	✓
Access to client database with thousands of local house hunters	✓	✓
Preparation of the tenancy agreement and legal notice	✓	✓
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
Regular compliance update	✓	
Access to PropertyFile 24 hours a day	✓	
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	✓	
Negotiation of rental increases & relevant notices	✓	
Full check out and inventory update at the end of the tenancy	✓	
Deposit reconciliation	✓	
Service of Form 6A (formerly Section 21 Notice) should the landlord require possession of the property	✓	
Annual tax statement	✓	

(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).



## 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 [naylorpowell.com](http://naylorpowell.com) as well as the country's leading property portals; Rightmove, Zoopla and OnTheMarket.

A network of branches situated across the county in Cam, 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, a detailed floorplan and a 3D virtual tour.

## 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](http://www.naea.co.uk)

### The Association of Residential Letting Agents

[www.arla.co.uk](http://www.arla.co.uk)

### The Property Ombudsman

[www.tpos.co.uk](http://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 TENANTS AND LANDLORDS SUFFER THROUGH DEALING WITH AGENTS WHO ARE INEXPERIENCED OR DO NOT ADHERE TO THE LAW. IN THE WORST CASES FINANCIAL LOSSES CAN ADD UP TO MILLIONS OF POUNDS. WE REGULATE ARLA PROPERTYMARK AGENTS TO ENSURE THEY WORK TO A HIGHER STANDARD THAN THE LAW DEMANDS. MAKE SURE YOUR LETTING AGENT IS OFFERING YOU PROPERTYMARK PROTECTION.**



The Association of Residential Letting Agents

WE ENDEAVOUR TO  
FIND YOU THE BEST  
POSSIBLE TENANT  
& ACHIEVE THE  
**HIGHEST RENTAL  
RETURN** ””



## FINDING A **SUITABLE TENANT**

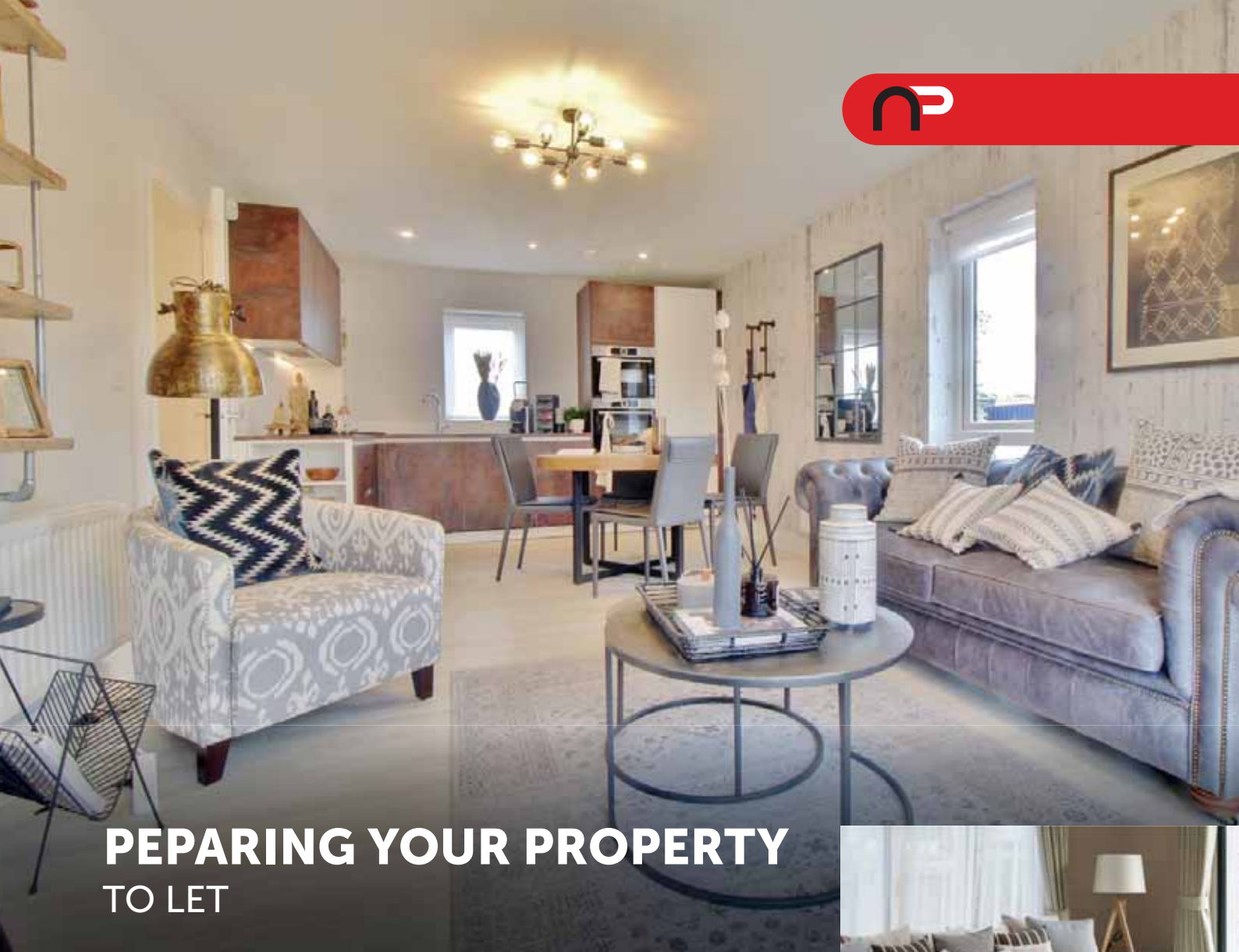
Following a market appraisal we will discuss with you the type of tenant you would prefer to attract and give you advice on the best ways to present your property. This can include decoration, fixtures and fittings and any other individual features of your property.

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.



## 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. Smaller properties will usually attract slightly more mobile tenants that usually require all white goods to be provided.



WE ADVISE YOU HOW TO BEST PREPARE THE PROPERTY FOR **YOUR TARGET MARKET** ”



# 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 keeping all decoration and flooring to a good standard, not only does this make the property easier to let but it usually attracts a better quality tenant. As a guide, we advise that decoration is updated every 3-5 years depending on the number of tenancies and number of tenants. With flooring, we advise carpets and vinyl floors are replaced every 6-10 years, depending on the quality, number of tenants and tenancies. Wood/laminate flooring also would require replacing depending on wear and other factors.

## 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

Below is a sample of some of the regulations you must adhere to when letting a property. We ensure each of our landlords stay up-to-date with any complex legislation changes.

## **GAS SAFETY (INSTALLATIONS AND USE) 1998**

It is a legal obligation for every property 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.

## **ELECTRICAL SAFETY STANDARDS IN THE PRIVATE RENTED SECTOR (ENGLAND) REGULATIONS 2020**

It is now law that all properties must have a satisfactory electrical installation condition report (EICR) and any supporting certification. If the property is a new build, then the original electrical installation certificate is required. We are not allowed to start a tenancy without this documentation in place.

## **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 AND CARBON MONOXIDE ALARMS**

Under the Smoke and Carbon Monoxide Regulations 2015 private sector landlords are required to have at least one smoke alarm installed on every storey of their properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (eg a coal fire, wood burning stove). We also advise that it is best practice to have a carbon monoxide alarm installed for any gas and oil appliance. Any out of date smoke detectors must be replaced.

## **ENERGY PERFORMANCE CERTIFICATE**

It is a requirement that every property marketed to let has a valid EPC, rated band E or above, under government regulation. The certificate provides the property's energy usage and typical costs as well as making recommendations to reduce energy and save money. The certificate lasts for 10 years but can be updated if significant works are completed.

ALL SAFETY TESTING CAN BE ORGANISED BY **NAYLOR POWELL** ON YOUR BEHALF, ENSURING THEY ARE KEPT UP-TO-DATE.





**A DETAILED  
STATEMENT  
IS PREPARED  
FOR EACH  
LANDLORD  
WHEN EACH  
PAYMENT IS  
MADE** ”

### **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.

# TESTIMONIALS

“ The service was consistently first class professional prompt efficient hassle free I'm very impressed

.....  
Excellent service by a very competent team

.....  
Efficient, helpful, patient and friendly

.....  
They handled my purchase and lettings very efficiently. Who ever I spoke to seemed to be able to help me and I was not passed from person to person

.....  
An excellent service from start to finish



“ Very efficient, friendly and easy to deal with

.....  
I highly recommend Naylor Powell, be it for sales or lettings, the whole team are professional, efficient & friendly



THIS SERVICE IS TOTALLY IMPARTIAL AS WE ARE HAPPY TO GIVE ADVICE ON ALL PROPERTIES FOR SALE IN GLOUCESTERSHIRE



## OUR ADVISORY SERVICE

We work with a number of landlords to help them source rental properties in Gloucestershire. We can advise on works required and the potential return on investment. This service is totally impartial as we are happy to give advice on all properties for sale in Gloucestershire and not just those sold through Naylor Powell.

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



WITHOUT DOUBT I  
WOULD RECOMMEND  
NAYLOR POWELL TO  
ANYONE LOOKING  
FOR A PROFESSIONAL  
**QUALITY ESTATE  
AGENT** ”

**CAM**

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Cam, GL11 5PS  
01453 706707  
cam@naylorpowell.com

**CHELTENHAM**

99 Salisbury Avenue  
Cheltenham, GL51 3DA  
01242 252699  
cheltenham@naylorpowell.com

**GLOUCESTER DOCKS**

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Gloucester Docks, GL1 2DQ  
01452 398010  
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**NEWENT**

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Newent, GL18 1AN  
01531 828970  
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**STONEHOUSE**

Regent House, 1 Bath Road  
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**PROPERTY MANAGEMENT**

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