



TORBAY PROPERTY MANAGEMENT

Sales & Lettings

LANDLORD LETTING GUIDE & FEES





BRITISH
PROPERTY
AWARDS

2020 - 2021



GOLD WINNER

LETTING AGENT
IN TORQUAY



BRITISH
PROPERTY
AWARDS

2020 - 2021



GOLD WINNER

LETTING AGENT
IN SOUTH WEST
(DEVON)



BRITISH
PROPERTY
AWARDS

2021 - 2022



GOLD WINNER

LETTING AGENT
IN TORQUAY



BRITISH
PROPERTY
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2021 - 2022



BRONZE WINNER

LETTING AGENT
IN SOUTH WEST
(DEVON)

MULTI-AWARD WINNING

View Agents™

National Gold Winner

EXCEPTIONAL
★ REPUTATION ★

2020

Sponsored by

kerfuffle

**2 CONSECUTIVE
YEARS RUNNING
FOR BEST IN
TORQUAY & DEVON!**

WHO ARE WE?

Torbay Property Management

Multi-award winners, Torbay Property Management Sales & Lettings are specialists in the Sales, Letting and Management of residential property, taking pride in our reputation for providing a professional yet personal service to our vendors and landlords for over 18 years.

The directors and staff are trained to ARLA & NAEA standards and have been working together for many years and continually aim to reinforce their position as the bays leading agent.

Through extensive experience we have been able to clearly identify the needs of both vendors and landlords and develop our services to meet them needs.

By ensuring that all our staff are experienced and dedicated, we can provide you with a quality service with the peace of mind that your property is in safe hands.

We are members if the ASSOCIATION OF RESIDENTIAL LETTINGS AGENTS (ARLA) & NATIONAL ASSOCIATION OF ESTATE AGENTS (NAEA) which means our practices and client accounting systems are fully regulated. This is in turn means that we are accountable and your money is protected and insured.

ARLA & NAEA is the only governing body for letting agents which requires their members to be professionally qualified and to continue their learning and development each year.

Our office and shop window are in a prominent main street location and are A3 displays are LED backlit to make your property stand out, day and night,



OUR MARKETING

Online, Print & Social Media

Online:

We use a range of online property portals to advertise your property including **ZOOPLA, ON THE MARKET, PRIMELOCATION** and our own website to give you the best possible chance of finding the right buyer or tenant without delay covering ALL the major property portals as well as social media, such as Facebook, Instagram and YouTube!



Boards:

If applicable we can place a **“FOR SALE”** or **“TO LET”** board up in a prominent position outside the property to make passers by aware of the property being available – this can work particularly well on street with a high turnover.

Property Brochures:

Full colour property particulars for each property which include photographs, descriptions, floor plans and are available in printed and digital format

OUR MARKETING

Online, Print & Social Media

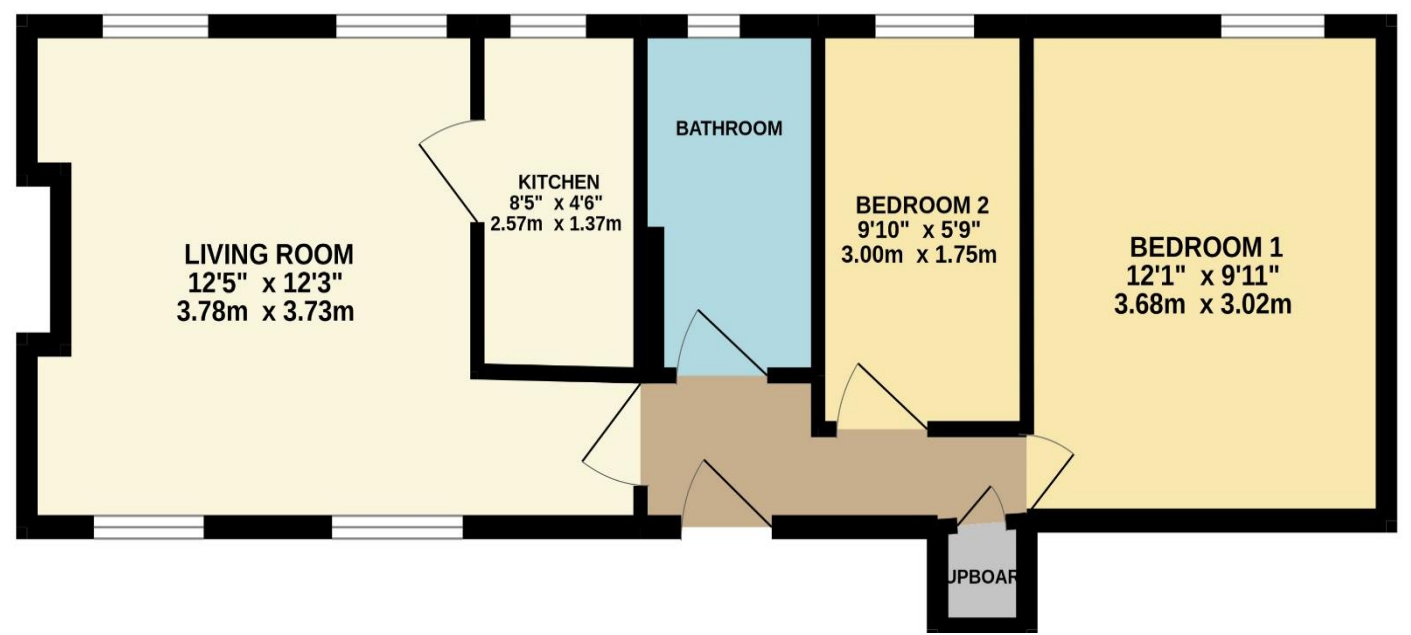
Window Displays:

We have an office situated in a **PROMINENT MAIN STREET** location with one of the biggest windows in Torbay which has been refurbished with the latest A3 **LED BACKLIT DISPLAYS** to showcase your property, day or night



Photographs & Floor Plan:

We will take and edit photos ready for the marketing of your property and create a colour floor plan which will be displayed online and in our brochures



OUR SERVICES

FULL MANAGEMENT & LET ONLY

We offer advice on all aspects of the complexities of letting including; what rental to charge, what type of tenancy you need and the landlords obligations in general, including information on current legislation.

There is a constant demand for rented accommodation and your property will be included in our list which is updated daily. We also advertise online with Zoopla and our own website alongside a range of other online portals.

	Full Management	Tenant Find Only
High Quality Photographs	✓	✓
Accompanied Viewings & Feedback	✓	✓
Handling all Negotiations	✓	✓
Arranging Tenant References	✓	✓
Drawing up the Tenancy Agreement	✓	✓
Produce an Inventory & Schedule of Condition	✓	✓
Arrange Check-In	✓	✓
Conducting Tenant Right to Rent Checks	✓	✓
Transfer of Utilities	✓	✓
Transfer Deposit to Government Deposit Scheme	✓	✓
Rent Collection	✓	
Chasing Rental Arrears	✓	
Arranging the Check-Out	✓	
Deposit Negotiations	✓	
Service of Notice(s)	✓	
Arranging Safety Inspections	✓	
Routine Maintenance & Repairs	✓	
Payment of Outgoings	✓	
Property Visits	✓	

OUR SERVICES

FEE'S & CHARGES

Full details of our fees and charges can be found below and within our terms of business. If you have any queries regarding these fees or charges then please speak to a member of the team.

Please note that all fees and charges are inclusive of VAT at 20%

	Full Management	Tenant Find Only
Initial Set-Up Cost	£395.00	£495.00
Rent & Legal Protection	£36.00*	N/A
Management	12%	N/A

Optional / Extra:

There are a range of services that Torbay Property Management can perform on your behalf. Details and prices of these are detailed below.

Please note that all fees and charges are inclusive of VAT at 20%

Prices below are correct at time of printing however may be subject to change in line with any increase / decrease in contractors charges.

	Full Management	Tenant Find Only
Energy Performance Certificate	£75.00	£75.00
Electrical Safety Certificate (Approx)	£200.00	£200.00
Gas Safety Certificate	£90.00	£90.00
Legionnaires Assessment	£75.00	£75.00
Court Attendance (day or part of)	£280.00	£280.00
Organising Repairs & Maintenance	Included	12%
Tenancy Extension / Renewal	£60.00	£60.00
Service of s21 or s8 Notices	£120.00	£120.00
Serving of s13 Notice	£36.00	£36.00
Tenancy Check-Out	£120.00	£120.00

*Subject to a minimum fee of £432.00 inc VAT per annum and minimum policy term of 12 months. Please ask a member of staff or see available Rent & Legal Protection leaflet.

LETTING YOUR PROPERTY REQUIREMENTS & INFORMATION

Letting your property

The right tenant is the essential ingredient for successful letting and we have the experience to find the right tenant for your property.

Not only do we have a constant supply of tenants actively seeking a property but we have established contacts with major local companies who have a regular requirement for good quality accommodation.

By specialising in professional letting we attract good calibre, low risk tenants.

Managing your Property

As part of our management service we will prepare an inventory and schedule of condition. This forms the key element of our checking-in procedure. The list contains the items in the property including furniture, carpets, curtains and decoration – it will also have remarks as to their condition. The inventory allows us to monitor whether a tenant is looking after your property and assess whether any of the security deposit should be retained for dilapidations.

Our full management service includes checking the property during the tenancy for which you will be informed of, ensuring your peace of mind. The checks also help us highlight whether any maintenance work is required to keep your property in good order.

We will deal with calls from your tenant and organise repairs as necessary, subject to your instructions.

We can negotiate tenancy renewals or extensions with your tenant when required and actively market the property for re-letting once your tenant serves notice.

When a tenant is set to leave your property, a rigorous check out procedure is followed. The full inventory and schedule of condition are checked to assess whether the tenant has maintained your property in a satisfactory condition. If it is found that there are items that are not to standard, then these areas will be costed and deducted from the tenant's security deposit – subject to statutory deposit regulations.

We will collect the rent from your tenant and a simple regular statement will be sent to you, giving details of all transactions undertaken in connection with your property.

LETTING YOUR PROPERTY REQUIREMENTS & INFORMATION

Energy Performance Certificate

All properties available To Let must have an Energy Performance Certificate available for prospective tenants to review prior to marketing. The EPC is valid for a period of 10 years (unless there are material changes to the property). There are substantial penalties for non-compliance. We can arrange for one to be commissioned if required.

Score	Energy rating	Current	Potential
92+	A		96 A
81-91	B	84 B	
69-80	C		
55-68	D		
39-54	E		
21-38	F		
1-20	G		

Furniture & Furnishings Fire Safety Regulations 1988 (as amended)

All furniture and furnishings supplied in let accommodation must comply with these regulations. In essence they sought to phase out materials used to fill or cover furniture that may be a fire risk, and might produce poisonous gases. All furnishings such as beds, head boards, mattresses, sofas, chairs, loose stretch covers, scatter cushions, pillows etc (but it does not comply to curtains, carpets and bed clothes including duvets and mattress covers) must comply with the regulations.

Generally domestic furniture manufactured after March 1990 should comply. Normally any unlabelled furniture is deemed non-compliant. The regulations make it clear there should be no non-compliant furniture on any part of the property including the garage and attic.

Gas Safety (Installation and Use) Regulations 1998

These regulations place a legal duty on all domestic Landlords to make sure gas appliances, fittings and flues provided for tenants are safe. A Landlords duty involves:

- Maintaining and repairing appliances, flues and pipe work. Any works must be undertaken by a Gas Safe registered engineer.
- Ensuring a Gas Safe Check is carried out at least every 12 months on all new gas appliances or flues and annually thereafter.
- Making sure that a record of the safety check is kept for 2 years and a copy of the safety check provided to each existing tenant within 28 days of the check being completed. A copy must also be issued to new tenants before move in.

LETTING YOUR PROPERTY REQUIREMENTS & INFORMATION

Electrical Safety

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1 June 2020. The new regulations will apply to new tenancies from 1 July 2020 and to existing tenancies from 1 April 2021.

Landlords must have the electrical installations in their properties inspected and tested by a person who is “qualified and competent”, at least every five years. Landlords have to provide a copy of the electrical safety report to their tenants, and to their local authority if requested. Breaches of the regulations could result in financial penalties of up to £30,000.



Smoke & Carbon Monoxide Alarms

Landlords of private rented accommodation have to adhere to new regulations following the introduction of The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 which came into effect on 1st October 2015. A smoke alarm must be fitted on each storey of the premises on which there is a room used wholly or partly as living accommodation. A bathroom or lavatory is treated as a room used as living accommodation.

A carbon monoxide alarm is required in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance (i.e. log burners and open fires and where Gas boilers are fitted. There may also be instances where a Gas Safe Engineer specifically recommends that one is fitted). A “room” includes a hall or landing. Alarms can be battery operated.

LETTING YOUR PROPERTY REQUIREMENTS & INFORMATION

Legionella Risk Assessment

Following amendments to the Control of Substances Hazardous to Health Regulations 2002 (COSHH) it is now a legal requirement for Landlords providing residential accommodation to let to carry out a risk assessment to identify and assess potential sources of exposure to Legionella.

Where a risk is identified they must take steps to remove or minimise the risk. The risk assessment can be carried out by a third party but the ultimate responsibility is the Landlords. The Health & Safety Executive (HSE) can prosecute you if you do not comply with the requirements. Depending on the results of the assessment it may then be necessary to introduce a course of action to prevent or control risks identified. The Legionella Risk Assessment should be reviewed at regular intervals.

Statutory Consents & Houses in Multiple Occupation (HMO's)

There are specific rules governing letting Houses in Multiple Occupation. These rules can be applicable where a property is let to separate households who are not related and share facilities. Council Authorities can have different rules and regulations concerning how they deal with HMO's so it is important you check and understand what they are. This can include requiring Planning Consent to be secured even if an HMO Licence is not required.

Right to Rent

New rules mean that landlords need to carry out checks on all new adult tenants to make sure they have the right to rent property in the country.

Right to Rent, which also applies to people who are subletting their property or taking in lodgers, was introduced in the Immigration Act 2014. Landlords who fail to carry out checks risk a potential penalty of up to £3,000 per tenant.

Torbay Property Management will carry out the initial Right to Rent checks for all landlords when letting their property however landlords opting for our Tenant Find Only service will be responsible for any and all yearly follow-up when required.

For more information please visit: www.gov.uk/check-tenant-right-to-rent-documents

LETTING YOUR PROPERTY REQUIREMENTS & INFORMATION

Insurance

Landlords are responsible for insuring their property and any of their contents. We advise that you obtain detailed advice from your insurer as to the nature and extent of insurance coverage

Required. It is extremely important that you advise your insurance company that you are proposing to let your property and that you confirm this to them before a tenancy commences. Failure to do so could result in you losing insurance cover. Some insurers impose letting conditions and we would require details as this may affect the choice of tenant.

Income Tax

Income received from letting your property will be subject to UK income tax and you will need to include details of the income and allowable expenses when completing your income tax return. The Inland Revenue may ask us directly for details of any income we pay you and we are obliged to supply these details.

If you live abroad we, as your agents, will be required by the Inland Revenue to pay any tax liability that arises on rents collected by us on your behalf unless we receive a notice from the Inland Revenue. We will therefore deduct income tax at the basic rate from rent payments received and these monies will be held to your credit and are paid across to the Inland Revenue on a quarterly basis. You may be entitled to receive rent without deductions of tax and we strongly recommend this. If you live abroad we will be happy to advise you about this and supply the necessary application form.

Homes (Fitness for Human Habitation) Act 2019

In England this Act now gives tenants the right to take direct legal action against their landlord if their property is in such poor condition that it is 'not fit for human habitation' at the beginning and throughout the duration of a tenancy, they can seek damages plus request that the property is brought up to a good state of repair.



FREQUENTLY ASKED QUESTIONS & ANSWERS

Why do I need an agent?

Of course there is nothing to stop a Landlord acting without an agent. However, there are many legal requirements that a Landlord has to fulfil and failure to comply with these may result in criminal prosecution. Our staff are trained to understand these requirements and have systems in place to ensure they are complied with. We have facilities to properly vet a potential Tenant, allowing you to make the right choice.

How is the rent paid?

Typically a standing order is set up from the tenant's bank account and the rent will be paid in advance. Our fully computerised systems mean that, once the monies have 'cleared' through the banking system, the rent is paid by BACS (Management Only) directly into the account of your choice. A detailed statement of account is naturally part of our service.

What sort of agreement is used?

There are a number of different types of agreement that should be used depending on the circumstances of the tenants, the Landlord and indeed the property. In the majority of cases it will be what is called an Assured Shorthold Tenancy for a fixed period of at least 6 months

What happens when my property is empty?

You must advise your insurance company in accordance with their requirements regarding empty property. Please check your insurance policy for the relevant details

What happens if the tenant doesn't pay rent?

As part of our management services we endeavour to ensure that the rent is paid on time. Having carefully selected the tenant in the first place, there's unlikely to be a problem. However people's circumstances do sometimes change during a tenancy and if the rent is not paid, we'll advise you on the appropriate course of action.

Do I have to provide furniture?

No. In most cases we have found that there is very little difference in rental values between furnished and unfurnished lettings. Our staff will advise you on the most appropriate option for your property. An unfurnished property would require carpets, curtains and sometimes white goods. The requirements for a furnished property can vary depending upon the style and location of your property.

FREQUENTLY ASKED QUESTIONS & ANSWERS

What do I do if my property is leasehold?

The managing agents or freeholders must be advised as a change in the type of occupancy may affect the buildings insurance. You should obtain the freeholders or managing agents consent prior to letting and advise us of any restrictions within the head lease

Do I need to tell my insurance company?

Yes- otherwise you may find your insurance is invalid. Should you need it, we are able to point you in right direction for a quote.

Who looks after the garden?

The maintenance and upkeep of the garden is usually the responsibility of the Tenant. However, should you have a particularly large garden or any precious plants then it may be advisable to arrange for a gardener- the cost of which should be incorporated in the rental value. It is advisable to provide the materials for maintaining your garden even if the property is unfurnished.

What am I responsible for repairing?

As a Landlord you have a legal obligation under the Landlord and Tenant Act 1985 to maintain the structure of the building, the sanitation and the supply of services. In addition, should an item in the property require replacing or repairing through fair wear and tear then you would be expected to take remedial action.

What about a deposit?

We ask tenants for a deposit which is usually equal to 5 x the weekly rent. It will only be returned when the tenant has given vacant possession of the property and left it in a satisfactory condition, allowing for wear and tear, and complied with his or her responsibilities under the Tenancy Agreement.

Tenant's deposits are now protected and must be registered with a government approved scheme.

What are my outgoings?

These will usually include: Mortgage, Insurance- Buildings (as a minimum), Repairs to the property and contents, If leasehold- ground rent and service charges, Managing agents fees & Periods when the property is empty

THINKING OF SELLING?

FEE'S & SERVICES

At Torbay Property Management Sales & Lettings we can market your property for sale and find the right buyer at the best possible price without delay. We are a local, independent agent with local knowledgeable staff and can offer a first class service at an affordable price.

We offer a refreshing approach to sales and we pride ourselves on getting to know our buyers and what they are looking for in Torbay. This means we can usually always find the best buyers for your home at the best possible price.

We take a proactive approach and won't just sit back and wait for people to come to us, we will stay in touch with potential buyers so we know when your property is a match for them. We make frequent calls to our potential buyers and send them the full details of your property.

Torbay Property Managements comprehensive marketing package includes:-

- Internet Advertising – including Rightmove, Zoopla & On The Market
- Coloured Details with Internal and External Photographs
- No Sale No Fee
- Regular Feedback
- “For Sale” Board
- Accompanied Viewings
- Searches Ordered Upon Completion
- Full Negotiation with Buyers
- Sales Progression through to Completion

Our sole agency selling fee is only **1.00% + VAT** with a minimum fee of just £1000.00 + VAT.*

A unique service we offer, included within our fee

We will instruct searches to be carried out as soon as we are instructed to sell the property, ready for purchase by the buyer once an offer is accepted. This could dramatically speed up the sale and completion of the property by up to approximately 10 weeks!

*1.2% inc VAT subject to a minimum fee of £1200.00 inc VAT

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