

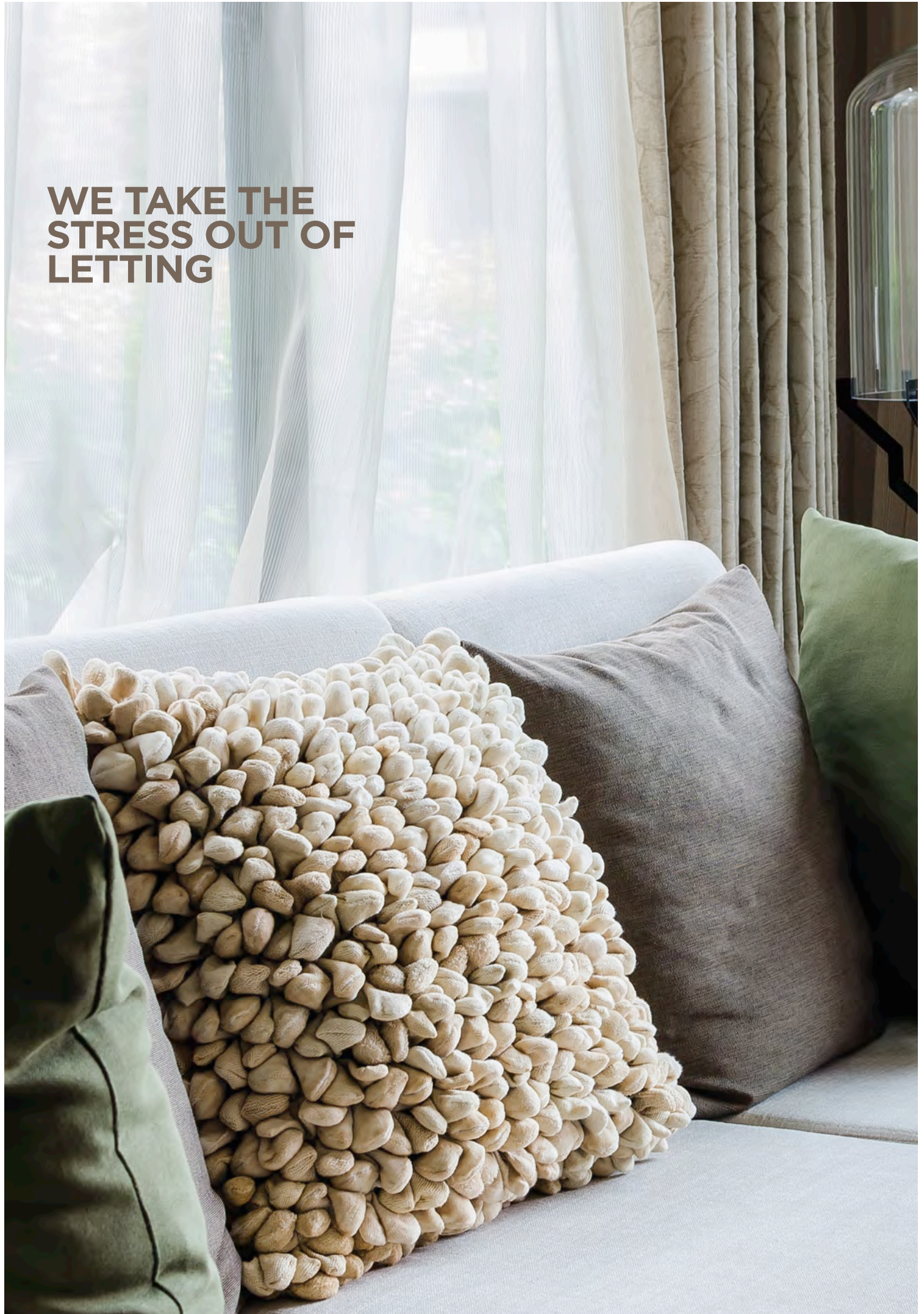
**WE UNDERSTAND
LETTING**



**WILLIAMS
HARLOW**

Independent Estate Agents

**WE TAKE THE
STRESS OUT OF
LETTING**



WELCOME TO WILLIAMS HARLOW

We are committed to achieving the best possible letting price for your property within a timeframe to suit your requirements. We are focused on what we do, and how we do it.

“

Excellent professional help from the whole team at Banstead from start to finish – thanks very much

This attitude, combined with a professional approach, will ensure your letting proceeds smoothly. We strive to make all aspects of property management as stress-free as possible.

The foundations of our business have been built over many years upon honesty, straight talking and exceptional customer care. This stems from the determination that Williams Harlow's owners possess in setting very high standards and providing excellent training to ensure we deliver

outstanding services. As a result we have some of the very best staff in the Estate Agency profession, most of whom have worked with us for many years and know their areas intimately.

For your convenience we have compiled this information to explain the benefits of choosing Williams Harlow to act on your behalf.

We trust that you find our advice and suggestions informative, and we look forward to assisting you with your forthcoming letting.



Andrew Bull
Managing Director

GETTING YOUR PROPERTY READY FOR RENTAL

Well presented

We recommend that you have your property professionally cleaned including carpets, windows inside and out; this will ensure your tenants do the same when vacating the property.

Furnished or unfurnished

If you provide kitchen appliances and furniture these form part of the tenancy and, as the landlord, you would then have the responsibility of repairing or replacing them.

Make sure furniture, equipment, fixtures and fittings are in good working order. Instruction leaflets should be available for all appliances, including central heating systems, ovens and washing machines.

If you are providing beds, we recommend mattress protectors are provided, but not bedding. If you wish table tops or work tops to be protected during use provide table coverings or protectors.

Flooring

Wooden and laminate floors mark with use. Either provide or stipulate in your tenancy agreement that castors and furniture pads are to be used. Give clear instructions regarding wearing of shoes indoors.

Ventilation

If trickle vents need to be left open or extractor fans used please leave written instructions for tenants to help them avoid condensation and damp issues.

Safety & Energy Legislation

A rental property must have a current Energy Performance Certificate (EPC).

If you intend to let your property furnished, all items of soft furnishings must comply with the relevant legislation.

Anything which is upholstered or has a filling i.e. mattresses, pillows, padded headboards, cushions, sofas, armchairs etc. must carry permanent labels indicating that they meet official fire resistant standards.

All rental properties must ensure they have smoke detectors on each floor and if your property has gas a Carbon Monoxide alarm must also be fitted.

With regard to electrical installations and equipment the following legislations apply:





The Electrical Equipment (Safety) Regulations 1994

- Any property over ten years old should have a fixed wiring test carried out by an electrician employed by one of the statutory Electrical Companies, or who is recognised by the NICEIC.
- All portable appliances being left in the property i.e. washing machine, fridge, freezer, microwave, kettle, lawnmower etc. must have a Portable Appliance Test carried out on them.
- Gas fittings and equipment should have a gas safety certificate.

Gardens

All outdoor spaces should be neat and tidy at the start of the rental. If the tenant is to maintain the garden this should be stated in the tenancy agreement and appropriate equipment provided.

Utilities and meters

Leave details of the location and accessing of all meters and their reference numbers.

Insurance

Make arrangements to insure both the building and any contents you intend to leave. As a landlord you must ensure that you have informed your insurers of your intention to let the property. Insurance for both buildings and contents will provide the necessary cover for Property Owners Liability and essential Public Liability Cover.

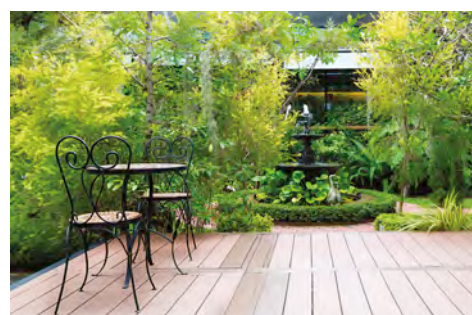
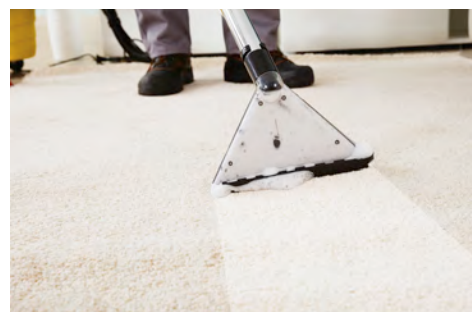
Maintenance and repairs

Landlords are normally responsible for repairs to the property. It is a legal condition of any tenancy granted that the landlord must keep in good repair the structure of the premises inside and out, including decoration, gutters and drains.

Also all installations supplying water, gas, electricity, oil, sanitation, hot water and space heating should be kept in working order.

Inventory

Before the inventory visit ensure all works are completed and that the property is presented as it will be when the new tenant moves in.



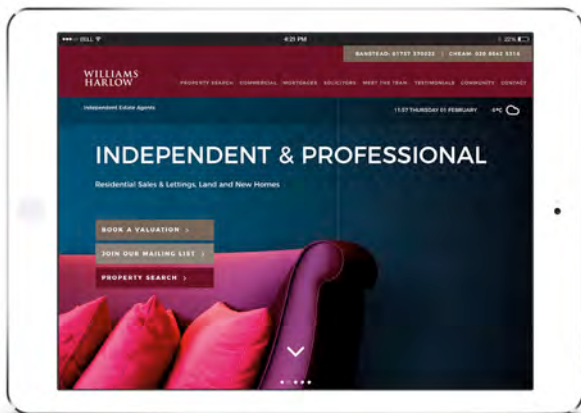
ADVERTISING AND MARKETING

Online marketing

In addition to our own website **williamsharlow.co.uk** we advertise your property on the property websites listed below. The prospective tenants can view a full PDF brochure of your property and view internal and external photographs, description and an interactive location map. This is especially useful if a tenant is moving from out of the area.

Advertising

We repeatedly advertise a full colour page in the *Surrey Downs* magazine, a quarterly publication that specialises in property and local matters. It has a wide distribution to Banstead and most of its surrounding villages as well as nearby towns in the Surrey area. We also periodically advertise in the *Property Guardian* which has a collective local distribution of 90,000 homes per week.



williamsharlow.co.uk

WE HAVE
THOUSANDS OF
NEW ENQUIRIES
FROM THESE
SITES EACH
WEEK



Property brochures

Your input is welcomed in the preparation of the property particulars to ensure that your home is marketed to its full potential and any features that are important to you are mentioned.

Our property details will also include internal and external photos and measurements of each room. A floorplan can be added at your request.

Once you are happy with the property particulars it will be emailed out to our extensive database of potential tenants, for those not on email a full colour copy will be posted to them.



VIEWINGS AND SERVICES

Viewing your property

All viewings are accompanied by a trained member of staff and where possible we will give you 24 hours notice to ensure that the viewing time is convenient for you and or your tenant.

After we have completed a viewing we will give you feedback so you are kept updated with the viewer's comments.

Re-letting your property

If your property is due to be re-let we will begin marketing within the last two months of the tenancy.

This ensures any potential void periods are kept to a minimum and enables us good time to find and reference the prospective tenants before the property is available.

Our branches

Our computer linked offices are located in prominent High Street positions. Our Banstead Office is open **SEVEN** days a week.

A professional colour window card will be produced setting out details of your property and will be displayed in our branch. It will incorporate the price, photos and a brief description to encourage interested parties to call in, whereupon we can discuss your property in more detail.

Our staff

We pride ourselves on a team that has combined experience of over 150 years in the industry. We provide a high level of customer service and are here to ensure that your experience runs as smoothly as possible.

Mortgage advice

We have an arrangement with Monica Bradley Associates (MBA), who have been providing their clients with exceptional advice for over 20 years. By working closely with over 90 lenders, MBA have access to thousands of mortgage products, enabling the experienced team of advisers to tailor a lending solution to each clients' needs.

As multiple award-winning brokers MBA are able to offer mortgages – for purchase, remortgage and buy to let – as well as complementary financial services including critical illness cover, income protection, life insurance, landlord's rent guarantee insurance, business protection, buildings and contents cover. Through their network of trusted business partners, the team are also able to offer bridging loans and development finance, wills and trusts, tax planning and wealth management.



Home Condition Survey

Our Home Condition Survey is a comprehensive report developed exclusively for landlords and gives you a plain English report on the condition of the property you are letting. It is carried out by a fully qualified and accredited residential surveyor and will:

- Identify any major problems with the property you are letting through a non-invasive survey
- Highlight any hidden areas of possible concern that need further investigation
- Give a simple 1,2,3 rating of all key elements of the property
- Deliver a comprehensive and jargon-free report.



**ONE IN FOUR
PROPERTIES ARE LET AS A
RESULT OF AN ENQUIRY FROM
A 'TO LET' BOARD OUTSIDE
A PROPERTY**

We provide three different services to prospective landlords, so you can choose the one that suits you.

1: Tenant introduction service

- All marketing detailed in pages two to five.
- All tenants are fully referenced by an independent referencing agency.
- Preparing an Assured Shorthold or Company Tenancy agreement.
- Dealing with key handovers on the tenancy start.
- Holding the deposit in a government recognised scheme.
- Dealing with any renewals on a fixed term basis.
- Setting up a standing order between tenant and landlord for rent payments.

2: Tenant introduction and rent collection

All of the points listed in Service 1 with the addition that we collect the rent from the tenants and pass the sum onto you via a BAC's, usually the same day.

This allows us to chase any outstanding payments promptly on your behalf. Rent guarantees are available from our referencing provider at extra cost. Please contact us for further information.

3: Full management service

All of the points listed in Service 1 with the addition of:

- Periodic inspections after three months and then six-monthly thereafter.
- Rent collection and dealing with any arrears.
- Dealing with maintenance issues that may arise during the tenancy.
- Informing the utility companies of a change of occupation.
- Obtaining quotations and organising contractor work.
- Instructing the Gas Safety Certificate and issuing reminders on renewals.
- In the event of an emergency we can exercise our discretion if you are not contactable, in order to ensure the safety of your home.
- Serving all notices where appropriate.



ADVICE AND REQUIREMENTS

Referencing

We have always outsourced our referencing to a trusted company called 'Rent4Sure'. All references include a nine-point check on each and every individual occupying the property over the age of 18. The points checked include:

- Full credit check
- Previous landlord's references
- Location on a voter role at the address provided
- Verified passport check
- Right to Rent check
- Character and employment reference
- Two forms of ID and a utility bill
- Tenancy national database check
- Rent guarantees and legal expenses cover (at an extra cost)



Holding of deposit

Today, under changes in government legislation, from the outset it has become necessary for all landlord deposits to be held in a government approved scheme. In our case this is 'mydeposit' or the 'Deposit Protection Service'. The deposit has to be re-registered even upon renewals to existing tenancies. We do incur charges for these registrations. These are included within our fee structure.

Inventories

We strongly recommend an independent inventory. Should there be any disputes without an inventory the security deposit will automatically be returned to the tenant.

Landlord's Gas Safety Certificate

Gas safety is a legal requirement and must be conducted by a Gas Safe engineer every year. We are unable to start a tenancy without it (there is a charge for this). This should not be confused with an annual gas check, as landlord's gas safety check provides a specific certificate for this purpose. We also require a Carbon M Dev and a smoke detector be placed at the property.

Energy Performance Certificate

Also as part of the new government legislation it is now a requirement to have an Energy Performance Certificate (EPC) before you place your property on the market.

These last for a period of 10 years as long as there are no alterations to the property within this time. They detail the emissions and energy efficiency of your home for the prospective tenant. We can arrange an EPC for you upon instruction.



Energy Efficiency Rating		
	Current	Potential
Very energy efficient - lower running costs		
(92-100) A		
(81-91) B		
(69-80) C	74	76
(55-68) D		
(39-54) E		
(21-38) F		
(1-20) G		
Not energy efficient - higher running costs		

NO LET NO FEE

We pride ourselves on our charging structures which are strictly on a 'No let, no fee' basis. Our fees are only deducted from rental income from the date the tenancy commences. As every property is unique our fees are not fixed – your valuer will discuss this with you at the time of inspection.

The fees will vary depending on the level of service requested and your prospective value. Please note that although our fees are structured on this basis, an EPC and Gas Safety Certificate will be required before the property can be placed on the market. These are charged at a small fee.

OTHER SERVICES

Williams Harlow Commercial

We have established ourselves as a prominent name in commercial property, specialising in all types of commercial property. We can advise you on all aspects of Freehold and Leasehold matters and also provide an arbitration service. The team is headed by Michael Walter, FRICS.

Contact Michael:
mike@williamsharlow.co.uk

Williams Harlow Land and New Homes

You might have a large garden you no longer require or a piece of land?

We represent most local building companies and new homes sites within the Banstead and surrounding area. We are able to identify potential sites for development and offer structured advice accordingly. For information on this specialised field we have a designated Land and New Homes department headed by Andrew Bull.

Contact Andrew:
newhomes@williamsharlow.co.uk

