

SECURELETS

Jeremy McGinn & Co

BROCHURE OF SERVICES



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Why choose Securelets?

At Securelets our aim is to let out your property as quickly and efficiently as possible, to minimise any void periods and stress involved in this process. We understand that your property will be one of your most important assets, and we will take every measure to treat it as if it was one of our own.

All of our staff are local, so will be able to give you as a landlord up to date advice on current rental markets. Our professional team can offer both new and experienced landlords advice on all aspects of renting out their current investment, or advice on how to proceed with purchasing a buy to let property. We pride ourselves on being honest and open, and will be willing to answer any questions or queries you may have during the process.

Our Director and Senior members of staff are all ARLA qualified, and qualified up to a Level 3 NQV in Residential Lettings and Property management, which means we are experienced in our field of work, and can advise you on legislative compliance, or recent legalisation change.

Why chose an ARLA agent?

ARLA is a professional body which self-regulates letting agents to ensure members provide you with the highest levels of customer service. Membership means Securelets has to:

- Abide by a robust Code of Practice
- Protect your rent and any deposits via a Client Money Protection Bonding Scheme
- Insure landlords and tenants against loss of rent due to business financial issues
- Provide a free Complaints Procedure, which includes disciplinary measures
- Insure landlords and tenants against loss through Professional Indemnity insurance

Services

We offer four different levels of services to suit each individual landlord:

- Fully Managed
- Fully Managed with Rent Guarantee
- Rent Collection Service
- Tenant Find Only Service

You'll find below an easy to read comparison grid of services which are explained in more depth further on in the brochure.

Do not hesitate to contact us if you have any questions. Once you have decided on the service you require, let us know and we will take care of the rest for you.

	Tenant Find Service	Rent Collection Service	Fully Managed Service	Fully Managed with Rent Guarantee
Take on of Property (Photos, floor plan, letting board)	✓	✓	✓	✓
Property Marketing (Online, Newspaper, Window card)	✓	✓	✓	✓
Landlords Gas/Electrical Safety Certificate/ (where required)	✓	✓	✓	✓
Arranging Energy Performance Certificate (where required)	✓	✓	✓	✓
Tenant Enquiries/ Accompanied Viewings	✓	✓	✓	✓
Tenant Referencing	✓	✓	✓	✓
Third Party Schedule of Condition	✓	✓	✓	✓
Tenancy Agreement	✓	✓	✓	✓
Transfer of Rent	✓	✓	✓	✓
Registration of Deposit with Deposit Protection Service	✓	✓	✓	✓
Informing Utility Providers	✓	✓	✓	✓
Tax Advice (Overseas Landlords)	✓	✓	✓	✓
Rent Guarantee and Legal Cover Insurance	✗	✗	✗	✓
Month Rent Collection and Rent Arrears Chasing	✗	✓	✓	✓
Monthly Landlord statements and Invoices	✗	✓	✓	✓
Quartile Property Inspections	✗	✗	✓	✓
General Property Maintenance	✗	✗	✓	✓
Ongoing Property Maintenance	✗	✗	✓	✓
Renewal of Gas and Electric Safety Certificates	✗	✗	✓	✓
Payment of Contractors	✗	✗	✓	✓
Serving of Statutory Notices	✗	✓	✓	✓
Renewal Negotiations	✗	✓	✓	✓
Rent Review	✗	✓	✓	✓
Checkout Inspection	✗	✗	✓	✓
Deposit Disputes	✗	✗	✓	✓
Return of Deposit	✓	✓	✓	✓

Fully Managed Service

The fully managed service is our most popular option among landlords that want a worry and stress free rental service. The service aims to deal with all day to day management of a property, so you don't have to.

Below is an overview of what is included in the process:

Free No Obligation Valuation

An ARLA registered member of staff will visit your property and provide you with a current market appraisal, by using our vast local knowledge and property comparables. There is no charge for this service - and no obligation.

Preparation and Presenting your Property

At this stage we will be able to give you our professional advice on how you present the property, in order for you to achieve the maximum rental possible.

When taking on the property, we will take a variety of photos to show the property in its best light. At the same time we will draw a comprehensive floor plan of the property, and produce a description highlighting the key features.

Whilst at the property we will discuss what fixtures and fittings will be included in the agreement, and your preference on the type of tenant you are looking for, e.g. a professional couple, family, etc.

Marketing

To ensure the maximum exposure of your property, so we can achieve the maximum rental value with the shortest void period, we will advertise your property in many ways. These include Rightmove, On the Market, our

own website, the local newspapers, and on our social media site.

In addition to the above we will erect a to let board at the property, if required, to catch the eye of any potential tenants driving by visiting neighbouring properties.

Finding a Tenant and Accompanied Viewings

At Securelets we have an extensive database of potential tenants waiting for the right property to become available. We will contact those potential tenants, take any new telephone and email enquiries and arrange a viewing.

All viewings will be accompanied by a professional member of staff who will be able to provide the potential tenant with all the information they require.

The following day we will call the potential tenants for feedback and report back to you.

Unlike some agents we will take a deposit and application fee at the point of application to safe guard from potential tenants pulling out and causing a lengthy void period. Our standard deposit is a month and a half of the rent, unless you have specified otherwise.

Tenant Referencing & Credit Checks

At Securelets we utilise the services of a highly effective referencing company, which will provide us with a third party unbiased reference. These checks include; credit checks, CCJ and adverse credit history checks, affordability checked, a current employment check and a previous landlord check. If needed we will also run checks on a guarantor which would include, credit checks, CCJ and adverse credit history checks, affordability checked, and current employment check. In addition to these checks, we will also check the potential tenants social media presence.

Once we and yourself are fully satisfied with the outcome of the checks we will proceed to set a moving in date for the tenants.

Schedule of Condition

At Securelets we use an independent professional third party inventory clerk to carry out our inventories. They produce a high quality schedule of condition which is printed in colour for the tenant, and can also be provided as an electronic PDF copy too. This will also include photographic evidence of meter readings.

Tenancy Agreement

At Securelets we will provide the legal paperwork to set up an Assured Shorthold Tenancy Agreement which will protect you from any disputes and grey areas which can occur from poorly written agreements. We can tailor the tenancy agreement to suit any extra requirements you have.

We recommend to start with a 6 month tenancy agreement, however a longer term can be negotiated if required.

A copy of the signed document will be sent in the post, for your records.

Transfer of Rent

Prior to the new tenants signing the tenancy agreement, we collect the first month's rent from them. We will then deduct our relevant fees and transfer the balance into your preferred bank account.

We will provide the tenants with a standing order mandate to fill in and send to their bank, or advise them to complete via their internet banking.

Registration of Deposit

Legalisation requires landlords and agents to fully register a tenants deposit monies with a

government backed tenancy deposit scheme. We will register your deposit within 30 days of the tenancy starting. Our standard deposit is a month and a half of the rent, unless you have specified otherwise.

Informing Utility Suppliers

Included in the an independent professional third party inventory is photographic evidence of meter readings. We will supply the meter readings and serial numbers for gas, electric, and water (if applicable) to a 3rd party company who will inform the relevant utility suppliers of the change of occupancy. They will also inform the relevant local authority.

Overseas Tax (Residence/ domicile)

In the event that the landlord takes up residence outside of the United Kingdom, then in accordance with the Finance Act 1955 a deduction in respect of income tax will be made until a valid exemption certificate is obtained from the Inland Revenue and lodged with Securelets.

Building Insurance

We can refer you to a landlords building insurance provider which specialises in landlords cover.

Maintenance

If anything goes wrong in the property, the tenants are expected to report the issue as soon as possible. After being notified of a problem, we will assess whether this is a landlords or tenants responsibility and advise accordingly.

If the issue is a landlords responsibility, we will contact you for permission to send one of our trusted tradesmen to the property, at the earliest convenience, to investigate the problem. We aim to keep costs low, so the regular tradesmen we use do not charge a call

out fee. Or if you'd prefer we will contact any preferred tradesmen you may wish us to instruct.

Also included in general maintenance, we will arrange the annual landlords gas safety certificate, and electric safety certificates (every five years) if required.

Once the job is completed, the tradesmen will send an invoice to our accounts department, who will allocate it to the relevant property to be paid from the next rent receipt.

Monthly Rent Collection

We will collect the rent from the tenant each month and transfer to you, with the deduction of fees and any invoices, in an appropriate time frame. A statement of account, and any invoices will be sent to you on a monthly basis.

For any reason the rent is not paid on time, we will chase the tenant from the day it is due. We will continue to chase, and keep in regular contact with you with updates.

Regular Inspection Visits

We will inspect your property initially 3 months after the tenancy agreement is signed, and send you a comprehensive report advising you of any concerns we may have. We then aim to inspect the property every 3 months, unless you have instructed otherwise.

Serving of Statutory Notices

If for any reason you need to serve notice on the tenant to end the tenancy we will be able to correctly serve a section 21 notice, to bring the tenancy to an end.

Renewal Negotiations/ Rent Review

At Securelets we will contact you to check you are happy to renew a tenancy for a further

fixed term. Once you have given consent we will make all the necessary arrangements and send you a copy of the new agreement in the post.

We also want to make sure you are achieving the best rent possible for the property. We will be able to advise you at the renewal point whether your monthly rental is still in line with the market rent, and if not we will take the necessary actions to increase the rent.

Regular Contact

We will stay in regular contact with yourself and the tenants, as it is essential to build the trust in the agent, landlord, tenant bond.

Checkout Inspections

When a tenancy comes to an end, we will conduct a check out inspection on your behalf. We will then send you a comprehensive checkout report of any relevant issues.

We will take photographic evidence of all meter readings. We then supply the meter readings and serial numbers for gas, electric, and water (if applicable) to a 3rd party company who will inform the relevant utility suppliers of the change of occupancy. They will also inform the relevant local authority.

Deposit Return/ Deposit Disputes

At the end of a tenancy, if the property is found to be in satisfactory condition we will authorise the relevant deposit scheme to release monies to tenants.

Should we see reason to withhold monies for dilapidations we will obtain quotes for any necessary work and attempt to negotiate a mutually satisfactory settlement.

In the event of a dispute, we will collate appropriate evidence, to submit to a dispute

resolution service on your behalf. We will contact you with updates.

Fully Managed Service with Rent Guarantee

The fully managed service with rent guarantee is our most comprehensive protective service for landlords that don't want the stress of day to day management of their property, or the worry that the rent won't be paid.

Below is an overview of what is included in this service:

Free No Obligation Valuation

An ARLA registered member of staff will visit your property and provide you with a current market appraisal, by using our vast local knowledge and property comparables. There is no charge for this service - and no obligation.

Preparation and Presenting your Property

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Marketing

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In addition to the above we will erect a to let board at the property, if required, to catch the eye of any potential tenants driving by visiting neighbouring properties.

Finding a Tenant and Accompanied Viewings

At Securelets we have an extensive database of potential tenants waiting for the right property to become available. We will contact those potential tenants, take any new telephone and email enquiries and arrange a viewing.

All viewings will be accompanied by a professional member of staff who will be able to provide the potential tenant with all the information they require.

The following day we will call the potential tenants for feedback and report back to you.

Unlike some agents we will take a deposit and application fee at the point of application to safe guard from potential tenants pulling out and causing a lengthy void period. Our standard deposit is a month and a half of the rent, unless you have specified otherwise.

Tenant Referencing & Credit Checks

At Securelets we utilise the services of a highly effective referencing company, which will provide us with a third party unbiased reference. These checks include; credit checks, CCJ and adverse credit history checks, affordability checked, a current employment check and a previous landlord check. If

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Schedule of Condition

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We recommend to start with a 6 month tenancy agreement, however a longer term can be negotiated if required.

A copy of the signed document will be sent in the post, for your records.

Transfer of Rent

Prior to the new tenants signing the tenancy agreement, we collect the first month's rent from them. We will then deduct our relevant fees and transfer the balance into your preferred bank account.

We will provide the tenants with a standing order mandate to fill in and send to their bank, or advise them to complete via their internet banking.

Registration of Deposit

Legalisation requires landlords and agents to fully register a tenants deposit monies with a government backed tenancy deposit scheme. We will register your deposit within 30 days of the tenancy starting. Our standard deposit is a month and a half of the rent, unless you have specified otherwise.

Informing Utility Suppliers

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Overseas Tax (Residence/ domicile)

In the event that the landlord takes up residence outside of the United Kingdom, then in accordance with the Finance Act 1955 a deduction in respect of income tax will be made until a valid exemption certificate is obtained from the Inland Revenue and lodged with Securelets.

Building Insurance

We can refer you to a landlords building insurance provider which specialises in landlords cover.

Guaranteed Rental & Legal Protection

As with any investment, renting out a property can involve a financial risk. Although we do try to minimise this with fully comprehensive tenant checks, there is a

possibility that their circumstances could change. At Securelets we can offer a guarantee that ensures you are protected from non payment of rent, and legal costs. This includes the following:

- Up to a maximum of the rent per calendar month until the tenant vacates the property until vacant possession is obtained, or up to the limit of the guarantee (£50,000), whichever is the sooner.
- Unlike insurance policies available on the market, our guarantee has no excess payable.

Maintenance

If anything goes wrong in the property, the tenants are expected to report the issue as soon as possible. After being notified of a problem, we will assess whether this is a landlords or tenants responsibility and advise accordingly.

If the issue is a landlords responsibility, we will contact you for permission to send one of our trusted tradesmen to the property, at the earliest convenience, to investigate the problem. We aim to keep costs low, so the regular tradesmen we use do not charge a call out fee. Or if you'd prefer we will contact any preferred tradesmen you may wish us to instruct.

Also included in general maintenance, we will arrange the annual landlords gas safety certificate, and electric safety certificates (every five years) if required.

Once the job is completed, the tradesmen will send an invoice to our accounts department, who will allocate it to the relevant property to be paid from the next rent receipt.

Monthly Rent Collection

We will collect the rent from the tenant each month and transfer to you, with the deduction of fees and any invoices, in an appropriate time frame. A statement of account, and any invoices will be sent to you on a monthly basis.

For any reason the rent is not paid on time, we will chase the tenant from the day it is due. We will continue to chase, and keep in regular contact with you with updates.

Regular Inspection Visits

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Serving of Statutory Notices

If for any reason you need to serve notice on the tenant to end the tenancy we will be able to correctly serve a section 21 notice, to bring the tenancy to an end.

Renewal Negotiations/ Rent Review

At Securelets we will contact you to check you are happy to renew a tenancy for a further fixed term. Once you have given consent we will make all the necessary arrangements and send you a copy of the new agreement in the post.

We also want to make sure you are achieving the best rent possible for the property. We will be able to advise you at the renewal point whether your monthly rental is still in line with the market rent, and if not we will take the necessary actions to increase the rent.

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In the event of a dispute, we will collate appropriate evidence, to submit to a dispute resolution service on your behalf. We will contact you with updates.

Rent Collection Service

The rent collection service is perfect for landlords who do not want the hassle of collecting rent but are happy to do the day to day property management.

Below is an overview of what is included in this service:

Free No Obligation Valuation

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Deposit Return

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Tenant Find Only Service

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Building Insurance

We can refer you to a landlords building insurance provider which specialises in landlords cover.

Handing over to you

At the point of handing over the keys to the tenant, we will inform them of your contact details If and then you will take over management from this point.

Deposit Return

At the end of a tenancy we will return the tenants deposit as instructed. If there are any deductions needed to be made we will advise of the necessary process.