

Landlord Information

Special Points of Interest

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"First Impressions Count"

A very true statement when it comes to the successful marketing of your property. Research reveals that most people will make up their minds in the first 90 seconds of viewing.

Residential Property

The following information outlines the important stages of the letting process. Further information and one-on-one guidance can be obtained by calling 01284702626 or emailing: Pat@hazellsonline.co.uk or Jane@hazellsonline.co.uk.

Your Property's Rental Market Value

A Hazells & Co representative will arrange to inspect your property at a convenient time for all parties involved. A full inspection will be carried out, this includes measurement of room and interior and exterior digital photographs where and when appropriate, this enables us to make market comparables in the local area and to market the property immediately. As we go from room to room we will discuss your situation and needs so that we can make recommendations about the property if needed. From this assessment we will be able to advise you on a suitable value range applicable to your property.

Preparation of the Property

Once the rental value has been established, we can start to market your rental property. Before this stage we ensure the rental property is properly prepared for viewings.

PERMISSIONS, CONSENTS, and INSURANCE

If your property is freehold with no mortgage, there should not be any issues with letting it out. If your property is leasehold, please check your lease for restrictions on sub-letting. Also if the property has a mortgage, check with the mortgagee as consent may be required. It is also likely that you will need to advise your insurance company of a proposed letting.

Preparation will depend greatly on the general condition and age of the property including fixtures and fittings. To optimise your rental potential, the following are some ideas as to what a tenant looks for in a property.

- ☺ **Neutral fresh décor** - Light colours such as magnolia or hint of colour whites always acceptable.
- ☺ **Windows** - Treatments should be of good quality such as lined curtains or blinds.
- ☺ **Flooring** - Should be practical and hard wearing and where possible a neutral colour throughout. Wood flooring is good for reception rooms. Easy to clean tiles or vinyl for kitchens, bathrooms and WCs, whilst carpets for the bedrooms are usually best.
- ☺ **Kitchen** - We recommend only a cooker be installed, it would be the Landlord's responsibility to repair this if needed. Space available for a fridge/freezer, plumbing for a washer/dryer and if possible, plumbing for a dishwasher.

- ☺ **Bathrooms** ideally should have modern fixtures and fittings. A shower is highly recommended.
- ☺ **Heating** - Economical and efficient central heating system.
- ☺ **Fixtures and fittings** and any appliances should have detailed instructions left in the property.
- ☺ Properties can be let **furnished and unfurnished** (we recommend the latter where possible.)



These suggestions are based on numerous requests and inquiries from tenants and applicants who have looked at and rented properties in the Bury St Edmunds area.

It is also important to remember that prospective tenants will often be willing to pay higher rent for a property in good condition, and they are also more likely to take better care of properties rented to them in a clean and tidy condition.



Electrical Safety

Before renting your property, it is important to make sure that all electrical wiring, circuits, appliances and fittings are in good working order. It is strongly recommended you obtain an Electrical Safety Certificate.

“We make it a point not to rent your property to someone we wouldn't personally want renting our own property.”



Inland Revenue

We maintain fully computerised records and are happy to provide annual income and expenditure statements for use with your tax returns. If you have questions regarding taxes, we suggest that you contact your accountant before letting your property.

GAS SAFETY

In order to rent your property, a Gas Safety Inspection must be carried out in accordance with UK law. The Gas Safety Certificate must then be renewed each subsequent year. Our lettings team will be able to schedule all inspections for you.

Utilities

Hazells & Co suggest that the tenants have the utilities in their name. At the start of each new tenancy, a Hazells & Co representative will take meter readings so that each tenant can start new utility accounts. Tenants are also required to take over the council tax rates for the property during the length of the tenancy.

Suitability & Referencing of Tenants

The process of selecting a suitable tenant for your property begins when a person first expresses an interest in viewing the dwelling. We ask each prospective tenant several pertinent questions to reveal specifically what sort of needs they have, and whether or not they meet certain criteria for your property.

These questions are usually:

- How many adults will be living in the property?
- How many children will be living in the property?
- Does the primary individual work full-time?
- Will there be any pets kept at the property, whether it be full-time or part-time? If so, what sort of pets are they?

- Are they looking for long-term or short-term accommodation?
- Do any of the persons intending to live at the property smoke?

Depending upon the answers given, we will then decide whether or not to show them your property. It is important to note that if we are uncertain, we will make contact with the landlord in order to obtain their opinion.

Once they have viewed the property and expressed a desire to rent it, we will then begin the application and referencing process. Each adult wanting to live at the property is required to fill out a detailed application form, requesting details for the following:

- Bank Account References

- Current Landlord References if applicable.
- Current employment references.
- Character references from non-relatives.

We also require signed authorization in order for us to conduct a credit evaluation.

Upon receiving the completed application forms, we require a non-refundable application fee in order for us to hold the property for them. Generally tenants that are willing to pay a non-refundable fee are less likely to change their minds.

The lettings team is always sure to meet any prospective tenants in person, and make it a point not to rent your property to someone they wouldn't personally want renting their own property.

THE TENANCY AGREEMENT

On the day that the approved tenants wish to move into your property, they will be required to sign a Tenancy Agreement.

The agreement is an Assured Shorthold Tenancy Agreement and is for an initial period of six months. At the end of the six months, the tenancy becomes a Statutory Periodic Tenancy in which the tenants can stay on a month to month basis.

Under this type of tenancy the tenant is required to give one month's notice to vacate, whilst the landlord is required to give two month's notice to vacate.

A full copy of our Tenancy Agreement can be viewed from our website.

MANAGEMENT SERVICES

The Residential Lettings team is also able to handle the day to day management of your property. Our management service provides a buffer between the landlord and the



tenants by minimising disruptions in your busy schedule. We handle all tenant inquiries concerning the property, as well as arranging for any required maintenance. This service also includes the

collection and payment of rent as well as holding the deposit in a registered scheme.

THE DISPUTE SERVICE (TDS)

Beginning April 2007, UK law mandates that all security deposits collected by landlords or landlord's agents, must be held in an approved deposit scheme.

Hazells & Co is registered with The Dispute Service and is registered to hold tenant's security deposits. We will advise relevant bodies of meter readings and dates of occupation.

For more information on The Dispute Service, and how it affects you, please view the TDS document on our website.

Advertising and Marketing

The success of our residential lettings department is based largely on our multi-faceted approach to advertising and marketing. Our lettings team takes great care to ensure that all properties are advertised on equal footing and to the property's best possible potential. Our advertising and marketing program is based on the following:

- ① You will receive expert local knowledge from staff that have worked and lived in the area for many years; ensuring accurate professional advice is given on all aspects of the property market.
- ② Where appropriate, we will advertise your property in local newspapers using quality photographs.
- ③ Your property will also be featured on our property website www.hazellsonline.co.uk in conjunction with the following popular sites www.rightmove.co.uk, and Homes24 located on www.burymercury.co.uk and www.propertytoday.co.uk. Our website is also frequently visited by the Housing Offices of RAF Lakenheath and RAF Mildenhall for the placement of service members and families.
- ④ We also promote each property using **TO LET** boards posted outside the property (if applicable), as well as being listed at our offices.
- ⑤ We will call upon our database to match a suitable waiting prospective tenant.

