



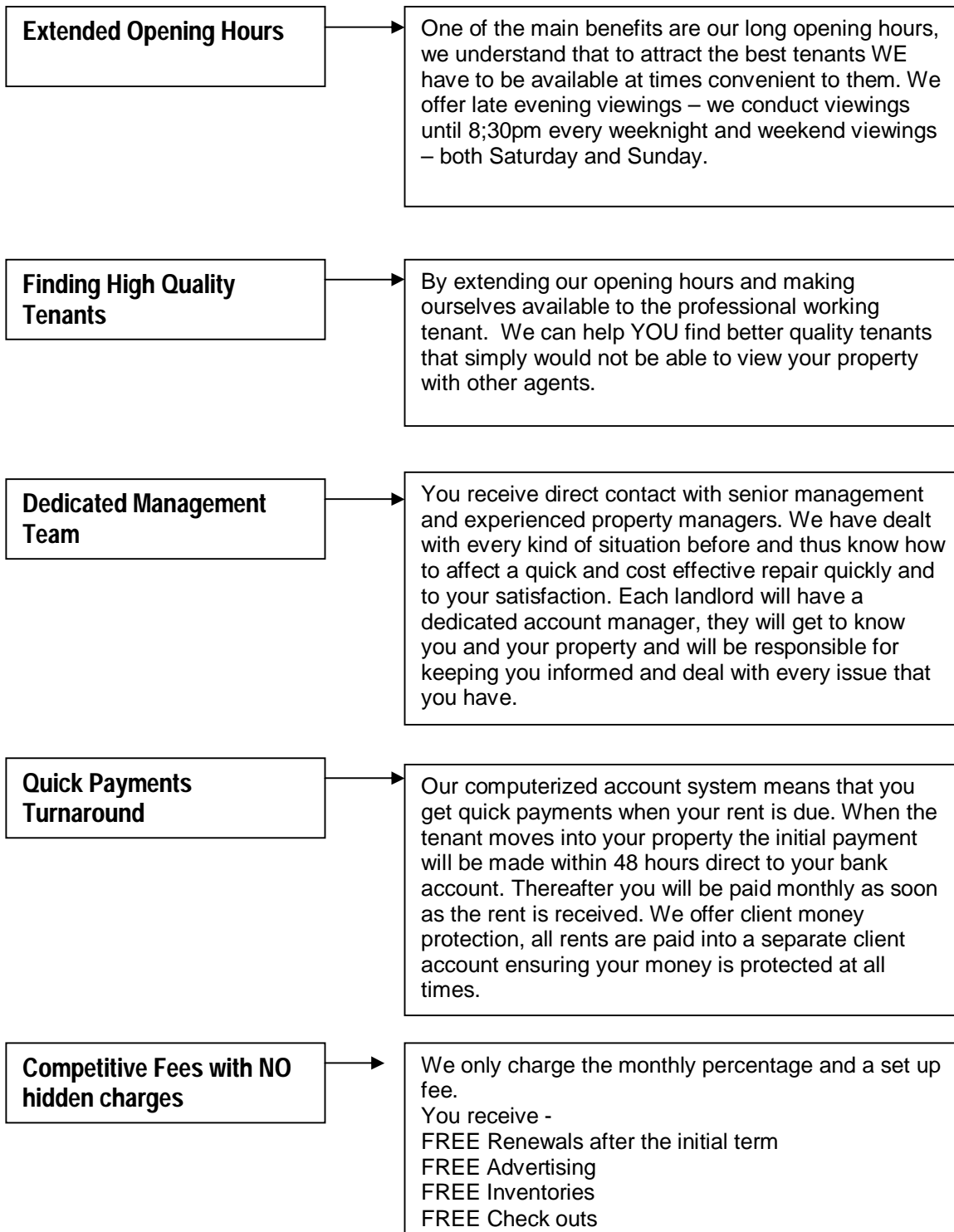
FocalPointEstates<sup>LLP</sup>

# Landlord Information Pack

## **Introduction to Our Rental Services**

There are many benefits to using Focal Point Estates, we have outlined some below. Please read through this information pack as it provides information about the services we offer and the requirements for renting your property. Please look below at our 8 reasons chart.

### **8 Reasons**



### Strict Tenant Checks

All tenants are fully referenced including  
**Credit Score** - we check their credit file to ensure that they have a good credit rating and no missed payments.  
**Works Referencing** - This ensures that they have a full time job and a reliable income; this is verified by writing to their employer and also by seeing their previous wage slips.  
**Landlord Reference** - Checking to ensure that they pay on time and have conducted their tenancy in a satisfactory manner.

### Fast track Tenant Finding Service

Instruct us and your property is cross referenced with our client database the same day, we telephone all the people who are registered that may be interested in your property to see if they are interested in viewing.

### Strict Arrears Chasing Policies

We have a very strict policy for rent arrears chasing. Ask what the procedure for rent chasing is with most agents and you will get a vague answer, just a few letters sent. We take direct and fast action. The first stage is a friendly phone call just to see if there is a problem, then a letter, then a home visit. This is all within 14 days of the arrears occurring. You will be kept informed at every stage so you know exactly what is being done to recover your money.

## **Preparing the Property for Letting**

We have found from experience that a good relationship with tenants is the key to a smooth-running tenancy. As Property Managers the relationship part is our job, but it is important that the tenants should feel comfortable in their home and that they are receiving value for their money. This is the landlord's job. Our policy of offering a service of quality and care therefore extends to our tenant applicants too and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties attract quality tenants. We can assist you in all aspects of renovation and building work if there are any improvements you want to make.

### **General condition**

Electrical, gas, plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Appliances**

Similarly, appliances such as washing machine, fridge freezer, cooker, dishwasher etc. should be in usable condition. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Decorations**

Interior decorations should be in good condition, preferably plain, light and neutral.

### **Furnishings**

It is recommended that you leave only minimum furnishings, and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting unfurnished, we recommend that the property contains carpets, curtains and a cooker.

### **Personal items, ornaments etc**

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the tenant's own use.

### **Gardens**

Gardens should be left neat, tidy and rubbish-free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools.

### **Cleaning**

At the commencement of a tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the tenant's responsibility to leave the property in similar condition. Where they fail to do so, we can arrange cleaning at their expense.

### **Mail forwarding**

We recommend that you make use of the Post Office redirection service. Application forms are available at their counters, and the cost is minimal. It is not the tenant's responsibility to forward mail.

### **Information for the tenant**

It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day on which refuse is collected etc.

### **Keys**

You should provide one set of keys for each tenant and, if we are managing the property, a set of keys for ourselves.

## **Important Safety Regulations**

The following safety requirements are the responsibility of the owner (the landlord), and where we are to Manage the property, they are also ours as agents. Therefore to protect all interests we have a duty to ensure full compliance with the appropriate regulations, at the owner's expense.

### **Gas Appliances & Equipment**

Under the Gas Safety (Installation and Use) Regulations 1994 (amended 1996) and some other regulations, all gas appliances in tenanted premises must be checked for safety at intervals of not more than 12 months, by a CORGI registered gas engineer, and a safety certificate issued. Records must be kept of the dates of inspections, of defects identified, and of any remedial action taken.

### **Electrical Appliances & Equipment**

Under the Electrical Equipment (Safety) Regulations 1994, the Plugs & Sockets etc. (Safety) Regulations 1994 and some other regulations, electrical installations and equipment in tenanted premises must be safe. Although (unlike gas) no safety certificate is legally required, and therefore it may be adequate to perform a visual check of electrical equipment, fittings and leads, it is recommended that a qualified electrician be engaged for this purpose. In January 2005, new regulations were introduced - "Part P" - making it a legal requirement for landlords to be able to prove that all fixed electrical installations and alteration work has been carried out and certified by a competent electrician. (A fixed installation comprises the wiring and appliances that are fixed to the building fabric such as sockets, switches, consumer units and ceiling fittings.) This is in addition to existing legislation, and also the common law duty of care, which require that electrical appliances in tenanted property are safe.

### **Furniture & Furnishings**

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989, 1993 & 1996) provide that specified items supplied in the course of letting property must meet minimum fire resistant standards. The regulations apply to all upholstered furniture, and beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows, and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bed clothes including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Therefore all relevant items as above must be checked for compliance, and non-compliant items removed from the premises. In practice, most (but not all) items which comply must have a suitable permanent label attached. Items purchased since 1 March 1990 from a reputable supplier are also likely to comply.

### **Smoke Alarms**

Although there is no legislation requiring smoke alarms to be fitted in other ordinary tenanted properties, it is generally considered that the common law 'duty of care' means that Landlords and their Agents could be liable should a fire cause injury or damage in a tenanted property where smoke alarms are not fitted. We therefore strongly recommend that the Landlord fit at least one alarm on each floor of the property (for example, in the hall and landing areas).

### **Energy Performance Certificate (EPC)**

With effect from the 1st October 2008 it will be a legal requirement for all rented properties to have an **Energy Performance Certificate (EPC)**. Energy Performance Certificates (EPC) was introduced to help improve the energy efficiency of buildings. If you are buying or selling a home you now need a certificate by law. From October 2008 EPCs will be required whenever a building is built, sold or rented out. The certificate provides 'A' to 'G' ratings for the building, with 'A' being the most energy efficient and 'G' being the least, with the average up to now being 'D'. Accredited energy assessors produce EPCs alongside an associated report which suggests improvements to make a building more energy efficient.

## **The Property Services we offer**

### **Full Management Service**

- Provide a rental valuation and any other advice which you may require about letting your property.
- Locating suitable tenants.
- Accompanying tenant applicants to view the property.
- Obtaining and evaluating references and credit checks.
- Preparing a suitable tenancy agreement and arranging signature by the tenant.
- Collecting and holding as stakeholders a deposit (bond) from the tenant.
- Preparing an inventory/schedule of condition and checking the tenant in to the property
- The transfer of gas, electricity, water and council tax accounts into the tenant's name.
- Receiving rental payments monthly in advance, and paying you promptly, together with a detailed statement from our computerised management systems.
- Inspecting the property periodically, and reporting any problems to you.
- Arranging any necessary repairs or maintenance with your consent.
- Renewing the tenancy agreement
- Checking tenants out as required
- Re-letting and continuing the process with the minimum of vacant periods to ensure that you receive the optimum return from your property.

**Our ongoing management commission is only 8% and an initial set up fee of £199. A full break down is provided upon valuation and the fees are negotiable depending on the size of the portfolio.**

**If we do not rent your property within 21 days, you will receive 25% off the set up fees.  
There are no other charges and all our services are No let, No fee!**

### **Let Only Service**

- Providing a rental valuation and any other advice which you may require about letting your property.
- Locating suitable tenants.
- Accompanying tenant applicants to view the property.
- Obtaining and evaluating references and credit checks.
- Preparing a suitable tenancy agreement and arranging signature by the tenant.
- Collecting and holding as stakeholders a deposit (bond) from the tenant.
- Arranging a standing order between you and the tenants for the collection of rent.

**Our fee for a Let Only Service is only £399! So please call to book your FREE rental valuation.**

**If we do not rent your property within 21 days, you will receive 25% off the set up fees.  
There are no other charges and all our services are No let, No fee!**

### **Tenant Find Service**

- Providing a rental valuation and any other advice which you may require about letting your property.
- Locating suitable tenants.
- Accompanying tenant applicants to view the property.
- Collecting and holding as stakeholders a deposit (bond) from the tenant.

**Our fee for a Tenant Find Service is only £199! So please call to book your FREE rental valuation.**

**If we do not rent your property within 21 days then you will receive 25% off the set up fees.  
There are no other charges and all our services are No let, No fee!**

## **Summary**

We at Focal Point Estates believe the reason for our success is down to the excellent customer service we offer. We maintain regular contact with all our tenants and landlords. As a result we are able to eliminate timewasters and our landlords are more likely to get their property an early let with suitable tenants.

## **Contact Details**



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