

## Landlord Guide

# Terms of Business

Regal Rentals and Property Management offer a high standard service at a competitive rate.

As a landlord myself I have experienced the many stresses managing a property can bring.

I offer a selection of Property Management services to suit each individual customer's needs.

I will offer free advice and guidance to both the tenant and landlord throughout the duration of a tenancy and use my expertise to advise accordingly.

Prior to any properties being let by Regal Rentals the owner / landlord must adhere to and comply with the current UK laws and legislation.

Regal Rentals and Property Management Ltd. is part of the following schemes



## Mortgage

If your property is mortgaged, you should obtain written consent from your mortgage company that it can be let out to a tenant through a lettings agent. They may request clauses in the tenancy agreement of which you must inform us of prior to completing the tenancy agreement.

## Insurance

You have in place valid insurance. You must also provide a copy of your buildings insurance to your letting agent for their records.

## Leasehold Properties

If you are a leaseholder, you need to check the terms and conditions of your lease and obtain necessary consent prior to letting, if required.

## Council Tax

Council tax is the responsibility of the occupier. However, when the property is un-occupied / vacant it reverts back to the owner of the property / landlord.

## Tenancy Deposit Protection Scheme

Regal Rentals and Property Management are members of the Tenancy Deposit Scheme (TDS). Regal Rentals will lodge the security Deposit on behalf of the landlord, once cleared the deposit will be transferred to the landlords account with them. This will be within 14 days of the deposit being received and the tenant will be provided with full information relating to the deposit within the 14 days.

## Gas and Safety Equipment

In accordance with the Gas and Safety Regulation Act and any other regulations all gas appliances must be checked for safety reasons at regular intervals and not exceed 12 months. This will be completed by a Gas Safety registered engineer and relevant certificate will be issued and recorded.

Regal Rentals will keep a record of said inspections and arrange accordingly on behalf of the landlord. A fully working smoke detector must be on every floor and will be checked upon commencement of a tenancy, when the property is empty / vacant it is the owner's responsibility to check the smoke alarms. All electrical items and plugs / sockets must be safe and in a usable condition to comply with Electrical Safety regulations.

## Energy Performance certificate

All Homes being let must have a valid Energy performance Certificate (EPC).

## Electrical Installation Condition reports

In accordance with latest government guidelines all properties to be let must have a valid EICR and copies provided to the Agent

## General Condition of property

Electrical / Gas / Plumbing / Waste/ Central Heating and hot water systems must be safe and usable.

Repairs and maintenance are at the landlord's expense and must be in full working order to the tenant(s).

## Furnishings

Properties can either be fully furnished with a full inventory completed prior to a new tenant or unfurnished. Un furnished usually includes carpets / curtains / blinds, lampshades, and a working cooker as a minimum.

## Gardens and external areas

Gardens should be neat and tidy and rubbish free. Tenants are required to maintain the gardens but only if provided with the relevant tools. A gardener can be arranged by your letting agent if required.

## Cleaning

At commencement of a tenancy the property should be cleaned thoroughly. Regal Rentals are happy to instruct a company if required. If a property is not left in the condition it was in cleaning will be arranged at the expense of the tenant.

## Keys

The tenant will be provided with 1 set of keys for all doors in the property. If you wish your property to be fully managed your letting agent will also require one full set of keys for each door within the property.

## Inventory

A full inventory will be produced prior to new tenants, this will detail the condition of the house and a list of things provided to the tenant. Your letting agent will produce a professional report evidenced with photographs and video evidence, this will also take place at the end of each tenancy prior to deposits being returned.

## Property Inspections

All inspections will require 24 hours' notice in writing to the tenant unless deemed as an emergency, The tenant has the right to refuse any inspections, but such refusals will be recorded. It is anticipated that inspections will take place every 6 months unless requested sooner by the tenant / Landlord. A full report will be provided to both landlord and tenant within 14 days of the inspection.

## Property Maintenance

During managed tenancies Regal Rentals will undertake any work that is deemed as an emergency where the landlord could not be contacted. Such work will be charged at a fee and further information can be found in the fee section.

Regal Rentals can also arrange for any planned work to be carried during tenancies or whilst the property is vacant.

## Terminating a tenancy

Tenancies cannot be terminated if there is a fixed term tenancy in place, If A tenant has completed their fixed term and moves to a periodic tenancy then it can be terminated with 1 months' notice.

It is not the Lettings agent's normal procedure to issue or take legal action to recover possession or any debt incurred.

Professional advice will be offered throughout this time.

## Rent arrears

Regal Rentals will endeavour to make every practical effort to recover any rent arrears by means of telephone calls / property visits and letters. If Un-successful, the landlord will be notified immediately for further instruction.

## Empty Properties

Regal Rentals will notify the landlord when a property is vacant, or we believe the tenant no longer resides there. The landlord will be responsible for any empty properties.

## Data Protection

Regal Rentals and Property Management is compliant with Data Protection and is registered with the ICO. Regal Rentals will store personal information correctly and for no other intention than Property Management.

## Complaints

Regal Rentals and Property Management Ltd aim to provide the highest standard to both the landlord and tenant. We are members of the Property Redress Scheme – [Www.theprs.co.uk](http://www.theprs.co.uk)

The above-mentioned regulations are in accordance with current legislation. This could be subject to change and it is the landlord's responsibility ensuring that any amendment outlined by the lettings agents are fully met. Landlord will be notified of any new legislation in writing or via email to the registered email address that we hold.

## Regal Rental and Property Management Fee Policy

Fees are payable immediately on a tenant entering into a tenancy agreement with the landlord.

It can be arranged that any monies owed can be deducted from the first month's rent from tenant. Regal Rentals and Property Management will act solely from the date of the agreement until the termination of the tenancy agreement. If the landlord wishes to withdraw from the letting agent, the landlord will incur a cancellation fee if there is a fixed Term tenancy in place.

Termination of agreement is required in writing with at least 14 days' notice and if during a fixed tenancy a £300 cancellation fee will be payable. All landlords will be sent cancellation / termination instructions at the start of each new instruction.

All deposits taken will be held securely with the tenancy deposit scheme. Full details of which can be found at [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com).

Rental fees will be paid into a client care bank account – Regal Rental Property Management are part of the Client money protect – full details of this can be found here [www.clientmoneyprotect.co.uk](http://www.clientmoneyprotect.co.uk).

Rental fees will be paid on an agreed day of the month into a nominated bank account with a monthly statement of fees issued to the landlord. The letting agent will automatically deduct their fees prior to transfer. Payment is usually made via BACS payment into the desired account.

Fully managed package fees: This fee is payable at commencement of the tenancy. Regal Rentals can deduct this from the first month's rent if preferred.

Let Only Fees are payable prior to the signing of the tenancy agreement.

Subsequent lets for fully managed Properties are charged at £175 and can be deducted from the first months rent.

Gas Safety Certificates can be arranged for a fixed price of £50.

Energy performance certificates can be arranged for a price of £50.

Additional property Inspections will be charged at £30 per visit.

Additional / duplicate landlord statements will be provided at a price of £5 per statement.

Key Cutting – additional keys can be purchased upon request at £9.50 per key.

Work Instruction – 10% will be charged and deducted for any work carried out during a tenancy which Regal Rentals have been instructed to authorise.