

PLUM PROPERTY MANAGEMENT (YORKSHIRE) LTD

Residential Letting & Tenant Services by Design

A Plum position for your needs

Whether you're a landlord wanting to secure a reliable, stress-free rental arrangement or a tenant seeking high quality accommodation, Plum Property Management is perfectly positioned to meet your needs.

Plum offers a fresh approach to residential letting and tenant services with a comprehensive range of bespoke and all-encompassing packages by design. Our customer-focused expertise covers the entire property rental, management and lettings market.

A fruitful experience all-round

We have a dedicated lettings team which benefits from regular training to ensure that clients are kept completely up-to-date with the latest legislative changes. With controlling costs a key element of our day-to-day strategy, Plum's approach is based on a pro-active work ethic and an unrivalled attention to detail which is mutually beneficial for both landlord and tenant – we can support both parties concurrently to maintain a fruitful and untroubled lettings experience all-round.

Working for landlords on every level

Plum appreciates that no two landlords are the same – your needs and preferred approaches can vary as much as the properties you let. That's why our range of services can be tailored to meet requirements at any or every level. Plum can market properties and conduct professional searches on landlords' behalf to ensure that they reach their desired audience and identify suitable occupiers. For busy landlords who want to leave their investment in safe hands, a full property letting and management service is available, taking care of everything from rental assessment and property maintenance to rent collection and tenancy renewals. Alternatively, landlords who prefer to have a more hands-on role can opt purely for a comprehensive letting service or referral service.

Helpful advice and friendly guidance for tenants

Renting is now more affordable; tenants enjoy the flexibility and access to better quality property and the locations that it can offer. Plum's wealth of knowledge can be put to equally valuable use for the benefit of those seeking to rent. Plum provides a dedicated service for potential tenants, carefully consulting your needs to achieve an excellent match for the type of property you are seeking. Our friendly team will provide you with helpful advice and guidance throughout the process of finding and securing your desired property.

CONTENTS

	Page No.
• Buy-to-Let the Right Property – Investment Advice	3
• Frequently Asked Questions	3
• Full Property Management	4-6
• Let Only Service & Let Only and Rent Collection	7
• Landlord’s Check List	8
• Tenant Services	9

BUY-TO-LET THE RIGHT PROPERTY – INVESTMENT ADVICE

Plum Property Management can advise you on which property has the potential for letting. We will be happy to accompany you on your viewings prior to your purchase to give you an indication of expected rental, suitability, location and advice on any cosmetic decoration etc. you may need to do to enhance the property to enable you to achieve the desired rental.

General Property Condition

It is essential that the property be presented in a well-decorated and clean and tidy condition. A property can be let fully furnished, part furnished or unfurnished but, in all cases, it should include carpets and curtains (ideally professionally cleaned). Explanatory instruction notes regarding appliances and central heating should be left on display, along with any service contracts in place. It is strongly advised to fit at least one smoke detector per floor.

FREQUENTLY ASKED QUESTIONS

Do I need permission to let my property?

If the property is leasehold or subject to a mortgage or other charge, the Landlord shall be responsible for notifying the lessor or mortgagees of his/her intention to let the property and obtain the necessary consent for letting

Who is responsible for insurance?

Landlords are responsible for Buildings Insurance (unless leasehold where the building is insured through the management company). We would also recommend that you take out minimum contents insurance to cover carpets and curtains etc. for unfurnished property and the relevant amount for furnished. Check with your current insurer to make sure your policy is adequate and what is not covered should the property be let or empty. Should you have any difficulty with the above, we can put you in touch with specialist insurers who arrange policies specifically for Landlords of rented property.

We always endeavour to make sure your tenant has adequate contents insurance to cover not only their own belongings but also your fixtures and fittings in case of accidental damage.

Who is responsible for utility costs and council tax?

Your tenant is responsible for all their service bills including council tax. You will be responsible for the Service Charge/Maintenance charges in the case of leasehold premises. Please note that telecom companies will only accept a change of subscriber from the account holder. You will be required to make the necessary arrangements and inform your telecom company.

FULL PROPERTY MANAGEMENT

Letting and Full Property Management by Design

A full management service to suit the busy Landlord who wants the peace of mind that his/her investment is in 'safe hands'.

This service includes:

Rental Assessment - An indication of what we believe to be a realistic market rental value.

Marketing Strategy – Insertion on the Plum website using our innovative technology, full colour window display card, full colour property list, access to companies specialising in corporate lets and relocations, advertising Let Board (highly recommended), full colour advertising in the Hull Daily Mail 'Home' guide and local press (available at a charge) and we recommend that you authorise an initial advertising budget.

Accompanied Viewings - We accompany all prospective tenants on property viewings.

Full referencing on all tenants and guarantors – We use a reputable company to carry out full credit history checks, stability and affordability assessments including bank and employment references.

Preparation of Tenancy Agreements and service of all legal Notices during the tenancy – The form of tenancy normally used is an Assured Shorthold which is in accordance with the Housing Act 1988 (as amended). The tenancy commences with a 6 month fixed term with the option to renew. Alternatively, if you do not wish to commit to a further fixed term, the tenancy will become a Statutory Periodic tenancy where the tenant stays in the property under the terms and conditions of the original agreement and the tenancy continues to 'roll over' month to month. Should you wish to end the tenancy, you must serve 2 month's notice in accordance with the tenancy dates. Plum will serve the relevant Section 21 Notice requiring Possession to your tenant. Should your tenant wish to leave, they must give 1 month's notice in writing to end the tenancy the day prior to a rent due date.

- Please note that once a Section 21 Notice has been served on your tenant it does not guarantee that the tenant will vacate on the agreed date and enforcement can only be carried out through the courts. Plum Property Management has the expertise to carry out an Accelerated Possession Procedure without employing the services of a solicitor, should this ever be necessary. (There will be a charge for this service).

Inventory & Schedule of Condition – This is an important aspect of any property letting and we endeavour to stress this to your tenant. We have stringent rules in place regarding the checking and signing of the inventory by your tenant because it can ultimately affect the return of their deposit.

For an unfurnished property, a Schedule of Condition will be prepared as an inclusive service. For a furnished property, please refer to our scale of charges.

We also take meter readings for all utility services and inform the appropriate supplier of the name of your tenant and the agreed readings.

Rent Collection – Rent is collected calendar monthly in advance and we encourage your tenant to pay by standing order. Once the rent receipt is processed, we endeavour to pay your rental income due, less any agreed expenditure, direct to your bank account using our Bacs system. We process payments on a daily basis to avoid any delays.

Inland Revenue administration and reporting – Depending on your circumstances, income from property in the UK must be declared to the Inland Revenue. Landlords can claim personal allowances against income from property. Expenditure incurred in connection with letting, including interest paid on a mortgage, can be offset against your tax liability and a 'wear and tear' allowance in the case of furnished property may be granted. We will provide an annual statement itemising rental income received and all expenditure to enable your tax computation be completed. (We would advise you to take independent advice from a professional body with regard to your tax affairs). Further information can be provided on request.

Overseas Landlords – Overseas landlords are classed as Non-Resident Landlords and all income from property is subject to tax. To enable rental income to be paid gross, you can apply for an exemption certificate from the Inland Revenue. We can supply you with the necessary forms and guidance notes and would recommend that these are completed as a priority. Further information can be provided on request.

Health & Safety Regulations – the Landlord and Tenant Act 1985 section 11 (as amended by section 116 of the Housing Act 1988) requires the Landlord (a) to keep in repair the structure and exterior of the dwelling including drains, gutters and external pipes (b) to keep in repair and proper working order the installations of water, gas, electricity and sanitation (c) to keep in proper working order installations for space and water heating.

Landlords also have a duty to ensure that the premises, fixtures, fittings and appliances are safe. We recommend that all appliances that burn fossil fuels are serviced on an annual basis. The Gas Safety (Installation & Use) Regulations 1994 require Landlords to ensure that all gas appliances and installed pipe work are maintained in a safe condition and that they are inspected annually by an approved GAS SAFE REGISTERED contractor. A Landlord Gas Safety Certificate must be kept and issued to all tenants prior to the start of a tenancy. These annual inspections can be arranged by Plum Property Management. Should you wish to arrange your own inspection, we will require the certificate to be kept on our files.

As far as Plum Property Management are aware, there is no statutory obligation in place for Landlords to obtain an Electrical Safety Certificate but we feel it is the Landlord's duty to ensure that all electrical wiring and equipment is safe and we recommend that an approved electrical contractor should inspect the property and electrical fittings and produce a report certifying that all equipment is safe.

Regular Inspections and Property Maintenance – We are committed to carrying out regular inspections to ensure that the property is being cared for to an acceptable standard and remains in good order throughout. After every inspection, you will receive a report of the condition and details of any maintenance we deem necessary to protect your investment.

Should repairs become necessary, or your tenant informs us of a problem, we will contact you prior to instructing contractors. In most cases, we will obtain an estimate of costs, instruct the contractor and monitor the repair. Carrying out repairs on a timely basis is not only important to your tenant, it is also important in safeguarding your investment.

Tenancy Renewals and Annual Rent Reviews – Should you wish to offer a further fixed term to your tenant, we will arrange to have a new Assured Shorthold Tenancy Agreement drawn up and duly signed. (There is an administration charge for this service). It is also our policy to carry out annual rent reviews on all our tenanted property. We will carry out a market appraisal of the existing rental income and increase accordingly, if appropriate.

Final Inspections and Check-out procedure – It is our policy to take a deposit equivalent to 1 months rent, plus £100, at the onset of the tenancy. We have a stringent check-out procedure at the end of every tenancy. We arrange to meet the vacating tenant at the property to carry out a final inspection. All meter readings are taken and agreed with the tenant and a forwarding address is obtained. We stress to the tenant that they have an obligation to inform all services and as a safeguard, we also write to all service providers with outgoing meter readings etc. and forwarding addresses for final bills. As a Landlord, you can be present at the final check-out.

Providing everything is in order, we aim to request a refund of the tenant's deposit from The Deposit Protection Service within 5 days of vacating. Should we consider that the property is not in order in accordance with the Inventory and Schedule of Condition, we are obliged to give the tenant 7 days in which to rectify the problem by liaising with us for entry to the property. If the tenant does not rectify the problem within the given time frame, we will make arrangements to resolve the problem and request the relevant costs to be held from the deposit. The tenant has to agree to the costs. If there is a dispute, The Deposit Protection Service will place the disputed sum with the Dispute Resolution Service.

The Plum Full Property Management Service includes all the above for a monthly management fee (unless stated). All our services are designed to ensure your needs are met but we would be happy to add to or remove any of the above and design a service to suit your requirements.

LET ONLY & RENT COLLECTION SERVICE

This service is for those Landlords who prefer a more 'hands on' approach, once the tenant is placed and legal issues are dealt with, but want the peace of mind of having the rent collected on their behalf

- **Rental Assessment**
- **Marketing Strategy**
- **Accompanied Viewings**
- **Full Referencing Services**
- **Preparation of Tenancy Agreement & Notices**
- **Collection of all rent and deposit**
- **Monthly Bacs payments of rental**

This service does not include an Inventory/Schedule of Condition but should you require one, please refer to our list of scale charges.

LET ONLY SERVICE - Letting Service by Design

This service is for those Landlords who prefer a more 'hands on' approach, once the tenant is placed and legal issues are dealt with. We would be pleased to design a service to suit your requirements.

Rental Assessment

Marketing Strategy

Accompanied Viewings

Full Referencing Services

Preparation of Tenancy Agreement

Collection of First Month's Rent & Deposit

This service does not include an Inventory/Schedule of Condition but should you require one, please refer to our list of scale charges.

We can offer quarterly and final inspections to all our Let Only Landlords at an additional cost (please see scale charges)

Tenancy Deposit Protection – Amendment to the Housing Act 2004

From 6th April 2007 all tenancy deposits taken by landlords/agents in relation to Assured Shorthold Tenancies in England and Wales have to be protected. For any AST started on or after this date, the tenancy deposit must be covered by one of the TDP schemes. In the case of our Let Only service, the landlord is ultimately responsible for protecting the deposit. Further details on request, or visit www.depositprotection.co.uk

LANDLORD'S CHECKLIST

- **Arrange a market appraisal**
- **Obtain permission to let from your mortgage lender**
- **Complete Terms & Conditions**
- **Energy Performance Certificate(instruct Plum to arrange)**
- **Advise and review your buildings and contents insurance**
- **Prepare property for tenants**
- **Gas safety check – current certificate
(Instruct Plum Property to arrange)**
- **Electrical Regulations – are all appliances safe?**
- **Fit smoke detectors
(Instruct Plum Property to arrange)**
- **Furniture & furnishings – do they comply?**
- **Leave operating instructions for appliances and central heating and details of any service contracts**
- **Inventory (instruct Plum Property to arrange)**
- **Arrange redirection of mail**

TENANT SERVICES

Tenants are important to us and we want to make sure they have a happy, stress free lettings experience. We listen to prospective tenant's needs to ensure a perfect match to the type of property they are seeking. We continue to offer help and advice when required.

- A wide selection of property to suit all tastes and pockets
- Accompanied viewings
- Full explanation of the legal frame work
- Ensure property is fully compliant with current legislation
- Quick response maintenance and support
- Referencing and time frame to suit prospective tenants
- Application fee payable
- Deposit sent to The Deposit Protection Service
- Energy Performance Certificate supplied
- Landlord's Gas Safety Certificate supplied (were applicable)