



**emmerson
page**

**services
guide**

Landlords

What we offer

At Emmerson Page, we offer two different services: let only and full management. Whether you need help finding a tenant for your property or you would like us to take care of everything, Emmerson Page want to deliver the highest level of service while still offering value for money. We know that in today's market, increasing the net yield potential and cash flow from your property is essential.

Let Only

The Let Only service has a single fee of £540.00*, whatever the size or type of property, plus an initial £120.00* set up charge on new properties. You'll benefit from:

- Free advice on the presentation and preparation of your property.
- Providing a rental valuation of your property.
- Preparation of marketing documents, including photographs of the property.
- Local and national marketing, including a professional "To Let Board" where appropriate. We advertise on most property sites including Zoopla and Rightmove.
- Carrying out an accompanied viewing with prospective tenants.
- Considering applications from prospective tenants and (if required) guarantors in order to assess suitability including full reference checks.
- Preparing and signing as agent on your behalf a suitable tenancy agreement in accordance with current law.
- Ensuring that service suppliers details are given to the tenant (i.e. Gas, Electricity, Water rates and telephone Services, where applicable).
- We provide information on insurance, i.e. rental guarantee, building/contents insurance if required.
- Tenancy deposits held within an approved scheme and collection of the initial rent.

With the Let Only service, you the landlord would become solely responsible for any issues that arise following the commencement date of the tenancy.

Full Management

This service is designed for those Landlords who wish to leave all maintenance, administrative and supervisory duties regarding their investment in our hands. For a flat fee of £90.00 per month* (minimum six months) plus an initial £120* set up charge on

new properties we will carry out everything listed under Let Only above plus the additional services listed below:

- Undertake quarterly inspections of the property and issue reports to the Landlord and Tenants.
- Collect ongoing rental payments and forward them by bank transfer to your chosen account and forward monthly statements (Deposits retained by a government-approved deposit scheme).
- Advise you of any late payment.
- Chase non payments of rent via letters, email and/or telephone.
- Arrange for a registered Gas Safe engineer to carry out the Gas Safety checks each year and deduct this from the rent.
- Notify the utility companies and the council of a new tenant.
- Issue Section 21 Notices under the Housing Act 1988 for tenants not in breach of their agreement (we need at least ten weeks before you wish to take possession).
- Organise repair or maintenance, instructing a tradesman to attend the property, obtaining estimates where necessary, supervising works and settling accounts. This shall be subject to the agreed cost limit; however in an emergency, we reserve the right to proceed without prior authorisation.
- Arrange Non-resident Landlord tax payments or annual returns to HMRC.
- Arrange service contracts if requested by you.
- End of tenancy management including the final inspection and the repayment of deposits (less any amount held back for dilapidation).
- Re-let the property unless otherwise instructed by you.

***All prices quoted are inclusive of VAT at the current rate.**

We are keen to offer the best possible service to our landlords and so if these services are not exactly what you require for your property, Emmerson Page are happy to provide a bespoke service tailored to your exact needs. We offer a discount on the management fee for multiple properties. Please contact us for more details.

All prices quoted will be fixed for a period of two years even if the rent increases during this period.

Further details of our services can be found in our Terms and Conditions of Business – Residential Lettings document. Please contact us to request a copy of our Terms and Conditions of Business.

Tenant's References

Tenants will need to provide the details of the following:

- Employer (Current and previous if necessary)
- Previous Landlord
- Guarantor's reference (if applicable)
- Credit search - looking at prospective tenants credit history, any County Court Judgements against them; whether they have defaulted on any personal loans;

whether they have been made bankrupt in the past and we are also advised on their 'credit score'.

- We do not obtain bank references or personal/character references.
- We try our utmost best to find a suitable tenant for the property and we therefore do not allow pets or smokers in any of our properties unless otherwise approved by the Landlord.
- It is the case that sometimes mortgage companies closely specify what type of tenants are allowed in a property and this may mean that students, people wishing to share or potential tenants who are in receipt of any Housing/other benefits may not be suitable. We therefore allow the Landlord to specify what type of tenant they wish to occupy the property.

Tenancy Agreement

A comprehensive tenancy agreement will be drawn up for each tenancy clearly defining the requirements and responsibilities of both parties.

Deposit

All tenancy deposits are held by the Deposit Protection Service and submitted for protection within 30 days of receipt www.depositprotection.com.

Transfer of Rent

Tenants are expected to pay the rent each month by standing order on the date agreed. We will arrange to transfer the balance of monies to your nominated account within 3 working days along with a monthly statement by email.

Overseas Landlords

If your normal place of abode is not in the UK, you may be considered to be a "non - resident Landlord" by HMRC, as a result Emmerson Page (acting as your agent) may need to withhold tax from your rental income and pay this to HMRC on a quarterly basis. However you can apply for an "Approval number" which allows your rental income to be paid without deductions - please ask for details. Emmerson Page is registered under the Non-resident Landlord Scheme.

Inventory

Emmerson Page recommends that a full inventory of the property is completed and signed by the tenants of the property at the time of moving in. This will contain a full schedule of condition, colour and decor of walls, ceilings, fittings, fixtures etc. This must be then signed by both parties (Managing Agent and Tenants). This makes it easier at the end of a tenancy to prove dilapidations if necessary.

Utilities

Emmerson Page will notify the utility companies of the change of occupier and take meter readings at the start and end of every tenancy.

Repairs/Maintenance

Emmerson Page will ensure that the tenants are issued with telephone numbers for Emergency and general maintenance problems from the commencement of the tenancy. Tenants are able to report maintenance problems to us on a 24/7 basis and our in-house maintenance team will respond unless you have a preferred set of trades people for us to contact on your behalf. Emergency work and small repairs will be organised by Emmerson Page up to an agreed amount will be carried out immediately. We will always contact you regarding any work above the agreed limit. All maintenance and service invoices are passed onto the landlord without hidden charges or mark-ups.

We're also able to offer a complete refurbishment service on properties should you so wish. This work can be arranged between tenancies to ensure the smooth and timely completion of work to minimise any void periods. Emmerson Page can supervise the works and report on progress. There are no project management fees for this work.

Final Inspections and Inventory

Subject to the inventory having been prepared by us, at the end of the tenancy we will make full and final inspection together with a full inventory check. A full report will be written passed onto the tenant and the landlord. The landlord will be invited to check the property after the tenants have vacated to look at the property before any dilapidation deposit being returned.

Should there be any dilapidation/items that need replacing, Emmerson Page will arrange estimates for this.

Void Periods

While finding new tenants, Emmerson Page will visit the property on a regular basis when it is unoccupied to ensure that the property is secure. During winter months the heating will be left to run on a low setting to reduce potential damage to the property.

Contact us to discuss your requirements on:

Office:

**Emmerson Page Limited
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Melbourn Road,
Royston,
Herts.
SG8 7DB**

Contact:

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