

stUARTS residential

LANDLORD **GUIDE & SCALE OF CHARGES**



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01749 672 678 | 01278 448 643 | 01823 587201

hello@stuartresidential.com

stuartresidential.com



MEET STUART



Stuart Nash

stuart.nash@stuartresidential.com

Founded by Stuart Nash in 2011, Stuarts Residential has grown to become a leading property management agent in the local area.

Stuart began his love of all things property in 1999 when he joined a large corporate Company, initially in Bath before working in Shepton Mallet, Glastonbury and Wells.

A local lad, Stuart has built a reputation for being reliable, honest and hard working. His attention to detail, tenacity and providing clients with a service that far exceeds expectations means that Landlords return to use Stuarts Residential again and again.

Away from work Stuart enjoys sports including cricket, cycling and skittles. He can often be found running with Street Striders or at the local Park Run and is an ardent supporter of Liverpool Football Club.

From our office in Wells, we work with Landlords across Mid-Somerset and the Mendips including Wells, Bridgwater, Taunton, Glastonbury, Street, Shepton Mallet, Midsomer Norton, Radstock, Bath and Bristol.

We have a team of highly experienced and friendly staff; we like to create strong relationships with our Landlords and believe that working closely together ensures that we find the most suitable tenant for your property.

MEET THE TEAM



Lois Bishop dipRLM
Property Manager
lois.bishop@stuartresidential.com



Andy Hamilton
Lettings Manager
andy.hamilton@stuartresidential.com



Garry Haskins
Lettings Negotiator
garry.haskins@stuartresidential.com



Thea Tarrant
Property Administrator
thea.tarrant@stuartresidential.com



Lydia Williams
Accounts Administrator
lydia.williams@stuartresidential.com



Richard Pullin
Associate Director
richard.pullin@stuartresidential.com

A FEW FREQUENTLY ASKED QUESTIONS ABOUT STUARTS RESIDENTIAL...

How long have Stuarts Residential been established?

Since 2011, and we have two offices in Wells, a prominent location in St Cuthbert Street (BA5 2AW) for the marketing and promotion of your property and a secondary office just off Glastonbury Road (BA5 1XJ) which is set up solely for property administration and rent collection.

What experience do you have?

The team have over 50 years collective experience in the property industry and owner Stuart Nash has been in the industry since 1999.

When are you open?

We are open Monday to Friday from 9:00am until 5:00pm.

Are you contactable outside of these hours?

Yes, we have a 24/7 emergency number and e-mail address for Landlords and Tenants.

Are you Accredited?

Yes, we are accredited by SafeAgent - Accreditation No - A3704.

Do you hold Client Money Protection (CMP) Insurance?

Yes, which provides both tenants and landlord with peace of mind.

How much Deposit do you take?

The law limits tenancy deposits to 5 weeks of rent (or 6 weeks of rent if the annual rent is £50,000 or more).

What packages do you offer?

The majority of clients use our Full Management package. We also offer Tenant Find Only and a Free Buy to Let Advice Service for those looking to enter the market.

Can you tailor your packages to meet individual Landlord requirements?

Absolutely! We will work with you to ensure our service fits your needs.

How long will it take for my property to let?

On average it takes between 7 to 21 days to agree a let, depending on the property condition and the time of year.

Do you allow me to choose my tenant?

Yes. Once we have found a tenant we will ask for your confirmation to proceed. And then again once all the paperwork has been completed.

Can you provide Client Reviews from Landlords and Tenants who have used your services?

Yes we can, please visit www.stuartsresidential.com/client-reviews



WHY SHOULD I USE A LETTING AGENT TO FIND ME A TENANT ?



Whether you're new to the world of buy to let, or are a seasoned Landlord, you may be asking yourself "why should I use a letting agent to find me a tenant?"

This is something on the mind of many Landlords, unsure as to whether they should be advertising privately for tenants or asking a letting agent to help them instead. So, what's the answer?



These days with access to social media and even online property portals, many landlords feel they can source their own tenants. They often find that they are inundated with enquiries. However, what they have found, is that without the support of a letting agent it is hard to choose the most suitable tenant and importantly, ensure their tenancy is set up correctly.

Remember, it is easy to put a tenant in to your property, it is much harder to remove them if it all goes wrong!



Based on our research and feedback, here are a couple of reasons why you should use a letting agent to help you find a tenant:

Extensive advertising – we advertise extensively across the main property websites and utilise our list of potential tenants. We can respond rapidly to enquiries with our pre-viewing questions and analysis of tenants.

Thorough vetting – Our in house and outsourced processes mean that we can carry out a thorough referencing procedure of your prospective tenant. These checks include financial checks through to previous landlord references. If necessary we will obtain and reference a guarantor. We will also ensure you comply with your obligations under the Immigration Acts. Additionally, we will deal with the

handling of the Holding Deposit correctly ensuring the relevant documentation is issued so you are adhere to the Tenant Fees Act 2019.

Answering queries - we're available during the working day when you may not be, to answer queries your new tenant will have. We can also follow up on documentation that we need helping to avoid delays.

We know the law – did you know that there are well over 125 pieces of Legislation and Regulations that affect rental properties? Many Landlords are not aware of all their legal requirements which can make them vulnerable. Breaching initial pre-tenancy requirements can have serious consequences including not being able to get your property back should you need to.

KEY BENEFITS OF USING STUARTS RESIDENTIAL TO SET UP YOUR TENANCY

- **Powerful Marketing:** helping to find you the most suitable tenant at the optimum rent
- **Compliance:** from tenancy documents, to your rights and obligations. We also have access to a Legislation Helpline
- **Collection of Monies:** we will collect the holding deposit, first months rent and the tenancy deposit for you before the start of the tenancy. All monies are held in our insured client account until the tenancy starts.
- **Pre-Tenancy Requirements:** we will ensure that all of the prescribed requirements are met at each stage up to the start of the tenancy.
- **Our Team:** approachable, efficient and experienced
- **Accredited:** Peace of mind that you are dealing with a reputable, knowledgeable Agent
- **Additional Services:** we can provide access to our priority contractors should you need safety certificates or pre-tenancy work carried out.
- **After Service:** We are happy to provide advice should you need it once your tenancy has started.



PRE-TENANCY CHECK LIST

Being a landlord in the eyes of the law means you are business. Like all businesses you have obligations set out by legislation. Here are some of the few areas for you to consider. Using Stuarts Residential as your Agent will ensure that these requirements are met.

- Compliance with UK GDPR
- Registration with the ICO
- Advertising in line with Consumer Protection
- Advertising in line with the Equality Act 2010
- Obtaining an Energy Performance Certificate
- Complying with Minimum Energy Efficiency Standards
- Complying with Gas Safety Regulations
- Complying with Electrical Safety Standards Regulations
- Complying with Homes (Fitness for Human Habitation) legislation
- Conducting risk assessments including legionella
- Complying with Fire Safety legislation
- Complying with Smoke and Carbon Monoxide Alarm Regulations
- Complying with Fire and Furnishings Regulations
- Complying with Tenant Fees Act 2019
- Complying with Landlord and Tenant Act
- Complying with Chapter 4 of the Housing Act 2004
- Complying with Management of Houses in Multiple Occupation Regulations
- Complying with the Housing Tenancy Deposit Orders



Before your tenancy begins you must also ensure you deal with the prescribed requirements as required by law. These include providing a copy of the How to Rent Guide, the Energy Performance Certificate, a Gas Safety Certificate and deposit registration information. Failure to do any of these correctly may result in any Section 21 notice served on the tenant being held invalid.

TENANT FIND ONLY SERVICE

1 The first step is to visit your property and provide a free rental appraisal and advice on current lettings regulations and legislation.

2 Once we have agreed a marketing plan and received the completed Terms of Business, we will begin finding you a suitable tenant.

3 We will carry out all viewings at your property and interview all prospective tenants before proposing the most suitable. The successful tenants are then credit checked and fully referenced. We will also carry out Right to Rent checks on the tenants.

4 Once you have confirmed we will arrange a move in date convenient for both parties, draw up the tenancy related paperwork and statutory notices. At this point we will also organise any required safety checks and inventory.

5 The tenancy related paperwork is then sent to your new tenants and the advanced rent and deposit collected. The deposit is then protected with a Tenancy Deposit Scheme, or sent to your authorised scheme.

6 On the move in date we will carry out our final property checks and hand over the keys to the tenant.

7 Your first rental payment, minus our fees and any agreed additional costs, will be sent to you via faster payment along with a Landlord Statement detailing a breakdown of income and expenditure.

9 You will be sent contact details of your tenants and any necessary paperwork so that you can begin to manage your tenancy.



SCALE OF CHARGES

Our fees are specifically designed to allow you to choose as much or as little input as you prefer.

Introduction Only Service

£180.00 (£150.00 plus VAT)

Includes: Virtual Tour and Property Marketing

Let Only Service (in addition to the Introduction Only Service)

Referencing Fee

£150.00 (£125.00 plus VAT)

Includes: Tenant/Guarantor Referencing, Right to Rent Checks, Guarantor Proof of Identity Checks

Viewing Fee

£150.00 (£125.00 plus VAT)

Includes: Agent acts as Keyholder, Accompanied Viewings

Prepare Tenancy Related Paperwork

£150.00 (£125.00 plus VAT)

Includes: Tenancy Agreement, Rent Payment Form, Serve prescribed requirements on the Tenant

Inventory & Deposit Protection Fee

£150.00 (£125.00 plus VAT)

Includes: Inventory, Deposit Protection, Serve Deposit Related Paperwork to the Tenant

Tenancy Check In Fee

£150.00 (£125.00 plus VAT)

Includes: Tenant Check In, Key Handover, Transfer of Utilities and Council Tax from the Landlord to the Tenant

For a Landlord choosing all of the above services, the total cost would be £930.00 including VAT (£775.00 plus VAT)

Safety Certificates & Risk Assessments

Energy Performance Certificate £90.00 (£75.00 plus VAT)

Gas Safety Certificate £90.00 (£75.00 plus VAT)

Oil Boiler Safety Certificate £120.00 (£100.00 plus VAT)

Electrical Portable Appliance (PAT) Certificate Subject to individual quote

Electrical Inspection Condition Report (EICR) Certificate Subject to individual quote

Legionella Risk Assessment £90.00 (£75.00 plus VAT)

Fitness for Human Habitation Risk Assessment £90.00 (£75.00 plus VAT)

Periodic Property Inspections £30.00 (£25.00 plus VAT)

Notices

Preparation and Service of a Section 21 Notice £120.00 (£100.00 plus VAT)

Preparation and Service of a Section 8 Notice £120.00 (£100.00 plus VAT)

Contact us today to arrange a FREE and NO OBLIGATION rental assessment of your property.

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