

INDEX

About Our Company	Page 2
Choosing An Agent	Page 2
Marketing Your Property	Page 3
Viewings	Page 3
Tenant's Referencing	Page 4
Tenancy Agreement	Page 4
Inventories	Pages 4 and 5
ARLA	Page 5
1988 Housing Act	Page 6
Tenant's Deposit Protection	Pages 6, 7 and 8
Mortgage Lenders	Page 8
Insurance	Page 8
Income Tax	Page 8
Non-Resident Landlords Income Tax	Page 8
The Gas Safety Regulations	Page 9
Electrical Safety	Pages 9 and 10
Smoke Alarms	Pages 10 and 11
Furniture & Furnishings	Page 11
Licensing of Houses in Multiple Occupation	Page 11
Preparing Your Property	Page 12
Managing Your Property	Pages 12 and 13
Accounting	Page 13
Rent Guarantee/Insurance	Pages 13 and 14
Energy Performance Certificates	Page 14
Our Services	Pages 14 and 15

Charles Living & Son

Chartered Surveyors, Estate & Letting Agents

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*In association with: Tillett, Burns & Hughes Chartered Surveyors
Established in 1903*

About Our Company

Charles Living and Son were established in 1903 by Charles Living although there is strong evidence in the company being involved in property approximately 100 years prior to this date.

Although the Living family are no longer part of the company, their name lives on and their old fashioned values of a professional company offering services in all aspects of property has evolved into a modern day practice.

Ian Williams the senior partner in Charles Living & Son is a second generation Chartered Surveyor, his father being Chief Building Surveyor of the London Borough of Newham. Ian Williams joined the company in 1973 as a trainee surveyor, qualified as a Chartered Surveyor in 1983, became Associate Partner in 1986 and a full Partner in 1989.

Ian Williams is involved in Residential and Commercial Valuations in East London and the surrounding areas. He specialises in residential development for which he has established an extremely large client base.

Mr Mark Wade joined the practice in 1987 after spending three years with other Estate Agents and practices. With 20 years of service he is now a Partner with Ian Williams.

Mark Wade has been awarded specialist qualifications with both the National Association of Estate Agents and the Association of Residential Letting Agents. This together with his experience provides a wealth of knowledge in both Sales and Lettings.

Choosing An Agent

Often Landlords will instruct the agent who values their property highest or who has the lowest fees. You should not be swayed by valuation alone as if the valuation is exaggerated, weeks of rental income could be lost whilst your property remains vacant and on the market.

At Charles Living and Son we will always endeavour where possible to provide a Landlord with evidence of similar properties recently let or presently available on the market. This together with our own view on the present rental value of the property means that the advice we give, we consider to be realistic and to fully reflect the present market conditions. It is important that we strike a balance and ensure that we commence marketing at a rental figure that encourages initial viewings, achieves a let and above all achieves the best rental figure for the property.

We are extremely fortunate to be located on the 'Stratford Village', which has fast become one of the hotspots of Stratford and a location frequently requested by many of our registered applicants. We are located on a busy thoroughfare opposite the Ibis Hotel and experience a huge amount of 'walk by' enquiries particularly from people commuting to and from work.

Marketing Your Property

The fundamental part of finding you the right tenants will depend on the marketing exposure that we provide to your property. We use the following methods:-

Advertisements

We will depending on the market conditions and what we think appropriate for your property, advertise locally in a publication such as the Newham Recorder or Loot and Nationally on the ever growing internet on such a site as www.Rightmove.co.uk.

Window Display

It goes without saying that in attracting large amounts of office visitors, our window display offers first contact to potential Tenants. Every property that we are instructed to offer spends quality time in our display.

Property Signs

Our eye-catching 'To Let' signs are well known in the area and act as a 24 hour, 7 days a week advert that is hard to miss. One thing is for sure; enquiries received from property signs means that potential Tenants have already approved your property from the outside.



We always have a large number of registered applicants looking for properties in our catchment area. These applicants are contacted on a regular basis ensuring that they will be fully aware of our new instructions as soon as they are available.

Viewings

We will receive enquiries from our advertisement, window display, internet advertising and To Let signs on a regular basis during the marketing of your property and these will be either by telephone or to visitors from our office. These enquiries will be dealt with by our lettings staff.

You will be contacted to arrange a suitable appointment for prospective tenants to view your property, these will be recorded by us and they will be followed up the day following the viewing and you will be provided with any feedback from prospective purchasers.

When we are provided with keys if you have an empty property, all viewings will be carried out on an accompanied basis.

Any interest that we receive on your property will be recorded and we will telephone you in the first instance to advise you of some brief details of the prospective tenants. If you are happy to proceed with the prospective tenant, an initial holding deposit will be taken from them and we will then begin referencing.

Tenant's Referencing

When we have secured a suitable tenant for your property, we will initially contact you to provide you with some basic information about them to ensure that you are happy for us to proceed. We will then commence referencing. Unless you have requested a Rent Guarantee or Insurance Policy we will always conduct our own referencing. Our referencing will include the following:-

- Present employer (and previous if necessary).*
- Present Landlord (and previous if necessary).*
- Personal reference (if necessary).*
- Guarantor reference (if necessary).*
- Accountant's reference if the applicant is self-employed.*

Once the necessary referencing is received and it is satisfactory, we will then carry out a credit check on each individual who will be named on the Tenancy Agreement. When the results of the credit check have been received we will either send to you copies of referencing or you can come into the office to have a look at these. Providing you are happy with the referencing we will then recommend that you meet the prospective tenants. This is not compulsory, however we would consider this to be worthwhile, especially if you will be managing the property yourself.

Tenancy Agreement

Prior to the tenancy commencing, once you have approved the referencing and met the prospective tenants, we will prepare the draft Assured Shorthold Tenancy Agreement. The tenancy will detail the Landlord and tenant's details, length of tenancy, rent payable and how when it is to be paid, deposit, etc. Should you require to see a copy of the Tenancy Agreement prior to it being signed then we will be happy to provide you with one.

Inventories

When you rent your property we strongly recommended that an inventory is prepared which will detail the condition of the property itself and will also provide a list of fixtures and fittings, furniture etc and their condition. An inventory provides a record of the property when the tenancy commences and can be used at the end of the tenancy when the tenants are checked out. Any damages can then be offset against the tenants damages deposit. Obviously an element of wear and tear must be taken into account.

Should a dispute arise between a landlord and a tenant, without a detailed inventory it will be difficult for monies to be deducted from a tenants damages deposit. Should a deposit dispute be referred to the regulatory body that the deposit is registered with and there is insufficient evidence such as no inventory or a very basic inventory, then judgement will normally be awarded in favour of the tenant.

ARLA

 **Association of Residential Letting Agents**

Who are ARLA?

The Association of Residential Letting Agents (ARLA) was formed in 1981 as a professional regulatory body by the Residential Letting Agents. So be it under the requirements of a residential lettings market a separate organisation was required to promote standards in this greater section of the property market. All companies applying for membership to ARLA are appraised by ARLA and provided with guidelines, training and advice. The aim of ARLA is to ensure that ethical standards and professionalism are maintained at a level far higher than is required by law. ARLA operate a number of seminars and training courses to promote the skills of the legal firms and their staff.

ARLA will continue to supply knowledge to Letting Agents to enable them to deal with the complexities of letting with both Landlords and Tenants to campaign for the necessary change in legislation practices.

What is the ARLA Bonding Scheme

ARLA has established a bonding scheme, which ensures complete protection for the necessary appropriation of any money that belongs to Landlords and Tenants alike and is held by an ARLA member. This will give the public total confidence that these funds are secure.

A Landlord or Tenant using an ARLA Agent now only need to show that money rightfully belonging to them had been misappropriated, i.e. wrongly or dishonestly by the Agent, there is no need to go to court to prove theft or fault.

Membership Requirements

- The company must have been involved in Letting and Management for at least two before it can be invited to join the association.
- All members must carry professional indemnity insurance.
- Separate client accounts must be held.
- Commissions for letting a property can only be obtained from Landlords.
- The premises that the Agent operates from must be a properly designated business premises.

ARLA is now under the banner of the National Federation of Property Professionals, NFPP, along with the NAEA.

ARLA will become the Residential Lettings and Management Division of the National Federation, with the NAEA as the Estate Agency Division. The process will begin of combining the back office functions and membership support services of the two divisions.

1988 Housing Act

The Housing Act is the rules and regulations laid down by the Government that controls the rental sector and protects Landlords and Tenants alike.

As a result of the 1988 Housing Act, which came into effect on 15th January 1989, the Assured Shorthold Tenancy was designed to offer maximum protection for Landlords. This is provided tenancy agreements and any other related documents are correctly drafted and served.

Tenant's Deposit Protection

Tenant's Deposit Protection forms part of the Housing Act 2004 to increase standards of the private rented sector. The Tenant's Deposit Protection will apply to all Assured Shorthold Tenancies in England and Wales, where a deposit is taken. It will commence on 6th April 2007 and will be valid for all new Tenancy Agreements from this date.

Landlords managing properties themselves will be able to choose between two types of scheme; 1) the single custodial scheme or, 2) insurance based schemes. The schemes will operate as follows:-

Custodial Scheme:

- The tenant pays the deposit to the Landlord.
- The Landlord then pays the deposit into the scheme.

- *Within 14 days of receiving a deposit, the Landlord must give the tenant the prescribed information (to be set out in secondary legislation) about the scheme being used.*
- *At the end of the tenancy, if the Landlord and tenant agree how the deposit should be divided, they will tell the scheme which returns the deposit, divided in the way agreed by both parties.*
- *If there is a dispute, the scheme will hold the disputed amount until the dispute resolution service or courts decide what is fair.*
- *The interest accrued by deposits in the scheme will be used to pay for the running of the scheme and any surplus will be used to offer interest to the tenant, or Landlord if the tenant is not entitled to it.*

Insurance Based Schemes

- *The tenant pays the deposit to the landlord.*
- *The Landlord retains the deposit and pays a premium to the insurer – the key difference to the custodial scheme.*
- *Within 14 days of receiving a deposit, the Landlord must give the tenant prescribed information (to be set out in secondary legislation) about the scheme being used.*
- *At the end of the tenancy, if the Landlord and Tenant agree how the deposit should be divided, the Landlord returns all or some of the deposit.*
- *If there is a dispute, the Landlord must hand over the disputed amount to the scheme for safekeeping until the dispute is resolved.*
- *If for any reason the Landlord fails to comply, the insurance arrangements will ensure the return of the deposit to the tenant if they are entitled to it.*

In each scheme, the deposit must be returned within 10 days of the Landlord and tenant agreeing how the deposit should be divided, or within 10 days following notification of an ADR/court decision.

The Schemes

The Government awarded contracts to three companies to run its tenancy deposit schemes on 22nd November 2006.

The three schemes are:

The Deposit Protection Service (The DPS)

The only custodial deposit protection scheme – is free to use and open to all Landlords and Letting Agents. The service is funded entirely from the interest earned from deposits held. Landlords and Letting Agents will be able to register and make transactions online. Paper forms will also be available should internet access be an issue. The scheme will be supported by a dedicated call centre and an independent dispute resolution service. For more information, visit www.depositprotection.com

Tenancy Deposit Solutions Ltd (TDSL)

Is a partnership between the National Landlords Association and Hamilton Fraser Insurance. The insurance-based tenancy deposit protection scheme is designed primarily to enable Landlords to continue holding deposit. Agents can also join the scheme. For more information, visit www.mydeposits.co.uk

The Tenancy Deposit Scheme (TDS)

Is an insurance-backed deposit protection and dispute resolution scheme run by The Dispute Service. It was established in 2003 to provide dispute resolution and complaints handling for the lettings industry, including a voluntary deposit scheme for regulated agents which TDS will now absorb. It is designed primarily to enable Letting Agents to continue holding deposits, but Landlords can also join the scheme. For more information, visit www.tds.gb.com or call 0845 226 7837.

When we are managing a property then we will register the deposit with TDS, the scheme providers that we are registered with, on behalf of a landlord to comply with the new legislation, however we will hold the deposit for the duration of the tenancy.

We can provide the same service should we be introducing tenants only, but again we will hold the deposit for the duration of the tenancy. Should you the landlord decide to hold the Deposit yourself, we will transfer it to you within 5 days of receiving it. You/the Landlord must then register it with another Tenancy Deposit Protection Scheme within a further 9 days if the Tenancy is an Assured Shorthold Tenancy. If you fail to do so the Tenant can take legal action against you/the Landlord in the County Court. The Court will make an order stating that you/the Landlord must pay the Deposit back to the Tenant or lodge it with the custodial scheme, which is known as the Deposit Protection Scheme. In addition a further order will be made requiring you/the Landlord to pay compensation to the Tenant of an amount equal to three times the Deposit. You/the Landlord will be unable to serve a Section 21 Notice on your Tenant until compliance with the above conditions and the Court will not grant you/the Landlord a possession order We/the Agent has no liability for any loss suffered if you/ the Landlord fail to comply.

When we are holding deposits for landlords we will now be holding them as 'Stakeholder' as opposed to 'on behalf of the landlord' as should there be a dispute we will be unable to release any of the deposit to a landlord without consent of the dispute service.

Mortgage Lenders

If your property is mortgaged it would be necessary to ask the mortgagee for permission to let. If you have a leasehold property then it may be a condition within your lease that the freeholder consents to the property being let. The details should be provided in your lease. Should your lender require any special clauses etc to be included within the Tenancy Agreement, then we will be happy to liaise with the lender to ensure that they are happy with the agreement. You should always ensure that your lender is informed of your intention to let prior to marketing the property.

Insurance

It is necessary for the Landlord to notify their buildings insurers of their intention to let their property. Failure to do this may affect any future claim under the policy. The Landlord will also be responsible for ensuring their own contents, however the tenant will be responsible for insuring their own contents.

Income Tax

Income Tax is payable on rental income and we would recommend that Landlords declare this as soon as the tenancy commences. Ideally an accountant should be employed as any liability can be reduced with careful planning.

Non-Resident Landlords Income Tax

Most property income of non-residents is subject to UK Tax. Should you be classed as a non-resident Landlord, we can provide the necessary forms for you to complete and in most cases Charles Living and Son will be issued with an exemption certificate which will authorise us to pay rent without the deducted of tax. Where no certificate has been received, we have statutory obligation to implement a tax deduction before sending you your rent. This is 22% of the income. We can provide the necessary leaflets or further information is available on www.inlandrevenue.gov.uk.

The Gas Safety (Installation and use)Regulations 1994

Basically, you must ensure that any gas appliance or gas pipework is "maintained in a safe condition so as to prevent risk of injury to any person". By law, this "maintenance" must be carried every 12 months by a member of a recognised

regulatory body, this being at the moment a CORGI registered engineer. Therefore if you have a gas central heating system, any other gas heaters, fitted gas appliances (boilers, etc) and cookers must be checked, together with gas meters, gas pipework, gas valves and gas regulators. Once a Gas Safety Test (GST) has been carried out, the engineer will produce an official documented certificate, your record that the system has passed. If you are in any doubt about appliances or pipework mentioned, please let us know in advance before we secure tenants. Failure to comply with the regulations may lead to prosecution, a criminal record, imprisonment and fines of up to £25,000.

Gas Appliances

Includes any fitted gas appliance, for example;

- Gas central heating system.
- Gas heaters.
- Gas fire.
- Gas cookers.



Gas Installation Pipework

Includes gas Pipework, valves, regulators, meters and flues.

Faulty equipment can lead to death and a conviction of unlawful killing on a Landlord. Under the regulations, any appliance that does not conform must be disconnected and reported to Transco, who in turn will issue a notice for its removal or repair within a given time period.

FAILURE TO COMPLY WITH THESE REGULATIONS MAY JEOPARDISE THE LIFE OF YOUR TENANT AND LEAD TO PROSECUTION OF PENALTIES OF IMPRISONMENT OR FINES UP TO £5,000

Electrical Safety

If you let property you must ensure that the electrical system and all appliances supplied are safe - failure to comply with the Electrical Equipment (Safety) Regulations 1994 and The Consumer Protection Act 1987 is a criminal offence and may result in:

- A fine of £5,000 per item not complying
- Six month's imprisonment
- Possible manslaughter charges in the event of deaths
- The Tenant may also sue you for civil damages
- Your property insurance may be invalidated

These regulations are enforced by the Health & Safety Executive.

There is no statutory requirement to have annual safety checks on electrical equipment as there is with gas, but it is advisable for landlords to have periodic checks done by a qualified electrician.

Landlord Guide

It is important to ensure that all electrical appliances and fittings within the property are safe and in good working order. Unlike gas regulations, there is no law that says you must have a landlord electrical safety certificate. But, should any electrical fittings or appliances within your rental property cause harm to a tenant you could be held liable. The tenant could sue you for damages and or worse you may be brought before a court for negligence under the regulations.

Regulations

There is no statutory obligation on landlords or agents to have professional checks carried out on the electrical system or appliances. However, under the Electrical Equipment (Safety) Regulations 1994, the Plugs and Sockets etc. (Safety)

Regulations 1994, both of which come under the Consumer Protection Act 1987, there is an obligation to ensure that all electrical equipment is safe.

In January 2005 new legislation under Part P of the Building Regulations make it a requirement that for certain types of electrical work in dwellings, plus garages, sheds, greenhouses and outbuildings comply with the standards. This means a competent electrician must carry out the work. For DIY electrical work you must belong to one of the Government's approved Competent Person Self-Certification schemes or submit a building notice to the local authority before doing the work.

Compliance

We would strongly recommend that any Landlords should make absolutely sure they are complying with these regulations to ensure that all electrical equipment supplied is safe.

In order to do this we recommend:

- Periodic inspections of electrical equipment by a qualified electrician.
- 5 yearly inspections by a qualified electrician to ensure safety and that the electrical system complies with current electrical regulations.

The Building Regulations 1991 – Smoke Alarms

In 1991 Building Regulations require that all properties built since June 1992 must be fitted with a mains operated interlinked smoke detectors/alarms on each floor.

Regulations regarding older properties differ but we strongly recommend that smoke alarms are fitted in all let properties and are regularly checked to ensure that they are in full working order.

We would also recommend that you consider making provisions for carbon monoxide detection. This is an odourless gas that cannot be seen and is extremely dangerous. Although your gas appliance must have annual inspections, you will never know when they may malfunction and therefore fitting a carbon monoxide detector is advisable.

The Furniture & Furnishings (Fire) (Safety) (Amended) Regulations 1993

The above regulations were amended in 1993 and have set new levels of fire resistance for domestic upholstered furniture and furnishings. It is now an offence to 'supply' in the course of business any furniture, which does not comply with the regulations. This includes supplying furniture as part of a rented residential property.

The regulations apply to:

- Sofas.
- Beds.
- Bed heads.
- Children's furniture.
- Garden furniture suitable for use in a dwelling.
- Scatter cushions and pillows.
- Stretch or loose covers for furniture and other similar items.



Should the furniture not have the appropriate labels and compliance is in doubt then checks should be made with the manufacturer.

The regulations do not apply to:

- Curtains.
- Carpets.
- Bed clothes (including duvets) and mattress covers.

FAILURE TO COMPLY WITH THE REGULATIONS MAY JEOPARDISE THE LIFE OF YOUR TENANT AND LEAD TO PROSECUTION WITH THE PENALTIES OF IMPRISONMENT OR FINES UP TO £5,000

Licensing of Houses in Multiple Occupation.

On April 6 2006, new legislation came into force under the Housing Act 2004. It requires that owners or managers of some properties in multiple occupation (HMO) obtain a property licence in order to legally run their properties.

Mandatory licensing applies to properties that meet the following criteria:-

- ❑ The property is three or more storeys high (includes occupied basements, attic rooms and business premises), and
- ❑ Have five or more people, living as more than one household, and
- ❑ Share amenities such as bathrooms, toilets and cooking facilities.

Landlords who run a HMO without a licence risk being fined up to £20,000. In addition, tenants can apply to have all of their rent refunded for the whole period when the HMO was unlicensed.

Preparing your Property



Before renting your property, you should ensure it is in good decorative order and should redecoration be required it is important not to decorate to your own personal taste but to leave colours of walls neutral and all carpets should be hard wearing and not light in colour as these are more likely to show stains. The property should be clean and tidy both internally and externally with all windows cleaned. It is worth considering having the property professionally cleaned as this will then be noted on the inventory at the beginning of the tenancy and you can then insist on the property being returned in the same condition at the end of the tenancy.

Any gardens should be in a tidy condition and should you require the tenants to maintain the gardens, the appropriate tools should be supplied. Should a Landlord intend to supply a gardener, then the appropriate arrangements should be finalised prior to the commencement of the tenancy so that the tenants are aware that they are expected to provide access for this service.

All appliances including the central heating should be checked and serviced before the tenancy commences. Should you arrange maintenance contracts for any appliances then details of these should be supplied to us along with any details of appliances that are under guarantee. Any operating manuals or instruction booklets for appliances should be left at the property to be used by the tenants.

Most rentals in this area are expected to be furnished and we will be happy to advise you of the furniture that you are likely to have to supply, however on some occasions tenants will have some items of furniture themselves.

We would not recommend that you leave bed linen, towels, etc as tenants would normally prefer to supply their own.

Managing Your Property

Managing a let property can be often be a time consuming activity ranging from dealing with repairs to ensuring that rent is paid on time.



Repairs

Even the smallest of repairs are in a tenant's eyes, a crisis and it is our job to keep the tenant as calm as possible and at the same time ensuring that the repair is carried out as quickly as possible. We have access to a number of specialised contractors who are able to complete works to the necessary industry standards.

When a repair is reported, details of this where possible will always be reported to a Landlord with a costing prior to a contractor being instructed. Obviously in the case of an emergency where we are unable to contact a Landlord or the property is going to be damaged, then we will in these cases instruct contractors to carry out repairs immediately.

Prior to us managing a property, it is worth confirming how you would like us to deal with repairs as you may have your own contractor that you would like us to contact or, you may be happy for us to instruct any repairs under a certain price.

Accounting

At Charles Living and Son it is our aim is to pay your rent as soon as possible after the due date. In most circumstances tenants will pay rent to us by standing order and as soon as we have funds cleared in our client account, we will account to you. We can either send you a cheque in the post, you can collect a cheque from our office or, we can transfer monies into your account. If you choose to have the monies transferred then there will be a nominal charge for this. The way in which we account to clients fully comply with the strict guidelines set out by ARLA.

Rent Guarantee/Insurance

The MARAS Rental Guarantee & Legal Expenses policies are only available through letting agents registered with MARAS. These policies are available for both managed and let-only properties. The policies are underwritten Inter Partner Assistance (an AXA Group company), a specialist creditor insurance company boasting a client portfolio which includes major banks, building societies, credit and retailer cards, and finance houses.

What are the benefits of using insurance from MARAS?

The benefit of MARAS Rental Guarantee & Legal Expenses insurance is that legal experts can be brought in at the onset of a problem. This means that matters can be resolved quickly; if necessary, the property can be swiftly re-let and in the meantime, the landlord will have had the benefit of free legal advice, legal action and rental guarantee.

What policies are available?

**MARAS offer three rental guarantee policies MARASplus, MARASprotect & MARASprovision. The products are explained below;*

MARASplus – A fixed price 6 month insurance policy. This policy covers up to £2,500 pcm and covers Assured Shorthold Tenancies and company lets. The insurance can be used on a tenancy of any length, the policy being limited to 6 months or the tenancy term, whichever is soonest. In the event of a valid claim, landlords can expect to receive the normal monthly rent within 7 working days of the due date. In the event of non-payment of rent or legal dispute covered by the policy, Insurers will agree to pay up to £15,000 in total. The first month's rent claimed is excluded.

MARASprotect – a fixed price 12 months insurance policy. The insurance can be used on a tenancy of any length, the policy being limited to 12 months or the tenancy term, whichever is soonest. Benefits and cover are the same as under MARASplus with an increased period of insurance and an enhancement to the rental guarantee component. Rent arrears occurring during the 12 month policy are covered to a maximum of 6 months rent.

MARASprovision – up to 12 months cover for 3.2% of the rental. The insurance can be used on a tenancy of any length, the policy being limited to 12 months or the tenancy term, whichever is soonest. This policy has enhancements over MARASplus

and MARASprotect with the cover having been increased from £15,000 to £50,000. With this policy, valid claims for rental guarantee can be made any time during the first 12 months. The landlord will then receive rent payments from the insurers for a maximum of 12 months or until vacant possession is obtained, whichever is soonest. Where insurers obtain vacant possession and the property is in a condition to let and remains vacant, the landlord receives 100% of the rental in the 1st month and 50% of the rental in the 2nd month.

Are there any restrictions imposed as to the type of tenant applying? No. We do not have any restrictions. For example, an applicant can be a foreign national, employed for less than 6 months, unemployed, retired, self employed (no exclusions as to the type of self employment), a student or a company. The only criterion is that MARAS must have approved the application.

**Please note that fees quoted and policies available may be subject to change and enquiries should be made before arranging such a policy.*

Energy Performance Certificates (EPC's)

The requirement to have a report on the energy efficiency of a property came into force under the provisions of Part 5 of the Housing Act 2004 (section 163 (5) (e)) and implements the Energy Performance of Buildings European Directive 2002. The certificate will last for 10 years, or until a subsequent certificate is produced and a valid certificate will be required for rental properties that are marketed from 1st October 2008. Charles Living and Son are able to arrange a suitable certificate for landlords and further details are available upon request.

Our Services

Introduction Only Services:

- Advise on rental levels.
- Prepare marketing particulars.
- Arranging accompany viewings where appropriate.
- Advertise and market the property until we have secured tenants.
- Apply for referencing.
- Prepare Tenancy Agreement.
- Arrange transfer of utilities/meter readings.
- Collect one month's rent in advance and one month's rent as a damages deposit.
- Prepare statement of account detailing monies collected and our charges and forwarding the balance of monies to you.
- Advise tenants of your contact details.
- Supply tenants with your bank details should you require them to set up a standing order.

Letting & Management Service:

- Advise on rental levels.
- Prepare marketing particulars.
- Arranging accompany viewings where appropriate.
- Advertise and market the property until we have secured tenants.
- Apply for referencing.
- Supply draft Tenancy Agreement to your mortgagee if required.
- Prepare Tenancy Agreement.
- Arrange gas safety test, portable appliance testing, etc if instructed.
- Arrange transfer of utilities/meter readings.
- Collect one month's rent in advance and one month's rent as a damages deposit.

- *Prepare statement of account detailing monies collected and our charges and forwarding the balance of monies to you.*
- *Carry out quarterly inspections of the property.*
- *Write to tenants prior to tenancy expiring and negotiating new tenancies between Landlord and Tenant.*
- *Arrange for immediate repairs essential to any interest to the property and obtaining estimates where applicable.*
- *Pay contractor's invoices from rental income.*
- *Collecting rent and accounting on a monthly basis.*