

# CROWLEY ESTATES

INDEPENDENT SALES & LETTINGS



# LANDLORD GUIDE





## A BIT ABOUT US

**Crowley Estates was established in the 1980s and came under the current ownership in 2012. We are an independent, forward thinking team, who believe that our services can always improve and so constantly strive to provide both our Landlords and Tenants with an exemplary service. Our personable, friendly team are always at hand to offer help and guide you through all aspects of letting your property. We are proud to say that the majority of our Landlords are referred to us via word or mouth. Here's a small taster of some of the things our Landlords are saying about us.**

### Read for yourself



*N B (Landlord)*

*“I have been a landlord for almost thirteen years and have for almost seven of those years been using Crowley Estates as my agent.*

*I cannot fault their professionalism, customer service and general “We’re here to help you attitude”. Believe me the three agents I had prior to Crowley Estates were the total opposite.*

*So if you are thinking of becoming a Landlord give them a ring and let them guide you through the maze of property lets, you won’t be sorry you did.”*

*P V (Landlord)*

*“I have been a landlord for several years now and cannot speak highly enough of the service provided to me by Crowley Estates in that time.*

*They are prompt and thorough and always provide a personal touch to ensure my specific needs are met.*



*I have no hesitation in recommending them.”*

## **THE LEGAL STUFF**

### **EPC**

Before marketing your property it is a legal requirement to obtain an Energy Performance Certificate (EPC). This is a document that measures the current efficiency and potential efficiency of your property. From April 2018, landlords will be required to achieve a minimum rating of E on the EPC for their rental property, unless there is an accepted exemption.

### **Gas Safety Certificate**

It is a legal requirement that any tenanted properties using a gas supply are required to have an annual gas safety check, carried out by a registered Gas Engineer, confirming that all gas appliances are safe.

### **Smoke Alarms**

It is a legal requirement to provide a working, fitted smoke alarm fitted on each floor of the property at the start of the tenancy. The tenant is obligated to contact the agent/landlord should there be a fault with the alarm during the tenancy.

### **Carbon Monoxide Detectors**

It is a legal requirement that a carbon monoxide detector be fitted in each room where there is a solid fuel appliance i.e. wood burning stove is present. We would recommend having at least one detector fitted, including in those properties without a solid fuel appliance.

### **Electrical Safety Certificate**

Although not a legal requirement, we would always recommend having an Electrical check carried out. As a landlord you are responsible for the safety of your tenant.

### **PAT**

Portable Appliance Testing (PAT) tests all of the portable appliances in the property (non - hard wired appliances) i.e. free standing dishwasher or cooker, is advisable, although not a legal requirement.

### **LANDLORD INSURANCE**

This cover usually includes the same type of protection as your usual house insurance, such as cover for buildings and contents in the event of a range of circumstances. However, you need certain extra cover as a Landlord, including for: Non-payment of rent and damage to your property (by the tenant).

**We can provide services for all of the above, however, you are able to source your own contractors should you prefer.**

## **OUR FAIRLY UNBEATABLE FEES & SERVICES**



|                                   |   |
|-----------------------------------|---|
| <b>Fully Managed Letting Fees</b> | <b>7 % (8.4% inc VAT, plus finder's fee)<br/>11 % (13.8% inc VAT, no finder's fee after<br/>initial finder's fee)</b> |
|-----------------------------------|---|

Our fully managed service offers you piece of mind by allowing us to deal with your tenants and look after your property. A general overview of our services includes:

- 1) Ensuring that you prepared and your property is at the required standard to accept tenants before marketing the property
- 2) Collection of rent monies – chasing up any late rental payments & issuing legal notices where necessary
- 3) Registration of Deposit Bond with The Dispute Service and issuing the relevant material to the tenant
- 4) Payment of bills – which will be deducted from rental payment after prior approval from yourself
- 5) Regular property inspections – 3 months at the start of a new tenancy, 6 monthly thereafter.
- 6) Free detailed Property Inspection/Maintenance Reports
- 7) Free rent review
- 8) Overseeing of any maintenance works
- 9) Final inspection of the property at the end of a tenancy – ensuring that the property is maintained to the standard at the start of the tenancy.

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|--|----------------------------|
| <b>Initial Finder's Fee (new landlord)</b> | <b>£250 (£300 inc VAT)</b> |
| <b>Finder's Fee thereafter</b>             | <b>£200 (£240 inc VAT)</b> |

The Finder's fee is charged at the start of each tenancy to cover the cost of the following:

- 1) Cost of marketing – including board, internet portals, own website, window displays
- 2) Vetting and finding potential tenants
- 3) Carrying out credit checks, obtaining references and relevant identification
- 4) Preparing a detailed inventory and photos at the start of the tenancy
- 5) Providing the tenant with a detailed Starter Pack, enclosing all relevant documents



6) Preparing the tenancy agreement and obtaining relevant signatures.

| <b>Let Only Service Fees</b>   | <b>Equivalent of one month's rent</b> |
|--|---------------------------------------|
| <p>Our let only service allows us to help you find a tenant/s suited to your home before you take over the future management of the tenancy. Our services include:</p> <ol style="list-style-type: none"><li>1) Cost of marketing - including board, internet portals, own website, window displays</li><li>2) Vetting and finding potential tenants - carrying out credit checks, obtaining references and relevant identification</li><li>3) Preparing a detailed inventory and photos at the start of the tenancy</li><li>4) Providing the tenant with a detailed Starter Pack, enclosing all relevant documents</li><li>5) Preparing the tenancy agreement and obtaining relevant signatures.</li></ol> <p>The Deposit Bond can only be transferred directly to the landlord, or the preferred Deposit Scheme, on proof of the Landlord's registration of the tenant's bond, by way of a copy of the registration certificate.</p> |                                       |



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|--|---|
| <b>TDS Registration</b>  | <b>*£15</b>   |
| Crowley Estates Ltd are members of The Dispute Service. Your tenants Deposit Bond will be registered with this scheme for which an annual fee is payable. This will be deducted from your April statements per tenant.                             |   |
| <b>EPC (Energy Proficiency Certificate)</b>  | <b>*£75 (VAT inclusive)</b>   |
| Before marketing the property, by law, you are required to obtain an EPC which is effective for 10 years. Please note that if your EPC is no longer valid when advertising for a new tenant, you will be required to have a further EPC performed. |   |
| <b>Landlord Gas Safety Certificate</b>   | <b>£variable<br/>Dependent on number of appliances</b>                                    |
| The property must have a valid certificate performed annually.   |   |
| <b>End of Year Summary (tax year)</b>  | <b>*£15 (VAT inclusive) up to 5 properties<br/>*£30 (VAT inclusive) over 5 properties</b> |
| Administration fee for production of the above-mentioned document.   |   |
| <b>Cost of Agent attending property for repair issues</b>  | <b>*30 (VAT inclusive)</b>  |
| If the Agent has to wait in the property whilst contractors attend to any repair issues because the Landlord cannot attend.  |   |

**\*Please note that all fees may be subject to change.**



**We hope to hear from you soon, please do not hesitate to contact us if you wish to discuss anything further.**

