



Landlord Information Pack

Arden Property Management is now an established member of the Letting Industry, looking after properties in Edinburgh, The Lothians and Fife.

We offer an extensive range of services which can be tailored to suit your individual needs. Enclosed are details of these services along with our fee structure, which you will find is very competitive.

We offer a 'no obligation' property visit which includes a rental evaluation and the opportunity to discuss the service we could provide for you.

Please do not hesitate to contact us if there is any further assistance you require.

Partners

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Full Management Service

Marketing

- Professional advice on presentation of your property for marketing purposes, including advice on furnishings and décor
- Take photographs for advertising use
- Comprehensive marketing via the internet on our website and other affiliated sites
- Colour advert placed in our shop window
- Colour advert in shop window in the Grassmarket and South St Andrew Street
- Slideshow presentation for plasma screen advertising
- Promotion through other local business premises with whom we have negotiated marketing opportunities
- New properties will be the featured property on our website, lettingweb.com Citylets and also on our plasma screen for one week
- Arrange advertisements if required in local press
- Erection and removal of 'TO LET' board

Tenant Selection

- Carry out viewings of the property with prospective tenants including Saturday and evening viewings
- Vet tenants through a recognised credit agency
- Carry out informal tenant interviews
- Check tenant references from previous landlords where applicable
- Check guarantor references if required

Property Management

- Provide point of contact for all tenant queries
- Draw up a detailed inventory of all moveable furnishings and record condition of flooring, décor and garden/grounds
- Provide a property specific welcome pack for new tenants
- Organise transfer of utilities to tenants name
- Inform council of tenants details for Council Tax purposes
- Arrange statutory Landlord Gas Safety Certificate
- Arrange statutory Energy Performance Certificate
- Arrange Electrical Safety Certificate
- Instruct professional tradesmen to carry out agreed maintenance to the limit of £150
(Any works over this amount would require landlord approval)
- Agree inventory and meter reading with incoming and outgoing tenants
- Provide 'check in service', familiarising tenants with property heating, etc
- Provide 'check out service' with tenants, agreeing inventory and inspecting property
- Carry out regular inspection visits to properties
- Organise any remedial works required after a let
- Provide 24 hour emergency contact for all tenants at no charge to tenant or landlord

Financial and Legal Management

- Negotiate mutually acceptable terms of lease
- Provide legally binding documents for lease agreement
- Collect a security deposit usually equal to one months rent and retain this for the duration of the tenancy
- Collect rents from tenants
- Monitor tenancy agreement renewals and extensions
- Ensure correct legal procedure is followed to end tenancy agreements
- Prepare detailed monthly landlord statement
- Make any deductions from security deposit to cover damages/cleaning at the end of tenancy
- Provide details of reputable financial advisers who have expert knowledge of buy to let as required
- Provide details of professional insurance services if needed
- Provide details of professional legal advice and information on conveyance services if required
- Provide details of accountancy services for tax returns

Marketing Only Service

A fixed price service which is payable in advance

- Erection of To Let Board
- Property advertised on Citylets, Letting web and our own website
- Advertisement of property in our office and also at the Grassmarket and South St Andrew Street sites
- Inclusion on our Plasma screen display

Let Only Service

This service includes all of the services detailed in

- Marketing
- Tenant Selection

Legal and Financial Service provided would be as follows:-

- Negotiate mutually acceptable terms of lease
- Provide legally binding documents for lease agreement
- Provide details of reputable financial advisers who have expert knowledge of buy to let
- Provide details of professional insurance services
- Provide details of professional legal advice and information on conveyance services
- Provide details of accountancy advice for taxation purposes

In addition as required

- Prepare inventory
- Carry out check-in of tenants
- Collect security deposit and advance rental from tenant and transfer to client

Refurbishment Service

If your property requires a complete make over or if you need to get it ready for letting for the first time, we offer a complete service which can cover all aspects of work.

Design Service:

- Full painting and decorating service
- Planning and installation of new kitchens
- Planning and installation of new bathrooms
- Liaising with contractors
- Project management of the entire process

Furnishing Service

Arden can offer a full or partial service depending on requirements.

- Advice of décor and colour schemes
- Sourcing of furniture
- Sourcing of all equipment
- Supply of soft furnishings
- Supply and fitting of curtains and window coverings
- Managing the project to budget

Fees

Full Management Service

No Let No Fee No Advance Charges

Arden will not charge you anything until your property is let.

- 12% Monthly Management Fee
- £150 Letting Fee for each new lease, collected from the first month's rent
- Portfolio Clients (5+ Properties)
Rates are negotiable

Marketing Only Service

This is a fixed price service and is payable in advance

- £200 fixed fee

Let Only Service

This is a fixed price service 50% of which is payable in advance

- £500 fixed fee

HMO Licensing

- £150 Fixed Fee Application Service

This fee excludes the HMO License fee charged by the Local Authority, but does include completion of application, up to 3 site visits and all administration relating to the application

- Project Management of HMO Licensing fee by negotiation

£300 minimum charge applies

Furnishing Service

Fee by negotiation but a minimum charge may apply

Refurbishment Service

Fee by negotiation but a minimum charge may apply

All of the above charges are subject to VAT

Advice to Landlords

Preparing your Property for Letting

- Ensure the property is thoroughly cleaned
- Ensure the décor is fresh
- Pick neutral colour schemes
- Ensure floor coverings are in good condition
- Supply instruction manuals/guarantees for appliances where possible
- General maintenance should be to a good standard
- Provide any information which is relevant to tenants ie, refuse collection

Furnishing Your Property

Generally speaking less is more. Keep furniture and furnishings simple in design and colour. If refurbishing, choose neutral colours for paintwork and white bathroom suites. Basic equipment should be supplied however as many tenants already have their own things it is often best to wait and match supply with tenant need.

Listed below is what we view as minimum requirements but obviously it is up to the individual landlord what they supply in the property.

Everything including fixtures and fittings is inventoried at the beginning and end of each tenancy.

Kitchen

- Hob/Oven
- Fridge Freezer
- Washing Machine
- Crockery/glasses
- Cutlery
- Pots/pans
- Cooking Utensils
- Kettle
- Toaster
- Iron
- Ironing board
- Sweeping brush
- Large kitchen bin
- Dustpan and brush
- Vacuum cleaner

Livingroom

- Sofa
- Coffee Table
- Lamp

Bedroom

- Bed
- Mattress Protector
- Wardrobe
- Chest of Drawers
- Bedside Table
- Lamp
- Mirror

Bathroom

- Mirror
- Towel Rail
- Toilet Roll Holder
- Toilet Brush

In addition all windows should have curtains or blinds and all floors should be covered.

Regulations

Landlord Registration

All private landlords should register with the local authority which relates to their property. If there are multiple properties in different council areas, the landlord should register with them all. For more information and a 10% online discount visit

www.landlordregistrationscotland.gov.uk

Each additional property must also be registered separately to its landlord.

Overseas Landlords

If you intend to live abroad for 6 months or more whilst letting out a property you are classed as an overseas landlord. We will provide you with an NRL1 form which should be completed and returned to the Inland Revenue. They will then issue you with a reference number and we will not be the interim period however as your agent, we are legally bound to collect tax from the tenant income (Taxes Management Act 1970).

More information can be found at www.hmrc.gov.uk/cnr/nr-landlords.htm

H.M.O Licensing

If your property is let to three or more unrelated individuals you will require an HMO license for houses in multiple occupation. This is required by the local authority and failure to comply can lead to heavy fines. Arden Property Management can manage the entire process for you. Our service can include any or all of the following.

- Advice on legislation
- Application to local authority
- Drawing up of A4 plans
- Display of fire notice
- Liaise with council inspectors
- Attend site visits with inspectors
- Refurbishment advice to comply with the legislation
- Project management of refurbishment

Fire Safety

Furniture and Furnishings

Effective as of 1st March 1993 all furniture must comply with the Fire and Furnishings (Fire) (Safety) Regulations 1988, amended in 1989.

- All upholstered articles must have fire resistant filling material
- Upholstered articles must have passed a match resistance test or be used with a fire resistant interliner
- The combination of the cover fabric and the filling material must have passed a cigarette resistance test

Labelling

Always check that the appropriate label is on any furniture. Furniture manufacture after 1989 should have these attached.



As a landlord it is your responsibility to ensure that all furniture and soft furnishings comply with the above legislation. Any items which do not comply should be removed from your property. Where possible, receipts for furniture and furnishings should be kept.

Carbon Monoxide Detectors

Arden Property Management requires every property with a gas appliance to have a carbon monoxide detector.

Smoke Detectors

Smoke alarms are required in all properties. If there are no smoke alarms in place then the Housing Scotland Act 2006 requires that as of September 3rd 2007 new smoke alarms being fitted must be hard wired into the mains electricity supply and not battery operated.

Gas Safety

The gas safety (Installation and Use) Regulations 1994 state that all gas appliances within every property must be tested for safety every 12 months by a CORGI registered engineer. The landlord must obtain a landlords gas safety certificate which should also be available to the tenant. It is also advisable to have carbon monoxide detectors fitted.

Electrical Safety

Landlords have a duty to ensure that all electrical equipment is checked at regular intervals. We recommend at lease once every two years. All instructions for new appliances should be retained and copies made available to the tenant.

Energy Performance Certificates

As of 4th of January 2009, all properties advertised for renting must have an EPC in place. This should be carried out before the property is marketed and if the property is currently tenanted then it should be carried out at the next new tenancy.