



# LANDLORD INFORMATION

## YOUR PROPERTY'S RENTAL MARKET VALUE

A Hazells representative will arrange to visit your property and undertake a full inspection including measuring rooms and taking all necessary details and photographs. If you are present during the inspection then we will be delighted to go from room to room with you discussing and making recommendations relating to the property. From this assessment we will be able to advise you on a suitable value range applicable to your property.

## PREPARATION OF THE PROPERTY

Prior to marketing, we strongly recommend that the property is properly prepared to help achieve the sought after rent, a good quality tenant and within a reasonable time period. An Energy Performance Certificate (EPC) is also a statutory requirement.

Preparation will depend greatly on the general condition and age of the property including fixtures and fittings. To optimise your rental potential, the following are some ideas as to what a tenant looks for in a property. Neutral fresh décor - the property should be in good decorative condition. Light colours such as magnolia or hint of colour whites are always acceptable.

**KITCHEN** - Kitchens along with bathrooms are probably the most important rooms for attracting a tenant. As a minimum we recommend providing a cooker, other white goods can be supplied and can help with

certain lettings. However, bear in mind that if supplied it is the landlord who will be responsible for the upkeep/maintenance. Kitchen worktops and units should all be in good repair and as fresh and appealing as possible. Try to ensure there is space available for a fridge/freezer, plumbing for a washer/dryer and if possible, plumbing for a dishwasher.

**BATHROOMS** - Again these should be fresh and appealing ideally with modern fixtures and fittings. A bath is important but showers alone can suffice, the provision of both is highly recommended.

**HEATING** - Economical and efficient central heating systems are most sought after by tenants. They can also improve the EPC rating. Consider upgrading if your existing systems are dated or uneconomic to run.

**WINDOWS** - Double glazed units are preferable although not essential. They will also improve the EPC rating for the property. Timber windows should be in good repair and decoration. For single glazed windows consider secondary glazing. Internally, it is suggested to

include reasonable quality lined curtains or blinds as appropriate.

**FLOORING** - Should be practical and hard wearing and where possible a neutral colour throughout. Wood effect flooring is good for reception rooms. Easy to clean tiles or vinyl for kitchens, bathrooms and WCs, whilst carpets for the bedrooms are usually best.

**FIXTURES AND FITTINGS** - Any appliances should have detailed instructions left in the property.

**FURNISHINGS** - Properties can be let furnished and unfurnished. Generally unfurnished lettings are recommended. If furniture is supplied it must be compliant with fire regulations.



**FIRST IMPRESSIONS COUNT!**

## ADVERTISING AND MARKETING

The success of our residential lettings department is based largely on our multi-faceted approach to advertising and marketing. Our lettings team takes great care to ensure that all properties are advertised on equal footing and to the property's best possible potential. Our advertising and marketing program is based on the following:

- ✓ You will receive expert local knowledge from staff that have worked and lived in the area for many years. This ensures accurate professional advice is given on all aspects of the property market.
- ✓ Where appropriate, we will advertise your property in local newspapers using quality photographs.
- ✓ Your property will be featured on the main National property websites including Rightmove and OnTheMarket.com as well as our own [www.hazellsonline.co.uk](http://www.hazellsonline.co.uk)

- ✓ For American military members based at RAF Lakenheath and RAF Mildenhall we also list properties on the U.S.A.F. bespoke property rental website known as AHRN.
- ✓ We also promote each property using TO LET boards posted outside the property (with landlord's consent), as well as being listed at our offices.
- ✓ We will call upon our database to match a suitable waiting prospective tenant.

**rightmove**   
find your happy

See all our properties at  
**OnTheMarket.com**



## SUITABILITY & REFERENCING OF TENANTS

The process of selecting a suitable tenant for your property begins when a person first expresses an interest in viewing the dwelling. We discuss with each prospective tenant their current position, ascertain their needs and whether or not they meet the criteria for your property.

Initial questions usually include:

- ✓ How many adults and/or children will be living in the property?
- ✓ Are they currently renting and if so have they given or been served notice?
- ✓ Does the primary individual work full-time?
- ✓ Is the property within their financial range?
- ✓ Will there be any pets kept at the property, whether it be full-time or part-time? If so, what sort of pets are they?
- ✓ Are they looking for long-term or short-term accommodation and what are their timescales?
- ✓ Do any of the persons intending to live at the property smoke?

Depending upon the answers given, we will then decide whether it is appropriate to show them your property. It is important to note that if we are uncertain, we will make contact with the landlord in order to obtain their opinion.

Once they have viewed the property and expressed a desire to rent it, we will then begin the application and referencing process. Each adult wanting to live at the property is required to fill out a detailed application form, providing details for the following:

- ✓ Bank Account References and/or 3 months bank statements
- ✓ Current Landlord References if applicable.

- ✓ Current employment references.
- ✓ Character references from non-relatives.
- ✓ Consent for a credit reference check
- ✓ Proof of I.D.

Upon receiving the completed application forms, we require a non-refundable application fee in order for us to hold the property for them whilst waiting for references. Generally tenants that are willing to pay a non-refundable fee are less likely to change their minds.

The lettings team is always sure to meet any prospective tenants in person, and make it a point not to rent your property to someone they would not personally want renting their own property.

## LEGIONELLA

Organisations, or self-employed individuals, who provide residential accommodation or who are responsible for the water system(s) in their premises, are responsible for ensuring that the risk of exposure to legionella in those premises is properly assessed and controlled.

Simple control measures can help control the risk of exposure to legionella such as:

- ✓ flushing out the system prior to letting the property
- ✓ avoiding debris getting into the system (e.g. ensure the cold water tanks, where fitted, have a tight fitting lid)
- ✓ setting control parameters (e.g. setting the temperature of the hot water tank to ensure water is stored at 60°C)
- ✓ make sure any redundant pipework identified is removed

Tenants should also be advised of any control measures and asked not to reduce water temperatures and to undertake cleaning of shower heads on a regular basis.



## GAS SAFETY - FOR PROPERTIES WITH GAS APPLIANCES

In order to rent your property, a Gas Safety Inspection must be carried out in accordance with UK law. The Gas Safety Certificate must then be renewed each subsequent year. Our lettings team will be able to schedule all inspections for you.



## UTILITIES

Hazells suggest that the tenants have the utilities in their name. At the start of each new tenancy, a Hazells representative will take meter readings and advise the utility provider so that each tenant can start new utility accounts. Tenants are also required to take over the council tax rates for the property during the term of the tenancy.

## ELECTRICAL SAFETY

Before renting your property, it is important to make sure that all electrical wiring, circuits, appliances and fittings are in good working order. It is strongly recommended you obtain an Electrical Safety Certificate.

## PROPERTY INFORMATION FILE

We encourage landlords to prepare, for their tenants use, an information file containing useful facts about the property including instructions for any appliances/heating systems, location of oil/storage tanks and any other helpful information for the careful running of the property.

## THE TENANCY AGREEMENT

Generally, on the day that the approved tenants wish to move into your property, they will be required to sign a Tenancy Agreement.

The agreement is an Assured Shorthold Tenancy Agreement and is usually for an initial period of not less than six months. At the end of the fixed term, the tenancy becomes a Statutory Periodic Tenancy in which the tenants can stay on a month to month basis.

Under this type of tenancy the tenant is required to give one month's notice to vacate, whilst the landlord is required to give two month's notice to vacate.

A full copy of our Tenancy Agreement can be viewed from our website.

## PERMISSIONS, CONSENTS, AND INSURANCE

If your property is freehold with no mortgage, there should not be any issues with letting it out. If your property is leasehold, please check your lease for restrictions on sub-letting. Also, if the property has a mortgage, check with the mortgagee as consent may be required.

It is also important to advise your insurance company of a proposed letting and obtain relevant loss of rent cover where possible.

## HM REVENUE & CUSTOMS

We maintain fully computerised records and are happy to provide annual income and expenditure statements for use with your tax returns. If you have questions regarding taxes, we suggest that you consult an accountant before letting your property.



## REPAIRS AND CONTRACTORS

From time to time your property will require repair or improvement works. Therefore, it may be prudent for a landlord to put aside a proportion of their monthly rent to build up a sinking fund for future expenditure, particularly targeting works between tenancies when full access to the property is available.

The landlord's obligations relate to structural and external repairs, the provision of safe utilities and maintaining any fixtures and fittings provided as part of the property. The tenant is obliged to maintain the interior of the property and gardens.

At Hazells we work alongside a very wide range of independent Contractors who we have approved for their workmanship and we can help you with a range of property repairs. We also provide Refurbishment Project Management - please ask the team for further information.





## MANAGEMENT SERVICES

A managing agent can take away the considerable stresses and strains of looking after your rental property, working on your behalf to ensure that property investment is a positive improvement to your lifestyle. For further information on our full management services please contact one of our team or download our brochure at [www.hazellsonline.co.uk](http://www.hazellsonline.co.uk)



## DEPOSIT PROTECTION SERVICE

Since April 2007, UK law mandates that all security deposits collected by landlords or their agents, must be held in an approved deposit scheme.

Hazells is registered with the Deposit Protection Service and is authorised to hold tenant's security deposits. Hazells are also members of The Dispute Service (TDS)

For more information on the Deposit Protection Service, and how it affects you, please view the DPS document on our website.



## ENERGY PERFORMANCE CERTIFICATES (EPC)

It is a statutory requirement that any property offered To Let must have an EPC. These are becoming of increasing importance both to tenants and landlords. Tenants are seeking out efficient properties in order to save on costs. Landlords should be aware of the benefits of a good EPC rating. There are also proposals that from 2016 tenants in poorly rated properties can require landlords to improve the property, whilst from 2018 it has been proposed that properties with F or G ratings cannot be privately rented.



## MEET THE TEAM



CHRIS OAKES MRICS



ANDREW KETTLE



ZOE WEST

## CONTACT US

For further information regarding letting and management please contact:

### Hazells

The Annexe, Short Brackland  
Bury St Edmunds, Suffolk,  
IP33 1EL  
T 01284 702626

### Email

chris@hazells.co.uk  
andrew@hazells.co.uk  
admin@hazells.co.uk  
enquiries@hazells.co.uk

### Online

🐦 Hazells\_letting  
f Hazells2  
📷 hazellsuk  
[hazells.co.uk](http://hazells.co.uk)



**@HAZELLS\_LETTING - FOLLOW US ON TWITTER FOR THE LATEST NEWS & OFFERS**

