
HomeLets
BATH
Brochure

CONTENTS

PAGE 2 **THE HOMELETS DIFFERENCE**

PAGE 3 **YOUR PROPERTY**
Valuations, Marketing & Viewings

RENTAL INCOME
Safeguarding client money & Rent

PAGE 4 **APPLICATION PROCESS**
Tenancy Agreement, Right to Rent & Inclusion

CARE & PROTECTION
Schedule of Condition (SOC) & Deposits

PAGE 5 **COMPLIANCE**
Regulations & Legal essentials

PREPARATION
Prior to letting

PAGE 6 **PRESENTATION**
Furniture & finish

PAGE 7/8 **WHAT OUR CLIENTS HAVE TO SAY**

PAGE 9 **a good move**
Team, Leadership & Community

PAGE 10 **LANDLORD FEES**

THE HOMELETS DIFFERENCE

HomeLets benefits from over 25 years' experience in letting and managing residential property in Bath. We specialise in ensuring the rental process is a positive one. Our team look forward to working with you and providing an exceptional service.

"We have more than 25 years' experience letting and managing property in Bath. We specialise in ensuring the rental experience is a happy, mutually beneficial one. We look forward to letting your property to just the right tenants and giving you our exceptional service... We are friendly, professional and 100% reliable.

Marcus Arundell - Managing Director

Founded in 1992, we have great depth of knowledge and an enviable ethos. We are an ever expanding team of property professionals who love this great city. We pride ourselves on the service we provide every client, property, tenancy, tenant and applicant. We are a fully independent agency, completely focused on the exceptional service we deliver. We have built many long-standing partnerships with local businesses enabling us to bring the best possible service to our clients.

Development is key in this dynamic industry, so HomeLets is ARLA Propertymark Protected, as are some of our team members, and we are members of The Property Ombudsman; for everybody's peace of mind. We maximise the benefits of being a landlord.
We help ensure properties are compliant, rents are achievable and the vacant time between tenancies is minimised. Effective, efficient communication and administration equal greater income.

From our excellent marketing through to our comprehensive property management services, HomeLets takes the stress away from hundreds of landlords every year. Whether a landlord has one property or a whole portfolio, we take the pressure off and get the job done. We qualify applicants to ensure they are suitable, undertake methodical tenant referencing and make periodic visits to the property. Some landlords like regular, detailed progress reports, whilst some prefer to sit back and let us take the reins; we are more than happy either way.

A member of our team is allocated to each managed property, so landlords and tenants know who to call should the need arise. We have our own maintenance department and an excellent out of hours service for our managed properties.

"Peace of mind for landlords and tenants 24 hours a day, 365 days a year.



YOUR PROPERTY

Valuations

What is your property worth in terms of rental income? We will impress you with our practical approach and exceptional knowledge.
Our appraisals are realistic, not over optimistic. We offer a free, no-obligation valuation which will set you on the right path to letting your property.

Marketing

We take digital photographs and prepare marketing particulars. Our database uploads to national property portals, as well as our own user friendly website, and we use social media to reach the widest possible audience. Our perfectly placed, city centre offices offer applicants the chance to visit us in passing or by appointment - landlords are always welcome to visit us.

Viewings

Finding and keeping suitable tenants is our priority; we make an initial assessment and our knowledgeable negotiators and property managers accompany the viewings we arrange, so the property and any existing tenants are safe and secure at all times. After the viewings, we promptly process the applications we receive.

RENTAL INCOME

Safeguarding client money

Client money is held in a designated and protected client account, separate from any other banking. Our client account is audited annually to meet strict industry codes of practice as well as our exacting standards.
The majority of our clients have a 'maintenance fund'. This sum can be used to settle invoices which may require payment. We do not mark-up contractors invoices, instead passing on our preferential rates to clients.

Rent

Tenants pay their rent in advance on the same day each month, in line with the tenancy start date. We collect the rent for managed landlords, banking it in our secure client account. At the end of each month, a detailed statement is prepared for every managed landlord outlining income and expenditure with supporting documentation as appropriate. On the rare occasions when rent is not settled on time; we will pursue tenants and guarantors, as appropriate, until the account is up to date.



APPLICATION PROCESS



Tenancy Agreement

After 25 years we rely on a robust tenancy agreement that protects both landlords and tenants. A tenancy agreement is a contract between a landlord and a tenant, permitting a tenant to live in a property as long as they pay rent and follow the rules. The tenancies we draw up, with few exceptions, are Assured Shorthold Tenancies (ASTs) and meet the provisions of the Housing Act 1988 as amended by Part III of the Housing Act 1996 and are legally binding.

Right to Rent

- All applicants must be checked for their Right to Rent in the UK
- Landlords must carry out the correct checks to ensure they are only letting to people who have the legal right to reside in the UK
- The combination of documents required to ascertain an individual's right can be quite complex in some cases
- Our referencing ensures that applicants are checked appropriately

Inclusion

Tenants are selected in terms of suitability for the tenancy alone. It is against the law to discriminate against anyone because of: age, sexuality, marital status, parental status, ability, colour, religion or nationality. All applicants are welcomed and treated equally at HomeLets. With so many students attending the universities and colleges in Bath, they are a sector well worth servicing. Students have the same contractual obligations as any other tenant and a typical student house will need to be fully and functionally furnished, including study spaces.

CARE & PROTECTION



Schedule of Condition (SOC)

We prepare a schedule of condition for each managed tenancy, which lists the general internal and external condition of the property. If greater detail is required, we can draw up a fully itemised inventory, however our SOCs are supported by a detailed set of digital photographs. The SOC is provided to the ingoing tenant as part of their welcome pack along with a set of keys. The SOC then remains a true and fair representation of the property as at the start of the tenancy.

Deposits

We protect tenant deposits with The Deposit Protection Service (DPS) ensuring the lawful timescales are upheld and the correct information is passed on to the tenants.
A deposit is always the tenant's money and remains protected until mutually agreed otherwise. Using the SOC for reference, we undertake a thorough check-out inspection. Thanks to the clarity and accuracy of our documentation, the liability for any repairs will usually be evident therefore we can typically expedite negotiations when it comes to the release of the tenant's deposit and any subsequent contributions. If agreement cannot be reached, the DPS offers a free arbitration service, which is legally binding on both parties.

COMPLIANCE

Regulations & legal essentials

HomeLets operates as an agent 'under instruction'. We work for and on behalf of landlords and as some things can only be decided or done by the landlord themselves, we are always on hand to support and advise when needed.

We help landlords comply with regulations, including, but not limited to:

- Law of contract
- Energy Performance (EPC)
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Safety and PAT testing
- Furniture and Furnishings Fire Safety Regulations 2010
- Smoke and Carbon Monoxide detectors
- Deposit protection
- Legionella risk assessments
- Right to Rent

Some shared properties are classified as "houses in multiple occupation" (HMOs) and must conform to different criteria compared to typical rented dwellings. The additional regulations are there to promote fire/health and safety and to ensure that tenants living together in shared houses or apartments have adequate facilities. HomeLets can assist with both HMO applications and compliance requirements.

PREPARATION

Prior to letting

Once a property is compliant; it is worth looking at the décor, furnishings and condition of all internal and external areas. Tenants must want to live in a property before they will consider putting down a deposit.

This not only ensures the comfort and happiness of the tenants, but serves to maximise a landlords return on their investment; house-proud tenants take better care of their homes and tend to have longer tenancies.

When a property is near perfect at the start of a tenancy, end of tenancy matters are far simpler to resolve for all concerned. Depending on the type, style and general condition of a property, we might suggest undertaking some or all of the following;

- Redecorating the property throughout, or in certain areas
- Updating floor coverings, especially older carpets
- Professional cleaning and window cleaning
- Gardening or landscaping
- Carefully considering the style and quantity of any furnishings
- Obtaining the correct landlord insurance

Find out if your property is ready?

01225 484811 **info@homeletsbath.co.uk**

PRESENTATION

Furniture & finish

The presentation of a property, is largely at the landlord's discretion. All properties, whether furnished or unfurnished must meet certain standards, such as having secure fixtures and fittings, adequate smoke detectors and carbon monoxide detectors installed as appropriate. Personal items (such as paintings and ornaments etc.) should be removed for security. If a property falls into the HMO category, there are other requirements to be considered, which vary depending on the nature of the licence.

The majority of properties are let unfurnished and with bright, neutral décor, meaning they will appeal to the widest possible audience. Bringing furniture and making a property their own, can encourage tenants to stay for longer. Unfurnished properties must include the basics, such as secure flooring, window coverings, a cooker and, perhaps, a fridge.

To be classed as "fully furnished" a property must include the basics as above, plus beds, wardrobes, sitting room and dining furniture and white goods. Ideally, a person should be able to move in and live comfortably, bringing their own crockery, cutlery, bedding and towels etc. Furnished accommodation is ideal for what might be considered temporary accommodation such as small studios or shared properties, where cooking and dining equipment might also be an advantage. Anything provided by the landlord remains the landlord's responsibility for maintenance and repair.



WHAT OUR CLIENTS HAVE TO SAY

“

We have used HomeLets for over 5 years and have found them to be very professional and friendly. They have carried out their responsibilities in total accordance with the relevant legal requirements. HomeLets gave scrupulous attention to the deposit and we received our rental payments on time supported by accurate accounts.

Andrew, Landlord - Bath



We have been assisting clients right around the globe for over 25 years.

HomeLets made the experience an easy and enjoyable one. The staff are very friendly and have been helpful. I would definitely recommend them for people looking for somewhere to rent and people wanting to rent out their property.

Toby, Tenant - Bathwick

HomeLets were very informative and within two weeks the house was prepared and rented. The communication was fantastic and they were very reasonably priced and I honestly cannot believe how much they do for a managed package.

Susanne, Landlord - Keynsham

Have had the best experience with HomeLets. They are honest, reliable and gave their utmost when it came to being landlords. Couldn't recommend them more. Thank you!

Silvia, Tenant - Bath

As a local landlord, we have been delighted with the service and friendliness of the staff and know that our tenants feel the same. We are happy to recommend HomeLets to others as, in our opinion, it is the best rental agent in Bath.

Rachel, Landlord - Bishop Sutton

HomeLets have been letting my flat for nearly 20 years as I live abroad. During that time the property has been empty for only 5 days, for redecoration between tenants. I have always had complete faith in HomeLets to resolve any issues that have arisen and they have always listened to, and acted on requests made by me with regards the property.

Nicola, Landlord – Germany

I have had my property let through HomeLets for many years and have found them to be good at what they do and thorough too. Their paperwork is excellent and the vetting of tenants impressive. I recommend them in all respects. Keep up the good work, it's appreciated!

Rob & Frances, Landlords – Australia

a good move

Team

We are a team of experienced property professionals who know and love Bath, supported by continuous training and development. We do our very best for all our clients, aiming to be both friendly and efficient.

A member of our team is allocated to each managed property, so landlords and tenants know who to call should the need arise.

We have our own in-house departments covering front office, maintenance, property management, tenancy management and accounts, as well as an excellent out of hours service.

Leadership



Marcus Arundell
Managing Director



Amanda Cooper
Manager



Catharine James
Finance Manager

Community

We believe in playing our part to support the local community. Here are some examples of organisations that we have worked with or contributed towards in Bath and further afield.

LANDLORD FEES

TENANCY SETUP

£360 per tenancy

- Agree the market rental value
- Find a tenant in accordance with landlord guidelines
- Advise on any refurbishment works
- Provide guidance on compliance with statutory provisions and letting consents
- Market the property and advertise on relevant portals
- Display marketing at the property in accordance with the Town and Country Planning Act 1990
- Carry out accompanied viewings (as appropriate)
- Advise on non-resident tax status and HMRC considerations (if applicable)

SERVICE LEVEL OPTION

MANAGED
13.5% of rent per month, per tenancy

- Referencing and right to rent checks
- Protection of deposit with the Deposit Protection Service (DPS) and dispute resolution (if applicable)
- Tenancy agreement
- Collect and remit monthly rent
- Deduct any invoices, commission and other works
- Provide monthly statements of account
- Pursue non-payment of rent and advise on arrears
- HMRC deductions for non-resident landlords (if applicable)
- Statutory notices
- Undertake periodic inspections
- Arrange routine repairs and instruct approved contractors
- Advise utility providers and the local authority of tenancy changes
- Hold keys throughout the term of the tenancy
- Provide chargeable 24 hour emergency maintenance cover

TENANT FIND
60% of first month's rent, per tenancy

- Referencing and right to rent checks
- Protection of deposit
- Tenancy agreement
- Collect first month's rent

SCHEDULE OF CONDITION & CHECK-OUT

30% of first month's rent, per tenancy

A thorough document detailing the general internal and external condition of your property. Each schedule of condition is supported by digital photography and includes the check-out

All fees inclusive of VAT. Fees and terms are subject to change

HomeLets
BATH

a good move

4 George Street, Bath BA1 2EH
t. 01225 484811 f. 01225 484810
info@homeletsbath.co.uk
homeletsbath.co.uk