

# Drewery

020 8269 6600

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## *Letting Services Guide*

Give us a call ...  
020 8269 6600

Send us an email ...  
[info@drewery.co.uk](mailto:info@drewery.co.uk)

Visit our website ...  
[www.drewery.co.uk](http://www.drewery.co.uk)

## A name to trust

*“Our aim is to always work closely with all our clients and provide professional honest advice throughout the letting process. We like to think that honesty is the best policy and our recent customer service awards and positive reviews back this up! We want to build lasting relationships with our Landlords and provide them with a trusted and experienced professional lettings service.”* Paul Long, Director Drewery Property Consultants.

Our knowledge and experience has allowed us to manage a combined property portfolio worth over **£100 million** and process more than **£3 million** worth of rent for our landlords each year.

Have confidence in using a professional regulated letting agent that can provide you with a high level of customer satisfaction and the experience and professionalism needed to look after you and your property.



Licensed Regulated  
Member of The Association  
of Residential Letting  
Agents

arla | **propertymark**

**PROTECTED**

The company has extensive knowledge of the local property market from over 70 years of experience in the area.

We are the longest established Letting Agent in the area and have access to extensive knowledge of the local property market to allow accurate rental valuations and advice. The Drewery office is situated in a prime location near Sidcup mainline railway station and large supermarket and many local schools. Our window displays and office benefit from a guaranteed passing audience on a regular basis.

# Letting Your Property

## Considering Letting a Property? – Initial Advice

We hope this information will be of assistance to you prior to placing your property on the market for letting. It covers most of the questions would-be Landlords want to ask when considering letting a property. This part of our service is free and without obligation. Our Lettings & Management Team strive to offer the most personal and efficient service available to Landlords and tenants and after reading this information sheet, if you still have any queries, please do not hesitate to contact us.

Drewery are one of only a few letting agents in the area who are Licensed. By using a Licensed ARLA agent you are guaranteed the following:-

- To be consulting with qualified and trained agents who can give you professional up to date advice and guidance
- That your money is protected by a Client Money Protection Scheme
- That you are dealing with an agent who follows a Code of Practice and Rules of Conduct laid down by their professional body
- That your agent has Professional Indemnity Insurance
- That you have a route to redress should something go wrong

## Type of Tenancy?

The majority of residential properties are now let under an Assured Shorthold Tenancy Agreement, for an initial fixed period (usually for 12 months). After this period, if the Landlord and Tenants wish the tenancy to continue, we will negotiate any renewal or extension of the tenancy and deal with the Agreement and legal notices on your behalf. (We offer our landlords a comprehensive Tenancy Agreement, which has been prepared utilising the expertise of our professional bodies).



## Tenant Selection

Prospective Tenants are fully vetted by us and references taken up before they are permitted to take up a tenancy. A member of staff accompanies viewings of vacant properties. In the event that a prospective tenant is unable to provide suitable references, a Guarantor may be appointed who will act as surety for the rent and who will undertake to accept responsibility for all the terms of the tenancy as contained in the Tenancy Agreement. References would then also be taken up on the Guarantor.

## Rents & Deposits

It is important when choosing an Agent, you use the services of one who is 'bonded' and with Professional Indemnity Insurance (not only to ensure that you are provided with the proper professional service, but for the purpose of collection of rent and holding of the Tenants' Deposit). Deposits should be held in a separate Clients Account, and continue to belong to the Tenants until such time as the Agent is authorised to return the deposit, less any negotiated claims for damages or other breaches of the tenancy agreement. The Propertymark Client Money Protection Scheme affords peace of mind for both landlords and Tenants and is only offered by fully qualified and vetted ARLA members. Rents are passed to our Landlords by BACS payment.

### Tenancy Deposit Scheme

Any landlord or agent who takes a deposit from a tenant for an Assured Shorthold Tenancy must safeguard it in an approved deposit scheme and the tenant must be told which one. Drewery Property Consultants are members of The Dispute Service (TDS). The TDS has been developed to ensure that the deposits are protected and that disputes about their return are resolved swiftly, inexpensively and impartially.

### Investment Advice

Having been established since 1946, we have an in-depth knowledge of the local property market and we are able to provide advice to landlords on market selling conditions, the current value of their investment and of course assist in future property acquisitions. We can also handle the sale of your property whilst still tenanted.

### Professional Contacts

Our long establishment in the area has enabled us to build up professional contacts with Insurers, corporate companies, local hospitals & medical practices, colleges, universities and schools etc. Our membership of ARLA also provides us with national professional contacts.

### Furnished or Unfurnished?

Properties can be let furnished, unfurnished or part furnished. There are prospective tenants wishing to rent all types of property. Your rights as a Landlord to regain possession at the end of the term, under an Assured Shorthold Tenancy, are still the same. Fully furnished properties usually have a complete range of contents, such as full kitchen appliances, including some pots and pans, cutlery and crockery. (try not to leave too much in the property). There will be furniture in the Lounge, Dining room and Bedrooms but Tenants usually provide their own bedding & towels etc. It is usual for unfurnished properties to have floor coverings and curtains. When supplying furnishings and electrical appliances, Landlords must give consideration to the safety regulations currently applicable and the possible expenses incurred to maintain appliances in working order. Our staff will be happy to give further advice on this aspect.



### Rental

The amount of rent is determined not only by the size of the accommodation, but often the location of the property and the quality and extent of any furnishings, equipment and decor etc. We are able to provide a rental assessment, based on our experience of rentals currently being achieved in the area, in order to effect an early tenancy. Cleanliness is the important factor when letting a property. If the Tenants are being asked to maintain a property in a clean state, it is essential that it is clean before the tenancy commences. Decor is not always as important as cleanliness, as a rental can be fixed to reflect the need for some modernisation or redecoration, but a Tenant will be deterred from taking a property, which is not clean. It is advisable to remove delicate and sentimental objects such as televisions, videos, radios, ornaments, pictures, glassware etc. Although a rental assessment may be enhanced by the amount of electrical equipment or appliances and furnishings in the property, this may be reduced during the letting period if there are expenses incurred to keep such items in working order.

### **Bank/Building Society Permission**

Where the property is mortgaged, permission to let is required from the Mortgagees. We advise that you obtain the necessary consents in principle at the earliest date, rather than applying for this when the Tenant has been found, as delays can be experienced. There is usually an 'Administration Charge' levied by the mortgagee. In the case of Leasehold properties, the Freeholders' consent is normally required. It is also advisable to obtain the consent of any Management Company.

### **Our Specialist Inventory Service**

A detailed inventory should be incorporated into the Tenancy Agreement. This is essential if we are to manage the property, to enable us to ensure that the property is kept in the same condition as when the tenancy commenced. It is also essential at the end of the tenancy, in dealing with disputes and negotiating the cost of any damages or claims. Inventories should be updated at the end of each tenancy to ensure their accuracy when a new tenancy commences. A thorough inventory and schedule of condition is invaluable as evidence if a claim is taken to Court or referred to TDS for adjudication.

### **Services - Gas, Electricity, Telephone, Water etc.**

The new Tenant is instructed by us to contact the above, and have the accounts and services transferred into their name. The Landlord should ensure that all final meter readings are taken before the tenancy commences, and a termination account is submitted. Tenants are responsible for payment of the Council Tax, although Landlords who are temporarily letting property, which is their main residence, should check with the Council Tax Office as to any possible liability for payment.

### **Insurances**

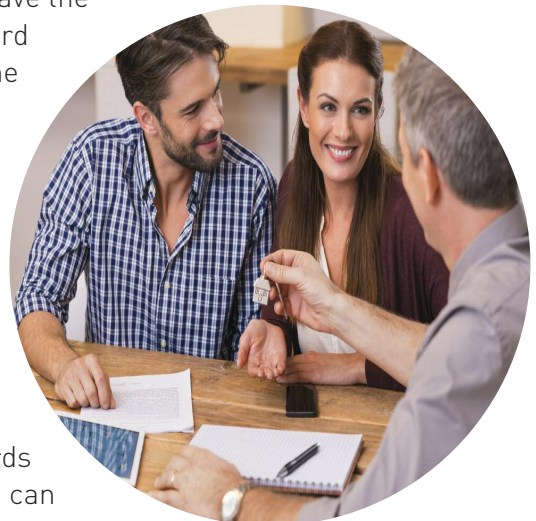
Household, Buildings & Rent and Legal Protection Adequate cover of the structure of the property, and Landlord's contents are the responsibility of the Landlord, and your insurance companies should be informed of your intention to let. Landlords may find premiums are increased as a result of the letting. We can provide information on specialist insurances for landlords and benefits include additional cover, specifically geared to the needs of the Landlord, which are not normally included in other policies. We can offer "Rent and Legal protection" to cover legal costs incurred in repossessing the property and recovery of unpaid rent. Details of all insurances are available on request. Tenants are asked to arrange adequate insurance cover for their own possessions.

### **Taxation (and the OVERSEAS LANDLORD)**

Landlords who are intending to live abroad should seek professional advice from an Accountant or Financial Adviser with regard to Tax matters. Provided Landlords are fully up to date with their tax affairs, the Agent will be issued with an Exemption Certificate by HMRC. There will be no need for the Agent to withhold any of the rent as Tax on behalf of HMRC. Statements are made available to our Landlords itemising all expenses and income, for use when preparing the Annual Tax Return.

### **Fees & Services**

Our full range of services and fees are discussed and agreed before our appointment as Letting Agent, and confirmed in writing at the time of our instruction and services can be individually 'tailor-made' to suit all Landlords' requirements.





## **We market more properties for Landlords in the local area than any other local agent\***

Let us show you why so many landlords  
choose to use our letting services.

\* Based on rightmove.co.uk data on number of properties marketed in DA14 and DA15 postcode areas

# WHICH LETTING SERVICE DO I NEED?

## LEVEL OF SERVICE

### TENANCY SET UP ONLY

#### INCLUDES

- Rent appraisal & find tenant in accordance with landlord's guidelines
- Market property and advertise on relevant portals
- Advise on refurbishment
- Provide guidance on compliance with statutory provisions & letting consents
- Carry out accompanied viewings (as appropriate)
- Erect board outside property in accordance with Town and Country planning act 1990.
- Negotiate terms of tenancy with landlord and tenant
- Advise on non-resident tax status & HMRC (if relevant)
- Statutory Right to Rent check on occupiers
- Credit check & reference report on occupiers
- Organise signing of documents for new tenancy
- Collect & remit initial rent
- Collect security deposit.
- Provide tenant with method of rent payment
- Deduct commission and any pre-tenancy invoices and issue statement

### SET UP & RENT COLLECT

#### INCLUDES

- All Tenancy set up services (see side panel left)
- Negotiating & arranging signing of Tenancy Agreement
- Collect and remit rent
- Provide rental statements
- Arrange payments from rental for statutory requirements
- Assist with Tax Exemption certificate if overseas landlord
- Pursue non-payment of rent & provide advice on rent arrears action
- Negotiate renewals and extensions of tenancy
- Negotiate rent reviews
- Oversee end of tenancy procedures
- Organise Inventory & Schedule of condition
- Organise registration of deposit with approved scheme

### SET UP, RENT COLLECT & MANAGEMENT

#### INCLUDES

- All Tenancy set up & Rent Collect services (see side panels left)
- Act as point of contact between Landlord and Tenant
- Undertake property visits & issue digital report
- Arrange routine repairs and instruct approved contractors
- Obtain estimates from approved contractors
- Advise on compliance with current legislation
- Advise on breach of Tenancy & serving of prescribed notice if required
- Negotiate deductions from deposit at end of Tenancy
- Advise on deposit disputes
- Hold keys throughout the Tenancy term
- Pay authorised bills from rental income
- Dedicated 'Landlord portal' providing on line immediate access to rent statements, property information and tenancy data