

## The Letting Process

Our aim at Relocate-me is to eliminate any complications by providing an agent with a high level of knowledge and experience. We endeavour to guide you through a trouble free tenancy and give you a service, we are trying to ensure, is second to none.

When letting a property, the key task for a negotiator is to tell as many people about it as quickly as possible. Over the years we have built up strong relationships with a number of multi-national companies, banks and embassies. This together with the many recommendations we receive from satisfied landlords and tenants means we have a high demand for property from quality applicants. Hopefully this not only ensures an excellent price for you, but also a hassle free tenancy.

**OUR SERVICES BEGINS WITH A FREE VALUATION WHERE ONE OF OUR QUALIFIED STAFF WILL COME AND INSPECT YOUR PROPERTY AND ADVISE YOU ON ALL ASPECTS OF LETTING.**

Our knowledge of what is in demand means we can recommend improvements and achieve not only the best price but also a shorter marketing period. Depending on your property quality, size and location, one of our experienced lettings negotiators will recommend the appropriate asking price. Once both the price and the terms and conditions have been agreed, we will begin the marketing process - writing details, taking photos, arranging for a board to go up outside your property and uploading your property details to our website.

Realising the importance of providing security and peace of mind for both the landlord and the tenant, home negotiators endeavour to accompany all viewings. Upon arrival, tenants are met at your door with all the relevant details relating to your property creating a relaxed and positive frame of mind. Once a suitable tenant has been found, we will inform you of their offer, occupation, proposed move in date and any other terms. After trying to negotiate the best deals for you (and on the basis that you accept to proceed) we will then commence reference checks, raising them through either our own methods or through a reference agency. What we look for in a prospective tenant is the following;

- Ability to pay rent
- Character references
- Credit/Bank references

Once references have been thoroughly examined the tenancy Agreement is then prepared by one of our experienced Letting Co-ordinator based with our office in Islington. The Letting Co-ordinators deal with all enquiries relating to contracts and any other documentation once a suitable tenant has been found. They will ensure that both contracts are signed and dated, allowing the tenancy to take effect and be a legally binding document. At Relocate-me we use the very latest in electronic banking, ensuring our landlords receive their money as quickly as possible. Keys are never given to a tenant until contracts are signed and Relocate-me are in receipt of cleared funds.

## Property Management

Our optional property management services provides specialist assistance at all levels, at all times. Taking responsibility for all aspects of the tenancy, our property management department based within Relocate-me office at Islington is made up of a dedicated team trained to deal with any household issue. Popular with our overseas clients, Relocate-me management team controls all elements of your investment, contacting you when necessary via email or phone. Relocate-me staff are fully conversant with all legal requirements leading to the installation and maintenance of electrical and gas appliances together with legislation governing furnishings. In addition we also provide the following.

- **Once signing to our property management service ( and before tenants move into your property) we will arrange for all necessary gas and safety checks to be conducted as well as organise an inventory checklist.**
- Upon collection of rent we will then transfer money directly into your account( allowing for any deductions of expense) and dispatch a monthly statement to any given address which will be done without delay.
- **Holding a deposit as a stakeholder, this is usually equivalent to six weeks rent.**
- With your consent we will attend to all payments regarding routine outgoings within a pre-determined price range.
- **Attending to all communications with tenants.**
- Conducting a minimum of two inspections per year, providing you with a completed report if requested.
- **Handling all planned and emergency repairs within agreed financial limits**
- We will liaise with your accountant and/or inland revenue concerning tax liability assessments and payments.
- **At the end of the tenancy we will arrange cleaning, repairs, and replacements of anything missing.**

At the end of the tenancy we will arrange cleaning, repairs and replacements of any missing items.

Our philosophy is that without our responsive attention to detail, you - the landlord are exposed to short term loss of income and ultimately, a decrease in the value of your investment.

Relocate-me has a team of specialists employed to take care of all the formalities involved when renewing a Tenancy agreement. Our renewals department commence their work up to two months prior to the end of a contract, contacting both the tenant and the landlord to establish their intentions for the end of the agreement.

Mediating between the landlord and the current tenant, decision are made swiftly, with our renewals manager advising on current market conditions and your available options. If a renewal is agreed by both parties, all relevant paperwork is then prepared for signing, bringing the matter to a swift conclusion for all.

Once both parties have signed, all relevant documentation is sent for your records. If however, your tenants choose to vacate your property, upon your instruction, we will commence re-marketing straight away to minimize any risk of empty periods.

## Tips and Advice for Letting Property

### 1- Obtain permission early to let your home with your Mortgagee and or Freeholder

Before you place your property on the rental market, you may first need to obtain permission from your mortgage company, freeholder or managing agent ( where applicable) to allow you to rent. You may find some will not allow you let property at all, whilst some will insist on seeing references before giving you the go ahead. You may incur a small fee before you receive permission. There can be up to two weeks delay before everything is approved so ensure you have the necessary approval before lining up a tenant.

### 2 - Keep track - Organise an inventory list

Both land lord and tenant need to be clear before signing the contract as to exactly what terms have been discussed. To prevent any potential disputes, it is important to write a full inventory of household items, furniture to be provided and any relevant repairs which need to be made, etc. If all such details are confirmed in writing, there can be no confusion later.

The report should also outline any condition of the property and its contents at the time of the tenants moving in. In the event of damage, tenants may be charged for repairs or replacement of items. In the case of dispute, the inventory list can be a reference in settling any conflicts. to provide a peace of mind. Relocate-me recommends that all landlords have a check-in inventory organised on signing of a tenancy agreement

# Safety is the key

## 3 - Arrange Safety Checks

Besides a property being simple 'fit for habitation', landlords with the assistance of our negotiators must ensure that all gas appliances and installations supplied are maintained in good order and that annual safety checks are carried out by someone registered with CORGI (Council for Registered Gas Installers). By law, you must ensure that the electrical system and any electrical appliances supplied with the flat such as cookers, kettles, toasters, washing machines and heaters are safe to use. If you are supplying new appliances, you should also provide accompanying instruction booklets. If you supply furniture or furnishing with the let, you must ensure that they meet the fire resistance requirements sometimes known as 'match test'.

(fire) (Safety) Regulations 1988. It is also important to ensure that smoke alarms are fitted and have been tested so as they comply with legislation and that a fire extinguisher and fire blanket are placed within the property.

## 4) - Arrange Specialist Landlord Insurance

Despite the best of tenants intentions for prompt payment, coupled with a healthy reference and credit history, occasionally unforeseen events such as redundancy can result in unpaid rent. Even less likely ( however pre-warned is pre-armed) is the instance where a tenant refuses to move out. In circumstances such as these, legal protection insurance can help cover the costs of legal action. If you would like further information on arranging landlords insurance, please contact our property management department on Tel 020 7700 2502.

## 5) - Finalising the small things

If you are the current occupier of the property, making sure all the small things such as redirection of your post, cancellation of your council tax and utility bills along with payments of any outstanding amounts will allow your letting experience run smoother. Also provide several sets of keys, for yourself, and the agent. Your tenant will also find it useful to have a file of all instructions and guarantees for any appliances left in the property.