

THE KEY TO SUCCESSFUL LETTINGS



Landlord Information Pack



Welcome



Cauldwell Property Services
are one of Milton Keynes'
leading independent, fully
regulated Sales and Lettings
Agents with an outstanding
reputation for excellent service
and local knowledge.

Cauldwell enjoys a prime location in the very heart of Milton Keynes, we are situated within the vibrant Vizion development adjacent to Sainsburys and opposite 'the Hub' where retailers include Brasserie Blanc, Loch Fyne and Zizzi's.

Cauldwell is a LOCALLY OWNED estate agent established in 2004, the three owners James, Jason and Wayne have over 60 years combined experience dealing with the local market.

We are a regulated agent and are members of,
or affiliated to the following organisations:





Why should I use a regulated agent?

Every year, unlicensed agents cost Britain's tenants and landlords thousands of pounds because they don't have protective measures in place to **GUARANTEE YOUR MONEY**.

There is currently **NO** mandatory regulation of letting and property management agents in the UK but rest assured Cauldwell are Licenced ARLA members (Association of Residential Letting Agents) which ensures:

- You are consulting with a qualified and trained agent who can give you professional up to date advice and guidance
- Your money is **PROTECTED** by a Client Money Protection Scheme
- 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 your agent has a route to redress should something go wrong

How will you keep me informed?

Every time a viewing is booked on your home we will email you to keep you informed of the viewing progress, whether we have a key to your home or not. We will endeavour to update you with feedback either via email or phone call as soon as possible.

Outstanding media coverage

When you instruct Cauldwell Property Services to sell or rent your home, your home will be comprehensively marketed through our affiliated websites. Additionally we guarantee high profile exposure through our extensive press coverage.



www.cauldwellproperty.co.uk





Thank you for your time,
help and support.
The customer care we
received was fantastic



Landlords Mr & Mrs Keen

Should I furnish my property?

As a minimum we would recommend providing a cooker, fridge/freezer, washing machine, carpets, window coverings and light fittings. All other furnishings are at your discretion.

Is my property ready to let?

Your property will be deemed lettable when the following conditions have been met (where applicable).

Please use the helpful tick list below to ensure you are doing and/or providing what is required before renting out your home:

- | | |
|---|--|
| <input type="checkbox"/> Ensure the property is in a good state of repair, clean and tidy. | <input type="checkbox"/> All rubbish and personal effects to be removed from the property. |
| <input type="checkbox"/> Provide a valid Landlords Gas Safety Certificate (If Applicable). We can arrange if required subject to additional payment. | <input type="checkbox"/> A risk assessment must be made for the prevention of legionella bacteria in the water system. |
| <input type="checkbox"/> Energy Performance Certificate given to your agent for marketing. We can arrange if required subject to additional payment. | <input type="checkbox"/> Any fabric furniture needs fire safety labels otherwise it cannot stay or be stored at the property. |
| <input type="checkbox"/> All appliances left must be "safe to use", clean and working efficiently. | <input type="checkbox"/> Lawnmower and garden tools to be left along with an R.C.D (residual current device) adaptor to ensure the tenants can be legally responsible to attend to the gardens. |
| <input type="checkbox"/> All instruction manuals must be left to ensure safe use by the tenant. | <input type="checkbox"/> Any mortgage and/or leaseholder consent to let must be supplied to us. |
| <input type="checkbox"/> Provide 1 full set of property keys to the tenant, extra front door keys for any other adult tenants and a full set of keys to the agent (if managed). | <input type="checkbox"/> A copy of the lease if applicable must be supplied and given to the tenants to ensure they are fully aware of the leaseholders requirements (eg. no pets in the block). |
| <input type="checkbox"/> One smoke alarm for each floor of the property. A carbon monoxide detector must be present in any room with solid fuel heating (e.g. coal fires). | <input type="checkbox"/> A copy of LANDLORDS buildings insurance to be supplied (we can supply a number to call for a quote if required). |
| <input type="checkbox"/> If the utilities are on a card/key meter, please provide the appropriate card/key. | <input type="checkbox"/> Tax Exemption Certificate (NRL1) applied for (if applicable). |
| <input type="checkbox"/> It is recommended that windows have some curtains, nets or blinds. Please ensure any blinds have a child safety device on any operating cords or chains. | <input type="checkbox"/> Details of any part of the property not included in the tenancy (e.g loft, garage etc). |
| | <input type="checkbox"/> Signed terms and conditions giving us authority to act. |

Our standards of service and commitment to our clients is always our highest priority.

ESTABLISHED OVER
10 YEARS

Built on firm foundations

Established in 2004 Cauldwell has built a reputation for exceptional customer service and vast knowledge of the Milton Keynes area which has made us one of the most trusted agents in the heart of Milton Keynes.



Professionalism with reassurance

Cauldwell are members of The Property Ombudsman and a licensed member of ARLA (the Association of Residential Lettings Agents) these memberships provide sellers, buyers, tenants and landlords with an assurance that they will receive the highest level of customer service and protection.



Multi-page colour advertising

We advertise in the local Milton Keynes Citizen, we will promote your home with professionally produced details essential to attract the best customers to achieve the best price.



Exclusive premier homes marketing

Presentation of premier particulars and extensive advertising for our Premier Homes.



The mortgage store

Take advantage of independent mortgage advice from The Mortgage Store. We will search the whole market on your behalf and find the best mortgage deal for your situation.



3D floor plans and EPC

We provide a 3D floor plan and EPC for your property, making it easier for potential buyers to visualise the layout and assess the energy efficiency rating.



Advanced personal progress reports

Optional advanced progress reports are available via email or post which will show you all the clients that have received your property details, the number of hits you've had on the websites we use and feedback from viewings.



Extensive internet marketing

Our website allows a great deal of interaction between house hunters and your property with features such as floor plans, multiple photos, virtual tours, full colour brochures, local information and more. We are also listed on in excess of 20 websites including the major property portals; rightmove.co.uk, primelocation.co.uk, findaproperty.co.uk and zoopla.co.uk.



Customer care

We care about you and the service you receive, therefore we promise to update you with feedback from every viewing on your property. When we have agreed a sale or let on your home you will benefit from the expertise of our large after sales team.



No sale no fee policy

Unless we sell or rent your house at a price you're happy with, we won't charge you a penny. With no hidden costs, you'll have peace of mind that instructing Cauldwell you'll sell or rent your home for the best possible price, to the best possible buyer or tenant.



Professional photography

With our quality photography we ensure superb presentation in all media, making your home stand out from the competition.



Open 7 days a week

We work hard to sell your property; therefore we are open 7 days a week from 9am–6.30pm Monday to Friday, 9am–5pm Saturdays and 11am–3am Sundays and Bank Holidays.

Independent and established means exceptional performance, communication and trust.



What happens once a tenant is found?

Our ARLA trained staff will contact you once any tenant has made an offer to rent your property and upon your instruction we will process the application with our referencing company to check their credentials.

Referencing

Once a tenant has been agreed (subject to contract) they will undergo a strict assessment procedure. Our referencing company will provide a background financial check, previous landlords and employers reference (if applicable) to ascertain the credibility of any future tenants. Upon a successful application we can purchase a Rent Recovery Plus product via HomeLet and note you as having an "interest in" this policy. Having an interest in this policy means that you may be able to benefit should a successful claim be made.

Tenancy agreement

Our Tenancy Agreement has been specifically drawn up to take account of the latest legislation and to protect your interest. Our agreement will include such clauses as "non-smoking" and "pets clause" and in certain circumstances can be amended to suit any mortgage lender required clauses.

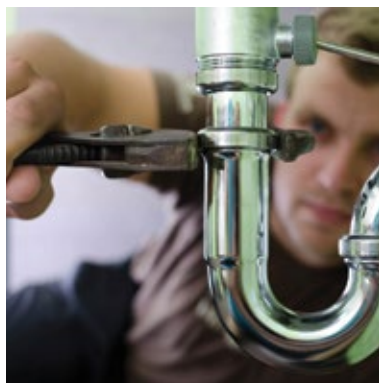
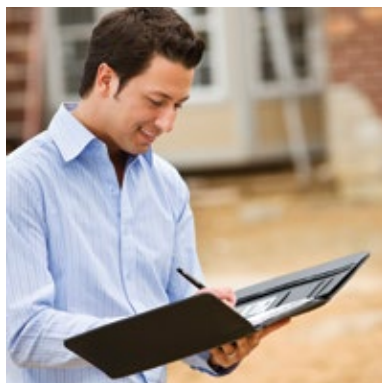
Inventory and schedule of condition

We will arrange a professional inventory and schedule of condition (subject to additional payment and management option) prior to the beginning of your tenancy start date. A professional inventory will note the contents and condition of your property at the start of the tenancy with back up photos. This is required as essential evidence in proving any damage or similar claim against the tenants deposit at the end of the tenancy.

Who is responsible for maintenance?

The standards of repair are set out in Section 11 of the Landlord and Tenancy Act 1985. The landlord is responsible to keep the structure and exterior of the property in repair, the installations in the property for supply of the gas, electricity and sanitation in repair and working order. The landlord has a further responsibility to keep the installations for heating water and heating the premises in repair and working order. The landlords are not expected to repair any items that a tenant has broken due to negligence (being careless) or misuse, or if the tenant has not kept the property in a "tenant like manner". Any items within the property that form part of the tenancy agreement fall within the landlord's responsibility. We have a large local contractor database and our dedicated maintenance department can arrange any maintenance works required.





What other responsibilities do I have?

As a landlord you have a legal obligation to ensure that your property is safe. If your property is served by gas, you must have a valid landlord's Gas Safety Certificate. The Gas Safety Certificate will last for twelve months and will be renewable every 12 months while a tenant is still living at your home, we can arrange this for you if you wish. Additionally you must ensure that all electrical fittings and appliances are safe. Trading standards have produced a useful leaflet giving guidance on this matter. This leaflet also gives you guidance on the standards that any furniture you decide to leave in your property must meet. As a general guide the law states that:

Gas appliances and installations

Under the Gas Safety (installations and use) Regulations 1994 as amended in 1996, Landlords are required by law to meet certain requirements with regard to installed gas appliances. ALL gas appliances should be regularly maintained to ensure that they run safely and efficiently and, where the property is rented, a Landlord's Gas Safety Certificate must be held. A Gas Safety Certificate can only be issued by a Gas Safe Registered engineer. It must show all appliances and installations are safe and passed the checks. The penalties for failing to comply with these regulations are severe, and could result in prison sentence.

We will not move a tenant into the property without a valid Landlords Gas Safety Certificate on file.

Energy performance certificate (EPC)

From the 1st October 2008, all rental properties are required by law to have a valid EPC before being put onto the market. From 9th January 2013, all sales or letting advertisements in the commercial media will be required to accommodate the EPC rating. The EPC will last for up to 10 years and is then renewable. We can arrange an EPC for you if required, subject to additional payment.



Furniture and furnishings

Since 1st January 1997, all landlords are required to ensure that any upholstered furniture complies with the Fire and Furnishings Regulations 1988. In short this means all sofas, chairs, beds (including mattresses and bases), cushions and pillows must have a permanent label attached confirming that they comply. Carpets, curtains, duvets and covers, pillowcases and cushion covers ARE NOT COVERED by this regulation. Look for a permanent label. If in doubt the furniture should be removed. Failure to comply could result in a £5,000 fine and/or six months in prison. PLEASE NOTE YOU ARE NOT PERMITTED TO STORE ANY FURNITURE ON ANY PART OF THE PROPERTY IF IT DOES NOT COMPLY, EVEN IF THE TENANT WILL NOT BE USING IT.



Electrical appliances and installation

Under the Electrical Equipment (Safety) Regulations 1994, landlords and agents are required to ensure that the electrical appliances and supply are 'safe' within the property. Although no statutory checking procedures are in place, we strongly recommend that you consider having a check carried out by an electrician. An Engineer carrying a NICEIC logo is recommended. In the event of an accident, the onus is on the landlord and agent to prove the appliances and installation are sound. The maximum penalty for failing to ensure that the electrical installation and appliances in your property are safe is £5,000 and/or six months in prison. Please supply any manuals for appliances to ensure safe use by your tenants.

Guide to fire precautions

Building Regulations require that any properties built since June 1992 must be fitted with mains operated smoke detectors to all floors. Irrelevant of the property age we strongly recommend that smoke detectors are fitted to every floor as a duty of care. A carbon monoxide detector must be present in any room with solid fuel heating (e.g. coal fires).

Buildings and contents insurance

It is the responsibility of the landlord to arrange landlords buildings and contents insurance. You must ensure your policy is a specific LANDLORDS POLICY and you must also ensure your policy includes Public Liability Cover (this may be only included on a contents policy). The tenants are responsible to insure their own personal belongings.

Landlord overseas tax and tax liabilities

A landlord is considered an overseas landlord for tax purposes if they are out of the country for more than six months in any tax year. Landlords are obliged to pay tax if it is due and must declare their income whether or not they are a resident in this country. If you are living abroad, you must apply for a Tax Exempt Certificate from the tax office (NRL1 Form), you can contact the tax office on 0151 4726208 or log onto HMRC.GOV.UK. Our tax reference number required on your NRL1 form is NA037588, if we do not hold this certificate on file we will have to withhold 20% of the net rental income every calendar month and make a payment to HMRC on a quarterly basis on your behalf (a charge may be applicable). If you are not an overseas landlord we strongly advise that you consult an accountant with regards to any tax liability you may incur and any allowable expenses whilst renting your home.

Legionella bacteria control

All Duty Holders must comply with the law to take adequate steps to prevent the risk of anyone contracting Legionnaires Disease. They must identify and assess sources of risk, prevent the risk, put in place appropriate measures to control and manage such risks. They must inform occupiers, including Tenants of risks identified and provide guidance in the safe use and management of their water. HSE will enforce and prosecute those found breaking the law and non compliant.

You can relax knowing you're in safe hands with
Cauldwell as every detail is covered.



Do I need permission to rent my property?

If your property is subject to a mortgage or a leasehold property you must seek permission from your mortgage lender and/or your freeholder prior to letting your property. If this is done in advance, it is not usually refused. You may also need to seek permission from any other interested parties. This may include any organisation that you pay ground rent to. If you have any mortgage arrears you must make us aware as we cannot rent out your home until any arrears are paid up to date.

Government deposit scheme

An amount of one and a half months rent will usually be taken as a deposit on the day the tenants are due to move into your property. The deposit will be protected by the Deposit Protection Services in accordance with the terms and conditions of the DPS (managed property only). The terms and conditions and ADR rules governing the protection of the deposit including the repayment process can be found at www.depositprotection.com. If you are managing the property yourself, you must by law become a member of a tenancy deposit scheme. If you would like to arrange the deposit scheme please log onto the DPS website to become a member.



When will my rent be paid?

Rents are normally collected by standing order on the first of each calendar month, the balance of which we endeavour to pass to you minus any deductions within 5 working days of it clearing in our account, taking into consideration any bank holidays, weekends and bank transfer times (managed only).

What if the tenants do not pay their rent?

Cauldwell will take every step to ensure that our tenants are suitable for your property. Unfortunately, on rare occasions, problems do occur and rent may be delayed. Until monies are received we are unpayable to pay you. In this event we will contact the tenants and pursue recovery. In most cases non-payment is due to an oversight on behalf of the tenant and is rectified immediately. On very rare occasions it is due to other financial difficulties. We strongly advise all landlords to take advantage of the RENTAL RECOVERY PROTECTION and legal expenses cover, as agents we will purchase a rent recovery product via Homelet and as the landlord you will have an 'interest in' the policy.

Who pays the bills?

During any period that the property is vacant, the payment of standing charges for utilities and council tax are the responsibility of the landlord. Once a tenant is secured we will inform the Council Tax Office and Anglian Water of their details including the moving in date, however, it is the landlord's responsibility to cancel their own utility accounts. If we have carried out the inventory we will take meter readings for both the gas and electric, providing we can gain access to the meters. From this point all utility bills become the responsibility of the tenant. Please be aware that we cannot be held responsible in the event of the tenant changing suppliers of a utility company.





How long can I rent my property for?

Initially, we would always advise that your property be rented on a six month assured shorthold tenancy or company license. This means that your property must be available for at least six months from the time that the tenant moves in, the tenant can, after the initial six months either renew for a further six months, 12 months or go on a periodic contract, this is solely at the landlords discretion. We will endeavour to contact you two months before your tenancy is due to end to seek your instructions (managed landlords only).

Property inspections

If your property is managed by ourselves we will inspect your home every three months for the first two years of the same tenancy and then every six months thereafter. A report will be sent to you of the general condition. Please note property inspections are a general look around the property without invading the tenants privacy i.e. we will not look in wardrobes, cupboards or under rugs etc.

What happens if the tenant has a pet?

If you advise us that you are happy to accept a pet we will take a non refundable fee from your tenants (usually £200) to have your carpets professionally cleaned and the house fumigated at the end of the tenancy. If you have no carpets the remaining fee will be used towards any dilapidations you may have or can be paid directly to you.

What happens if I require my property back?

Once tenancy commences you will not be able to take possession of the property for the first six or twelve months depending on your contract term. After this period, should you require the property back you will be required to issue the tenants with two months notice to vacate (Form 6A).

Similarly, your tenants cannot vacate within the first six or twelve months depending on your contract term. After this period, they are required to give one months notice of their intentions to vacate.

How do I proceed?



















































To have your property placed on the market, simply call:

01908 304480

or email: info@cauldwellproperty.co.uk

An experienced member of our team will then visit your property and discuss your requirements, and offer advice on the market value of your home. There is no obligation and there is no charge, we can place your property on the market the same day if required as long as you are in receipt of an energy performance certificate or have instructed for one to be carried out.

Valuation

Services included	Option 1 Fully Managed	Option 2 Tenant Find	Option 3 Finder's Fee	
Market appraisal				 Service provided  Landlord to arrange
Advertise the property				
Conduct viewings including email confirmations				
Credit check with full reference				
Prepare and execute the Tenancy Agreement				
Issue a notice to the tenant requiring possession of the property (Form 6A)*				
Deposit protection certificate				
Set up standing order for rental payment				
Rent collection with statement				
Arrange inventory with back up photos				
Arrange gas, electrical and EPC certificate*				
Arrange property maintenance				
Check in and out				
Property inspections				
Deposit dispute				
Provide Rental Recovery Protection and Legal Expenses Cover*				

The valuation for this property in the current market conditions is as follows on the below date as listed:

Date	<input type="text"/>
Unfurnished	<input type="text" value="£"/>
Part furnished	<input type="text" value="£"/>
Fully furnished	<input type="text" value="£"/>

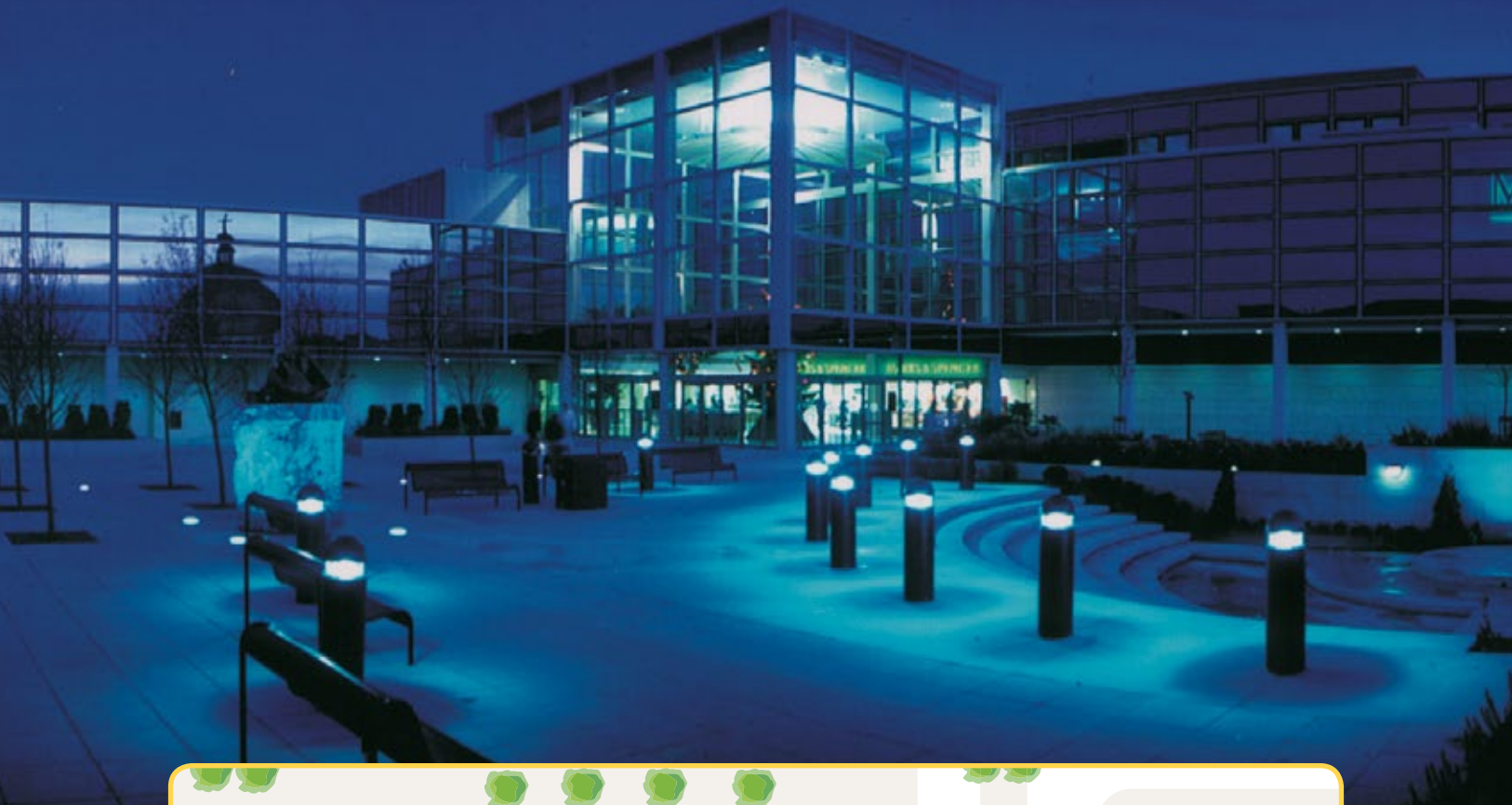
Please find below prices for works we can arrange for you if required.*

Energy Performance Certificate: £75 plus VAT (must be paid in advance of marketing) This certificate lasts for 10 years.

Gas Safety Certificate: Cost from £65 plus VAT This certificate is required on an annual basis.

Electrical Due Diligence Test from £50 plus VAT This will be required to ensure the property is safe.

*Subject to additional payment



Sales & Lettings: 01908 304480
 email: info@cauldwellproperty.co.uk
www.cauldwellproperty.co.uk

The Vizion, 350 Avebury Boulevard, Central Milton Keynes MK9 2JH