



PASSIONATE ABOUT PROPERTY



**Whether you're a first time Landlord, looking to let your own home, considering buy-to-let, or already have a portfolio of properties, Trelawny have a letting solution for you.**

We are a well established, independent residential property management company with a reputation as a friendly and dedicated local agent. We are passionate about property and knowledgeable about the lettings market in Cornwall. We have been successfully letting and managing properties throughout Cornwall since 2005.

The company is run by four highly motivated directors Neil, Nicola, Nick and Lorraine. The directors are supported by an excellent team of staff who are diligent, friendly and helpful. The team are committed to providing every Landlord with exceptional levels of service and understand the importance of making sure your property is let and managed as efficiently as possible.

Our comprehensive 'Full Management' service is available at just 9% (of the monthly rent) plus VAT. This is a complete management service with no up-front fees and is the most popular option.

For those Landlords who decide to manage their property themselves after the Tenants have moved in, we can offer a "Let Only" service which is available at just half of one months rent plus VAT (subject to a minimum fee of £300 plus VAT). This effectively sets up the Tenancy and leaves the rent and day-to-day management duties to the Landlord.

To manage the risk of non-paying Tenants or Tenants failing to vacate when they should we are able to offer Landlords a warranty with our full management service which provides cover for legal protection and non-payment of rent at competitive rates. This risk is relatively low although the warranty offers peace of mind to many of our Landlords.

We are always keen to let our properties as quickly as possible, for the best rental figures and to the most suitable Tenants. Most applicants now search for properties online and therefore we will advertise your property with measurements, details and photographs on a host of nationally recognised websites including Rightmove.co.uk, Zoopla.co.uk, Primelocation.co.uk and Vebra.com. Your property will also be advertised on our own company website Trelawnypm.com and Westbriton.co.uk. We also advertise our properties in a range of local newspapers.

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Trelawny PM Ltd have given us 100% service, personal attention and very sound advice, it would be impossible to give too much praise for the superb service which they provide to both Landlords and Tenants. Our only regret is not changing over to them years earlier.”

*Mr H Warner*



# Our services are summarised as follows:

Full Management	Let only	
✓	✓	Visit the property to provide the owner with a free rental appraisal and valuation.
✓	✓	Take photos and description for advertising purposes.
✓	✓	Proactively advertise the property until it is let on the many websites and local newspapers.
✓	✓	Arrange & accompany viewings.
✓	✓	Liaise with Landlords to make sure all parties are happy with the proposed Tenancy when an applicant wants to proceed.
✓	✓	Carry out reference checks with an independent referencing company.
✓	✓	Prepare all necessary documents including Tenancy Agreements & Inventories (written & photographic) and obtain the Landlord and Tenant signatures where necessary.
✓	✓	Meet the Tenant(s) at the property to hand over the keys, record the meter readings and help familiarise the Tenants with the property.
✓	✓	Inform services i.e. Council Tax, water, gas and electric suppliers.
✓	✓	Provide the Landlord and Tenant with copies of the relevant documents.
✓	✓	Collection of 1st months rent.
✓	✓	Collection of deposit.
✓		Register the deposit in accordance with Tenancy Deposit Scheme regulations.

Full Management	Let only	
✓		Offer Warranty to assist the Landlord with Loss of Rent & Legal Fees at a competitive rate.
✓		Carry out regular inspections at the property and provide the Landlord with a written report and photos (when necessary).
✓		Advise Landlord of any repairs / maintenance required and provide quotations from independent contractors.
✓		Oversee the renewal of Gas Safety Certificates.
✓		Collect rental payments from the Tenant and pay Landlords as soon as funds have cleared via internet banking.
✓		Provision of monthly accounting Statements.
✓		Provision of consolidated year end Statements to assist with Landlord Tax returns if required.
✓		Provision of Tenancy Agreement renewals.
✓		Re-advertise the property as soon as a Tenant serves Notice (with the Landlords instructions).
✓		Full check at the end of the Tenancy to make sure the property has been left by the Tenant in a suitable condition (taking into account general wear and tear).
✓		Make any deposit claims on behalf of the Landlord should there be any issues at the end of the Tenancy in accordance with the Tenancy Deposit Scheme Regulations.
✓	✓	Start the whole process again!



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It has been a pleasure working together over the last few years and I cannot fault your company in any way. I congratulate you on the Tenants you put into our property by searching, rather than just letting to anybody and causing us unnecessary worry. I would recommend you without hesitation.

”

*Mr & Mrs Martin*

“

We have used Trelawny's full management package for the last 5 years, they have found us quality Tenants and have excellent contacts for servicing and repairs. They provide a friendly, knowledgeable and efficient service for both us and our Tenants, at very competitive rates. We cannot recommend them enough. ”

*Mr & Mrs D Telling*





## Frequently asked questions:

### Why do you need a property management company?

We act on behalf of the Landlord and our full management service removes the day to day stresses of managing your property including the collection of rent, dealing with repairs and deposit allocations.

### How long should you let the property?

We provide Tenancy Agreements for a period of six or twelve months. After this period the Tenancy Agreement can either be renewed for a further six or twelve months or can proceed onto a periodic basis. With the periodic Tenancy Agreement the original terms of the Tenancy Agreement remain in place and the term rolls onto a month-to-month basis until one of the parties serves the required Notice.

### What happens if the Tenants fail to pay the rent or fail to leave the property when they should?

As your letting Agent we will arrange extensive references on the applicants before issuing a Tenancy Agreement. There are over 750,000 private Landlords in the UK and the majority of them have no idea about their Tenants' previous history. We have an external referencing agency who have both the expertise and experience to provide us with all of the information required to make an informed decision as to the suitability of the applicants. However, occasionally the Tenants' circumstances change i.e. redundancy or separation. These circumstances may lead to the tenant being unable to pay the rent or unable to vacate the property. In these unusual circumstances the optional warranty can be utilised with our full management service. The warranty also assists with evicting the Tenants through the necessary legal channels if necessary.

### Will the Tenants look after your property?

Trelawny PM Ltd carry out regular inspections to ascertain the condition of the property. If there is any sign of a problem the Landlord will be advised and necessary action will be taken.

### Will the Tenant pay their rent on time?

The Tenant must pay their rent by Standing Order. The rent is due on the same date of each month which is the same as the move in date. Any late payments will be investigated and reported to the landlord.

### Who insures the property?

You must protect your property against the cost of rebuilding or repairing following loss or damage. You should also protect yourself against loss, destruction or damage to furniture and all other property belonging to you or which you are responsible for.

With this in mind, you should consider obtaining a Landlords Building and Contents Insurance policy.

### Who pays for the utilities?

While a Tenant is residing at the property they are responsible for all utilities unless otherwise stated in the Tenancy Agreement. This will include Gas, Electric, Council Tax, and Water. Trelawny PM Ltd will arrange for each service provider to be notified of Tenancy details at the start and end (with our Full Management Service) of the Tenancy Agreement and provide any meter readings. This will ensure the Tenant is made responsible for the payment of these utilities.

### How will the deposit be dealt with?

We are a member of the Tenancy Deposit Scheme (TDS) and therefore our company complies with the legislation which was introduced from 6th April 2007.

### What safety regulations do I need to consider?

Gas Safety (Installation & Use) Regulations 1998: It is a legal duty to carry out an annual safety check on all appliances and central heating systems in a property supplied with gas. The inspection and servicing must be carried out by a "GAS SAFE" registered engineer and a safety certificate issued. We are able to arrange this on behalf of the Landlord.

Electrical Equipment (safety) Regulations 1994: Landlords have a constant duty of care to their Tenants. Regular inspections by a qualified electrician should be carried out to ensure safety and that the electrical system complies with current electrical regulations.

All portable appliances must be tested by an appropriately qualified electrician. All plugs must conform to British Standards 1363. We are able to assist with this on behalf of the Landlord.

The Furniture and Furnishing (fire safety) Regulations 1988 as amended.

Upholstered articles (ie beds, sofas, armchairs etc) must have fire resistant filling material. Upholstered articles must have passed a match resistance test or, if of certain kinds (such as cotton or silk) be used with a fire resistant liner. The combination of the cover fabric and the filling material must have passed a cigarette resistance test. If furniture complies there should be labels attached. If there are no labels, you must provide proof of the date of purchase.

Smoke detectors & Carbon Monoxide alarms. The Landlord must fit at least one smoke detector on each level of the property. Carbon monoxide alarms should be fitted if the property is supplied by gas or operates a Rayburn, Parkray of open flued working fireplace. We can arrange for these to be fitted upon request.

### **I am an Overseas Landlord, do I need to make any special arrangements?**

The non-residents Landlord Scheme is a scheme for taxing the UK rental income of non-resident Landlords. The scheme requires UK letting agents to deduct basic rate tax from any rent they collect for non-resident Landlords unless the agent has authority from the Inland Revenue to pay the particular landlord without making tax deductions. Further detailed information can be obtained from [www.hmrc.gov.uk/international/nr-Landlords.htm](http://www.hmrc.gov.uk/international/nr-Landlords.htm)

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We have always found the Trelawny PM team to have been very courteous, helpful and professional in their approach to us as Tenants and then Landlords. We would highly recommend Trelawny PM to any Landlords who are looking for an astute letting agent. ”

*Mr A Hayes*



### **Are we members of any Approved Associations?**

Yes, we are members of the following Schemes:

#### **National Approved Letting Scheme.**

This Scheme assures we carry out the following:

- Defined standards of customer service to consumers which meets the NALS accreditation criteria;
- Hold Professional Indemnity Insurance;
- Hold Client Money Protection Insurance cover;
- Provide a written Customer Complaints Handling Procedure to consumers on request;
- Meet defined accounting standards in dealing with Client Money and hold clients' money in a bank account separate to that of the firm's funds.

#### **Ombudsman Service:**

This Scheme can help to resolve any disputes referred by Landlords or Tenants.

#### **Tenancy Deposit Scheme:**

This scheme is one of the government authorized deposit protection schemes. The scheme has three principle objectives:

- Protect deposits through the Tenancy;
- Ensure the return of the deposit promptly at the end of the Tenancy, where there is no dispute about the deposit;
- Where there is a dispute about the deposit at the end of the Tenancy, ensure it is dealt with fairly and quickly by the Independent Complaints Examiner if necessary

#### **SAFE AGENT:**

SAFE (Safe Agent Fully Endorsed) is a mark denoting firms that protect Landlords and Tenants money through client money protection schemes. For the benefit of consumers these organisations require their firms/members to have:

- Professional indemnity insurance
- Defined accounting standards relating to clients' money
- A customer complaints procedure
- Membership of an ombudsman scheme

## Checklist for Landlords:

The following list has been provided as a general guide to help you through the process of preparing to let your property. You may find it helpful to tick the items as they have been completed. We are able to assist with contractors upon your request.

### Safety Regulations/Certificate

Ensure all furnishings comply with the Furniture & Furnishings (Fire) (Safety) Regulations 1993.

Supply a valid periodic inspection report for the fixed wiring within the property.

Supply a valid report for Portable Appliances (PAT)

Supply a valid Gas Safety Certificate for the property.

Arrange for EPC to be issued.

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### Paperwork:

Complete and return the yellow Property Information Form.

Complete and return the yellow Agency Agreement.

Provide 2 forms of identification (including 1 Driving Licence or Passport).

Complete Inland Revenue Non Resident Landlord Form – NRL1 (if applicable – overseas Landlords only)  
(see [www.hmrc.gov.uk/cnr](http://www.hmrc.gov.uk/cnr) or phone 0151 472 6208).

Prepare a folder with all instructions for appliances to be left at property which will be passed onto the Tenants.

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### Preparation of Property:

Ensure that the carpets have been professionally cleaned.

Ensure that there is a serviceable television aerial / reception.

Ensure that all maintenance work is completed

Ensure adequate smoke alarms and carbon monoxide alarms are fitted at the property.

### Miscellaneous:

Supply Trelawny with keys (3 full sets)

Inform your building Society / Mortgagee / Lender of the proposed letting (if applicable)

Arrange for mail redirection

Arrange Landlord insurance (Buildings & Contents)

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Trelawny P M now manage the majority of our family properties. This is because they continue to provide a prompt and professional service which has given good result for reasonable fee. We now recommend Trelawny P M to friends and professional associates having a property letting requirement.”

*Mr G Angell*





“

I particularly like the thorough vetting of prospective Tenants, and the regular property inspections and reports. When issues do arise, they have a good team of contractors who can do repairs and maintenance at very reasonable prices. They offer an excellent level of service to Landlords, and I always recommend them to friends and colleagues who are looking for property management.”

*Mr & Mrs Mills*



Thank you for taking the time to consider using Trelawny PM Ltd to let and manage your property.

Should you require any further information or assistance we would be very pleased to hear from you and happy to help in any way we can.





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