



**elevation**  
lettings

A landlord's guide to our stress-free letting service



# Tailor made solutions for busy landlords

Elevation Lettings offer a comprehensive letting and property management service to take the hassle out of letting your property.

## Expertise at Your Service

Are you looking for help with finding and screening suitable tenants? Perhaps you want the peace of mind and convenience of a comprehensive letting and property management service that takes care of everything? Whatever level of support you need, we can provide the service that is right for you.

We have extensive experience in letting properties in Milton Keynes, Bedford and Cambridge. Our clients range from private landlords with one small rental property to buy-to-let investment landlords with a property portfolio.

## Professional Recognition



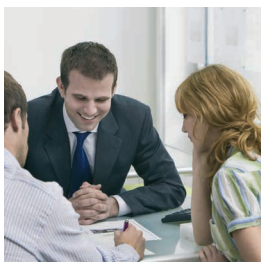
Elevation Lettings LLP are members of both the Property Ombudsman (TPO) and The National Approved Letting Scheme (NALS). Elevation Lettings LLP is part of the NALS Client Money Protection Scheme: Licence No: A5304, further information on Client Money Protection can be obtained by contacting NALS on Tel: 01242 581712, email: [info@nalscheme.co.uk](mailto:info@nalscheme.co.uk), or visit [www.nalscheme.co.uk](http://www.nalscheme.co.uk)

## Why Busy Landlords Choose Elevation Lettings

- |  |  |
|--|--|
|  Experienced and attentive staff                              |  Accreditation and full client money protection |
|  Flexible service options                                   |  Member of Tenancy Deposit Scheme             |
|  Open and transparent fees                                  |  Dedicated Property Consultants               |
|  Professional and achievable rental valuations              |  Approved tradespeople on call                |
|  Featured on Rightmove, PrimeLocation and elevation website |  Proven track record of success               |
|  A pre-qualified database of waiting tenants                |  Free, no obligation market appraisals        |
|  Tenant referencing service with credit check               |  Legal documentation included                 |
|  Professionally produced inventories                        |  Rent guarantee & legal cover                 |

# Service levels to suit you

Elevation offers landlords a choice of 3 different levels of service. The option you choose will depend on how hands-on you want to be, the level of risk you are prepared to accept, and the time and energy you have available to manage your property investment and tenancy.



## 1 Full Tenancy & Account Management

Excellent for landlords who have limited time, or are travelling/living overseas, and want to outsource the entire day to day tenancy management and upkeep of their property investment to a professional property management agent



## 2 Letting & Account Management

Perfect for landlords who will manage the upkeep of the property themselves but don't want to take on the hassle of rent collection and tenancy consultancy



## 3 Tenant Find & Tenacy Setup

Great for licensed landlords who have the time and experience to manage their own investment but want the reassurance and convenience of a professional marketing and tenant vetting service

Any level of service  
can be tailor-made  
to suit your needs;  
simply contact us  
to discuss your  
requirements



	1	2	3
Property appraisal and rental valuation	✓	✓	✓
Marketing and advertising	✓	✓	✓
Source suitable tenants	✓	✓	✓
Accompanied viewings and feedback	✓	✓	✓
Take up references and credit checks	✓	✓	✓
Draw up tenancy agreement	✓	✓	✓
Inventory and statement of condition	✓		
Collect deposit and first month's rent	✓	✓	✓
Register deposit with TDP scheme	✓	✓	
Oversee tenant check-in	✓	✓	✓
Transfer utility supplier accounts	✓	✓	
Rent collection and payment to landlord	✓	✓	
Deal with any arrears	✓	✓	
Conduct regular property inspections	✓		
Arrange routine servicing and maintenance	✓		
Advise on any repairs required	✓		
Arrange emergency repairs	✓	✓	
Arrange mandatory safety checks	✓	✓	
Handle insurance claims	✓		
Monthly itemised statement to landlord	✓	✓	
Deal with tenant issues and queries	✓		
Tenancy renewals and rent reviews	✓		
Serving and receiving notices	✓		
End of tenancy inspection	✓		
Oversee tenant check-out	✓		
Arrange deposit return	✓		
Remarketing at end of tenancy	✓		
Homelet rent guarantee	✓		

(Unticked boxes are subject to additional cost above our standard fee)



# Getting started

Our knowledge of the local rental market coupled with a tailored approach to advertising will help you set an achievable rent and find the right tenant.

## Property Appraisal and Valuation

We offer an independent assessment of your property by one of our trained and experienced members of staff. This is free of charge and with absolutely no obligation.

We will visit the property and advise you of any work required to meet regulatory requirements.

We will also offer advice on any other actions you need to take before you let the property including necessary repairs or refurbishments.

Although we look to acquire the best price in the market, it's important that you set a rent that is competitively priced, fair and achievable. Using our extensive knowledge of the local rental market, we will assess how much your property could fetch in the current climate. Our rental valuation will take into consideration the location, size, standard and condition of the property and whether it will be let furnished, part furnished or unfurnished.

During the assessment we will be happy to discuss the lettings process with you and answer your questions. If you are a first time landlord you will have plenty of opportunity to find out more about what is involved in letting a residential property.



We tailor  
our marketing  
approach to the type  
of tenant you are  
looking for to  
attract genuine  
interest



## Portfolio Presentation

At Elevation we use the very latest technology and proven marketing techniques to advertise our clients rental properties.

We use all the major property websites including **Rightmove** and **PrimeLocation**. Our own website **www.elevationestateagents.com** is responsive which means it automatically optimises the display to work and look good on smartphones and tablets. This gives your rental property the highest possible online exposure, whichever device your potential tenant uses.

Our online marketing activity includes social media through our Facebook pages and Twitter account and we supplement this with email marketing campaigns and our distinctive To Let boards.

We tailor our marketing approach to the type of tenant you are looking for to attract genuine interest. Once instructed, one of the first things we do is to match a property with our list of waiting tenants and send them your property particulars by email with alerts via SMS text message.

High quality photography and floor plans are fundamental to presenting your rental property in the

best possible way. We take the time to capture the best picture of each room and show off its best features, ensuring every picture looks inviting.

Where appropriate, we will arrange for aerial photographs to help capture and promote the individual setting and position.

Location is a primary factor for people when choosing somewhere to rent and our online property particulars include information on transport links, schools, shopping and leisure facilities and other local amenities with useful maps of the area.

## Securing the Most Suitable Tenant

As a landlord, you need peace of mind that the right tenants will be living in your property. All potential tenants on our rental database are pre-qualified by us before we carry out viewings to ensure they are suitable.

We take up tenant references and credit checks on your behalf using a specialist referencing agency. This vetting process is a critical step in securing a reliable tenant for you.



# Preparing your property to let—the legal essentials

Our experienced lettings team will provide the latest information and guidance to ensure you meet all your legal obligations as a Landlord.

## Energy Performance Certificate

All properties for rent must have an Energy Performance Certificate (EPC) before any marketing or viewings can take place. An EPC rates energy efficiency and its environmental impact and is valid for ten years for rental properties. A copy of the EPC must be made available to tenants before entering into a tenancy agreement. If you do not have an EPC for your property, Elevation can arrange an inspection for you.

(Minimum energy efficiency standards require 'E' EPC ratings from April 2018)

## Safety

### 1 Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998, landlords have a legal obligation to make sure all gas pipework, appliances, fittings and flues are safe to use and maintained in a safe condition. Every gas appliance and flue must be tested for gas safety every 12 months. A Gas Safety record must be provided to existing tenants within 28 days of the annual safety check, or to new tenants before they move in, and you must keep copies yourself for two years. All installation, maintenance and safety

checks must be carried out by a Gas Safe registered engineer. We can arrange this for you.

### 2 Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2010

Upholstered furniture and soft furnishings supplied in a rented property must comply with current regulations. This includes, but is not limited to, bed frames, mattresses, headboards, sofas, pillows, cushions, seat pads and any garden furniture that may be used indoors. Items which comply will have a suitable permanent label attached. All non-compliant items must be removed before a tenant moves in. Bedding, carpets, curtains and any furniture made before 1950 are exempt.

### 3 Electrical (Safety) Regs 1994

Landlords are required to ensure that the electrical installation in a rented property is safe when tenants move in and maintained in a safe condition. Although not a legal requirement, it is strongly recommended that you have the property inspected and tested by a registered electrician every five years and arrange Portable Appliance Testing (PAT test) once a year to ensure electrical appliances are safe and fit for purpose.



#### 4 **Smoke and Carbon Monoxide Detectors**

New regulations introduced in October 2015 require landlords to install smoke alarms on every floor of their rental property and test them at the start of every tenancy, and to install carbon monoxide alarms in high risk rooms such as those where a solid fuel heating system is installed/open fires.

(Not including tenancy renewals with existing tenants).

#### 5 **Housing Health and Safety Rating System (HHSRS)**

If you own a property and rent it out, your local council may decide to do an HHSRS inspection. Inspectors look at 29 health and safety areas including legionella bacteria control.

### Consent to Let

If your property is mortgaged, you must obtain written consent to let from your mortgage lender.

If it is leasehold, your lease may require written consent from your landlord before you can sub-let.

### Houses in Multiple Occupation (HMO)

If your property is let to at least three tenants who share toilet, bathroom or kitchen facilities but are not from one household or family – sometimes called a 'house share' – it is a House in Multiple Occupation' (HMO). Depending on the size of the property, the number of tenants and the area, you are likely to need an HMO licence from your local council plus an HHSRS inspection. We can advise you on this.

### Buildings Insurance

Landlords are required by law to take out buildings insurance for rental properties. We advise our clients to also consider contents insurance and policies to cover rent guarantee and legal expenses.

Council  
inspectors look  
at **29** health  
and safety areas  
during an HHSRS  
inspection!





# Letting your property— moving your tenant in

Our professional lettings service ensures everything is in place for a smooth and trouble-free start to renting out your property.

Our inventory provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy



## Tenancy Agreement

This is a legally binding agreement, setting out the rights and obligations of both Landlord and Tenant. Most residential property is let on an Assured Shorthold Tenancy (AST) for an initial fixed term of 6 or 12 months. We can advise on all options available to help you make an informed decision on areas of responsibility, conditions of tenancy, how and when the rent will be reviewed and notice terms. We will prepare all the paperwork and draw up a comprehensive legal document for signing.

If we are fully managing your tenancy and rental property for you, then the tenancy agreement will include those activities we will be responsible for on your behalf.



## Inventory / Schedule of Condition

All of the inventories produced for Elevation clients contain a full written description of the property, its contents and schedule of condition inside and out including the walls, flooring and all fixtures, fittings and furnishings provided with photographic evidence. This provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy.

## Utilities & Council Tax

Usually, it is the tenant's responsibility to pay utility bills and council tax. We can organise all meter readings and arrange the transfer of water rates, gas, electricity and Council Tax accounts to the tenant.

## Deposits Schemes

A deposit is paid by the tenant at the start of a tenancy to safeguard against damage. Since April 2007, all new Assured Shorthold Tenancies must be registered with a government-backed tenancy deposit protection (TDP) scheme within 30 days of receipt of the deposit. If we are not providing our Fully Managed Letting Service to you,

then you would need to register the deposit with a DPS scheme yourself. Landlords should be aware that there are significant penalties for failing to comply with deposit protection requirements.

We normally collect a deposit from the tenant which is equal to one and a half month's rent. Elevation is registered with the Deposit Protection Scheme which means your tenant's deposit will be held by the DPS for the duration of the tenancy. We will register deposits on your behalf and liaise with their dispute service should the need arise at the end of a tenancy. We will also provide your tenant with the name and contact details of the DPS scheme and its dispute resolution service, which is a legal requirement.

## Keys

You should provide two sets of keys per property. Where we will be managing the property for you, we will also require a full set which will be coded for security purposes. We can arrange to have duplicates cut.

# Letting your property – day to day management

Once your tenant has moved in we can take care of your property, tenancy arrangements and your landlord duties throughout the tenancy and beyond.

## **Collecting Rent**

Elevation offers a rent collection service on its own or as part of its Fully Managed Letting Service for busy landlords. We collect rent monthly unless the Tenancy Agreement specifies otherwise. Occasionally, tenants may experience financial difficulties and our rent collection service includes chasing any late payments. We will notify you at the earliest opportunity of any rent arrears and our account management team will endeavour to recover payment on your behalf. You can protect against loss of rental income with an insurance policy; we can suggest one if you wish.

## **Rent Recovery Plus (Homelet)**

Our fully managed service includes rent guarantee and legal cover that assists our client landlords in maintaining rent payments should your tenant fall into significant arrears. In addition, this policy covers the legal process of evicting the tenant from the property and gaining vacant possession through the courts.

## **Rental Income and Taxation**

We pay the rent to landlords monthly by BACS (net of our fees and any disbursements, bills and income tax if appropriate) and provide monthly income and expenditure records.

As a landlord, you are responsible for assessing your own tax for rent received. Below is some basic guidance on taxation matters relevant to landlords; however we would always recommend you seek independent financial advice from an accountant on tax matters.

### **1 Income Tax**

Rental income is liable to tax, although a number of expenditure items can be offset against rental profit. You would also need to pay Class 2 National Insurance if the work you do counts as running a property business.

### **2 Overseas Landlords**

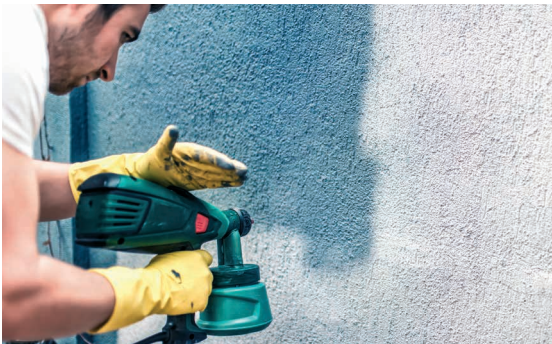
Under the Non-resident Landlord (NRL) Scheme, your lettings agent will need to deduct tax from the rental income and pay the tax directly to HM Revenue & Customs.

## **Inspections, Maintenance and Repairs**

The practicalities of being a landlord can be very time-consuming. With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property so you don't need to worry about it.

We will carry out regular routine inspections, we have a network of reliable and trustworthy contractors we can call on to deal with routine repairs or emergencies at very competitive rates.

With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property so you don't need to worry about it



## Tenancy Renewals, Reviews and Notices

We will handle all tenancy renewals, including rental reviews, for you. If you decide to increase the rent we will issue the relevant notice informing your tenants. If you wish to end a tenancy, we will serve notice to your tenants in line with all legal process and timing requirements and manage all the end of tenancy administration.

## End of Tenancy Checks and Deposit Returns

At the end of a tenancy the landlord should ensure the property is in a good, clean condition before the tenant checks out, take back the keys and formerly take

possession of the property. Assuming there are no issues and all paperwork is completed, utility companies notified and you have a forwarding address for the tenant, the landlord should return the tenant's deposit. This is all included as part of our Fully Managed Letting Service.

## Remarketing

No landlord wants a vacant property. If a tenancy is not renewed, we offer landlords who take our Fully Managed Letting Service an automatic property appraisal, rental valuation and remarketing service until we find a new tenant.



# Peace of mind for busy landlords

Choose our Fully Managed Letting Service and all you have to do is sit back and enjoy the rent. Your dedicated Property Manager will take care of everything and keep you fully informed.

Once your property is let the work doesn't stop there. Today's tenants can be quite demanding, expecting maximum value for their rental. Whether it is fridge failure or a leaking shower, you can be sure any tenant will want a swift repair, however inconvenient the timing may be for you.

This is why our clients value our full property management service where we look after any repairs and tenancy issues for you. And, for your peace of mind, we also visit the property regularly and organise any

maintenance and safety compliance checks, assuring you that your property remains in sound condition and your legal obligations are met.

## **Personal Service**

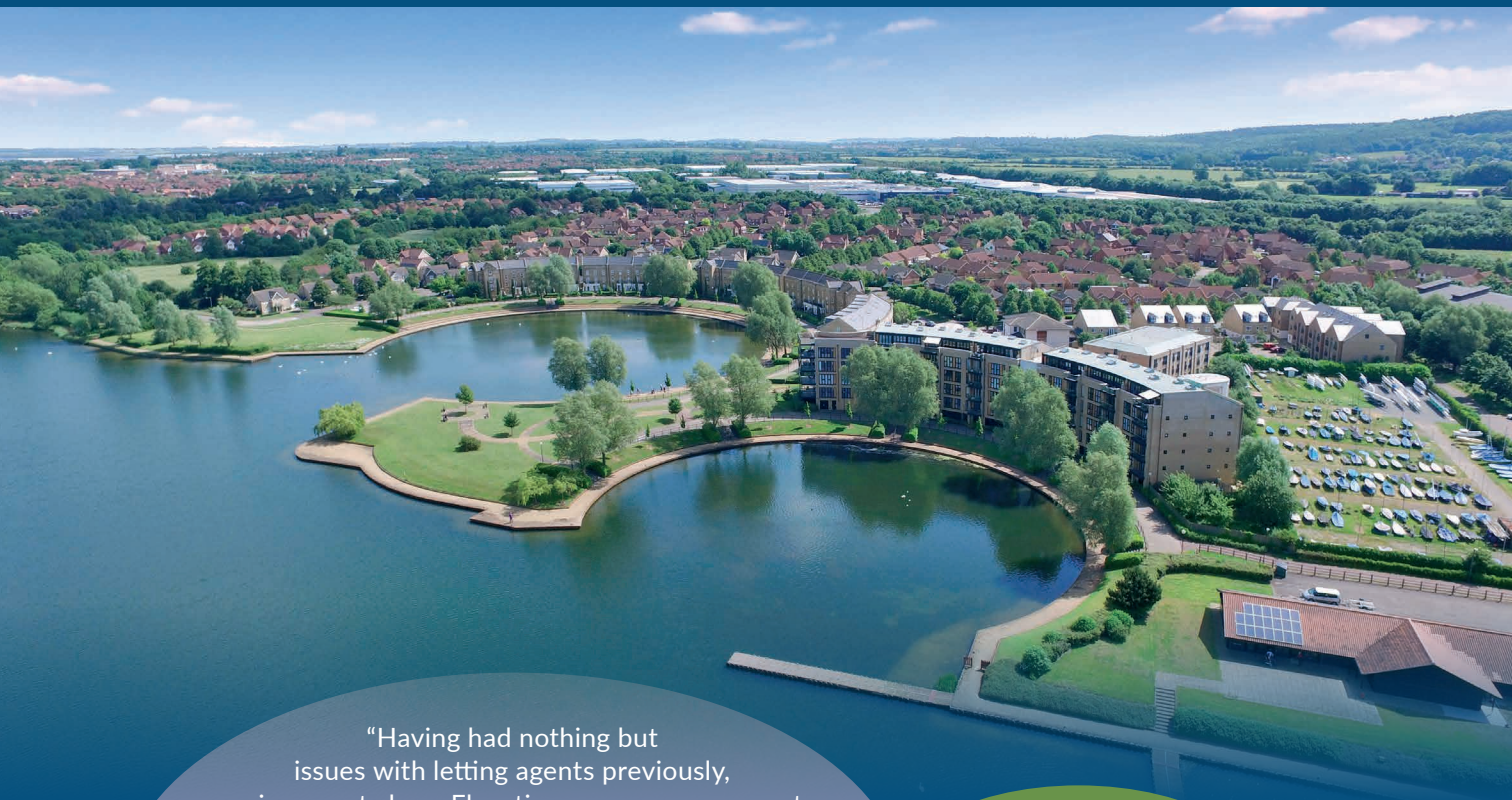
You will have your own Property Manager who will look after every aspect of the let and your property throughout the life of the tenancy. Our landlord clients tell us they appreciate the continuity and accountability of a single point of contact.

# Landlord Checklist

When preparing to let your property you don't want to overlook something important. If you feel comfortable with organising and managing the tenancy yourself, use our checklist to help you. While this is not comprehensive, it should give you a basis for planning the letting process.

- ☐ **Ensure you have a valid energy performance certificate before any tenant viewings take place**
- ☐ **Obtain consent to let from mortgage lender or lease holder and arrange suitable buildings insurance**
- ☐ **Check that your Gas Safety certificate is up to date and provide a copy to your new tenants before they move in**
- ☐ **Ensure any furniture and soft furnishings comply with current fire safety regulations**
- ☐ **Ensure the electrical system is safe and fit for purpose, and arrange PAT testing of any portable appliances you are providing**
- ☐ **Arrange Legionella risk assessment (as required)**
- ☐ **Check with your local authority to see if you require an HMO (House in Multiple Occupation) licence for your property**
- ☐ **Ensure the tenancy agreement covers all the required terms and obligations, is legally binding and signed by all parties**
- ☐ **Prepare a comprehensive inventory and schedule of condition, with photographic evidence**
- ☐ **Ensure smoke alarms and carbon monoxide detectors are fitted and all are working properly**
- ☐ **Notify your local authority of the new tenancy details for Council Tax purposes**
- ☐ **Arrange for all meter readings to be taken and transfer utility bills to the tenant**
- ☐ **Get a duplicate set of keys cut for each tenant plus an extra set for your own use for property inspections, maintenance checks and repairs**
- ☐ **Arrange for post to be forwarded on for any previous tenant or occupier of the property**
- ☐ **Ensure you have registered the deposit with one of the government-backed tenant deposit protection schemes**
- ☐ **Contact HMRC with any questions about self-assessment, or for details about the NRL Scheme if you are living or working overseas**





"Having had nothing but issues with letting agents previously, moving over to have Elevation manage our property has been extremely smooth. They have been on the phone or easily accessible via e-mail and have responded promptly. They have been pro-active in obtaining the documents from our previous agent and have removed a lot of stress from the process. Couldn't recommend them highly enough"

Oliver Vale

"Courteous. Professional. Knowledgeable. I have never had any issues whenever I needed assistance"

Lorenzo

"The elevation letting agency is in a class of its own, the service and response was unbelievable and hassle-free"

Resident of Alderney Place

**elevation**  
lettings

**Milton Keynes Office**

Beechwood House, 9 Whittle Court  
Knowlhill, Milton Keynes MK5 8FT  
01908 308791

**Bedford Office**

6 Mill Street, Bedford  
MK40 3HD  
01234 271566

**Cambridge Office**

277 Newmarket Road  
Cambridge, CB5 8JE  
01223 491492



rightmove

zoopla.co.uk