



**Riverside House  
2 Watt Road  
Churchfields  
Salisbury  
Wilts  
SP2 7UD**

**07887 532371**

## **Information for Landlords**

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## Alabaré Good Move



**Welcome! Alabaré Good Move is an exciting new social enterprise looking to attract private landlords by offering a full and professional property management service. The social letting agency model has been used in neighbouring areas to great success and it is hoped that similar results can be achieved in Wiltshire.**

**The project will be working in partnership with Wiltshire Council's Housing Options Teams and other organisations such as Community 4 (floating support service) to ensure a smooth and effective tenancy. All tenants will be assessed and referenced by supporting agencies and provided with the appropriate amount of tenancy support being given to all tenants.**

### **Landlord**

**The project will be landlord driven with past experience ensuring that we tailor our service to suit you, the landlord. The project will only succeed with the will and support of local landlords and it's imperative that we offer the best value for money.**

### **What We Can Offer**

**Please find listed below a guide to the services which are used most frequently by landlords. If there are services which you require which are not listed, please contact us and we will be pleased to include this within our pricing structure.**

- **First 6 months free if signing up to a 12 month contract, after the 6 months a 10% No VAT monthly commission**
- **Initial Set-Up fee of £100 per landlord**

- Ethical Business
- Fast Tenant Referral
- Minimal Voids
- Market Rents
- Professionally Qualified Staff
- Free membership to the South West Landlords Association
- Housing, Debt and Welfare Benefit Specialist
- Dedicated Lettings & Support Co-ordinator Working Protocols with other main support agencies

## Alabaré Good Move Service

### 5. SCALE OF FEES

**- Let Only Service** - A one-off fee of 40% first months rent. Let only service will not include a tenancy agreement by us the agent. Included in Let only service:

- Acquiring of tenant and referencing
- Inventory and schedule of condition
- Dealing with utilities and informing them of moves In/Out
- Organisation of gas/electrical and energy performance certificates

**- Full Management Service** - Initial Set-Up fee of £100.00 per property, first 6 months free if signing up to a 12 month contract. After the first 6 months, 10% of the Gross rent as commission.

### Full Letting Service - Additional Fees:

- Early termination by the landlord – a minimum fee of £250 will occur.
- Tenancy Agreement Renewal – a fee of £8 will be charged if the landlord requests a new 6 month contract rather than a rolling periodic tenancy after the first 6 months.
- Re-letting fees – a fee of £40 will occur with a change of tenant

- **Maintenance Fund – we suggest the landlord provides the agency with a £150.**
- **If an EPC or Landlord’s Gas Safety Certificate has not been provided, we will need to organise our contractors to complete the reports (approx. £60 each).**

### **Full Letting Service to include:**



- **Acquiring of tenant and referencing**
- **Preparation of tenancy and required legal documentation**
- **Inventory and Schedule of condition**
- **Quarterly inspections to include written report**
- **Liaising with mortgage/freeholders and insurance**
- **Dealing with utilities and informing them of moves in and out**
- **Collection of rent and accounting to you on an agreed basis**
- **Management of repairs and refurbishments**
- **Use of Professional and insured contractors**
- **Dealing with Emergencies**
- **Tenancy Training Programme where considered appropriate**
- **Administering the deposit in the required legal method**
- **Organisation of gas/electrical and energy performance certificates**

## Guide to Lettings

Being a Landlord can be very daunting whether you are a novice or have years of experience and therefore it is very important that you are prepared for the ups and downs which inevitably owning a buy-to-let brings. We have prepared a guide for both novice landlords and landlords alike on what we as agents feel are the more important things in letting your property with Alabaré Good Move.

## Consent



**Mortgager** – most mortgage companies will insist that you get prior approval to any lettings. This may mean you have to pay an admin fee but would protect your tenant from eviction should you fall behind with your payments.

**Freeholder** – Most lease-holds will stipulate that you gain prior permission before any sub-letting can take place.

**Insurance** – To ensure full protection for both landlord and tenant it is vital that you disclose all tenant details to your insurance company.

**Overseas Landlords** – For those landlords who are exempt.

## Property Condition



**Alabaré Good Move is interested in good quality properties. We need to ensure that the properties we take on meet the Decent Homes Standard which means they are safe, in good repair and have basic amenities.**

**It is a good idea to decorate properties in neutral colours throughout and provide unmarked, clean carpets or laminate flooring. We would normally expect a property to be provided with a cooker, and plumbing for a washing machine, blinds and/or curtain tracks and a TV aerial.**

**It is always a good idea to ask yourself, ‘would I live here?’ If the answer is no then ask yourself what would make you feel comfortable. A property in a better condition will always let easily and tenants are more likely to care for it if it is presented to them in a good condition at the start.**

## Initial Inspection of Your Property



**We will arrange to visit the property to identify what, if anything needs doing to bring the property up to our letting standard. We will be able to answer any questions that you may have and discuss any particular concerns. This service is free and with no obligation. After the initial inspection we will discuss with you anything that needs doing to improve your property.**

## **Inspections Whilst Properties are let**

**Tenancy support workers will visit properties at least every 3 months and report any issues that need attention. We will inspect internally/externally and provide an inspection report to you within 5 working days of the inspection being undertaken and this will highlight any repairs or maintenance issues.**

## **Repairs and Maintenance**



**Repairs may be necessary during the term of the tenancy. We are able to arrange repairs on your behalf. We will agree in advance the level of responsibility you wish us to have in arranging repairs and replacement. Usually we will arrange repairs up to the value of £150 without authorisation, however if the repair is likely to cost more than this we will contact you.**

**We are aware that some landlords wish to carry out repairs and maintenance themselves. If you have a preference for a particular tradesman to be employed, we shall be pleased to instruct them on your behalf provided they are readily available and reliable.**

**Where there is an emergency, we may have to arrange the repair immediately to prevent any further damage to the property.**

## Garden



It will be the responsibility of the tenant to keep the garden tidy and maintained at a level that is suitable for the time of year. It would be a good idea to provide some basic gardening tools and perhaps a mower stored in a lockable shed, so that the tenant has no excuse to let the garden get untidy. Alabaré Good Move will ensure that gardens are kept inspected and tidy.

## Tenancy

The majority of private tenancies are known as Assured Short hold Tenancy (AST). In general this provides the landlord with procedures to end the tenancy after six months should the need arise. Most tenancies last for much longer and we will agree with you after the six month point a renewed period.

## Rent

The majority of tenants will receive Local Housing Allowance (LHA) with payments being made directly to us as your agent; we have an excellent working relationship with the benefits department. The first payment into your account will be a full calendar month, with payments after this on a four weekly basis. You will therefore receive 13 payments per year, rather than 12 calendar monthly payments, but the total annual amount will be the same. For example  $£520 \text{ per month rent} \times 12 = £6240$ ,  $£480 \text{ per month} \times 13 = £6240$ . The rates for Local Housing Allowance change frequently and are set by the Local Authority, we do not have any control over the amounts of LHA paid to tenants, but can support them to apply for discretionary additional payments if they require these.

## Tenant

The vast majority of tenants will be referred to Alabaré Good Move from Wiltshire Council Housing Options Team or Community 4. In all instances the tenants will be assessed and screened to ensure that they are ready to enter and manage a private rented tenancy. All tenants will have a dedicated support worker for at least the first six months of their tenancy, and longer if they need to up to a maximum of 2 years.

## When the Tenant Moves Out



When the tenant vacates the property will be inspected to establish its condition. Your property may not be in exactly the same condition as you left it. Depending on the length of the tenancy, the décor, carpets, fixture and fittings will have aged.

## Void Guarantee

Alabaré Good Move will operate a fast tenant referral system in order to minimise void periods. We will attempt to re-let your property within two weeks.

## Utilities



**Alabaré Good Move will read meters and inform the gas, electricity and water companies each time there is a change of tenant and when the property is empty. The landlord is responsible for the cost of the utilities during void periods.**

## Lettings and Safety Standards



### **Lettings Regulations Factsheet:**

**As a landlord it is your responsibility to ensure your rental properties are safe and that your tenants are properly protected. There are a number of regulations designed to make certain that this is the case.**

**Whether you are new to letting, or you have been a landlord for some time, it is vital that you are fully aware of your obligations. The regulations surrounding private rentals can change at any time and failure to observe these rules can lead to a criminal conviction. Below is an outline of current regulations:**

## Gas Safety



All residential landlords are required to ensure that all gas appliances and flues are safe. This rule aims to avoid the possibility of carbon monoxide poisoning. Alabaré Good Move will organise and maintain a valid safety certificate as part of the full management service. The usual charge is between £50 and £70 for combinations boilers and around £10 per additional gas appliance. All rental properties must have:

### **A valid Gas Safety Record.**

Approved appliances and pipework - Gas Safe Register are responsible for the registration of gas engineers.

An annual Gas Safety check - tenants must be provided with an appropriate Gas Safety record & the landlord must keep Gas Safety records for a minimum of 2 years.

## Furniture and Furnishings

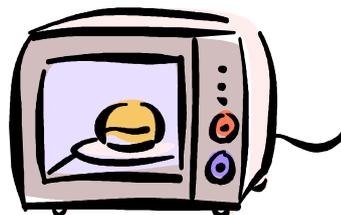


All furniture provided in a rental property must meet safety standards.

All furniture must have a permanent label clearly showing that they are fire resistant.

Furniture manufactured from March 1989 should comply with these regulations and will generally have a label showing compliance.

## Electrical Equipment Safety



All electrical equipment supplied in a rental property must be safe to use.

Unlike gas appliances there is no legal requirement to have an annual safety check, however it is advisable to get appliances checked by an electrician.

Each item should be labelled showing it has been tested and the date of test.

Operating and safety instructions for all electrical equipment should be given to tenants.

**Energy Performance Certificates: (EPC).** All rented properties occupied after October 1st 2008 must have an EPC prepared. This in layman's terms will explain to the tenant information about the energy usage they can expect from the property, and its energy efficiency. Alabaré Good Move will explain the implications of energy consumption and efficiency to tenants as part of their support package. The EPC lasts for ten years and costs around £70.

## Smoke Detectors



Properties built after June 1992 must have mains operated smoke detectors fitted on each floor.

Although there is no legislation requiring smoke detectors to be fitted in ordinary tenanted properties, it is generally considered the common law "duty of care" meaning that the landlord could be held liable should a fire cause injury where no smoke detectors are fitted. We therefore strongly recommend that landlords fit one smoke alarm on each floor.

## **Houses in Multiple Occupancy (HMOs)**

**Mandatory HMO licensing applies to all privately rented properties with 3 or more storeys occupied by five or more people who form two or more households.**

**If letting a HMO, landlords need to ensure that:**

**The property is occupied by a specified maximum number of occupants.**

**There are adequate amenities in place for the occupants e.g. kitchens and bathrooms.**

**The landlord has a valid license for letting HMO properties.**

**Countrywide Residential Lettings are able to provide further information on the rules and regulations surrounding safety and will also be able to arrange competitive gas and electrical tests.**