THE KEY TO SUCCESSFUL LETTINGS









Landlord Information Pack











Welcome



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

Cauldwell is a locally owned, fully regulated, market leading estate agency established in 2004 by the three Directors Wayne Murphy, James Vintner and Jason Holmes. Now with more than 30 staff members and over 250 years combined experience dealing with the local market, you know you are dealing with property professionals who care both about you and your home.

Cauldwell enjoys a prime location in the very heart of Milton Keynes, our 5000 sq ft property showroom is situated in Central Milton Keynes within the vibrant 'Vizion Development' adjacent to Sainsburys Supermarket and opposite 'the Hub' where retailers include Brasserie Blanc, Loch Fyne and Zizzi's. To succeed as an organisation facing today's business challenges, we continually develop our people, refine our systems and upgrade our service standards. More importantly, we believe in the business of being human. We value our clients and understand that good working relationships need care and consideration. As we move forward and expand we continue to be enthusiastic, optimistic and grateful for your support.

If you are looking for a company to serve you with commitment, passion and energy; an agency that can combine local expertise with a wider reach; and a knowledgeable, experienced team that you will enjoy working with and can trust to help you achieve your property goals, choose Cauldwell.

Our regulatory status ensures we 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

arla | propertymark

PROTECTED

Management Options

We provide our customers three different management options ranging from a simple tenant find service up to our Fully Managed Property Management known as our Gold Service. One of our Valuation Managers will visit your property, provide you with a valuation for your home and explain in full detail the service options available and rental process. They can also offer a free one to one service for any aspiring landlords who buy a property from us.

How will you keep me informed?

Once you have decided on your management options we will take professional photos and place your property onto the market. 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 we place your property on to the market, your home will be comprehensively marketed through our affiliated websites and social media pages.





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

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:

Ensure the property is fit for human habitation at the start of the tenancy (fit for human habitation act 2018) and is maintained in a fit condition throughout the tenancy period. In short the property must be in a good state of repair, clean, safe and tidy.	All rubbish and personal effects to be removed from the property including lofts and any sheds etc. A risk assessment must be made for the prevention of legionella bacteria in the water system.
Ensure the gas appliances and supply is safe and complies with the Gas Safety Regulations 1998. A Gas Safety Certificate must be provided before the start of any tenancy, these last for 12 months and can never expire.	To ensure any furniture and furnishings comply with the Furniture & Furnishing Regulations 1988 (as amended) including any furniture which may be stored on the premises.
From the 1st July 2020 ensure the property complies with the Electrical Safety Regulations 2020 by providing an EICR	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.
Report (electrical installation condition report) before the tenancy commences. Any appliances left at the property must be safe to use, clean and working efficiently.	Any mortgage and/or leaseholder consent to let must be supplied to us.
All instruction manuals must be left to ensure safe use by the tenant.	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 (e.g. no pets in the block).
Provide one full set of property keys to the tenant, extra front door keys for any other adult tenants and a full set of keys and garage door keys to the agent (if managed).	A copy of LANDLORDS buildings insurance to be supplied. (We can arrange for Homelet to contact you for a quotation if required).
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).	Tax Exemption Certificate (NRL1) applied for (if applicable). Details of any part of the property not included
If the utilities are on a card/key meter, please provide the appropriate card/key.	in the tenancy (e.g. loft, garage etc). Signed terms and conditions giving us authority to act.
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.	

Why use Cauldwell?

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



Built on firm foundations

Established in 2004 by three local estate agents, Cauldwell has built a reputation for exceptional customer service and vast local knowledge with the foresight of ensuring all our customers have the best experience possible. This vision has made us one of the most trusted estate agents in the heart of Milton Keynes.



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Professionalism

Cauldwell is a member of The Property Ombudsman and ARLA Propertymark (association of residential letting agents). The memberships provide sellers, landlords, buyers and tenants with an assurance that they will receive the highest level of customer service and protection.



Independence Means Performance

We are locally owned company led from the front by Directors Jason Holmes, James Vintner and Wayne Murphy. We cherish our independence because it motivates us to care about every single thing that happens within our company. It inspires us to constantly improve our service and that keeps us where we want to be - at the top of our game.



Experienced Staff

Our staff are highly trained property professionals and receive ongoing professional training. We are all fluent in all Estate Agency Legislation and Practices to ensure you receive the best possible advice and service.



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 person.



Professional photography

All our sales and rental properties will benefit from professionally taken images to ensure superb presentation in all media, making your home stand out from the competition.



In-House Property Management

Unlike some of our competitors, when you instruct Cauldwell to fully manage your property this means throughout the process you will be dealing with our MK based Property Managers who have a large local contractor database of tradesmen. Your tenants will benefit from the use of our state of the art reporting software known as fixflo. Please check it out under the lettings tab on our website www.cauldwellproperty.co.uk



In-House Energy Assessor

Energy Performance Certificates (EPC's) are required in order to sell or let any property in England and Wales, we have our own in house energy assessor who will complete the EPC for you, one less job for you to think about.



Bespoke Service for Executive Homes

Partnered with our Mayfair Office, Cauldwell have an exceptional team of highly motivated, hardworking individuals who are the back bone of our business. With over 100 years combined experience they bring a wealth of knowledge within the local market selling executive homes. We take pride in offering a personal level of service by highly experienced property professionals to deliver the very best results for our clients, backed by a real understanding and depth of knowledge of the sales process.



A Complete Property service

Cauldwell has established a full range of property services associated with the buying or letting of residential property, including mortgages, conveyancing, trades people and chartered surveyors.



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 and provide after care service once you have sold or let your home.



In-House Independent Mortgage Broker

The Mortgage Store, a firm of professional advisors who specialise in all types of borrowing are based on the first floor of our Central office. They have access to the whole of the market and with that comes the choice of the 'best' schemes available for purchase, re-mortgage and 'buy to let' whatever suits your personal circumstances.

Your home may be repossessed if you do not keep up repayments on your mortgage.



Eye Catching Boards

Our distinctive boards stand out well and are easily recognisable across Milton Keynes.





Central Property Showroom

We enjoy 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' in Central Milton Keynes. Our 30 members of staff all occupy the ground floor space within our office with the first floor allocated to the Mortgage Store. With convenient parking and a relaxed reception area clients will feel at ease visiting our property showroom.



Opening Hours to Suit You

We work hard to sell and rent your property; therefore we are open 7 days a week: Weekdays 9.00am - 18.00pm Saturday 9.00am - 17:00pm Sunday (sales only) 11.00am - 15:00pm Bank Holidays - Hours can vary You wouldn't think being a landlord is this easy, but with Cauldwell – it is.

01908 304480

Cauldwell



Cauldwell 01908 304480

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 including a right to rent check. 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 and Legal Protection Cover through us (if required) 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

If required we will prepare a tenancy agreement on your behalf. 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. A draft copy will be sent to you for your perusal.

Inventory and schedule of condition

If required we will arrange a professional inventory and schedule of condition 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.

As part of our management service we supply your tenants with a state of the art maintenance reporting software known as Fixflo – The Fixflo software provides your tenants the ability to immediately report all maintenance to us accurately along with pictures and also provides the tenants helpful guides and videos to reduce maintenance enquires.

Fixflo









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:

Homes Fit For Human Habitation Act

Known as the Homes Act 2018, landlords and letting agents acting on their behalf must ensure properties, including common parts where they have an estate or interest, are fit for human habitation at the beginning and throughout the duration of a tenancy. Tenants will now be able to take direct legal action if their agent or landlord does not comply with the Act.

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 with a minimum rating of an 'E' 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.



Minimum Energy Efficiency Standards

From April 2018 the Minimum Energy Efficiency Standard required landlords to ensure their property meets a minimum EPC rating of an 'E' for domestic private rented properties. The Regulations require all landlords that are let on specific types of tenancy agreements and are legally required to have an Energy Performance Certificate (EPC) to ensure their property meets the minimum standard before it is rented. Further guidance can be found at:

https://www.gov.uk/guidance/domestic-private-rented-propertyminimum-energy-efficiency-standard-landlord-guidance

Right To Rent Immigration Checks

Under Section 22 of the Immigration Act 2014 a landlord must not authorise an adult to occupy property as their only or main home under a residential tenancy agreement unless the adult is a British citizen, or European Economic Area (EEA) or Swiss national, or has a Right to Rent in the UK. The law introduces a requirement from 1 February 2016 for all landlords of private rental accommodation in England to carry out Right to Rent checks for new tenancy agreements to determine whether occupiers aged 18 and over have the right to live in the UK legally.





The Electrical Safety Standards Regulations 2020

The law ensures a private landlord who grants or intends to grant a specified tenancy must ensure that the electrical safety standards are met during any period when the residential premises are occupied under a specified tenancy, ensure every electrical installation in the residential premises is inspected and tested at regular intervals (usually every 5 years) by a qualified person; and ensure the first inspection and testing is carried out before the tenancy commences.

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.

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.

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 five weeks rent will usually be taken as a deposit on the day the tenants are due to move into your property. Where required 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.



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 our RENT & LEGAL EXPENSES COVER, as agents we will purchase a rent recovery product and you will have an 'interest in' the policy as the homeowner. This way ensures we can claim on your behalf and deal with all the administration required.

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. We can take control of this on your behalf when your property is managed by us and once a tenant is secured we will inform all the utilities including the council tax and Anglian Water of the move in details in order that the correct billing is provided to you. If we have carried out the inventory we will read the meters and add the readings to that document for your perusal. 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 (period the rent is due) contract, this is solely at the landlords discretion. We will endeavour to contact you three 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?

Due to the Tenant Fee Act 2019 you are no longer allowed to take an extra deposit or indeed a fee for a tenant having a pet. The guidance suggests that if pets are considered, you may decide to offer your property at two different rental amounts (one with and one without pets). Ultimately pets are not allowed in the property unless you give authority for them to be there.

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 and are required to give one months notice 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.



Landlord Fee List

Cauldwell Property Services LTD are members of a Client Money Protection Insurance through ARLA PropertyMark of which we are a Licenced Member and offer independent redress through the Property Ombudsman Scheme. Please find below our fee structure offered on a no let - no fee basis.

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Ombudsman

Services Included	Gold Tier (Property Management) 10% (12% inc VAT) [†] Initial set up fee £420 inc VAT	Silver Tier (Rent Collection Only) 8% (9.6% inc VAT) [†]	Bronze Tier (Tenant Introduction) 50% (60% inc VAT) Minimum fee of £540 inc VAT
Market Appraisal	*	\$	(
Property Marketing including Professional Photography	\$	\$	\
Advice on Statutory Obligations	*	\$	\
Conduct viewings with email confirmations	\$	\$	\
Rent collection with Statement	\$	\$	N/A
Tenant Referencing including right to rent	\$	*	*
Prepare and Execute the Tenancy Agreements	\$	*	*
Register and Protect Tenant's Deposit	\$	*	*
Arrange Professional Inventory	\$	*	*
Check in of Tenant	\$	*	*
Arrange Property Maintenance	\$	*	*
Checkout of Property	\$	*	*
Provide Property Inspection	\$	*	*
Issue Section Notices including Eviction Notice	*	*	*
Deposit Resolution	*	*	*
Provide Rental Recovery and Legal Protection Warranty	*	*	*

Service provided

Fee List

Check in of Tenant Professional Inventory

Checkout of Tenant

Landlord to arrange

Payments per calendar month based on agreed monthly rent
Single payment based on agreed monthly rent

*Subject to additional payment

Description Of Fees (All Tiers)	С
Initial Set Up Fee (Includes tenancy agreement, tenant referencing, inventory, check in, check out and deposit protection) (Gold only)	£4
On-going Set Up Fee (Gold only)	£3
Deposit Resolution Service (First Hour)	£6

Deposit Resolution Service (per hour after) Tenancy Agreements (per agreement) Tenant Referencing (per reference)

Deposit Protection and Registration / Transfer

HMRC Quarterly Tax Return (non-resident landlor

Drawing up and Serving of Notices

(All prices below include VAT @ 20%)

	Cost	Description Of Fees (All Tiers)	Cost
, tenant referencing,		Annual HMRC return (NRL6)	£90.00
tection) (Gold only)	£420.00	Annual Rent Schedule	£60.00
	0000.00	Extra Property Visit (cost per visit)	£36.00
	£360.00	Damage & Dilapidation Disbursement	£300.00
	£60.00	Attendance at Court	£420.00
	£36.00	Abortive Costs (not applicable for failed referencing)	£540.00
	£120.00	Project Management (Cost based on the total cost of the work)	12%
	£36.00	Arrangement of maintenance works	£60.00 + 12%
	£60.00		of the cost of
	£180.00		the work
	£60.00	Property Purchases by Party Introduced by Cauldwell Property Services (Cost based on the final sale price)	1.2%
	£60.00		000 00 7 00/
£120.00		Vacant Management Service (Monthly cost, based on whichever is greater)	£60.00 or 7.2% of the previous
ords)	£60.00	(wonding cost, based on whichever is greater)	monthly rent

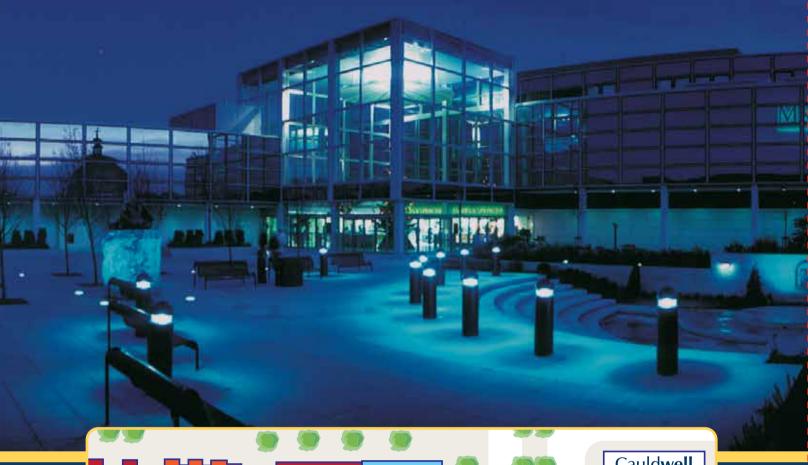
Additional Services (All prices below inclue VAT @ 20%) Description Of Fees Cost Description Of Fees Cost Gas Safety Certificate (12 month certificate) from £66.00 Legionnaire Risk Assessment (valid for two years or change of tenancy) from £82.80 Electrical Installation Condition Report (EICR - 5 Year Certificate) from £216.00 Energy Performance Certificate (EPC – 10 Year Certificate) from £90.00

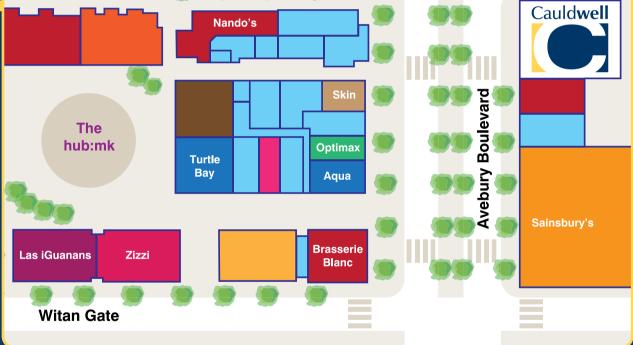


Forward thinking... Value your home in 60 seconds or less at: www.cauldwellproperty.co.uk

The Vizion, 350 Avebury Boulevard, Central Milton Keynes MK9 2JH Lettings: 01908 304480 • Fax: 01908 304489 info@cauldwellproperty.co.uk • www.cauldwellproperty.co.uk









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

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

Open 7 days a week:

Weekdays 9.00am - 18.00pm Saturday 9.00am - 17:00pm Sunday (sales only) 11.00am - 15:00pm Bank Holidays - Hours can vary