

LANDLORD SERVICES



It is paramount that you work with a lettings agent you can trust. If you have a property to let, your objective will be focused on maximising your rental yields whilst minimising any rental voids.

Denise White Bespoke Estate Agents has the lettings know-how to help you achieve this. The first step is to arrange a valuation on the property where we will meet you and provide you with an accurate and honest valuation. We will then discuss the services we offer with you and see which is the most suitable for your requirements.

We can look after your property and all the needs of your Tenant if required. Our expert Lettings team provide a concierge-style service, entirely tailored to you. We understand what Landlords are looking for in a Tenant and will go the extra mile to ensure they find the perfect match.

We provide a Denise White Bespoke Estate Agents PropertyFile for our clients which is an online platform designed to keep you informed and updated on your rental properties.

It enables you to access marketing statistics, viewings feedback, statements, details of tenancies and accounts from one dashboard. You'll have access to all documents in one place, including agreements, inspections, and account statements. Monitor your gas safety certificates and other responsibilities to ensure you are complying with legislation.

You can also track the status of maintenance requests raised on your property and monitor financial transactions such as deposit registration (subject to what service you choose includes)

All our fees are transparent.



PACKAGES WE OFFER

INTRODUCTION ONLY SERVICE

Denise White Bespoke Estate agents will advertise your property and carry out all your viewings and references. We also make sure all your legal documentation is prepared and signed by the tenants. We can arrange the inventory for you and move your tenants in. Afterwards all the paperwork is passed on to you so you can start your relationship with your new tenants.

£400 plus VAT -

Price including VAT – £480 per let.

RENT COLLECT SERVICE

Ideal if you wish for us to market your property, carry out viewings, references and manage the sign-up process. On completion, all the paperwork will come to you but each month we will also collect the rent and pass this onto you. Should your tenants go into arrears we deal with this for you.

£300 set up fee plus VAT -

Price including VAT- £360 (per let) + 8% plus VAT - of monthly rent – Price including VAT – 9.6%

FULLY MANAGED SERVICE

As mentioned above we will deal with all the marketing, viewings, references, legal documents and guide you each step of the way. We will also collect the rent each month and pass onto you directly but, unlike the other services, we will also deal with any maintenance queries, carry out all property visits throughout the tenancy and deal with the renewal of your tenancy.

£300 plus VAT set up fee – Price £360 including VAT – £360 (per let) + 10% plus VAT – Price 12% including VAT of the monthly rent

LET ONLY SERVICE - £400 PLUS VAT (£480) INCLUDES:

MARKETING

Professional photography

All the photos we use are presented to a professional standard, where we can edit to ensure we showcase your property in the best light. All our staff have been trained in photography to ensure we capture the best possible images of your home, complete with a detailed floor plan, all of which can be viewed and downloaded from our website and other property portals.

Comprehensive marketing

At Denise White Bespoke Estate Agents, we understand that it's important to reach the widest possible audience when letting your property. We utilise the main property portals: Rightmove and Zoopla alongside our own website, Facebook and Instagram. We are also extremely proud to be a member of the Guild of Professional Estate Agents where we can promote your property far and wide across the UK thanks to their nationwide connections, with over located 800 offices across the UK alongside their website and social media platforms.

Accompanied viewings

We accompany all the viewings. Our property experts will meet tenants at your property to conduct a professional and welcoming viewing. Property particulars will be provided, and the finer details discussed and communicated while exploring the property. This process enables us to engage with tenants and gain a clear understanding of their position, while ensuring your home is kept safe and secure.

Marketing feedback and updates

We recognise that being kept informed during the marketing process is essential. Our software system provides a transparent portal for our landlords to see all viewings booked in and the viewing feedback. This will be backed by team of property experts who will provide you will regular feedback to advise you of enquiry levels, how many viewings have taken place, and the comments and observations made by prospective tenants. This allows us to effectively evaluate progress and deliver a broader insight into the market, together with our industry knowledge.

Tenant finding

We will work towards selecting the most suitable tenants for you and your property. Before you agree to an offer, the terms will be clearly presented to you in writing, detailing all the important aspects of the prospective tenant proposal. You may even wish to meet them before deciding if they are suitable.

Once an offer has been agreed, Denise White Bespoke Estate Agents will carry out a comprehensive referencing process to validate the prospective tenants. This includes their credit history, employment status and a previous/current landlord reference, while considering any other information to help assess their affordability and suitability.

PROGRESSION

Comprehensive referencing

Before a tenancy commences, Denise White Bespoke Estate Agents will take the necessary steps to carry out the compulsory tenant checks that ensure that they have the 'right to rent' a property in the UK and have the necessary visa/ documentation to reside here. Landlords who let in the UK could be liable for a civil penalty if they enter into a tenancy agreement that does not meet the necessary requirements.

Once the tenancy terms have been agreed, a bespoke contract will be compiled that includes the correct details and conforms to current legislation. We will use the appropriate type and length of agreement to suit your needs.

We arrange for all legal documents to be signed electronically, including the tenancy agreement and terms of business, to make matters more efficient and convenient for both landlords and tenants.

Denise White Bespoke Estate Agents will collect a five-week security deposit from the tenants. This must be registered with a government approved scheme within a specified time frame from the date the initial deposit is received. We will register the deposit with the Tenancy Deposit Scheme if you opt for our Financial or Comprehensive Management services, and a certificate will be provided to both you and your tenants. This will also be updated should the tenants change, or the contract be extended.

Inventory and check-in

A professional comprehensive inventory will be arranged on your behalf. This is a report of the condition and contents of your property. This will ensure absolute proof at the start of the tenancy and protect you should any deductions be required from the deposit once the tenants have vacated. Typically, tenants are checked in and out to minimise disagreements. The landlord is liable for this cost, which is dependent on the size of the property.

LET AND COLLECT RENT - £300 PLUS VAT (£360) START UP FEE

Collection of rent

We will collect your rent, on your behalf, by a single Direct Debit/BACS payment. Our aim is to keep our rental defaults considerably lower than the industry norm, which is testament to our stringent procedures.

Rent arrears advice

If the rent is not received by the due date, we will pursue the tenants for the arrears on your behalf. We will also advise, and assist should legal proceedings be required.

Monthly and yearly financial statements

A monthly statement will be emailed to you showing any financial changes to your account. This will be accompanied by any relevant invoices for maintenance, certification, etc. At the end of the financial year, we can arrange a summary for your tax purposes should you require us to do so.

Tenancy Protection Service

This service will protect you against unpaid rent and the legal expenses associated with a non-paying tenant, or a tenant who must be evicted for other reasons. Benefits include tenant mediation, support, and advice, rent recovery, legal expenses, property damage cover and no excess. Should action need to be taken, the tenants will be pursued once they are one month in arrears. The cost and eligibility of this service will depend on the rent of your property and the successful pass of your tenants' references. To learn more about the benefits of this service please speak to a Denise White Property Expert.

Deposit registration

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Arrangement of outgoings

We can arrange for your ground rent, service charge, tax and other fees/payments to be paid from the rent we receive.

Overseas landlord tax

Should you be based overseas with a requirement to pay tax from your rental income, we will deduct the income tax rate set by HMRC, showing this on your monthly statement and accruing over a quarter. We'll then ensure payment is made on your behalf directly to HMRC. Fees paid monthly If you opt for our Comprehensive or Financial Service, the agreed fee will be deducted from the rental income spreading the cost over the duration of the tenancy.



FULLY MANAGEMENT SERVICE – £300 PLUS VAT (£360) 10% PLUS VAT PER MONTH

MANAGEMENT

Repairs and maintenance

Our maintenance team will liaise directly with you and your tenants to arrange quotes, reports, and the necessary repairs.

Recommended contractors

Denise White Bespoke Estate Agents uses a wide range of trusted and verified contractors. Whether your property requires general maintenance, fault-finding or a full refurbishment, our maintenance team can recommend an appropriate contractor, arrange quotations, suitably maintaining your property and ensuring your rental income is maximised.

24-hour emergency service

Tenants have the peace of mind of being able to contact a 24-hour telephone number for out-of-hours emergencies.

Key holding service

Our head office will require a full set of keys, including alarm codes and fobs, for contractors and staff to gain access to the property. This enables us to manage your property quickly and efficiently.

Periodic property check-up

Denise White Bespoke Estate Agents will check your property during the tenancy. This will be summarised and presented in a report that includes several photographs, comments on the condition, notes on cleanliness and any other important information.

Legal notices

We will serve notice to your tenants at the appropriate time to ensure the tenancy runs for the agreed period. Should you require possession of the property before the end of the fixed term, in line with any stated break clause, we will advise you of the notice requirements at your request. The accuracy of a notice and how and where it is served, is crucial in ensuring it is legally accepted and not refused by the tenants or a court.

Utility management service

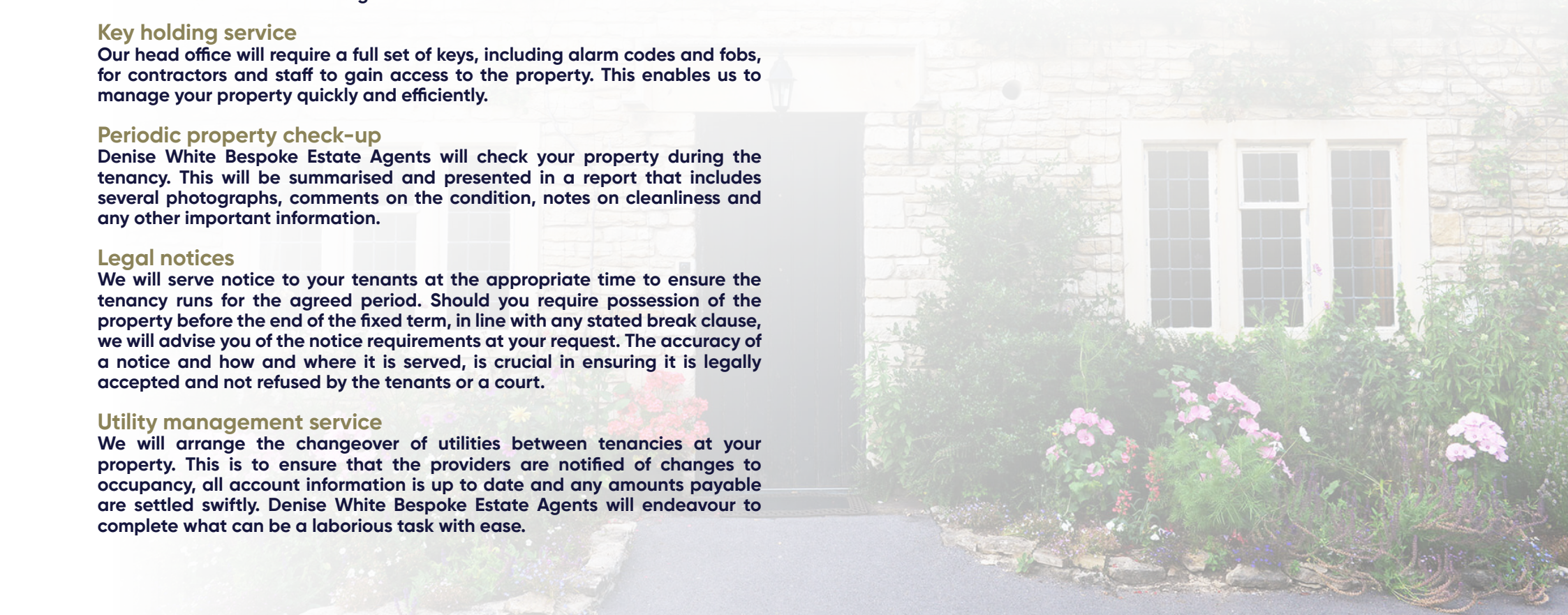
We will arrange the changeover of utilities between tenancies at your property. This is to ensure that the providers are notified of changes to occupancy, all account information is up to date and any amounts payable are settled swiftly. Denise White Bespoke Estate Agents will endeavour to complete what can be a laborious task with ease.

Management of the check-out

Tenants will be checked out of the property at the end of the tenancy which will provide the evidence to propose deductions from the deposit, if required. The landlord is liable for this cost, which is dependent on the size of the property.

Deposit deduction advice

At the end of the tenancy, we will examine the check-out report and advise the landlord on any suggested deductions from the tenants' deposit. We will then enter into negotiations with the tenants and, if an agreement cannot be met, we will present the evidence to the Tenancy Deposit Scheme to make an independent adjudication.



FULLY MANAGEMENT SERVICE – £300 PLUS VAT (£360) 10% PLUS VAT PER MONTH

TENANCY

Negotiate tenancy extensions

We contact the tenants prior to the end of their tenancy to ascertain whether they would like to stay or not. This enables us to negotiate any changes to the tenancy that suit you, or, if the tenants wish to move out, market your property immediately to minimise the potential void period between tenancies.

We also provide the following advice and services to all our clients – Please talk to one of our letting experts for the relevant fees.

Professional cleaning

Can be arranged if required at an extra fee. This may be required before or after a tenancy. We have long-standing relationships with several cleaning companies and can happily arrange this for you. This will be noted on the inventory, which also ensures that the property is cleaned to the same standard by the tenants when they vacate. (quotes gained on inspection of property)

Certification and compliance

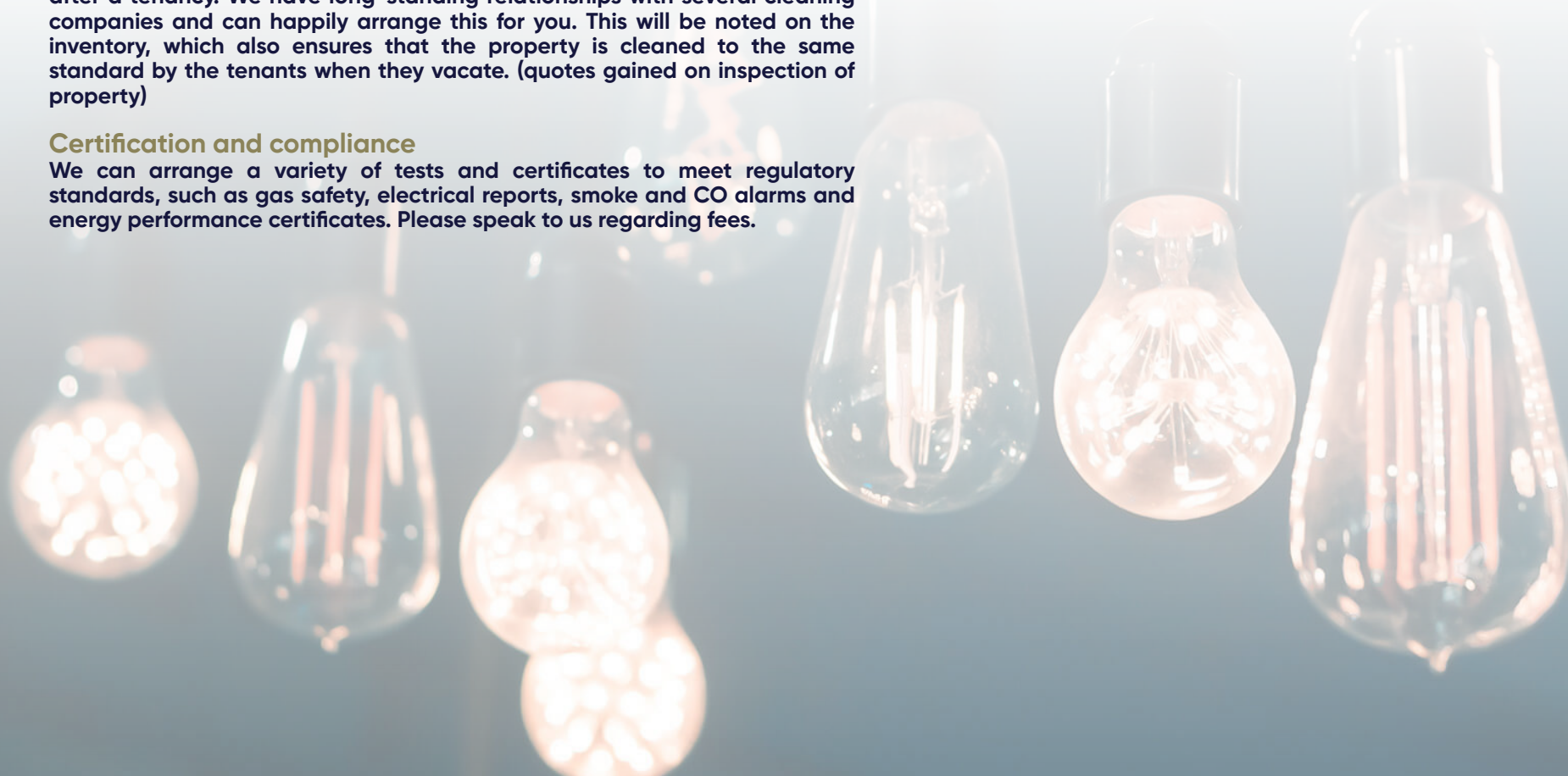
We can arrange a variety of tests and certificates to meet regulatory standards, such as gas safety, electrical reports, smoke and CO alarms and energy performance certificates. Please speak to us regarding fees.

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Roche House Farm, Thornccliffe Road, Leek, Staffordshire

E: denisewhite@denise-white.co.uk

T: 01538 381772

T: 07854 643365

T: 01782 901088

