**wiloth**

**In providing standard service**

**In providing standard service, we will:**

**A. Introduction only….**

a) Inspect your property and assess its rental value. We will then promote your property and upon finding potential tenants negotiate an acceptable rent.

b) Take up full references on the proposed tenants unless otherwise agreed with you. These include bank references and, where applicable, previous landlord references etc. We also run a computerised credit check. This whole process enables us to build up a clear picture of the tenants so that we may assess their suitability as accurately as possible.

c) Initially collect one calendar month’s rent in advance and one calendar month’s rent as a security deposit. We then arrange for all subsequent monthly rent payments to be paid into a bank account of your choice from us. Unlike many letting agents, we do not hold the security deposit, but immediately secure it using our deposit protection scheme.

d) Prepare an agreement on a Non-Housing Act (Common Law) Tenancy Agreement and ensure that it is signed by the landlords and the tenants. (We cannot give any legal advice, which, if required, should be obtained from your own legal advisers).

Our Introduction only service does not include the performance of any management service. During the tenancy, organisation of repairs, payment of rates and ground rent etc., is the complete responsibility of the client. Communication between landlord and tenant is direct.

**B. Letting and Rental Collection Service (Simple Letting)….**

a) Inspect your property and assess its rental value. We will then promote your property and upon finding potential tenants negotiate an acceptable rent.

b) Take up full references on the proposed tenants unless otherwise agreed with you. These include bank references and, where applicable, previous landlord references. We also run a computerised credit check. This whole process enables us to build up a clear picture of the tenants so that we may assess their suitability as accurately as possible.

c) Initially collect one calendar month’s rent in advance and one calendar month’s rent as a security deposit. We then arrange for all subsequent monthly rent payments to be paid into a bank account of your choice from us. Unlike many letting agents, we do not hold the security deposit, but immediately secure it using our deposit protection scheme.

d) Prepare an agreement on an Assured Shorthold Tenancy and ensure that it is signed by the landlords and the tenants. (We cannot give any legal advice, which, if required, should be obtained from your own legal advisers).

e) Serve on the tenants a Section 21 Notice under the Housing Act 1988. It is a legal requirement that this notice be served on the tenants at least two months before the contract expiry date.

f) Advise the tenants to arrange for all utility accounts to be put into their name. However, it is important that you contact the various utility companies before your departure and in advance of returning to occupy your home as only you can sign off for these facilities. We cannot accept any responsibility for inaccuracies or delays on the part of the companies.

Our Simple Letting service does not include the performance of any management service. During the tenancy, organisation of repairs, payment of rates and ground rent etc., is the complete responsibility of the client. Communication between landlord and tenant is direct.

This means that we will advertise the property for Let, accompany viewings, negotiate offers, reference potential tenants, draw up tenancy agreements, arrange rent payments to your bank account, arrange for all parties to sign the tenancy agreements and release keys.

Under this service, the landlord is responsible for maintenance issues and chasing his tenants for late or non-payment of rents. Wiloth Property and Estate Management will have no responsibility to the landlord for these issues under Let Only.

**C. Letting and Full Management Service….**

**a) Provide services as in A. above;**

b) Receive rent regularly in accordance with the terms of the agreement. We retain the money throughout the month in order to pay current outgoings such as general and water rates, ground rates, insurance premiums and (in properties divided into two or more units) the account for the lighting, heating and cleaning to the common parts. This is conditional on the landlord having instructed those creditors in writing to send their accounts regularly to us. Only if an account arrives at our office shall we deem it to be properly payable by ourselves and accordingly discharge it.

Please remember we are legally prevented from making disbursements unless your account has sufficient funds. Although we do our best to query any obvious discrepancies it must be understood that we are entitled to accept and pay without question, demands and accounts, which appear to us to be in order.

c) Investigate defects that are brought to our attention by the tenants. We cannot accept responsibility either for latent defects, defects occurring prior to the start of the tenancy, or for failure to notice anything concealed from our representatives.

d) Dealing with day-to-day management matters, including minor repairs up to a maximum of £150 for any item. If the expenditure necessary is large we will, wherever possible, obtain the landlord permission to proceed. However, when an emergency arises, e.g. a burst water tank, we normally proceed without prior approval.

However, for the supervision of works of renewal, repair or replacement of existing fixtures, fittings furniture or appliances, which we think are likely to cost more than £500, estimates are obtained (and submitted to the landlord for approval if available) and works are inspected. An additional supervisory fee of 10% of the total cost of the work plus VAT is charged for this service.

e) Where the landlord requests refurbishment works of any kind, a fee of 15% of the total cost of the work plus VAT is charged for this service. This will normally include obtaining estimates and job specifications and inspection of works.

f) Balance your account monthly and send on an itemised statement. In most instances the balancing cheque is paid directly to your designated account.

We reserve the right to cancel the Letting and Full Management Service at our discretion, at any time, by giving at least two calendar months’ notice to the landlord.

This means that in addition to the responsibilities set out in our Let Only service we will also collect the rent, deal with on-going day to day maintenance issues, carry out interim inspections (as per our terms of business) and administer the deposit return at the end of the tenancy.

We can also arrange upon request a landlords insurance policy which covers the landlord against loss of rent and legal expenses\* whichever service you chose.

\* Terms and conditions apply

**So why chose Wiloth Property and Estate Management?**

**Experience**

We know the area, the people and most of all we know our business. Experienced and highly trained staffs ensure that you, our client, is given the best advice at all times and an efficient and professional service.

**Advertising**

Our biggest source of enquiries is the Internet. We place all available properties on the two biggest property websites around rightmove.co.uk and of course our own website www.wiloth.com.

**Proactive and motivated**

You can be assured that as soon as you instruct us to find you a tenant, we get on and do just that. We have a mailing list buzzing with good professional applicants just waiting for the right property. We contact all suitable applicants as soon as your property is available.

**In house property management and accounts**

We’re always on hand to deal with any management or maintenance issues and payment of rents (if instructed to fully manage) and the best thing is it’s all in house. So we deal with everything and you won’t be redirected to another department.

**Tailor made service**

We realise that every landlord has different requirements and may demand different things from their agent. That’s why we are always happy to discuss our services in more detail and arrange a service that’s right for you.

**Opening hours**

We are open 6 days a week

 Monday to Friday > 9am – 6pm

 Saturday > 10am – 4pm

We can also arrange appointments outside of our usual office hours to suit you and potential tenants needs.