



M&P Estates
SALES | LETTINGS | PROPERTY MANAGEMENT

Your Guide to Residential Lettings

www.mpestates.co.uk



WELCOME TO M&P ESTATES



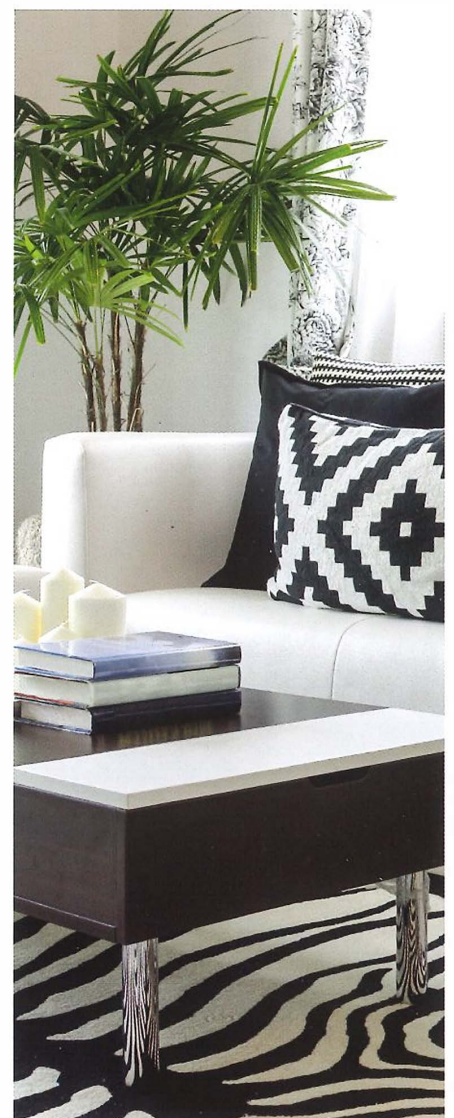
M&P Estates Ltd have been trading for 20 years and are an independent Estate and Letting Agency covering the South Ockendon, Aveley and Purfleet areas.

Much of our business is through word of mouth, recommendations and repeat business. We pride ourselves on our honesty, transparency and professionalism. We have formed close relationships with local solicitors, surveyors and other property related businesses, which can also help you in your move.

We are proud to say that for many years we have involved ourselves in supporting local schools and the community through raising money. We are real people offering a real service.

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We pride ourselves on our honesty, transparency and professionalism.





OUR SERVICE

Over recent years, changes in both the housing market and social patterns have resulted in an unprecedented and inexorable rise in demand for property within the private rental sector.

Investing in buy-to-let property is proving to be a prudent decision for many people looking for an alternative to stock markets or savings accounts. Key to a successful investment are factors such as location and the type of property, but it is also important to consider achievable rent levels,

tenant demand and expectations, maintenance and potential capital growth.

With so much to consider, M&P Estates Ltd will take the time to assist you from the start, by providing honest and reliable advice on potential investment opportunities. We recognise that this is likely to be your second biggest investment, after buying your own home, and whether you are a first-time landlord or an experienced investor, you can trust our guidance.





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We can provide details of competitive insurance specifically for rented property, if required.

PREPARING YOUR HOUSE FOR LETTING

Mortgages

Where the property to be let is subject to a mortgage, permission must be granted from the mortgagee in writing. It is sometimes appropriate to remortgage with a buy-to-let specialist and our mortgage advisors, who can offer an across-the-market perspective, will be happy to provide completely impartial advice in this regard.

Insurance

It is essential that the property and your contents are adequately insured, both while the property is empty and while it is let. Your insurers must be told that the property is to be let since failure to do so may well invalidate cover.

We can provide details of competitive insurance specifically for rented property, if required.

Security

Security systems (locks on windows and external doors, lights, and even full alarm systems) are often considered essential by prospective tenants, and are taken into consideration by all the leading insurance companies when calculating premiums.

Decorations and Carpets

We recommend these should be fresh and neutral in terms of colour and style. Higher quality properties will always attract better quality tenants and therefore it is vital that a property is well presented to meet the expectations of a potential tenant.

Furnished or Unfurnished?

By far the greatest level of demand from tenants is for properties that are available unfurnished. This

traditionally includes just carpets, curtains and a cooker. This has the advantage, from the landlord's perspective, of avoiding the need for additional maintenance/ replacement and for annual testing of electrical appliances.

Domestic Appliances

These should also be of good quality and condition and subject to regular servicing. It is important that full instructions for use are left on the premises to avoid the need to call in an engineer to demonstrate. Gas and electrical appliances must meet legal safety requirements and oil appliances should be tested annually.

Cleaning

It is essential that the property is handed over in clean condition. We very strongly recommend that the property be professionally cleaned throughout, including all carpets. This creates a benchmark that will be recorded in the Inventory and Schedule of Condition, and will allow us to maintain a high standard through subsequent tenancies. We can provide the names of reputable and economical cleaning contractors.

Gardens

Gardens should be left in good seasonal order so that the benchmark is set for the tenants, whose responsibility it will be to maintain the same standard. We recommend that relevant tools are provided by the landlord. If the garden is particularly large, or complicated to maintain, it may be

appropriate for the landlord to retain responsibility for maintenance, in which event this will be reflected in the rent. We will be happy to help find suitable gardeners, be it for a full maintenance programme, hedge/lawn cutting, pruning or an occasional tidy.

Gas, Electricity and Water

These services should be left connected and we will arrange for their transfer into the tenant's name. Under the Housing Health and Safety Rating System, tenants must be able to control and regulate heating systems.

Council Tax

We will notify the local council tax office of each change of occupier and of any void period between tenancies.

Keys

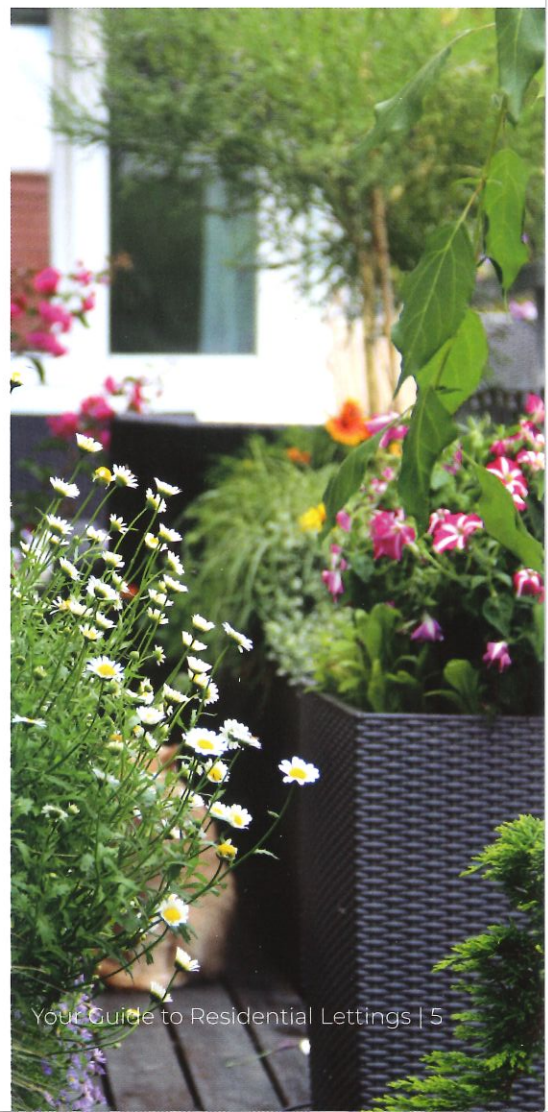
Three complete sets of keys should be provided in all cases – two for the tenants and one to be retained at our office. We will be obliged to charge for key cutting if insufficient keys are supplied at the outset.

Telephone

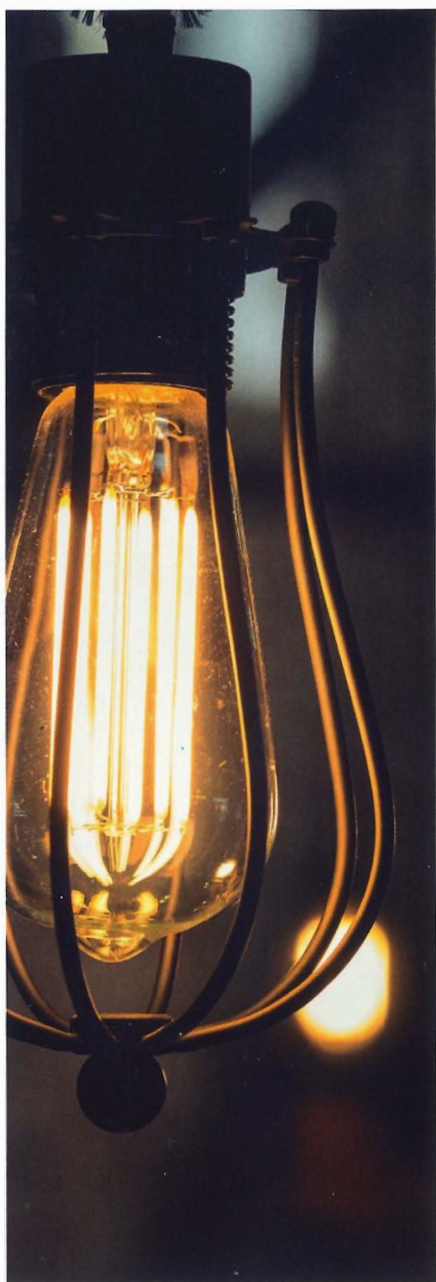
If a telephone line is installed at the property you should instruct the provider to put a temporary stop on the line, when you vacate, and send you a closing account.

Empty Properties

It is important that you comply with any insurance requirements during vacant periods, especially during the winter months.



SAFETY REGULATIONS AND PRECAUTIONS



Failure to comply with the following Safety Regulations may constitute a criminal offence under the Consumer Protection Act 1987 and could lead to a fine or imprisonment. In any case, landlords have always had a duty of care under common law to ensure that rented property is kept in a safe condition and it is therefore essential to examine the property and its contents closely before letting.

Housing Health and Safety Rating system (HHSRS)

The Housing Health and Safety Rating System was introduced under the 2004 Housing Act. It is a risk based evaluation tool, designed to identify potential hazards to health and safety from any deficiencies identified in dwellings. Common breaches of this legislation include a lack of extractor fans in bathrooms and kitchens, trip hazards such as uneven patio slabs and loosely fitted carpets, or staircases without handrails.

Fire and Furnishings Regulations

Under the Furniture and Furnishings (Fire Safety) Regulations 1988 (amended 1989 & 1993) provide that specified items supplied in the course of letting property must meet minimum fire resistance standards. The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture

suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bedcovers including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Items that comply will have a suitable permanent label or swing ticket attached. Non-compliant items must be removed before the tenancy commences.

Electricity

New regulations were introduced in 2020 for England, coming into force from 1st July 2020. These regulations set new standards of electrical safety as well as legal requirements on the service of documents to relevant people. It is the landlord's responsibility to meet these requirements and also make sure that all electrical appliances left at the property are safe to use.

Gas Safety Regulations for Landlords & Agents

From 31st October 1994 it became law for gas equipment in rented properties to be serviced and safety checked before a tenancy and then annually by a registered installer – and for landlords or their agents to keep accurate records of work carried out on all appliances in their control, confirmed by an official safety certificate. It is a legal requirement that we ensure that a Gas Safety Certificate is provided to the tenant annually.



This, of course, includes all gas appliances like cookers, fires and flues as well as boilers and water heaters. Landlords are reminded that only British Gas or Gas Safe registered plumbers should carry out this work. It is desirable to leave all gas appliances with service contracts in place.

Smoke Detectors and Carbon Monoxide Alarms

Legislation introduced from 1st October 2015 makes it a requirement for a smoke alarm to be fitted on each occupied floor and a carbon monoxide alarm in any room where a solid fuel is burnt. In addition, it is recommended that a carbon monoxide alarm be situated in a room where a gas boiler is fitted. It is always a legal requirement to be able to demonstrate that alarms were working on the day the tenancy commenced.

Legionnaires Disease

The Health and Safety Executive have made it clear that the landlord, or the landlords agent, are responsible for helping reduce the spread of Legionella in water systems in private rented properties. The landlord has overall responsibility to ensure their properties meet these requirements. It is therefore recommended that you have a water assessment undertaken to check for Legionella bacteria which causes legionnaires disease. This assessment will identify

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Landlords have a duty of care to ensure the property is safe.



and evaluate potential sources of exposure and recommend steps to prevent or control any risk that is identified.

It is also advisable to install audible carbon monoxide detectors which comply with British Standard BS7860 in the property. We recommend one alarm for each room that contains a gas appliance.

Regulatory Reform (Fire Safety) Order 2005

This came into effect in October 2006, and it applies to the common parts of blocks of flats and houses in multiple occupation (HMOs). It is a mandatory requirement that a detailed fire risk assessment be carried out to identify any risks or hazards and any such findings should be eliminated or reduced.

Energy Performance Certificate

From 1st October 2008, all rental properties with a new tenancy in England and Wales are required to have an Energy Performance Certificate (EPC). The EPC will rate the energy efficiency of a property and its environmental impact. The EPC survey must be completed prior to marketing a property, and a tenant is required to receive a copy of the report before entering into a Tenancy agreement. The first page of the EPC must be with any particulars and we upload the full EPC to websites marketing the property.

SERVICES WE PROVIDE

As a Landlord you want peace of mind and therefore it is important in choosing the right Agent. The concerns of most landlords are:-

- 1) Am I going to get my rent paid on time?
- 2) Is the tenant going to look after the property?
- 3) Will I be able to get my property back at the end of the tenancy term, if I wish to?

Most landlords overlook one of the most important aspects of letting a property and that is the changing nature of laws that govern the letting of a residential property in the UK. We have a robust system and trained staff in order to assist you in all of the above points.

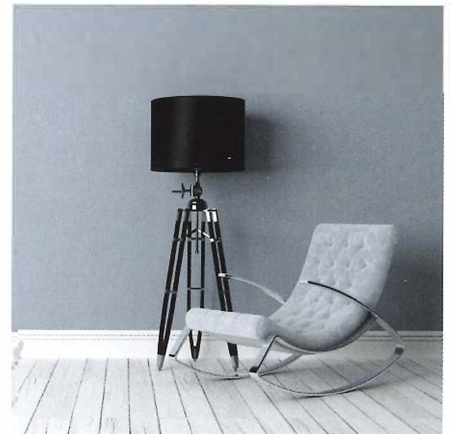
We provide three levels of service, details and costings are provided within our Terms & Conditions. **Open, Transparent, Honest Letting Agent Fees and Property Management Services with NO hidden small print.**

We offer four very comprehensive packages for our clients

Contact a member of our Lettings Team for more information and advice on what letting package would suit your needs best

Contact us on **01708 851999**

Email: infor@mpestates.co.uk



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Our services support you as a landlord, maintaining high services.

IMPORTANT CONSIDERATIONS

The Tenancy Agreement

The Housing Act 1988 specifies different types of tenancy. Whilst there are several different types, it is almost certain that the tenancy of your property will either be an Assured Shorthold Tenancy or a Contractual Tenancy.

The Tenancy Deposit Scheme

At the outset of each tenancy we will collect a deposit from the tenant. The amount of the deposit is usually one month's rent. Since April 2007, in line with The Housing Act 2004, all deposits collected under an Assured Shorthold Tenancy (or any renewal thereof) must be protected in one of the Government's authorised custodial tenancy deposit schemes. We are approved members of the Deposit Protection Service and all our deposits are lodged under the custodial scheme.

Inventory and Schedule of Condition

It is essential to have an inventory/schedule of condition prior to each tenancy. We can arrange this using local independent inventory companies who we work with on a regular basis. At the end of a tenancy the property is inspected against the

inventory and any deterioration to its condition is noted. The tenant is responsible for the cost of rectifying any damage, over and above what is considered to be fair wear and tear caused by them at the property.

Security Deposits

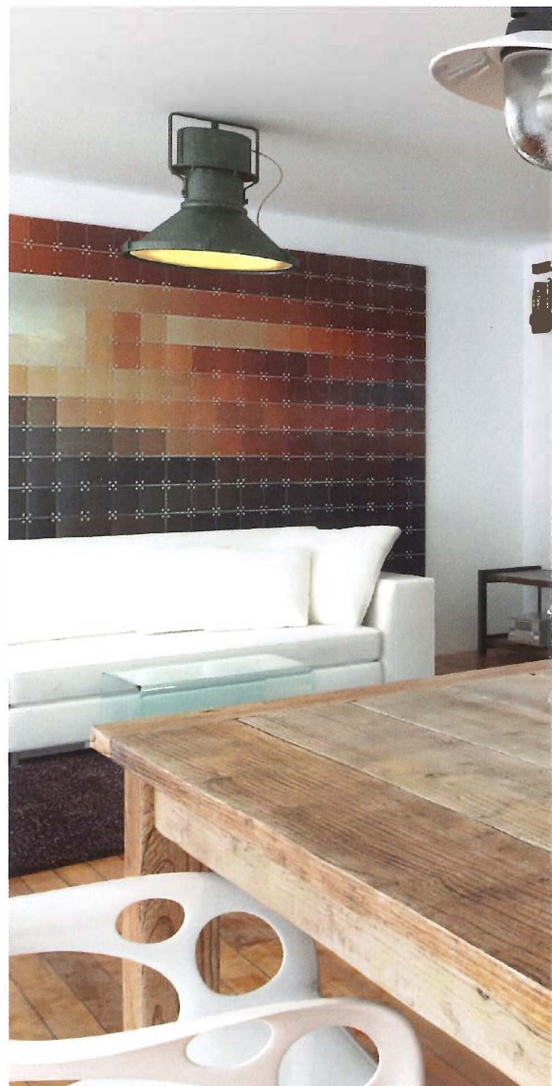
We will obtain a deposit equal to one month's rent from the tenant. This security deposit is transferred to the Deposit Protection Service (DPS). A claim will only be made against the tenant's deposit if they are in breach of their agreement or there are damages, missing items, as per schedule of condition on move in and garden maintenance (which will be subject to seasonal conditions). In order to assess any claims against the tenants deposit M&P Estates Ltd will rely on the DPS's guidelines.

M&P Estates Ltd is a member of the Deposit Protection Service:

The Pavilions,
Bridgewater Road,
Bristol
BS99 6AA

Tel: 0330 303 0030

Website: www.depositprotection.com



Void Periods

Our management service does not include the supervision of the property when it is vacant although, in the normal course of showing it to prospective tenants, periodic visits may be made to the property by our lettings staff.

Instruction to Solicitors

You will be informed of any rent arrears or breaches of covenant brought to our attention. Should it prove necessary to employ the services of solicitors you will be responsible for instructing them, and for all fees involved.

Taxation of UK-Resident Landlords

Landlords who remain resident in the UK are required to declare rental income annually, together with all other income, as it is assessable, after allowable expenses, for income tax.

Taxation of the Non-Resident Landlords

Where the landlord of the property is resident abroad for six months or more and has not been approved under the Non-Resident Landlords Scheme (see below), the Commissioners for Inland Revenue will, under UK income tax law, hold the managing agent (or the tenant where there is no managing agent appointed) personally liable for the payment of tax on income from rent collected on the landlord's behalf. The taxation of income from landlords (Non Residents) regulations 1995 requires the rent-receiving agent to retain the tax element on the net rent and to pay it to the Inland Revenue on a quarterly basis, within thirty days of the end of the quarter.

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We keep you up to date on all legislation you need to comply with.



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You can
be assured
we have
everything
covered.



Mortgage Consent

If you have a mortgage on the property you are letting you will need to obtain consent from your mortgage lender.

Most will give consent but they may charge an administration fee. To allowing consent they may require information on the type of Tenancy Agreement you intend to use and the length of the tenancy.

Insurance

As a landlord you should ensure that you have both buildings and contents insurance in place to cover your investment. Tenants are responsible for insuring their own contents and personal belongings.

Please also note that standard homeowner insurance policies will not suffice once a tenant is in residence and you are not an owner occupier. The policy will need to be specifically designed for a let property.

Council Tax and Utility Bills

In addition to the rent, tenants are responsible for paying water charges, council tax, gas and electricity bills.

Keys

You will need to provide your tenants with two sets of keys. If your property is being managed by M&P Estates Ltd, a further set of keys will need to be held at our local branch.

Property Folder

Many landlords choose to make a property folder. This should include copies of manuals and guides. It is also advisable to leave a local guide and any other information that your tenants may find useful such as details on parking, refuse collections etc.

Professional Cleaning

Prior to occupation, all properties should be professionally cleaned. When the property is returned, the tenant is expected to do the same. Any outside space should also be left in seasonal order.

Value Added Tax

All our fees, and any other charges made by M&P Estates Ltd, will be subject to Value Added Tax at the prevailing rate.

You Can Be Reassured

M&P Estates Ltd are proud to be members of:

- The Lettings Ombudsman
- The Guild of Property Professionals

Damage Deposit

All damage deposits are held by the Deposit Protection Service and their details are set out below for your information:-

The Pavilions,
Bridgewater Road,
Bristol
BS99 6AA

Tel: 0330 303 0030
Website: www.depositprotection.com

Client Money Protection

M&P Estates Ltd hold "Client Money Protection Insurance" – Membership No. A7352

SAFEAGENT

Cheltenham Office Park,
Hatherley Ln,
Cheltenham GL51 6SH

Tel: 01242581712
Email: info@safeagents.co.uk

Redress System

M&P Estates Ltd are members of the Property Ombudsman Redress Scheme for both Sales and Lettings – Membership No. D00673

55 Milford Street,
Salisbury
SP1 2BP

Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

The Ombudsman provides redress, where appropriate, to consumers whose complaints are considered on a case by case basis.



WE ARE PROUD MEMBERS OF THE GUILD

KNOWLEDGE. INTEGRITY. RESULTS.

We have our own strict Code of Conduct which ensures every Member of The Guild is either a qualified Member of The Royal Institution of Chartered Surveyors (RICS) or a Member of The Property Ombudsman.



PARK LANE W1
CITY OF WESTMINSTER

National Network

As a Member of The Guild, we demonstrate a real commitment to local, regional and national marketing. We are part of a national network of offices working together to serve you better.

Trust and Confidence

The Guild have their own strict Code of Conduct which ensures every Member of The Guild is either a qualified Member of The Royal Institution of Chartered Surveyors (RICS) or a Member of The Property Ombudsman.

The Guild Standard of Service

Every Member company of The Guild of Property Professionals is a carefully

selected independent estate agency – as such, we adhere to the highest standards of estate agency practice and all work together to provide you wider marketing and better service.

As part of the national network of property professionals, we have access to a myriad of other services all bound together in an enterprising spirit of teamwork and professionalism that helps with selling houses.

Training

You can be sure you are dealing with professionals as The Guild offers training through its Guild Associate Scheme. This is an educational training system for Member's

staff to ensure fundamental technical competency throughout the network. It covers the basic legal estate agency practice, plus knowledge of The Property Ombudsman, The Guild and Money Laundering. Entrants are examined on their competency and, when an adequate level of proficiency is achieved, are invited to become a Guild Associate.

Auditing

The Guild is committed to raising industry standards with compulsory auditing for new Members. This ensures that every agent operates to the same level.

We are property professionals.

Find your local Guild agent at guildproperty.co.uk

