



Lillingtons Residential Lettings

A Landlord's Guide to our Service



Lillingtons Residential Lettings

Dear Landlord,

We understand that every Landlord has different needs and will require a flexible and personalised service from their local letting agent. Our local property experts will work with you to fully understand your requirements, putting together a truly bespoke lettings service package that suits you.

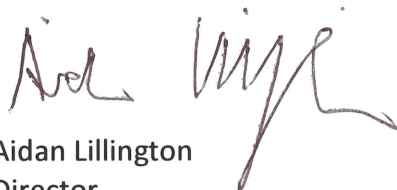
Our professional advice, guidance and support will keep you up to date with the ever changing demands on Landlords ensuring your letting experience is a positive and successful one.

We offer either 'Introduction Only', 'Rent Collection' or 'Fully Managed' services, further details are enclosed. You will also find our Rental Agency Terms & Conditions.

We would be pleased to visit the property to advise you of the possible rental value and to discuss our services. We assure you that this visit places you under no obligation and provides an ideal opportunity to answer any queries you may have about the possible letting of your property.

If you decide you would like to use the services of Lillingtons Estate Agents, or have any questions and wish to discuss the letting of your property in more detail, please do not hesitate to call your local branch directly and speak to a property expert today.

Yours sincerely



Aidan Lillington
Director

At Lillingtons our aim is to ensure your letting experience is as successful, positive and prosperous as possible. Our Residential Lettings service offers a range of packages to suit your budget and circumstances, delivered by experienced local property experts who will work with you to establish the level of service you require.

Full Management Service

Our comprehensive and thorough management service is continuously reviewed to ensure it remains up to date, fully compliant and continues to meet your needs, providing you with peace of mind and assuring you that your tenancy is in very capable hands.

If you opt for our Full Management Service we will:

- ✔ Provide you with advice in relation to your obligations as a landlord, preparing the property to let and maximising potential rental income
- ✔ Produce promotional materials and property particulars in a timely fashion incorporating high quality photography, ensuring your property is placed in front of the right tenants
- ✔ Advertise the property in relevant and targeted media including property listings on our mobile responsive website and major property portals including rightmove.co.uk, promotion through social media platforms and local media, displays within our prominent high street branches, through our exclusive national network of the Guild of Professional Estate Agents and access to our database of potential tenants
- ✔ Accompany viewings of the property, including an optional out of hours service ensuring potential tenants have a positive, informed and attentive viewing experience
- ✔ Coordinate the completion of current legislative and compliance certification including an energy performance certificate (EPC), any gas safety certification, relevant alarms and electrical safety documentation as and where required
- ✔ Carry out comprehensive referencing including credit, affordability and 'Right to Rent' checks on prospective tenants and guarantors using a professional referencing company
- ✔ Offer a Rent Guarantee package available at special membership rates from our partners
- ✔ Draw up tenancy documents plus other associated documentation to both you and your tenant
- ✔ Complete detailed condition and inventory reports including photographs; ensuring the property condition and contents are accurately recorded to support the tenancy
- ✔ Collect and secure the tenancy deposit with the Deposit Protection Service as per legal requirements
- ✔ Regularly inspect the property during the entire course of the tenancy, providing you with regular condition reports and updates
- ✔ Manage the transfer of responsibility for basic utilities and council tax to and from tenants as appropriate
- ✔ Coordinate and manage the collection of rent payments, transferring to your designated bank account
- ✔ Monitor incoming rent, ensuring your tenants are complying with the terms of their agreement, alerting you to any discrepancies and managing arrears on your behalf

- ✔ Provide you with regular and comprehensive statements of account
- ✔ Organise and coordinate property repairs and maintenance using our trusted contractors, negotiating prices and settling invoices on your behalf
- ✔ Manage any tenancy renewals at no additional cost to you or your tenant
- ✔ Monitor all aspects of the tenancy, promptly informing you of any concerns, tenancy breaches or other matters arising as appropriate
- ✔ Advise on when possession notices may be required and issue on your behalf
- ✔ Fully manage the end of tenancy process producing final inspection reports, managing deposit deductions or repayments, coordinating any works required and preparing the property for re-marketing
- ✔ Provide you with access to our professional landlord advice service throughout the tenancy, which will include keeping you up to date with legislative changes and your responsibilities as a landlord

If our Full Management service is not for you, then you may find that the following service packages are more appropriate:

Introduction Only Service

As part of our Introduction Only Service we will:

- ✔ Advise in relation to your obligations as a landlord, preparing a property to let and maximising your potential rental income
- ✔ Produce promotional materials and property particulars
- ✔ Advertise the property in relevant and targeted media
- ✔ Accompany viewings of the property
- ✔ Coordinate the completion of compliance certification
- ✔ Carry out comprehensive referencing checks
- ✔ Collect and secure the tenancy deposit
- ✔ Prepare tenancy documentation
- ✔ Manage the collection of the initial rent
- ✔ Complete handover of the tenancy management

Rent Collection Service

Our Rent Collection Service includes ALL the benefits of our Introduction Only package and in addition we will:

- ✔ Coordinate and manage the collection of rent payments in accordance with the terms of the tenancy agreement
- ✔ Monitor incoming rent, alerting you to any matters arising
- ✔ Manage any tenancy renewals
- ✔ Manage the deposit repayment and any associated deductions

Quick Reference Guide

| | Introduction Only | Rent Collection | Full Management |
|---|-------------------|-----------------|-----------------|
| Property marketing material | ✓ | ✓ | ✓ |
| Local media advertising* | ✓ | ✓ | ✓ |
| Property portal listings | ✓ | ✓ | ✓ |
| Targeted social media marketing | ✓ | ✓ | ✓ |
| Property 'To Let' board* | ✓ | ✓ | ✓ |
| Accompanied viewing service* | ✓ | ✓ | ✓ |
| Coordination of legislative documents* | ✓ | ✓ | ✓ |
| Thorough and comprehensive tenant referencing | ✓ | ✓ | ✓ |
| Bespoke tenancy agreement | ✓ | ✓ | ✓ |
| Property schedule of condition* | ✓ | ✓ | ✓ |
| Inventory* | ✓ | ✓ | ✓ |
| Securing the tenancy deposit | ✓ | ✓ | ✓ |
| Direct payments to landlord's designated bank account | ✓ | ✓ | ✓ |
| Processing initial rent payment | ✓ | ✓ | ✓ |
| Coordination of rent collection | | ✓ | ✓ |
| Management of rent related matters | | ✓ | ✓ |
| Regular statements of account | | ✓ | ✓ |
| End of tenancy deposit management | | ✓ | ✓ |
| Management of property repair and maintenance* | | | ✓ |
| Free tenancy renewals | | | ✓ |
| Management of legal possession notices | | | ✓ |
| Exclusive Lillingtons magazine advertising | | | ✓ |
| Transfer of basic utilities and council tax | | | ✓ |
| Regular inspections and condition reports | | | ✓ |
| End of tenancy condition report and management | | | ✓ |
| Accounting support for landlords based overseas | | | ✓ |

Where items are marked with an * then additional fees may apply.

Please contact your local property expert in branch for a detailed breakdown of fees and charges.

Our letting packages are designed to meet the majority of client needs, however if you require a more tailor made service please speak to our local property experts in branch who can create a bespoke package that meets your specific requirements and agree any additional costs.

Landlords Schedule of Fees

| | Introduction Only | Rent Collection | Full Management |
|--|-------------------|-------------------|-------------------|
| Finding a Tenant | £399.00 | £299.00 | £299.00 |
| Service Charges - Percentage of Monthly Rent | Not Applicable | 10.80% | 14.40% |
| Online Property Listing | Free of Charge | Free of Charge | Free of Charge |
| Electrical Safety Certificate | £180.00 | £180.00 | £180.00 |
| Regional Magazine Advertising | Not Available | Not Available | Free of Charge |
| Property Marketing 'To Let' Board | £18.00 | £18.00 | £18.00 |
| Accompanied Viewings Service within a 5 mile radius | £9.00 | £9.00 | £9.00 |
| Accompanied Viewings Service 5-10 mile radius | £12.00 | £12.00 | £12.00 |
| Accompanied Viewings Service 10 or more mile radius | £18.00 | £18.00 | £18.00 |
| Schedule of Condition - Unfurnished 2 Bed Property | £75.00 | £75.00 | £75.00 |
| Schedule of Condition - Unfurnished 3 Bed Property | £95.00 | £95.00 | £95.00 |
| Schedule of Condition - Unfurnished 4 or more Bed Property | £120.00 | £120.00 | £120.00 |
| Schedule of Condition - Furnished 2 Bed Property | £120.00 | £120.00 | £120.00 |
| Schedule of Condition - Furnished 3 Bed Property | £140.00 | £140.00 | £140.00 |
| Schedule of Condition - Furnished 4 or more Bed Property | £180.00 | £180.00 | £180.00 |
| Landlords Gas Safety Check & Certification | £108.00 | £108.00 | £108.00 |
| Energy Performance Assessment & Certification | £85.00 | £85.00 | £85.00 |
| Renewing a Tenancy Agreement | £90.00 | £60.00 | Free of Charge |
| Upgrading your Lettings Service to Full Management | £42.00 | Free of Charge | Not Applicable |
| Coordination of works e.g. property maintenance | Not Available | Not Available | 14.40% |
| Withdrawing a property - Prior to finding tenant | £120.00 | £120.00 | £120.00 |
| Withdrawing a property - Let Agreed | One Month's Rent* | One Month's Rent* | One Month's Rent* |
| Withdrawing a property - Tenant in situ | Not Applicable | One Month's Rent* | One Month's Rent* |

All fees are inclusive of VAT

* May be subject to a minimum value see full terms for details

Fees correct at time of print 02/03/2017



Residential Sales & Lettings

**For more information contact
your local property expert**

Cockermouth

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Workington

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