

*Finding Tenants for Landlords
and Properties for Tenants*



TENANTFINDERS

-  **Independent**
-  **Local**
-  **Experienced**

www.tenantfinders.co.uk

Office: 023 9283 8900

Dawn: 07766 001 447 • Stephanie: 07766 001 448



The Company

Taskforce offers a full service to landlords and property owners. We aim to cover everything so that you only make one phone call when jobs need doing.

We provide a reliable, good quality service – aimed at solving all the problems of running and maintaining a house.

We operate within a 12 mile radius of Emsworth/Havant, although occasionally we do go further.

Our pleasant, helpful office team will organise your heating/plumbing work and general maintenance, and have noticed an increase in electrical work due to changing regulations and ageing installations.

Taskforce Response Total Central Heating Care

From as little as £17* per month the contract will cover the annual gas safety certificate, the boiler service and all parts and labour for any faults/repairs to the boiler or heating system.

This has worked well for our customers; Mr G in Emsworth took out a Response contract for his rental property; within weeks the boiler's printed circuit board failed. This would have cost him about £240.00 but his monthly payment ensured that Response covered the cost.

If you are interested in Response, simply give us a call and we can tell you how it works and what the costs would be.

*subject to terms & conditions

What can *Taskforce* do for you.....

- ✓ *Gas* – boiler repairs or replacement, fires, cookers, Landlord Safety Certificates
- ✓ *Central Heating* – repairs, installation
- ✓ *Powerflush* System Cleaning.
- ✓ *Plumbing* – repairs to full bathroom installations
- ✓ *Decorating* – quick tidy ups or complete redecoration
- ✓ *Electrics* – visual inspections, full test, repairs and replacement
- ✓ *Plastering* – from patch repair to full rooms
- ✓ *Tiling* – wall and floor tiling
- ✓ *Carpentry* – fencing, door replacement/repair (including Upvc)
- ✓ *Roofing* – clearing gutters and repairing tiles to full replacement roofs

And, of course, *Total Central Heating Care*

FROM HEATING TO HANDYMEN
we're just a phone call away 02392 471700

Gas Safe Register 189777

TENANTFINDERS was established in 2001 by Dawn Burton and Stephanie Twinam. Between us we have more than 45 years experience in letting properties locally. Our aim has always been to provide Landlords and Tenants with a highly personalised service, something that we feel is sometimes overlooked within larger organisations.

What our Landlords' say about us:

"I use Tenantfinders because they offer a professional service at an affordable price. This is backed up by an in depth knowledge of a Landlord and Tenants requirements. In a nut shell, a great service."

Nick Lear, Portfolio Landlord, March 2009

"Tenantfinders take the weight off my shoulders collecting the rent and managing the properties on my behalf"

Sean Powles, Investment, Landlord March 2009

What our Tenants' say about us:

"My rental experience with Tenantfinders was a very positive one. They were always very helpful, efficient and friendly and I would highly recommend them to anyone looking to rent."

Faye Wells, Tenant Suffolk Rd Milton, February 2009

"Tenantfinders were helpful right from the start when showing us around properties. Everything ran smoothly, all contact with Tenantfinders and the Landlords was helpful and everybody went out of their way to make it as easy as possible for us. We are now settled in our new home which we all love and we are very grateful that what is usually a stressful time was made easy by the Tenantfinders team."

Kate Davies, Tenant Sunningdale Rd Copnor, February 2009

About Us

Our services are varied and can be tailored to suit your needs. Whether you are a first time Landlord or an Investor with a property portfolio, we can offer you any of the following services:

- Initial advice on 'buying to let' and importantly preparing your property to rent
- Realistic rent assessment within current market conditions
- Promoting, advertising and marketing of your property
- Accompanied viewings (including out of hours) with potential Tenants
- Provision of an Assured Shorthold Tenancy Agreement
- Compilation of Inventory and Schedule of Condition
- Full Tenant referencing
- Information about the Deposit Custodial Scheme
- Quarterly Rent Statements / VAT invoices
- Property Maintenance, Energy Performance Certificates, Gas/Electric Safety Checks
- Regular Property visits during the tenancy
- Serving Landlord Notice for Possession
- End of Tenancy check and written report
- Optional provision of Rental Warranty
- Information / quotations for Buildings/ Contents insurance and Utility providers.

All of our expertise is used to effectively market properties. Our website www.tenantfinders.co.uk is regularly updated. We advertise with **The Evening News**, **Yell.com** and **Yellow Pages**. Tenantfinders also advertise your property on **Rightmove – The UK's number one property website** that state they get approximately 10,000 searches made for rented accommodation every hour.

We have established good relationships with local employers, maintenance contractors and insurance companies. The importance of a satisfied customer is never overlooked whether Tenantfinders are finding Tenants for Landlords or Properties for Tenants, we aim to provide a first class service.

Your business counts.

Please call us on: 02392 838900 / 07766 001447 / 07766 001448

Address: Office 9, Big Yellow Offices, 8-9 Rodney Road, Southsea, PO4 8BF

Fax: 02392 752333

Email: info@tenantfinders.co.uk

Website: www.tenantfinders.co.uk

LANDLORDS' OBLIGATIONS – prior to letting

Obtain permission to let your house from your Mortgage company, managing leasehold company & insurance companies (as applicable)

Disconnect and close any telephone and communications package you may have and redirect your mail.

Request *closing* accounts from the various utility companies, namely council tax, electricity, gas, and water but please *do not* have any of these services disconnected. Tenantfinders will read meters and advise these companies of the change over in occupation. Tenants are responsible for the duration of their tenancy and the Landlord is responsible for standing charges if a property is vacant.

Ensure you leave the entry/ exit code together with any operating instructions if you have an alarm system at the property and clear instructions for the heating and hot water. We suggest that you compile a folder with all useful information about the property to help your Tenants avoid initial problems with getting things to function correctly.

Income tax is payable on income earned from renting your property and should be included in your annual tax return. Be sure to retain all receipts for any expenditure including our invoices. If you are going overseas you must obtain a 'tax exemption number' otherwise Tenantfinders as your Agent will be legally responsible for withholding a percentage of rent received.

LEGALLY Landlords must abide by the *Gas safety (Installation and Use) regulations 1994* in which a registered engineer must check each appliance for safety annually and issue a gas safety certificate. The Landlord must abide by the *Electrical Equipment (Safety) Regulations 1994* ensuring that all electrical appliances left in the property are safe for use. Whilst not mandatory we strongly recommend this as under the April 2006 Housing Act Landlords & Agents have a legal obligation and a duty of care to ensure electrical installation/ equipment supplied in a property is safe at the start of the tenancy, maintained by competent persons during the tenancy and fit for purpose and free of defects.

LANDLORDS' OBLIGATIONS cont.

All soft furnishings must comply with the *Fire and Furnishings (Safety) regulations 1988* and a label usually is sewn to an item proving it is acceptable. (Furniture made prior to 1950 is excluded from these regulations)

As of 6 April 2007, the Landlord or Agent has to make arrangements for the Tenant's deposits to be protected under one of three new schemes. Further information on these schemes can be found on www.gov.uk/tenancydeposit. All deposits collected by Tenantfinders will be lodged with *The Deposit Protection Service Custodial Scheme* which is free of charge to Landlords and Letting Agents as it is funded entirely from the interest (Terms and Conditions can be found at www.depositprotection.com). If the deposit for a Tenant Find service is passed over to the Landlord, the Landlord has 14 days to lodge the deposit and inform the Tenant of where the deposit is to be held.

As of October 2008 every rented property must have an Energy Performance Certificate (EPC) which is valid for 10 years and recommends improvements of an energy saving nature such as insulation, double glazing, low energy light bulbs etc

It is important that the property is cleaned to a high standard in order to set a precedent for the tenancy and, importantly show how we expect the property to be returned. Launder soft furnishings where possible, wash down all paintwork, vacuum, polish and dust. Clean all sanitary items, kitchen appliances including defrosting of fridge/freezer if provided. Check that everything left such as light bulbs and smoke alarms is in working order and that carpets are professionally cleaned since the Tenant is obliged to do the same at the end of Tenancy. All outside areas should be left neat and tidy and the provision of a lawn mower will enable Tenants to continue to maintain these areas. (Like wise if the property is to be left empty for two weeks or more it is important to ensure any mail is collected, gardens maintained, any unoccupied clauses in insurance policies checked in case they need to be put on notice and according to the time of the year the heating may need to be set to low in order to prevent any pipes freezing.) The inventory states the general condition and sets the standard of cleanliness expected from the Tenant at the end of the Tenancy. If a property is not cleaned to a satisfactory standard prior to the tenancy commencing we may engage a professional cleaning company at the expense of the Landlord.

OUR SERVICES.....

Tenant Find only – Ideal for the experienced Landlord able to look after the tenancy once the Tenants have been found. A one off introduction fee is paid at the start of the Tenancy, deducted from rent and deposit collected.

We visit you at the property in order to advise on the Rental Valuation before marketing the property. Prospective Tenants are accompanied and referenced. A Tenancy Agreement is drawn up and executed. A comprehensive inventory is compiled prior to the let.

On the day of moving we endeavour to set up standing orders for future rental payments, record meter readings and advise the utilities of the change over of Tenancy. We collect the first months rent paid in advance and can pay over the deposit to the deposit protection service or to you as Landlord.

Additionally Tenantfinders can serve 2 months notice, provide extension agreements or conduct an End of Tenancy Inspection on your behalf.

Rent Collection – For a Landlord who is on hand to attend to repairs and visit the property, but prefers to have Tenantfinders attending to paperwork and collecting the monthly rent. An initial set up fee is charged at the start of the Tenancy and a monthly commission is payable to Tenantfinders which is deducted from the rent. In addition to this Tenantfinders also attend to the End of Tenancy Inspection and subsequent transfer of deposit monies.

Management – For the Landlord who does not want any involvement with the Tenant preferring to have Tenantfinders act on their behalf as Management Agents. We do all as with our Rent Collection Service but throughout the tenancy have all dealings with the Tenants together with visiting them every 3 months and attending to any repairs that become necessary in accordance with the Landlords instructions. An initial set up fee is charged at the start of the Tenancy and a monthly commission is payable to Tenantfinders, deducted from the rent.

At the end of the Tenancy we attend to the End of Tenancy Inspection and subsequent transfer of the deposit monies once we have assessed dilapidations in accordance with the inventory. Remarketing is commenced whereby we regularly review and negotiate the Tenancy Terms and rent reviews when appropriate.

TENANTFINDERS Terms and Conditions of Business

I / We the Landlord (s) appoint Tenantfinders to act on my/our behalf in marketing the property providing them with a key to access and any alarm code subject to the following terms and conditions:

That I/we have obtained permission from the mortgage company and will pay the mortgage for the duration of the Tenancy. As well as holding adequate insurance(s) on the property.

That I/we will adhere with all legal safety regulations and will undertake to maintain the property in accordance with the Housing Act agreeing that if Tenantfinders act as Managing Agents they have permission to spend up to £100.00 on minor works. If the Landlord's nominated contractor is unable to attend to a repair within a reasonable time scale, Tenantfinders reserve the right to pass the outstanding work to one of their contractors.

That I/we will ensure the property is well presented prior to tenants taking possession, understanding that otherwise Tenantfinders may arrange to have the property professionally cleaned should this not be the case.

That the date Tenants move in subsequently becomes rent day upon which Tenantfinders receive the monthly rent prior to remitting it to the Landlord thus allowing 5 working days for clearance. However, Tenantfinders can only pay over rent that has been cleared.

That I/We understand that Tenantfinders will not automatically send the tenancy agreement for stamping. (Stamp duty is payable on tenancy agreement where the value of the tenancy is over £5000 by both the landlord and tenant to the Inland Revenue and is not compulsory but may be required if the agreement is presented in court.)

That our appointed insurance/ referencing company may contact you as Landlord to discuss prospective tenants suitability or insurance if you wish them to do so.

That I /we accept that ultimately Tenantfinders are not responsible for taking legal action on my/our behalf or for costs relating to such matters. In the case of rent arrears Tenantfinders will issue 3 arrears letters and the Section 21 if applicable but will not issue the Section 8 prescribed notice as part of their service. I/We confirm that I/we have been offered rent protection and legal expenses warranty through FCC Paragon which I/we have accepted / declined. I/we understand that if I/we decline that I/we cannot make a claim against FCC Paragon or Tenantfinders for any rent arrears or eviction costs.

That Tenantfinders if taking the security deposit on behalf of the client will pay the tenants deposit into the Deposit Protection Service. This service provides an independent dispute resolution service. If Tenantfinders have to arrange for a solicitor to sign a statutory declaration in respect of the deposit; the Landlord understands that £25 plus vat will be charged to cover this cost.

As an Introduction Landlord/s I/We will make their own arrangement and inform tenants of where the deposit is held within 14 days. If required Tenantfinders can pay the deposit to the Deposit Protection Service on your behalf.

That either party can sever ties by giving 2 months notice and that Tenantfinders reserve the right to charge a severance fee of £250 plus vat should a Landlord wish to dispense with their services but retain the existing tenant originally sourced by Tenantfinders.

That I /we will reimburse Tenantfinders £150.00 for expenditure they have directly incurred should I / we decide not to proceed with letting the property.

DECLARATION I /we the landlord (s) authorise Tenantfinders to act on my/our behalf in the letting of the property subject to the above terms and conditions.

Signed

Dated

LANDLORD INFORMATION

Managed

Rent Collection

Tenant Find Only

Full name, address & contact numbers

Preferred Landlord's contact and or Contractor

Bank details for rent payments

Buildings and contents Insurance details

Leaseholder details

Gas Safety certificate / Electrical check / EPC

Addendums

Alarm Code, meter locations & utility Suppliers

Deposit

Rental Warranty

Keys

Misc.

Clover 4 LLP

Commercial & Domestic Energy Performance Certificates

Clover 4 LLP is an independent company specialising in Commercial Energy Performance Certificates, Landlord Energy Performance Certificates and Home Information Packs.

We offer a quality service that is efficient, competitive & professional, yet with that personal touch.

Our company is situated in Horndean Hampshire, we cover central south England for domestic EPC & all of the UK for commercial EPC.

Our prices are extremely competitive, we anticipate single shops and small factory units circa £175 - £250, larger premises £250 - £499, unusual or very large properties POA

All of our work is fully insured, for the Commercial Energy Performance Certificates we are covered by BRE insurance, our accreditation body.

All enquiries are welcome. Any questions? FREE advice given



Clover 4 LLP

69 Portsmouth Road
Horndean
Hampshire
PO8 9LH

Tel: 02392 641077

Web: www.clover4.co.uk
Email: info@clover4.co.uk





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