

Lettings

Essential Guide



**PARSONS
SON &
BASLEY**

AUCTIONEERS
CHARTERED SURVEYORS
ESTATE AGENTS
PROPERTY MANAGERS



Property solutions since 1825

Call: 01273 274000

Visit: www.psandb.co.uk

Email: property@psandb.co.uk



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Parsons Son & Basley has been providing professional property services since 1825.

Our dedicated lettings team has many years experience at all levels and is prepared to invest both the time and effort in order to provide the best possible personal service to our Landlords and Tenants.

The lettings team is supported by an in house Property Management department which is responsible for looking after the properties on which we have been instructed to act in a Full Management capacity and which is committed to ensuring the smooth management of tenancies. We also have an in house client accounts department to ensure a smooth and efficient service with regard to receiving and processing payments. Having all of these services under one roof means that all departments can work closely alongside each other to provide the most efficient and trouble free service possible.

We take great pride in our ability to maximise the return of our client's investments and provide up to date protection from legislation along with providing a professional and personal service.

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See what our current Clients think of us on our website:
www.psandb.co.uk

Trust is key:

- We have a great blend of youth, local knowledge and many years combined experience.
- We ensure that all staff attend regular legal training courses and encourage the Association of Residential Letting Agents qualification.
- Parsons Son and Basley choose to be a regulated agent.

Why is agent regulation good for me?



The Association of Residential Letting Agents:

Members agree to: Comply with the professional standards outlined within the ARLA Byelaws and Code of Practice, demonstrating their dedication and commitment to high standards.

Join the Client Money Protection Scheme which protects your finances in the highly unlikely event that you suffer financial loss due to our bankruptcy or dishonesty.

Have Professional Indemnity Insurance which ensures you are financially covered in the highly unlikely event of our negligence, bad advice or mishandling of data.

Join the Property Ombudsman Scheme & Tenancy Deposit Scheme.



Property Ombudsman Scheme:

Can award compensation and also ensures that you have a redress route in the highly unlikely event of something going wrong.



The Tenancy Deposit Scheme

Of the three government backed deposit schemes the TDS is the only one which allows the agent to hold the deposit as Stakeholder. The benefit being once a tenancy has expired we are able to liaise between Landlord and Tenant to reach an agreeable outcome.



Royal Institute of Chartered Surveyors

Financial audits carried out annually ensures transparency with all fees and charges.

Which service suits you the best?

As everyone has different needs Parsons Son and Basley offer different types of Lettings services for you to choose from.

Tenant Introduction Service:

We will set up your Tenancy for you.

For clients who would like Parsons Son & Basley to market and set up the Tenancy but are able to deal with collecting rent and manage any repairs or maintenance to their property and renewing Tenancies.

We never guess:

All properties are researched using historic comparables on the Rightmove & Zoopla Members sites to ensure the correct valuation is given at the time of the FREE market appraisal.

Approximately 65-70% of applicants begin their search online, it is essential to pitch at the correct rent to ensure a good level of interest.

Obligations:

We ensure you are aware of your property related obligations to avoid any potential liability.

Maximum Exposure:

Tenants will find your property on all the largest property portals as well as on our own website.

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Which service suits
you the best?

Visit:
www.psandb.co.uk

Call:
01273 274000



Zoopla



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CHARTERED SURVEYORS
ESTATE AGENTS
PROPERTY MANAGERS

Property solutions since 1825

PS&B ensure your property is presented to its utmost potential both on and offline.

A 'to let' board is also a very effective marketing tool and ensures your property is visible 24 hours a day, 7 days a week.



Qualified Applicants:

Questions asked during registration ensure that your property is only viewed by the tenant you are looking for. All viewings are accompanied by a member of PS&B.

How the market responds:

You will receive updates on our progress with marketing and viewings.

An offer for you:

Questions are asked while taking the offer to ensure your requirements are met and the Tenant(s) are suitable for referencing. Once we have an offer we will negotiate the best terms for you.

Referencing:

We put great importance on the quality of Tenants provided by PS&B.

We outsource our referencing to a dedicated and impartial agency Rentshield who obtain proof & term of employment, salary, current landlord reference, credit rating & county court judgements check.

It is important to us that you are happy with the Tenant we have found and provide you with a copy of the reference report before you sign the Tenancy Agreement.

We also carry out Right to Rent and (anti) Money Laundering checks to confirm Tenant's ID and address and to confirm that they are qualified to reside in this country.

Tenancy Agreement:

We prepare the Tenancy Agreements and progress to the commencement of your new Tenancy.

Deposit & initial rent:

The equivalent of 1.5 months' rent (deposit amount) is taken as a deposit and is registered and protected with the Tenancy Deposit Scheme. One month's rent is taken in advance.

Inventory and check in:

Due to legislation regarding deposits introduced in the housing act 2004, effective on 6 April 2007, it is vital that inventories are thoroughly prepared before the start of the tenancy.

Before the tenancy is due to begin we will arrange for a full inventory of the property to include colour photographs & meter readings.

To ensure there are no grey areas the tenant will be asked in writing to sign to confirm agreement with the inventory and schedule of condition.

Energy performance Certificate (EPC) and Gas Safety Certificate:

If required PS&B can arrange for either or both to be carried out.

Utilities:

PS&B write to all utilities (including Council Tax) before the commencement of the Tenancy to notify change of occupier.

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Rent Collection Service:

We'll set up your tenancy for you and collect the rent.

For Clients who are able to manage any repairs or maintenance to their property but do not want to deal with collecting the rent or renewing tenancies.

Which service suits you the best?

— Fully managed Service:

We will set up your tenancy for you, collect the rent and oversee any repairs or maintenance to your property.

For clients who want us to look after everything, this is the option for you. Essentially it is the Tenant Introduction Service PLUS:

Maintenance:

- Dedicated property management department.
- Manage tenant queries or problems 24 hours a day, 7 days a week.
- Manage day to day maintenance or repairs, big or small.
- Hold float for deductions.
- Advise on any insurance claims.
- Use only professional and trusted local contractors with liability insurance.
- Ensure clients get best price for quality workmanship.

Routine Visit:

We will carry out regular visits followed by a full report to you.

End of Tenancy:

Arrange the issue of relevant termination notices on tenants where required. Arrange an inventory 'check-out' on your property to ascertain damages or dilapidations (if any).



Following government guidelines advise on deductions (if any) upon receipt of the check-out report. Negotiate the return of the deposit. Arrange any cleaning or maintenance between tenancies.

Utilities:

Write to all utilities (including Council Tax) and supply forwarding addresses for the vacating tenant.

Rent Warranty:

Despite thorough referencing it is not possible to foresee problems such as redundancy, relationship breakdown or illness which may result in the Tenant being unable to pay the rent. We can offer rent warranty, please request further details.

Service comparison table

Free Market Appraisal with comparables guide

Advertise on Rightmove, Primelocation & Zoopla

Advertise in Queens Road window and PS&B website

Qualify application

Accompany viewings with applicants

Provide feedback on viewings

Negotiate the best terms at the offer stage

Full Tenant reference and credit check report provided

Prepare Tenancy Agreements

Prepare Inventory and Schedule of Condition

Arrange for EPC, Gas Safety Certificate and/or Electrical Safety Inspection if required

Set up utilities

Arrange accompanied Check In's on move-in day

Register Tenants deposits

24/7 emergency call outs for Tenants

Arrange for any maintenance or repairs required

Advise on any insurance claims that may arise

Carry out regular routine visits

Collect and forward rent by transfer

Monthly statements

Renewal service

Rent reviews notice

Arrange service of termination notices

Arrange end-of-Tenancy check-out report and for Fully Managed Service only to negotiate any deductions

Close down utilities

De-register deposit and release funds (if holding)

Update you on the market and changes in legislation

A combination of these services can be provided – please request further details

Tenant Introduction Service	Rent Collection Service	Full Managed Service
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
If Required	✓	✓
Optional	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
Optional	Optional	✓
X	X	✓
X	X	✓
X	X	✓
X	X	✓
X	✓	✓
X	✓	✓
Optional	✓	✓
Optional	Optional	✓
Optional	Optional	✓
Optional	Optional	✓
X	X	✓
✓	✓	✓
X	✓	✓

Your obligations and responsibilities as a landlord

This brochure provides a brief overview of our services. We would welcome the opportunity to discuss any aspect of our service with you in more detail.

General rule of thumb:

The Landlord is responsible for the structure, exterior and interior maintenance to include drains and gutters, (supply of) water, gas and electricity, central and water heating, buildings and contents insurance (barring Tenants possessions).

The Tenant is responsible for insuring their own possessions, the Council Tax, Gas, Water, Electric and Telephone accounts.

Gas Safety regulations:

The Gas Safety (installation and use) Regulations 1998 state all gas appliances within a property require an annual safety check by a Gas Safe registered engineer.

The certificate must be provided to the Tenant(s).

Electrical safety regulations:

There is no statutory obligation for Landlords or Agents to have professional checks carried out the electrical systems or appliances.



However, under Common Law and various statutory regulations (The Landlord and Tenant Act 1985, The Housing Act 2004, The Electrical Equipment (Safety) Regulations 1994 and The Plugs and Sockets etc. (Safety) Regulations 1994- both which come under the Consumer Protection Act 1987) there is an obligation to ensure that all electrical equipment is safe at all times.

Fire regulations for furnished properties:

The Furniture and Furnishings (Safety) Regulations 1988, amended in 1989 & 1993, require any furnished property to comply with the Consumer Protection Act 1987 (unless pre 1950's furniture) Either the label or receipt for any item of soft furnishings supplied will be required.

Failure to comply carries a fine of up to £5000.



Smoke detectors & carbon monoxide alarms:

Smoke detectors must be supplied on every level of accommodation within the property and a carbon monoxide alarm in any room where there is a solid fuel burning combustion appliance in accordance with smoke and carbon monoxide alarm (England) 2015 regulation.

It is also recommended to provide carbon monoxide alarms in any room with a gas appliance.

House in multiple occupancy:

If you have a property which is 3 or more stories high or is occupied by 5 or more sharers which comprise of 2 or more households you may require a licence.

A property with 1 or 2 stories or more unrelated people creating more than one household may not require a mandatory licence but may need to comply with certain local authority requirements.

Energy Performance Certificate (EPC):

An EPC must be supplied before a property can be marketed for rent in line with the Energy Performance of Buildings Regulations 2012 and must be a minimum of an 'E'.

Window Blinds:

Only window blinds that present no danger of strangulation by the operating mechanism may be supplied in the property.

Mortgages:

If you have a mortgage on the property permission must be received from the lender, in some cases a higher interest rate may be charged and they may insist on the managing agent being a member of a regulatory body such as ARLA (Association of Residential Letting Agents).

Insurance:

We strongly recommend you advise all relevant parties of your intention to let your property in order to comply with the terms and conditions of your agreement(s).

While buildings insurance is mandatory we strongly suggest minimum contents insurance is also taken out to cover possible damage by tenants. It is also advisable to ensure that your policy has an element of public liability.

Tax (guidance only):

If you live outside the UK, we are required to deduct and account for tax to HM Revenue and Customs (HMRC) under its Non-Resident Landlord Scheme.

Alternatively you can apply to the HMRC at www.hmrc.gov.uk for approval to receive your rental income without tax deducted in which case any tax due will be calculated and paid when you submit your annual tax return.

Please note that in the case of joint Landlords each Landlord will require their own individual approval number to avoid tax being deducted from their rental income.

At Parsons Son & Basley we sell Bespoke Insurance Services tailored to property owners requirements.

A specialist insurance scheme that is administrated 'in house' with experienced staff who deal with claims on behalf of the Freeholder. We provide a personal and outstanding level of service to our clients.



Parson Son & Basley Ltd are authorised and regulated by the Financial Conduct Authority.

Parsons Son & Basley Ltd are specialists in Property Insurance, ranging from a tenanted house to blocks of flats and commercial property. Offering a comprehensive range of solutions for Property Owners, our scheme facilities can provide you with –

- Highly competitive premium with low Policy Excess
- Buildings Cover by a wide range of Perils including Flood, Accidental Damage and Subsidence
- Property Owners Liability Cover up to £10 Million
- Alternative Accommodation with High Limits of Cover
- Trace and Access Cover to discover source of leaks
- Terrorism Cover
- Directors and Officers
- Engineering Inspection & Insurance for Passenger Lifts and Plant

For a quote or further information please contact our Insurance Manager Helen McCauley: **01273 274062** — Insurance@psandb.co.uk

Parsons Son & Basley manages commercial property across the South East of England from our Brighton and Bognor Regis offices.



We look after a diverse portfolio including shops, offices, industrial units and hotels. In addition to collecting rent and administering service charges, our Property Management Team is on call day by day to ensure the lease covenants are complied with by both landlord clients and their tenants.

We provide a comprehensive service that we can tailor to meet your needs. This includes:

- Rent collection
- Service charge administration
- Property inspections to ensure lease compliance
- Preparation of maintenance programmes
- Rent reviews and lease renewals
- Advice on alterations, assignments and sub-letting
- Project management.
- Compliance with statutory requirements such as health and safety and control of asbestos at work regulations
- Valuations for insurance purposes and arranging insurance cover
- Lease re-structuring
- Asset valuations and investment advice
- Dilapidations

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For a quote or further information please contact:

Tim Finlinson: **01273 274041** — timfinlinson@psandb.co.uk

Helen Spencer: **01243 810707** — helenspencer@psandb.co.uk

How else can we help you?

- Residential and Commercial Lettings
- Residential and Commercial Sales
- Residential and Commercial Auctions
- Residential and Commercial Property & Block Management
- Building surveys and Schedules of Dilapidations
- RICS Homebuyer Reports and Condition Report
- Rating and Compensation
- Rental and Capital Valuations
- Freehold and Leasehold Acquisitions
- Expert Witness Reports
- Residential Rent Registrations
- Insurance Services



How to find us

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