

Property management

with the personal touch



VJLW Property's services

VJLW Property never forgets that it is your tenants' home and that it is only fitting to care for them properly, helping them to 'feel at home'. This is not only the right thing to do, but also tenants who feel cared for are more likely to care for your property (reducing maintenance costs) and stay longer (reducing void periods and the costs of remarketing).

VJLW Property develops a personal relationship with your tenants – the person they initially email or call will be the same person who shows them round the property, manages all the admin and carries out ongoing maintenance and management.

In this way, VJLW Property gets to know you, your property and your tenants extremely well, so is able to spot and address problems quickly and cost effectively.

Preparing your property for rental

Before you can place your property on the rental market, there are a number of legislative obligations that you must fulfil. VJLW can help you meet these.

Energy Performance Certificate (EPC)

As set out in the Energy Performance of Buildings (England and Wales) Regulations 2012, landlords are required to hold a valid EPC for their property. EPCs are valid for 10 years. A valid EPC is required before the property can be marketed for rental – failure to provide the tenant with a copy prior to the commencement of the tenancy negates your rights to issue a Section 21 notice. Please note that from 2025 the EPC ratings of all rental properties must be a C or above.

If you do not hold a valid EPC for your property, VJLW Property would be happy to secure one on your behalf from a licensed domestic energy assessor. VJLW Property will not charge for this service, but you will be liable for the assessor's fees – from £60*.

Gas Safety Certificate

As set out in the Gas Safety (Installation and Use) Regulations 1998 in Great Britain, landlords of properties with any gas appliances (boilers, hobs etc) are required get them checked annually by a Gas Safe registered engineer. The engineer will produce your annual gas safety record. A valid Landlord Homeowner Gas Safety Record is required before the property can be marketed for rental – failure to provide the tenant with a copy prior to the commencement of the tenancy negates your rights to issue a Section 21 notice.

If you do not hold a valid Landlord Homeowner Gas Safety Record for your property, VJLW Property would be happy to secure one on your behalf. VJLW Property will not charge for this service, but you will be liable for the engineer's fees of £119*.

* Charges are currently accurate but are liable to change. VJLW Property will charge you the suppliers' correct fees at the time at which you use their services.

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VJLW Limited

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Registered company number: 11136784

Electrical safety

From July 1st 2020 it is mandatory for all rental properties to have an **Electrical Installation Condition Report (EICR)**, which is valid for 5 years. This must be carried out by a NICEIC accredited electrician. If you do not hold a valid EICR for your property, VJLW Property would be happy to secure one on your behalf. VJLW Property will not charge for this service, but you will be liable for the electrician's fees of around £200* dependent upon the size and nature of your property.

Portable Appliance Tests (PAT tests): although not mandatory, annual PAT testing of all white goods, microwaves, vacuum cleaners or other electrical equipment provided by the landlord is the most effective way for a landlord to achieve their legal responsibility to provide their tenants with electrical appliances that are safe to use at all times. Again, if you do not hold current PAT certificates for your appliances, VJLW Property would be happy to secure one on your behalf – pricing would depend upon the number of appliances supplied in your rental property.

Heat, smoke and carbon monoxide (CO) alarms

As set out in the Smoke and Carbon Monoxide Alarm (England) Regulations 2015, it is mandatory to have fully operational smoke and fire alarms in properties that are being rented out. The requirements stipulate that on the date that each tenancy begins, there must be fully operational alarms in the following positions:

- **Smoke alarms:** at least one installed on every storey of their rental property which is used as living accommodation
- **Heat alarms:** should be installed in the kitchen
- **CO alarms:** one in any room used as living accommodation where there is a solid fuel (open fire or log burner) or gas (boiler, gas fire, hob, etc) appliance.

If you need extra alarms fitted in your property, VJLW Property would be happy to fit them on your behalf. VJLW Property will not charge for this service, but you will be liable for the cost of the alarms and fittings: smoke alarms at £10 each*, heat alarms at £11 each* and CO alarms at £27 each*.

Presenting your property

At changeover of tenants, VJLW Property will dress the property for viewings / the next tenant, including disposal of (small) items left by the previous tenant.

Marketing your property

Online marketing

VJLW Property will write compelling marketing materials and promote your property online, including listings on Rightmove, Zoopla, PrimeLocation, Home24 and Gumtree. VJLW Property will not charge for this service, but you will be liable for the £29 cost of the online advert*.

Viewings

VJLW Property will manage all viewings and accompany all prospective tenants to promote the property to them. As the person carrying out the viewing is very familiar with the property, VJLW Property can provide a highly informed and personalised experience for your prospective tenants. If preferred, you may attend the viewings as well as or instead of VJLW Property.

Tenant reference checks

Having identified a suitable tenant for your property, referencing will be carried out to provide a thorough report, including: credit check; linked address, identity & fraud information; CCJs, decrees, and other court information; a Right to Rent check and advice; an affordability rating; plus references from employers and previous landlords to give you a clear indication of the suitability of your tenants.

VJLW Property works with the UK's leading referencing company, Rentguard, and will liaise with your applicants to make sure these checks are completed quickly. On average this takes three to five working days. VJLW Property will not charge for this service, but you will be liable for the referencing company's charge of £20 per tenant*.

* Charges are currently accurate but are liable to change. VJLW Property will charge you the suppliers' correct fees at the time at which you use their services.

Commencing the tenancy

Tenancy agreement

Once a suitable tenant has been found and has passed the Right to Rent checks, VJLW Property will draw up and manage signing by both parties of an Assured Shorthold Tenancy (AST) for 12 month incorporating a break clause for either party, at the 6 month point.

You will have the opportunity to amend or add to certain clauses in the contract to suit your particular requirements. Alternatively, VJLW Property is happy for you to provide your own tenancy agreement.

Under the AST agreement, the tenant has to give one month's notice to leave, and you must give tenants at least two month's written notice if you wish to seek possession of the property (after the first six months has elapsed).

Deposit

VJLW Property will collect the first month's rent and holding deposit (equivalent to five weeks' rent) prior to tenancy commencement. VJLW Property will lodge your tenant's deposit with Tenancy Deposit Solutions Ltd (TDSL) (www.mydeposits.co.uk).

Professional cleaning

To ensure that at the end of each tenancy your property is left in a condition ready for the next tenants to move in, VJLW Property's standard tenancy agreement includes the requirement that the tenant must arrange for the property to be professionally cleaned at the end of their tenancy.

To uphold this, it is necessary for you to have the property professionally cleaned before the first tenancy begins. VJLW Property would be happy to organise this for you. VJLW Property will not charge for arranging this service, but you will be liable for the cleaner's fees which will vary upon the size and nature of your property.

Inventory and condition report

VJLW will arrange for a specialist inventory company to visit your property immediately prior to the tenants moving in and prepare a comprehensive report detailing:

- The state of repair of all walls, paintwork, flooring etc
- Any damage to fixtures and fittings, including the kitchen and bathroom(s)
- A list of all furniture and equipment provided, with details of wear and tear or damage
- The state of cleanliness of the property
- Tests of smoke and carbon monoxide alarms
- Meter readings for electricity and gas.

The report will be sent to your tenant, who will have seven days to challenge any observations. After this time it becomes a legal record of the property at the time of the tenant taking possession.

VJLW Property would be happy to arrange this for you and makes no administrative charge, but you will be liable for the inventory clerk's fees of £198*.

There will be an additional fee of £150* at the end of the tenancy for the check-out inventory report, which will enable you to determine any damage that has been caused by your tenant and use it as an independent record to support any charges you wish to retain from the tenant's holding deposit.

Check-ins/outs

VJLW Property will meet the tenant at the property to welcome them and hand over the keys to the property.

At the end of the tenancy, VJLW Property will carry out a formal check-out to collect all keys from the tenant and get contact details for future correspondence.

If you would prefer to carry out the check-in/out meetings yourself, VJLW Property can provide a form to be completed.

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Ongoing management

Rent collection

VJLW Property will set up a Designated Client Money account for you and ensure that the tenant sets up a monthly standing order - money to be transferred on the same day of the month as the commencement of the tenancy.

Once the tenant's monthly payment has been received, VJLW Property will transfer to your bank account the rental income, minus VJLW Property's fees and expenses incurred on your behalf for the maintenance of the property, and provide a monthly statement of income and costs.

VJLW Property will inform you immediately of any late payments and make best efforts to recover overdue rental income.

Property inspections

VJLW Property will carry out regular inspections of the property to record:

- Defects in the property for which you are responsible
- Damage to property for which the tenant is responsible
- The level of upkeep and cleanliness of the property by the tenant and any potential concerns
- Problems relating to common parts of the estate (for units in a development).

Property inspections will be carried out after the first three months and six monthly thereafter.

VJLW Property will liaise with your tenant to secure access to the property, giving them a minimum of one week's notice.

VJLW Property will provide you with a report following each inspection and liaise with you to discuss the findings and agree follow up actions.

Tenant liaison

VJLW Property will respond to all enquiries from your tenant in a timely manner and action them accordingly.

- Defects in the property for which you are responsible
- Damage to property for which the tenant is responsible
- Problems relating to common parts of the estate (for units in a development)
- Problems with neighbours requiring intervention by estate management.

At the soonest possible time, VJLW will inform you of any defects or damage to the property communicated by the tenant, whether the responsibility of the tenant or yourself, and liaise with you to agree follow up actions.

Implementation of repairs

VJLW Property will manage repairs to the property on your behalf.

VJLW Property will visit the property to make an initial assessment of the repairs required and initiate the most cost effective remedy.

Where the remedy is quick and simple to achieve without the need of a specialist tradesperson, VJLW Property will carry out the repair as part of the management service.

VJLW will secure suitably skilled and experienced tradespeople, liaise with the tenant to secure access and oversee implementation of the work.

Where required, VJLW Property will liaise with estate management to gain permissions or access to common areas of the estate necessary to implement work required by your property.

Where works are required as a result of damage caused by the tenant, VJLW Property will make best efforts to secure payment from the tenant to cover the costs of the repairs.

VJLW Property will not undertake work on your behalf without prior authority from you in writing, except in emergency situations causing risk of injury or further damage to the property.

Tenancy extension

Renewal of a tenancy can be a time for you to increase the rent. Equally it can be a catalyst for your tenant to consider moving. VJLW Property offers you the choice, with full advice on the pros and cons of each, to issue a new Assured Shorthold Tenancy, for a period to be agreed between you and your tenant, or let the Assured Shorthold Tenancy lapse, at which point it becomes a Statutory Periodic Tenancy. VJLW Property does not charge for management of tenancy extension and creation of new ASTs.

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