



029 2115 8696 9am to 7pm

Landlords Brochure

Are you looking for a different kind of letting agent that gives you the edge when it comes to property know how, with competitive rates and no hidden charges we have it all covered for you.

Hensons are an independent firm specialising in property sales, lettings & management, covering Cardiff & South Wales area, with our directors gaining their valuable experience within the housing industry as successful landlords since 1987.

Our reputation and success has been built on the expertise and service that we provide to all our customers and our friendly staff are always on hand, who have the necessary local knowledge to make the sale, purchase or letting of your property as easy and straight forward as possible.

We base our customer proposition upon offering excellent value through high standards of service, to help people to buy, sell or rent property as quickly and as effectively as possible whilst ensuring smooth running tenancies including compliance with the various landlord and tenant laws for rental properties.

Your Property In Safe Hands

EASY INSTANT

Competitive fee Structure

Hensons

UK-WIDE Network Property Agents



Our main priority as a Letting Agent is to secure a suitable tenant at the right rent in the shortest period of time



You're Property in Safe Hands

Personal Service

We understand that letting your property, especially for the time, can be a worrying experience and with this in mind our most important consideration is providing you the Landlord with the best possible service and the right tenant for your property. We never forget that the property is your most important asset and we can confidently assure you that by instructing us to act on your behalf as your Letting and Management Agents your asset will be in professional hands. Because we are an independent firm, we are able to offer a personal service, with attention to detail, whilst at the same time maintaining a high standard of competence and professionalism.

- ✓ Visiting you at your property and providing rental valuation and other advice.
- ✓ Help and assistance with Statutory Regulations.
- ✓ Accompanying tenants applicants to view your property.
- ✓ Obtaining and evaluating references and credit checks.
- ✓ Preparing tenancy agreement and notices.
- ✓ Collecting tenancy deposit which will be treated in accordance with current legislation.
- ✓ Arranging Independent Inventory and schedule of conditions.
- ✓ Checking the tenant into the property and agreeing the inventory.
- ✓ Notifying utilities of change of occupancy and meter readings.
- ✓ Payment of net rental income promptly into your bank account with monthly statements.
- ✓ If required paying regular outgoing from your rental payment.
- ✓ Inspecting the property periodically and reporting any problems to you.
- ✓ Arrangement of maintenance, repairs and garden service.
- ✓ Keeping in touch with the tenant on a routine basis and arranging renewals of the agreement.
- ✓ Checking tenants out, re-letting continuing the process with the minimum vacant periods.

At Hensons we have found that a good relationship with Tenants is the key to a smooth-running tenancy. As Property Managers this relationship is our job, but it is important that the tenants should feel comfortable in their rental home and that they are receiving value for their money.



Managing & Preparing for Letting

Assessment of Your Property

When advising a landlord on letting we need to take several factors into consideration, these will include location, size, condition, standard of fixtures and fitting plus local demand for the accommodation. A representative from Hensons will visit you at your property and carry out initial appraisal and if necessary advise you on any areas that may require improvement. This enables you to ask any questions that you may have and discuss any particular concerns. This service is provided free with no obligation to yourself.

Finding the Right Tenant

One of the principal functions of our letting agency is the identification and referencing of quality tenants to ensure a smooth tenancy. Your property will be extensively marketed using both advertising, including our own website " www.HensonsHomes.com" and direct contact with relocation organisations. All viewing with prospective tenants will be accompanied by us and will be pro-active with follow ups. Our main priority is to secure a suitable tenant at the right rent, in the shortest period of time.

Professional Inventory

As part of Hensons's comprehensive service to landlords we include a Professional Independent Inventory even if the property is unfurnished. The report will provide a detailed description of the accommodation and schedule of condition, this will include taking photographs of all rooms, communal areas and specific items where deemed necessary. We use the inventory as a record of the condition of the property at the beginning of the tenancy as to avoid any difference of opinion upon the tenants vacating. This service is more important than ever before due to the introduction of the Tenancy Deposit Scheme.

Managing Your Money

We will collect the rent on your behalf on the first day of every month by direct debit. Henson's will process the payments and deductions of which the remaining amount will be forwarded to you either by cheque or direct debit to your bank by the 16th of each month. We will then send you a statement with a full breakdown of payments through the post or email.

Referencing

On your behalf Hensons will take references on every tenant named on the tenancy agreement. We will ensure this vital procedure is carried out thoroughly using an independent professional referencing company. This process will include full referencing which will include financial profile and credit check together with an employment and previous landlord reference. To further strengthen your position we may decide to also take a Guarantor to reinforce the tenant's ability to meet their commitments to you.

Legal Documents

When a suitable tenant has been found Hensons will prepare the tenancy agreement for you and will create an Assured Shorthold Tenancy and any other legal documentation in accordance with current legal legislation. The tenancy agreement details all areas of responsibility between you, your tenant and us as your agent, confirming to all parties who is liable for what with connection to your property. As your agent we will organize and execute the signing of the documents on your behalf. With all tenancies the usual period is six months, we can draw up alternative agreement following your instructions.

Tenants Security Deposits

On taking occupancy the tenant pays a security deposit of a minimum of one month's rent. Their deposit is registered with the Dispute Service in line with Tenancy Deposit Scheme government regulations. The deposit is held by Hensons for the duration of the tenancy and is not negotiable under any circumstance.



When your Property is tenanted

Check-In

Once a tenant has been agreed, the check-in process ensures the inventory provides fair and accurate descriptions of the property and contents. At the check-in stage both the representative of Hensons and tenant must sign and date the inventory. We will record utility meter readings and hand over the keys to tenants when the process has been completed.

Utilities

Tenants are responsible for gas, electricity and water/sewage bills generated by their usage during their tenancy, including council tax and any standing charges; this is written into their tenancy agreement. Their liabilities in this respect will clearly finish on the date the tenancy ends. During the void periods the utilities will be the landlord's responsibility but if instructed we can arrange payments for you, by carrying forward some small sums in your rental account. As part of our service Hensons will arrange for these supplies to be transferred into new tenants name from start of tenancy.

Inspection during Tenancy

From experience we know that if a tenant understands their occupancy is being closely monitored they are more likely to maintain a higher standard of care in your property. During the period of tenancy we will inspect your property to make sure it's being maintained in good condition and the terms of the tenancy are being adhered to.

Repairs & Maintenance

The tenant is required to take good care of your property and is responsible for maintaining the property in good order. However repairs are of course necessary to each and every property throughout the tenancy agreement and landlords must be prepared for this eventuality. Maintaining the property and the appliances supplied, including the central heating is the landlord's responsibility. Hensons's can on your behalf with our local contractors or contractor of your choice arrange to carry out such works. We will in advance agree the level of responsibility you wish us to have in arranging repairs and replacements and then proceed accordingly, without reference to you as per agreement. When there is an emergency repair such as burst pipes or gas leaks there are different obligations on all parties and common sense must be exercised to limit damage to property or minimise health & safety risks to tenant.

Tenants Vacating Property

At the end of the tenancy we will carry out a final report. This will include a full and detailed inspection against the original inventory report that was agreed by the tenant at the beginning of their tenancy. Any changes noted and a full report sent to you. The report is used to assess any costs for which the tenant is responsible and calculated. The balance of the security deposit is then returned back to the tenants. Final meter readings will be taken for gas and electricity. During the void periods the Landlord is responsible for council tax, gas and electricity and we will transfer these accounts back into the landlord's name.

Tenant Renewals

About three months prior to the end of the tenancy we will contact you to receive your further instructions. We will then take the appropriate action with the tenant to renew their tenancy or schedule their check-out. If the tenant decides not to renew their tenancy your property will be remarketed to ensure a swift re-let. **Please note** new arrangement fee will only be charged for new tenants and not for the renewal of contracts with existing tenants.



Safety Regulations

Gas Safety

There are very important obligations placed upon Landlords regarding mains or bottled gas appliances supplied in the rented property which must have a certificate of safety. This will cover all gas appliances, flues and associated pipe work is maintained in a safe condition at all times. The safety check must be carried out by a corrgi registered gas engineer who will issue the necessary certificate on an annual basis. Hensons's can arrange for this check to be carried out on your behalf; however the responsibility rests with the landlord to comply with this law (Gas Safety Installation & Use Regulations 1994). We would like to make it clear regarding this matter to the extent that we are unable to accept or retain a property on our books unless your property fully complies with the Gas Safety Regulations, as stated we can arrange this for you.

Electrical Safety

The landlord is also responsible that all electrical equipment supplied with the accommodation must be safe to use. This is part of the Electrical Equipment Safety Regulations 1994). It is high recommended for Landlords to acquire an Electrical Safety Certificate for your property. Hensons's are happy to arrange for the necessary electrical inspections to be carried out on your behalf.

Smoke Detectors

Building regulations require that all properties built after June 1992 must have mains operated inter-connected smoke detectors installed on each floor. Older properties are exempt from this requirement, we strongly recommend that smoke detectors to be installed on each floor in all rental properties.

SAFTEY TIP: Ensure that all instructions booklets & manuals for appliances are available at the property for tenants reference

HMO Licensing

When a landlord offers a property for rent which is three storeys high (habitable) and with five bedrooms or more or people from two or more households, the landlord is then required to register the HMO with the local council. The license will be granted by the local Authority which will be subject to a fee and the license will last initially for 5 years. The requirements apply to properties which share facilities and do not apply to self-contained flats or apartments.

Energy Performance Assessment

It is a legal requirement for all rental properties to have a valid Energy Performance Certificate before we can commence with marketing your property. Your property will be assessed for the energy performance of your rental accommodation by a qualified Domestic Energy Assessor to ensure it meets all legal requirements. This certificate will be valid for a period of ten years.

Furniture & Furnishing Fire Safety

Since 1988 all upholstered furniture must be flame resistant by law and this will include furniture supplied to the tenant as part of the accommodation. If any property found not to comply the landlord faces fines or imprisonment or both. Any landlord placing a property on the rental market **MUST** comply with these regulations immediately and any furniture not complying **MUST** be removed before the tenancy commences.



Legal & Financial Position

Consent to Let

If your property is mortgaged then you must inform your bank, building society or other lender of your intention of letting your property and obtain their written consent. Hensons's will assume all necessary checks have been made, therefore we cannot be held responsible should a tenant decide to make a claim against you or if you face repossession due to mortgage arrears. If your property is leasehold, your headlease will state whether or not you require permission from the Freeholder to sublet.

Proof of Ownership

We are required due to the Money Laundering Act to ensure each property we let is owned by the individual we are instructed by. This will require you to show proof of ownership and this can be obtained from the land registry, mortgage statement or solicitor completion paperwork. We will also require in addition proof of your home address in the form of a bank statement, utility bill or photo identity. We can obtain this document for you for an additional fee.

Insurance

Tenants are responsible for their own belonging during the period of their tenancy, however it is essential that you ensure that your property is correctly insured, so don't assume that an existing insurance policy will continue to provide cover while your property is let. If you require further advice in this matter or are unsure of how your existing cover is affected, we will be pleased to discuss this with you and outline alternatives that may suit your needs, with an Independent Financial Consultant whose initial fee is free.

Income Tax

Landlords must declare this income on your tax returns, as you will be liable to pay income tax on your net income from the property, which is the gross income less allowable expenses which are incurred in letting property. This may impose a considerable burden on the landlord, however through careful planning and assistance you should not incur any financial penalties. Where an owner lives abroad permanently or is working abroad for an extended period you will still normally be required to pay income tax. The Inland Revenue will hold the managing agent responsible for payment of any tax liability under the Tax Exemption Act and is due directly from the rental receipts. You may avoid this by applying for a Tax Exemption Certificate which can be obtained from your local tax office. If you require further assistance in these matters we have arrangements with local accountants who, at no initial cost, will be pleased to give our landlord clients an outline assessment of their position.

Some expenses usually allowable against rental income

- Mortgage interest
- The cost of providing services included in the rent e.g. gas electric, water rates
- Legal and accounting costs
- Insurance for buildings and contents
- Ground rent
- Wear and tear allowance for furniture, fixtures and fitting.



Taking Care of Your Interests

Will my Money be Safe?

It is important for landlords to ensure they only entrust their properties, monthly rents, deposits, maintenance funds to reputable letting agents who operate their business with integrity and honesty.

Our Professional Standards

Although Hensons's is part of national network of independent letting agencies, we maintain separate clients, accounts and operate these accounts to the highest Professional standards which protect both our Landlords and Tenants alike.

Protecting Your Interest

Hensons's holds comprehensive Indemnity Insurance to cover against claims for errors including Fidelity Insurance to protect against the loss or misuse of clients money. This protection offers you the last resort, giving you security and peace of mind knowing your investment is in safe hands.

Can I be sure my Rent will be paid?

A landlord's rights and remedies are quite clearly set out in the legalisations regulating tenancies; the tenancy agreement is a legal contract and is enforceable by law. We do everything we can to ensure that the right tenant is chosen and in most cases their tenancy is all we can hope for. However on rare occasions when problems may arise due to redundancy, sickness and relationship breakdown can affect the best tenants.

Resolving Rent Arrears

Hensons's will always try to resolve problem situations as swiftly as possible by promptly sending reminder letters for outstanding rents, visiting the tenants and discussing as far as possible problems being experienced by the tenant and agreeing the solutions. However we must take into consideration how far the tenant will take us into their confidence. Our landlords and clients have direct access for advice on difficult situations which may arise, but we will wherever possible try to avoid the need for legal action.

We will always help and support our landlords regarding these matters. There is a range of Insurance products which you may consider that are especially designed for landlords against legal costs and potential lost of rent which might arise in litigation cases.



Additional Services

Investments

With typical returns of 7% achievable on capital investments in residential property to let in much of the UK, the buy-to-let market provides a highly efficient long-term investment medium. If you are looking for a mortgage we can arrange a free consultation with our associate independent mortgage broker who is regulated by the Financial Services Authority ensuring you impartial advice.

Pre-purchase Guidance

Our considerable local experience in this field, together with our independent status, means that we are able to provide practical and impartial advice on such matters as type of property and the area that you should consider, and also on a choice of lenders to approach to suit your circumstances. Pre-purchase guidance is available free of charge.

Post-purchase Refurbishment

From minor works to complete refurbishment, we are able to assist in the process of preparing the property for letting in a variety of ways, including the arranging and supervising of redecoration and repairs. Our relationship with local suppliers and trades people ensures competitive pricing and quality workmanship.

Insurance that We Can Arrange for You

Hensons will be pleased to arrange any insurances you may feel you require to cover your legal cost and rental income. Policies will be arranged through companies acknowledged as the market leaders in providing these specialist policies. Apart from the legal and rent protection policies already referred to, cover is also available for building and contents.

Tips on Presentation

- Neutral décor works best
- Painted surfaces are easier to maintain than wall paper
- Remove all clutter
- Gardens kept neat & tidy
- Professional cleaning is recommended
- Furnishing modern contemporary styles
- Ensure all maintenance items have been attended to

Landlords, Insurance Products

- Building and contents
- Legal protection
- Rent and indemnity insurance
- Emergency callous repair



Our Service & Fees

Level of Service

We know that landlords come in different packages, therefore we offer total flexibility so you can let your property, your way at a budget that suits you. Our fees are competitive and fully transparent which are open to negotiation dependant on the level of service and size of portfolio. As well as offering the regular management packages we also offer a range of professional services to meet each and any one of your needs, whether its property management, landlords insurance or just a quick gas check that you need – we can help.



Fully Managed: This level of service we is offered to landlords who wish not to have the responsibility of managing the property themselves. Our management fee of 10% will be deducted from the monthly rental receipts, also the arrangement fee of 1½ weeks rent will be deducted from the first month's rent paid by the tenant, of which this fee will be used for preparation of a Professional Independent Inventory, drafting up and execution of all legal documents, advertising and marketing your property, and accompanied viewings by a member of staff.



Part Managed: This level of service is offered to landlords who wish to be more involved with the letting of their property. Our management fee of 7% will be deducted from the monthly rental receipts, also the arrangement fee of 2 weeks rent will be deducted from the first month's rent paid by the tenant, of which this will be used for preparation of drafting up and execution of all legal documents, advertising and marketing your property, and accompanied viewings by a member of staff.



Let Only: This level of service will be offered to landlords who wish to manage the property themselves. Our arrangement fee of 3 weeks rent will be deducted from the first month's rent paid by the tenant. We will, draft up and execution of all legal documents, advertising and marketing your property, and accompanied viewings by a member of staff. Our arrangement fee will be deducted from the first month's rent paid by the tenant.

We hope that you found the information in our brochure useful. If there are any aspects of which you are unsure or would like information on our current fee structure, please give us a call on **029 2115 8696** or pop in to our office. We look forward to being of assistance to you in the letting and management of your property.

We do not charge landlords costly re-let fees for renting your property out to future tenants with managed properties.



Landlords Checklist

⇒ Full set of keys to be forwarded to us.	<input type="checkbox"/>
⇒ Mortgage lenders or Head leaser's permission in writing to be obtained and forwarded to us.	<input type="checkbox"/>
⇒ Your property & contents to be insured & the insurers have been made aware of your intentions to let.	<input type="checkbox"/>
⇒ Gas fires, boilers ECT to be tested and serviced by a registered contractor and a copy forward to us.	<input type="checkbox"/>
⇒ Safety checks to be carried out on all electrical compliances and forward a copy to us	<input type="checkbox"/>
⇒ Any smoke detectors within the property to be tested.	<input type="checkbox"/>
⇒ If applicable HMO or additional license certificate for property	<input type="checkbox"/>
⇒ Ensure property and garden are tidy and in good order.	<input type="checkbox"/>
⇒ Notify all utility companies of your departure and ensure all accounts are closed & mail redirected.	<input type="checkbox"/>
⇒ Overseas landlords to have arranged their tax matters including landlord tax exemption form.	<input type="checkbox"/>
⇒ Complete and sign our Management Agreement, Confirmation of Instructions and provide two forms of identification together with proof of ownership.	<input type="checkbox"/>

We have provided the above checklist for your convenience, so to enable us to proceed with the letting of your property quickly and efficiently.

