

Brookes Bliss



Our Guide To Letting Your Home



Why Choose Us?

Whether you are a Landlord or a Tenant, at Brookes Bliss we put our clients at the centre of what we do. From tailored marketing to expert advice, your property is our focus.

Bespoke Personal Service

Our hand-picked team delivers a tailored personal service in property management to suit your needs. Clear, considered advice, regular communication and attention to detail give our clients confidence and ensure we make the most of their property. When there is a problem, our staff endeavour to be on hand as quickly as possible, even out of hours. We pride ourselves on our long-term relationships with clients and the trust we engender.

Expertise

A depth of local and industry knowledge combined with the latest technology allows us to market your property to the right people at the right time. Our dedicated and experienced Team includes members of ARLA Propertymark (Association of Residential Lettings Agents) ensuring we maintain the highest professional standards and are up to date with the very latest legislation.

Security and Peace of Mind

We make sure your money is safe with comprehensive Client Money Protection and Tenancy Deposit Protection Schemes in place. Our personal Tenant vetting procedures include robust checks to give you peace of mind and we provide a fully managed service to make your letting as hassle-free and safe as possible.

Trusted

Experienced

Innovative

Initial Property Visit & Assessment

We assess all our clients individually and tailor our advice and services to your exclusive requirements. We are happy to visit your property for an initial consultation free of charge with no obligation. Our assessment will include information and recommendations on the market rent, legal obligations, Tenant requirements, mortgage requirements, safety regulations and tips on making your property most appealing.

Marketing Your Property

Our multi-faceted marketing, tailored to your property, aims to source suitable tenants within the shortest time frame. Full property particulars including eye-catching photographs and floorplans are forwarded swiftly to our registered database of prospective Tenants and marketed through our website and leading industry platforms such as 'Rightmove' and 'Onthemarket'

As many Tenants start their home search with a tour of their preferred area, our striking individual 'To Let' boards often play a strong role in generating interest. In addition, regular local newspaper and digital advertising ensures maximum regional exposure.

We accompany all viewings as required, providing you with security, peace of mind and enabling us to meet prospective tenants to assess their character, circumstances and suitability. We can then ensure that any applicant meets with both our and your expectations and we are on hand to negotiate the best terms of tenancy on your behalf.

Tenant Referencing & Rental Guarantee

Our Tenant vetting procedure is based on the highest industry standards and includes identity checks, credit checks and character references from suitable reliable third party sources such as employers, accountants, solicitors and previous landlords so that you can be sure of your Tenants' background.

Preparing The Property & Inventories



Good quality Tenants are attracted to good quality properties. It may seem obvious, but it is vitally important from the beginning to ensure that your property is viewed to the best advantage. In effect, this means attending to any outstanding maintenance jobs prior to marketing, where possible, and presenting your property attractively.

At the start of the tenancy the benchmark is set for the standards required throughout the tenancy, and by presenting your property, including the grounds, in the best condition, you put yourself in the driving seat for ensuring its presentation at the end of the tenancy.

Through experience, we have found that both Landlords and Tenants enjoy the assurance that a comprehensive inventory provides. Just before the commencement of the tenancy, we will draw up a detailed document listing descriptions for each room, covering everything from ceilings to floors, including the condition of the décor, cleanliness, any defects etc. This is supported by a full compliment of digital photographs, meter readings and a record of the keys supplied.

We pride ourselves on the comprehensive nature of our inventories and schedule of conditions, so should there be any disagreements at the end of the tenancy, you have an in depth document to prove how your property looked initially. Without this evidence, in the event of a dispute with your Tenants, you may find yourself in a weaker legal position. Whilst this service is not included in our “Let Only” package, we do strongly suggest that an inventory is prepared on all properties and we would be happy to arrange this on your behalf.

Energy Performance Certificates (EPC)



Energy Performance Certificates are now required by law for all new tenancies and have to be in place before any marketing can commence. We therefore recommend that this is organised at the earliest opportunity.

As with the safety regulations, we would be happy to arrange a surveyor who can undertake this work on your behalf or alternatively you may choose to arrange this certificate yourself. For most properties the cost involved is less than £100.

All residential rental properties must be a minimum of a band E or in receipt of an exemption, for instance in the case of some listed buildings.

Safety Regulations

There are legal obligations on all Landlords to ensure that they provide their property in the safest of conditions for their Tenants. We would be happy to arrange for these important checks to be undertaken on your behalf. Should you prefer to attend to these matters yourself, we will still legally need to hold copies of the safety certificates.

Gas Safety Check

Under the Gas Safety (Installation and Use) Regulations 1998 all gas appliances and flues in rented accommodation must be checked for safety within 12 months of being installed, and thereafter at least every 12 months by a competent engineer (ie a GAS SAFE registered gas installer).

Electrical Safety

Under the Electrical Equipment (Safety) Regulations 2020, electrical appliances and equipment provided in tenanted premises must be safe. You must therefore have a periodic electrical inspection carried out by a qualified electrician and the safety certificate in place before a tenancy commences

Smoke Alarms

Smoke and Carbon Monoxide Regulations became law on 1 October 2015 meaning that all properties in England – whether existing tenancies or new tenancies – will need to comply. All properties must be equipped with a smoke alarm on each storey of the premises where there is a room used as living accommodation. A carbon monoxide detector must be supplied in any room in the premises which is used as living accommodation and contains a boiler and/or solid fuel burning combustion appliance. This applies to any wood burning stove or coal fires. However, we also strongly advise that a detector is placed in all properties with gas heating or appliances.

Legionella

The Health & Safety Executive have issued a code of practice for assessing the risk of Legionella in residential property. We recommend that as a Landlord you should carry out a risk assessment of your property prior to letting especially if there are open water tanks, redundant pipes, cooling systems or a swimming pool. For more information regarding your duties please refer to L78 Approved Code of Practice (2013). Legionnaires disease (hse.gov.uk)

Furniture & Furnishings Fire & Safety Regulations

The Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in 1989, 1993 and 2010) set levels of fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery, which must be adhered to for all items in a rented property.

The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bedcovers including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Items that comply should have a suitable permanent label attached. Non-compliant items must be removed before a tenancy commences.

Utilities

We generally advise that rentals are agreed exclusive of all outgoings. On leasehold properties, the Landlord remains responsible for any ground rent, maintenance and service charges. With all tenancies the owner continues to be responsible for all mortgage payments and buildings insurance. For properties under our full management service, we will notify utility companies such as gas, electric and water and the local Council Tax department, with regard to the change of occupier and meter readings. Due to data protection regulations, we are unable to attend to telephone accounts as only the customer is permitted to make any alterations.

Repair, Upkeep & Gardening

It is in all parties interests to ensure that your property is well maintained. The key, to achieving this is often via preventative maintenance and a periodic plan of works e.g. boiler servicing, external painting etc.

Repair costs for the building, heating system, water system, appliances etc. are the responsibility of the Landlord.

Under our full management service, we will attend to repairs on your behalf, subject to your requirements. We can also organise routine maintenance works, fair wear and tear repairs, and gas safety checks etc. with our local knowledge providing a wealth of helpful contacts in most relevant trades. Alternatively, you may prefer to use contractors you know, who are already familiar with your property. We ask you to confirm the level of our service at the outset of the tenancy. It should be noted that under the new 'fair contract terms' legislation, it is deemed as unacceptable for a Tenant to be made responsible for such items as tree surgery, hedge cutting or where special machinery or knowledge is required.

We can arrange as part of the tenancy agreement, for the Tenant to be responsible for routine gardening, however, if your garden is particularly large, complex, or of high value to you we strongly advise including the services of a gardener in the rental. At the start of the letting, the grounds should be presented in the tidy condition that you expect to continue, allowing for normal growth and waste.

Income Tax

When resident in the UK, it is entirely the Landlord's responsibility to inform the Inland Revenue of rental income received, and to pay any tax due. Where the Landlord is resident outside of the UK during a tenancy, unless an exemption certificate is held, we as the Landlord's agent are obliged to retain and forward to the Inland Revenue on a quarterly basis, an amount equal to the basic rate of income tax from rental received, less certain allowable expenses. An application form for exemption from such deductions is available from your local Tax Office.

Insurance

Landlords remain responsible for insuring their property and contents. Should your property be let unfurnished, we would still strongly advise that limited contents insurance is taken out to cover items such as your carpets and kitchen fittings etc.

It is also important that you notify your insurance company that the property is to be let, as unfortunately some companies will not cover you under these circumstances.

Deposits

All deposits taken for Assured Shorthold Tenancies must be placed under the protection of a government approved Tenancy Deposit Protection Scheme.

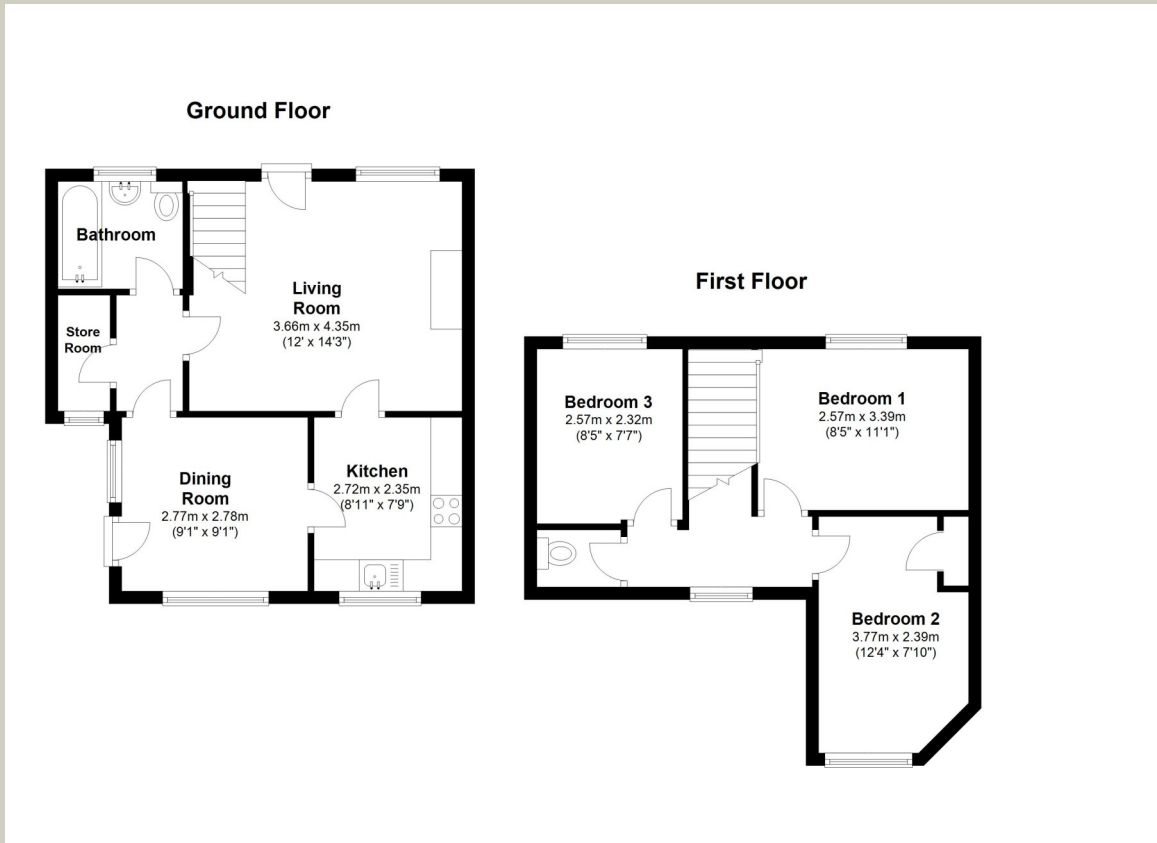
A Landlord who does not do so will be breaking the law and could be made to refund the full deposit to the Tenant along with an amount equivalent to three times the deposit. They will also not be entitled to gain possession of their property under the relatively straightforward procedure of a Section 21, under the Housing Act of 1988.

Our membership of ARLA Propertymark ensures we are compliant with all approved industry codes of conduct and that we can offer a government approved Deposit Protection Scheme at reduced rates. In the event of a deposit dispute at the end of the tenancy, either the Landlord, Tenant or the Letting Agent can refer the case to an independent case examiner (ICE) free of charge. The ICE will then use the inventory and any additional details provided to decide if any deductions from the deposit are fair and reasonable.

In such an event, a comprehensive inventory becomes paramount in protecting your property.

Floor Plans

We prepare floor plans for all our properties. These are very popular and useful for prospective purchasers. The floor plans will be featured not only in your sale brochure but also on all the major property websites. Below is an example of a typical floor plan.



Office Location

We have always liked being in the thick of things and our new offices are on one of the busiest corners in the city centre facing the Cathedral. With state of the art displays and such a prominent position we offer a visual and physical profile that is hard to beat.

To Let Boards

In most cases, we would recommend that one of our To Let boards is placed in the most eye-catching position available. However, occasionally this is not always appropriate and we will discuss this with you on an individual basis.

Advertising /

For each property, we prepare a schedule of targeted advertising to attract the most suitable buyers. This includes:

Internet Advertising

The internet is a strong medium for introducing your property to potential new tenants. In addition to our own well visited website at brookesbliss.co.uk we advertise on leading property search engines **Rightmove** and **Onthemarket**. These are supported by subsidiary sites such as *The Evening Standard* and *The Telegraph*.

Local Advertising

We regularly advertise our properties in the *Hereford Times* and other publications including the *Brecon and Radnor Post*, *Monmouthshire Beacon*, *Ledbury Reporter*, *The Malvern and Ross Gazettes* and *Ludlow Advertiser*.

Viewing & Security /

All appointments to view will be made through ourselves at a time convenient to you. We will verify serious buyers so your time is not wasted. Feedback from all viewings, whether positive or negative, will be reported to you as soon as possible.

Landlord Identification /

As part of the rental process, you will be asked to supply one form of photographic ID and you will also be asked for proof of ownership of the property you intend to rent. These documents will not be shared with any other parties.

If the property is mortgaged, you must obtain written consent for the mortgage company. If they require additional clauses in the tenancy agreement, please let us know.

Good quality Tenants are attracted to good quality properties.



Landlord Services

Let only Service

- ✓ Provide guidance on current property safety regulations
- ✓ Comprehensive marketing through Rightmove and On The Market, our own website and local advertising
- ✓ Accompanied viewings
- ✓ Careful tenant selection and professional referencing including a credit report and Right to Rent checks
- ✓ Preparation of an initial 6 month Assured Shorthold Tenancy Agreement
- ✓ Collection of the first month's rent
Fee – 96% of the first month's rent (Inc VAT) with a minimum of £480 (inc VAT)

Part Managed Service

- ✓ Provide guidance on current property safety regulations
- ✓ Comprehensive marketing through Right Move and On The Market, our own website and local advertising
- ✓ Accompanied viewings
- ✓ Careful tenant selection and professional referencing including a credit report and Right to Rent checks
- ✓ Preparation of an initial 6 month Assured Shorthold Tenancy Agreement
- ✓ Collection of the Tenancy deposit
- ✓ Registration of the tenancy deposit into the Tenancy Deposit Scheme
- ✓ Arrange gas, electricity and energy performance certificates if required
- ✓ Comprehensive property inventory
- ✓ Rent reminders to tenant if necessary
- ✓ Advise utility companies of the new tenants and meter readings
- ✓ Ongoing monthly rent collection and statement of account e mailed to the Landlord
- ✓ Be another point of contact by arrangement if the Landlord is not available (eg holidays)
Fee – 84% of the first month's rent (inc VAT) with a minimum of £480 (inc VAT).
Ongoing monthly part management - £60 (inc VAT)

Additional charges for above services inclusive of VAT:

- ✓ Hold and register the tenancy deposit in the Tenancy Deposit Scheme - £45
- ✓ Property checks - £60
- ✓ Check out of the property at the end of tenancy - £54
- ✓ Deposit negotiations (to help resolve any dispute at end of tenancy) - £150
- ✓ Service of legal notices - £72
- ✓ Tenancy renewal (not including periodic tenancy) - £120
- ✓ Property Inventory Included with part managed service) – Unfurnished properties:

Fully Managed Service

This is our most popular service and is designed to take the stress out of renting and managing your property.

- ✓ Provide guidance on current property safety regulations
- ✓ Comprehensive marketing through Right Move and On The Market, our own website and local advertising
- ✓ Accompanied viewings
- ✓ Careful tenant selection and professional referencing including a credit report and Right to Rent checks
- ✓ Preparation of an initial 6 month Assured Shorthold Tenancy Agreement
- ✓ Collection of the Tenancy deposit
- ✓ Registration of the tenancy deposit into the Tenancy Deposit Scheme
- ✓ Arrange gas, electricity and energy performance certificates if required
- ✓ Comprehensive property inventory
- ✓ Advising utility companies of the new tenants and meter readings
- ✓ Ongoing monthly rent collection and statement of account e mailed to the Landlord
- ✓ Regularly property checks during the tenancy
- ✓ Arrange routine repairs during the tenancy using our approved contractors
- ✓ Provide your Tenant with an emergency out of hours number
- ✓ Negotiate deposit returns at the end of the tenancy
- ✓ Annual renewal of safety certificates
- ✓ Annual rent reviews
- ✓ Rent reminders to tenant if necessary
- ✓ End of tenancy check out
- ✓ Deposit dispute negotiation
- ✓ Serving of legal notices

Fee – 60% of the first month's (inc VAT) with a minimum of £480 (inc VAT) followed by a monthly management charge of 14.4% (inc VAT) of the monthly rent subject to a minimum fee of £48 (inc VAT) .

We can also offer a tailor made service to suit your needs

About Us



Jane Lilwall FARLA

Lettings Manager

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Jane started her career in Residential Lettings in 2005 and has a wealth of both local and industry knowledge. Jane joined the current Brookes Bliss team in 2017 and as a Fellow Grade member of ARLA Propertymark Jane enjoys strong relationships with clients built on trust, valuable experience and up to date advice and is dedicated to ensuring clients will happily recommend her



Karen Edmonds

Office Manager

karen@brookesbliss.co.uk | 01432 343800

Having been with the team for over 14 Karen is well placed with sound knowledge to assist with a whole host of enquiries. Karen has excellent attention to detail and ensures the office runs smoothly on a day to day basis.



Jonathan Bliss

jonathan@brookesbliss.co.uk | 01432 343800 | 07748 113830

Jonathan has lived and worked in Herefordshire for most of his life and has been successfully selling houses for over 35 years. Highly experienced in all types of property, he considers himself incredibly lucky to be working in one of the country's most beautiful counties. Jonathan is always approachable and guarantees sensible, straightforward advice.



Kate Bliss - Fine Art Valuer

kate@brookesbliss.co.uk

Kate heads the Brookes Bliss Fine Art Valuation Service. RICS member and a Fellow of the Gemmological Society of Great Britain, Kate has over 25 years experience valuing in all the main areas of Fine Art and specialises in jewellery and silver. Many clients look to sell or reappraise valuables when moving and a valuation service is helpful for sale, family division, insurance or tax purposes.



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rightmove  **onTheMarket**

