

# What Happens Next

## Landlords

Having instructed Darwoods Residential Lettings to let your property, you may have some questions....



### Q. What do you need from me in order to market my property?

<b>Consent to Let</b>	Before you can let your property, you need to obtain written permission to let from your bank, mortgage lender, Superior Landlord or Freeholder of the property. If you do not receive permission, your tenancy may be deemed unlawful.
<b>Letting Authority &amp; Terms &amp; Conditions of Business</b>	We will require a signed Letting Authority and Terms and Conditions of Business in order to act on your behalf as agent and to commence the marketing of your property.
<b>Non Resident Landlord (NRL) Approval</b>	If you live outside the UK or spend more than 6 months a year abroad, you need to complete a Non Resident Landlord (NRL) form in order to apply for approval from the Inland Revenue for us to pay the rent to you without any deductions for tax. Darwoods will have the necessary forms for you to apply.
<b>Landlord Insurance</b>	Please ensure that you have the appropriate building and contents insurance in place for your property. Not all insurance products cover let properties so please check your policy. Hepburns Insurance offers insurance products tailor-made for landlords. Please see separate Hepburns Landlords Insurance brochure or visit your local branch for more details.
<b>Keys</b>	We will require a set of keys for access along with instructions on viewing arrangements. Please note that once a tenant has been found for your property, additional sets of keys will be required.
<b>Energy Performance Certificate (EPC)</b>	As of the 1st October 2008 all properties being marketed as available to let are required to have an Energy Performance Assessment carried out and a certificate produced.

### Q. How will you find me a tenant?

<b>Property Marketing Details</b>	Once you have instructed us to let your property, we will arrange for photographs to be taken and property details to be drawn up for marketing. Our software system, Aspasia, will automatically match your property details to all relevant applicants registered with us and send them the property details via email, text message or post.
<b>Internet Advertising</b>	Your property will immediately appear on our popular Darwoods Residential Lettings website and within 24 hours on more than 30 Internet Property Portals, including Rightmove, Propertyfinder, findaproperty.com and Primelocation.
<b>Printed Media &amp; To Let Boards</b>	Your property will also appear in our weekly newspaper advertising, on window cards in the branch and on various lettings lists. A "To Let" board will be placed at the property, unless otherwise advised.
<b>Key Local Employers</b>	Darwoods have excellent relationships with Key Local Employees and Relocation Agents with whom we are in regular contact.

### Q. What happens once Darwoods have found a tenant for my Property?

<b>Reference Checks</b>	Applicants are thoroughly referenced by an external credit referencing company. Copies of proof of ID and residency of the applicants are taken and kept on file.
<b>Landlord Property Information Form</b>	A Landlord Property Information form should be completed as soon as possible. This will enable us to manage your property more efficiently and will include details for rent payments etc. The questionnaire will be forwarded to you under separate cover.
<b>Inventory</b>	An Inventory appointment will be booked and an Inventory created prior to check in. Please see separate brochure entitled "Preparing for your Inventory" for more information.
<b>Tenancy Agreement</b>	A plain English tenancy agreement will be prepared following satisfactory references. The tenancy agreement will be signed in accordance with our terms and conditions of business, executed and completed prior to the commencement of the tenancy.
<b>Utilities</b>	We will endeavour to advise the gas, electricity water and council tax offices of the tenant's details on check in. Note: We cannot guarantee they will act on our instructions.
<b>Darwoods Residential Lettings Premier Service &amp; Guarantee</b>	This is an ideal opportunity to consider Darwoods Residential Lettings Premier Service & Guarantee. This competitive and comprehensive service offers complete peace of mind for landlords including a guaranteed protection against loss of rental income and legal expenses. See separate "Darwoods Residential Lettings Premier Service & Guarantee" brochure or visit the branch for more details.

## Q. What happen on the day the tenant moves in? (Completion Day)

<b>On Completion Day</b>	Proof of residency and ID received from tenants (if not already). Tenants sign the tenancy agreement (unless already received), receive a copy of the Gas Safety Record (if applicable), receive a detailed Inventory and Schedule of condition of the property and collect keys from the office. At this stage we need to ensure that all appropriate safety measures have been taken before the tenant moves in. The tenants are given the opportunity to advise of any amendments to the inventory which will be taken into account at check out.
<b>Gas Safety Record (GSR)</b>	Darwoods operate a zero tolerance policy when it comes to Gas Safety Records. All let properties with gas must have a valid Gas Safety Record in place. Darwoods require all GSR at least 5 days prior to check in and keep copies of all GSR on file for auditing purposes. Darwoods will be able to recommend a suitable, reliable Gas Safe registered contractor to carry out the Gas Safety inspection.

## Q. What happens to the Tenancy Deposit?

<b>Tenancy Deposit</b>	The tenancy deposit will be held as stakeholder for Assured Shorthold Tenancies in accordance with the requirements of The Dispute Service Limited. This means that the deposit can be released as soon as both parties agree. (Please refer to the tenancy agreement terms and conditions for more details.) The tenancy deposit is held by Darwoods Residential Lettings in a separate client account which is ARLA bonded.
<b>Contact details of the scheme</b>	The Dispute Service Limited PO Box 1255 Hemel Hempstead Hertfordshire HP1 9GN Tel: 0845 226 7837 Fax: 01442 213193 email: deposits@tds.gb.com

## Q. When do I start receiving rent?

<b>First Month's Rent</b>	Your first month's rent will be paid to you via BACS transfer once the tenancy has commenced. The rent you will receive will be less commissions and any other expenses due to Darwoods Residential Lettings. If we are collecting rent on your behalf, you will receive monthly statements.
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## Q. What happens during the tenancy?

<b>Tenancy Management level</b>	The type of management level selected will affect how your tenancy is handled once your tenants move in. You have a choice of Managed, Rent Collection or Introduction Only. Please refer to your signed Letting Authority and Terms and Conditions of Business.
<b>Tenancy Renewals</b>	In accordance with the terms and conditions of business for the management level selected, we will write to you and your tenants three months prior to the end of the tenancy to enquire whether you both would like to renew the tenancy for a further term.
<b>Tenancy Checkout</b>	Please refer to a separate Landlord Check Out Manual which you will receive once notice has been given.

## Q. What are my legal obligations as a landlord?

<b>Section 11 of the Landlord and Tenant Act 1985</b>	You must keep in repair the structure and exterior of the property including drains, gutters and external pipes. You are obliged to keep in repair and proper working order the installations in the property for the supply of water, gas and electricity and for sanitation. You are required to keep installations in the property for space heating and heating water in repair and proper working order.
<b>Fire &amp; Furnishings (Fire) (Safety) Regulations 1988</b>	You must ensure that all furniture and soft furnishing, including garden and patio furniture, complies with the regulations. This will be checked during the Inventory and any furniture that does not comply will have to be removed.
<b>The Gas Safety (Installation &amp; Use) Regulations 1998</b>	As mentioned above, you must ensure that any gas appliances or installation pipe work in the property is maintained in a safe condition so as to prevent risk of injury to any person by ensuring that all such appliances and pipe work are checked annually by an approved Gas Safe registered engineer and a written record produced.
<b>The Electrical Equipment ( Safety) Regulations 1994</b>	You must ensure that electrical equipment is safe and will not cause danger and that it satisfies the safety requirements of the 1994 Regulations by getting it checked by a qualified electrician.
<b>What about data protection?</b>	Information supplied will be held on our computer system in accordance with the company's notification under the Data Protection Act 1998.