

## The Benefits Of Using Bluewood Letting

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## Introduction to Our Rental Services

There are many benefits to using Bluewood Letting, we have outlined some below. Please read through this information pack as it provides information about the services we offer and the requirements for renting your property.

### Extended Opening Hours

One of the main benefits are our long opening hours, we understand that to attract the best tenants we have to be available at times convenient to them. We offer late evening viewings – we conduct viewings until 8:30 pm every weeknight and weekend viewings – both Saturday and Sunday by appointment.

### Finding High Quality Tenants

Our extensive database of tenants and our far reaching advertising ensures your property is marketed to as wide a range of tenants as possible ensuring you a fast let to quality tenants. By extending our opening hours and making ourselves available to the professional working tenant. We can help YOU find better quality tenants, that simply would not be able to view your property with other agents.

### Dedicated Management Team

You get direct contact with senior management and experienced property managers. We have dealt with every kind of situation before and thus know how to affect a quick and cost effective repair quickly and to your satisfaction. Each landlord will have a dedicated account manager, they will get to know you and your property and will be responsible for keeping you informed and deal with every issue that you have.

### Quick Payments Turnaround

Our computerized account system means that you get quick payments direct to your bank account. Thereafter you will be paid monthly as soon as the rent is received. We offer client money protection, all rents are paid into a separate client account ensuring your money is protected at all times.

Competitive Fees with NO hidden charges

Competitive fees with No hidden charges. We only charge the monthly percentage and a set up fee. You receive -  
FREE Renewals after the initial term  
FREE Advertising  
FREE Inventories

Strict Tenant Checks

All tenants are fully referenced including  
**Credit Score** - we check their credit file to ensure that they have a good credit rating and no missed payments.  
**Works Referencing** - This ensures that they have a full time job and a reliable income; this is verified by writing to their employer and also by seeing their previous wage slips.  
**Landlord Reference** - Checking to ensure that they pay on time and have conducted their tenancy in a satisfactory manner.

Fastrack Tenant Finding Service

Instruct us and your property is cross referenced with our client database the same day, we telephone all the people who are registered that may be interested in your property to see if they are interested in viewing.

Guaranteed Rent With No Arrears

Our rent guarantee insurance will pay your rent on the due date regardless of whether the tenants have paid it or not. Unlike most other insurance policies where you have to wait until there are two months arrears and then make a claim we understand that your cash flow is vital to the success of your rental and keep paying regardless. We will also cover your rent until vacant possession and pay all of the associated legal fees to get the tenants out if they are not paying.

Fully Regulated and Insured

We are proud to be members of The National Approved Letting Scheme. This is an accreditation scheme for lettings and management agents offering peace of mind to landlords and tenants in knowing that they are dealing with a firm which agrees to meet defined standards of customer service. Together with having in place the necessary insurances to protect clients' money plus a customer complaints procedure offering independent redress. We are also members of The Property Ombudsman Service, the SAFE Agent Scheme and The Tenancy Deposit Scheme.

## **Guaranteed Rental Payment Service**

Landlords continue to inform us rent arrears is their greatest worry, followed closely by the potential costs of the eviction process. With the guaranteed rental payment service from Bluewood Letting we can remove both of these worries and provide you with complete peace of mind.

We can offer you this innovative service which GUARANTEES to pay your rent to you on the day it is due, regardless of whether the tenant has paid or not! You can have complete peace of mind and say goodbye to rent arrears with our Rent Guarantee Insurance.

- Guaranteed Rental Income protecting your cash flow
- Legal Expenses cover
- No need to claim, pay any excess or wait for your money
- Rent paid on time, every time until vacant possession gained

You will have complete peace of mind that their rental cash flow is 100% guaranteed and this service also includes free legal expenses cover. We simply pay the rent on the day it is due and if the tenants do fall in to arrears there is no need for you to make a claim, pay any excess or wait for your rent. The insurance company will handle the arrears recovery process and if required, the full eviction process.

We know that as a landlord, there is always the worry of rent collection and late rent payment from your tenants. We have removed this risk with a service specially designed to safeguard your income. As our customer, your rent will be paid in full and on the monthly due date regardless of whether your tenant pays or not. Guaranteed rental payment allows you to plan your investment effectively by guaranteeing your cash flow. We take the worry and bother out of owning and letting residential investment property once and for all.

Also included are all of the aspects of our Full Management Service which is detailed below.

## **Full Management Service**

Our ever popular service takes care of all of the day to day running of your property and covers the following

- Provide a rental valuation and any other advice which you may require about letting
- Locating suitable tenants by advertising and conducting viewings.
- Referencing and background checks
- Preparing the tenancy agreement
- Collecting and holding as stakeholders a deposit (bond) from the tenant.
- Preparing an inventory/schedule of condition and checking the tenant in to the property
- The transfer of gas, electricity, water and council tax accounts into the tenant's name.
- Receiving rental payments and payment by bank transfer to you.
- Inspecting the property periodically, and reporting any problems.
- Arranging any necessary repairs or maintenance with your consent.
- Renewing the tenancy agreement or checking the tenants out.
- Re-letting and continuing the process with the minimum of vacant periods to ensure that you receive the optimum return from your property.

## **Let Only Service**

For those landlords who like to take a hands on approach and are comfortable with the day to day duties of looking after the house we offer an introductory service that covers the following

- Providing a rental valuation and any other advice which you may require about letting.
- Locating suitable tenants by advertising and conducting viewings.
- Accompanying tenant applicants to view the property.
- Obtaining and evaluating references and credit checks.
- Preparing a suitable tenancy agreement and arranging signature by the tenant.
- Collecting a deposit (bond) from the tenant.
- Informing the tenants of your contact information for the collection of rent.

## **Summary Of Fees**

We are only paid when we successfully find you a tenant that you are happy with and they have moved in. The fees can be deducted from the rent paid by the tenants and we will then transfer the balance to you.

### **Guaranteed Rental Payment Service**

12% + vat of the monthly rental payments. The first month there is a set up fee of £280 + vat.

(Note on VAT 12% + vat = 14.4% inclusive of vat and £280 + vat = £336.00 inclusive of vat)

### **Full Management Service**

10% + vat of the monthly rental payments. The first month there is a set up fee of £180 + vat.

(Note on VAT 10% + vat = 12% inclusive of vat and £180 + vat = £216.00 inclusive of vat)

### **Let Only Service**

50% + vat of the first month's rent only. This is subject to a minimum fee of £395 +vat.

(Note on VAT 50% + vat = 60% inclusive of vat and £395 + vat = £474.00 inclusive of vat)

There are no other charges and our services are all No let, No fee! Please call to book your FREE rental valuation now for all the help and advice you need in order to get your property rented.

## *Top Tips for landlords on choosing a letting agent*

1. Always use a letting agent who is a member of the National Approved Letting Scheme and registered with The Property Ombudsman

NALS is the National Approved Letting Scheme, and is the most respected and recognised scheme of its type; offering complete peace of mind for tenants and landlords.

NALS offer a completely independent licensing scheme. That means people can have confidence in any firm using the NALS logo, because they know every single accredited firm has had to agree to:

- **Meet defined standards of customer service**
- **Be part of a Client Money Protection Scheme**
- **Have a written customer complaints procedure**
- **Independent redress through an ombudsman.**
- **Have current Professional Indemnity Insurance**
- **Have a designated client bank account**

These requirements, and service standards, provide protection and security for both the tenant and the landlord.

Bluewood Estates & Letting are proud to be members of both NALS & The Property Ombudsman Scheme



2. Check the agent is a member of the SafeAgent scheme

**SAFE – Safe Agent Fully Endorsed – is a mark denoting firms that protect landlords and tenants money through client money protection schemes.**

Landlords and tenants often make decisions based on cost but it is important to ensure you ask your agent for details of the organisation they are regulated by and whether or not they are covered by a client money protection scheme. If the agent disappears with the tenancy deposit, you will be responsible for repaying this to the tenant, and if they disappear with the rent, you can't ask the tenant to pay this to you again. Bluewood are fully regulated by NALS and SafeAgent to maintain and operate separate designated client accounts where your money is held completely separate from the operating funds of the firm. If the agent you are using cannot provide you with the assurance of knowing they are covered by a client money protection scheme the question you need to ask is why not?



## Tenancy Deposit

Rules introduced in April 2007 state that all deposits taken for Assured Shorthold tenancies must be protected by a tenancy deposit scheme.

### Fully Managed Service

If you are using our fully managed service we will automatically register your bond with our chosen supplier, The Dispute Service. The full information about their scheme can be found on the website [www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk). This will protect your bond and satisfy all relevant legislation. You will need to take no further action.

### Let Only Service

If you are using our let only service we will pass the bond on to you for registration. There are two main schemes you can choose to use. Please visit their websites or call them directly for further information on how to register. Both companies have a form that can be completed on their website. You have to give basic information such as names, addresses, amount of bond etc. This is then registered on a central computer and at the end of the tenancy you have to inform the company if you choose to make any deductions from the bond.

### The Deposit Protection Service

This is a free service to use however you must pass the bond on to them to hold in their client account. At the end of the tenancy you will have to complete a form to instruct them whether you wish to retain the bond or they will return it directly to the tenant on your behalf. Details can be found at [www.depositprotection.co.uk](http://www.depositprotection.co.uk) or telephone 0870 7071 707.

### Tenancy Deposit Solutions Ltd

This is an insurance based scheme and you are allowed to hold the bond in your own account. To join this scheme you must pay a joining fee and an administration fee per tenancy. Details can be found at [www.mydeposits.co.uk](http://www.mydeposits.co.uk) or telephone 0871 703 0552. Once the tenancy ends you will need to inform them and the tenant if you wish to make any deductions.

Further details are available on their websites or by telephone. If you are unsure of what to do please contact one of our team who will be happy to give you any further advice.

## **Information About Regulations**

Being a landlord you need to have various certificates for your property. The following need to be arranged prior to letting

### **An Energy Performance Certificate**

All properties that are advertised to rent will have to have an EPC before they can be marketed. A certificate detailing its energy performance must be made available to prospective tenants.

As we are marketing the property we will be happy to have a Domestic energy Assessor visit your property and compile a report. This will be valid for ten years and costs £95.00. Should you choose to act on the results of the report you may be able to make your home more energy efficient and therefore more marketable to prospective tenants. You are however under no obligation to make any changes to your property.

### **A Gas Safety Certificate**

Under the Gas Safety (Installation and Use) Regulations 1994 (amended 1996), all gas appliances in tenanted premises must be checked for safety at intervals of not more than 12 months, by a 'Gas Safe Register' registered gas engineer, and a safety certificate issued. Records must be kept of the dates of inspections, of defects identified, and of any remedial action taken. The gas engineer will provide a certificate and a copy of this given to the tenants.

### **Smoke Alarms**

Although there is no legislation requiring smoke alarms to be fitted in other ordinary tenanted properties, it is generally considered that the common law 'duty of care' means that Landlords and their Agents could be liable should a fire cause injury or damage in a tenanted property where smoke alarms are not fitted. We therefore strongly recommend that the Landlord fit at least one alarm on each floor of the property (for example, in the hall and landing areas).

### **Electrical Appliances & Equipment**

Under the Electrical Equipment (Safety) Regulations 1994, the Plugs & Sockets etc. (Safety) Regulations 1994, electrical installations and equipment in tenanted premises must be safe. In January 2005, new regulations were introduced - "Part P" - making it a legal requirement for landlords to be able to prove that all fixed electrical installations and alteration work has been carried out and certified by a competent electrician. (A fixed installation comprises the wiring and appliances that are fixed to the building fabric such as sockets, switches, consumer units and ceiling fittings.) This is in addition to existing legislation, and also the common law duty of care, which require that electrical appliances in tenanted property are safe. Although (unlike gas) no safety certificate is legally required, and therefore it may be adequate to perform a visual check of electrical equipment, fittings and leads, it is recommended that a qualified electrician be engaged for this purpose.

### **Furniture & Furnishings**

The Furniture and Furnishings Regulations insist that specified items supplied in the course of letting property must meet minimum fire resistant standards. Therefore all relevant items as above must be checked for compliance, and non-compliant items removed from the premises. In practice, most (but not all) items which comply must have a suitable permanent label attached.



## *Preparing the Property for Letting*

We have found from experience that a good relationship with tenants is the key to a smooth-running tenancy. As Property Managers the relationship part is our job, but it is important that the tenants should feel comfortable in their home, and that they are receiving value for their money. This is the landlord's job. Our policy of offering a service of quality and care therefore extends to our tenant applicants too, and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties attract quality tenants. We can assist you in all aspects of renovation and building work if there are any improvements that you want to make.

### **General condition**

Electrical, gas, plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Appliances**

Similarly, appliances such as washing machine, fridge freezer, cooker, dishwasher etc. should be in usable condition. Repairs and maintenance are at the landlord's expense unless misuse can be established.

### **Decorations**

Interior decorations should be in good condition, preferably plain, light and neutral.

### **Furnishings**

It is recommended that if you leave furnishings, and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting unfurnished, we recommend that the property contains carpets, curtains and a cooker.

### **Personal items, ornaments etc**

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the tenant's own use.

### **Gardens**

Gardens should be left neat, tidy and rubbish-free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools.

### **Cleaning**

At the commencement of a tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the tenant's responsibility to leave the property in similar condition. Where they fail to do so, we can arrange cleaning at their expense.

### **Information for the tenant**

It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day on which refuse is collected etc.

### **Keys**

You should provide one set of keys for each tenant and, if we are managing the property, a set of keys for ourselves.

## Summary

We at Bluewood believe the reason for our success is down to the excellent customer service we offer. We maintain regular contact with all our tenants and landlords, as a result are able to offer a personal service and our landlords are more likely to get their property an early let with suitable tenants.

We are extremely pro-active, fiercely competitive and we believe that customer satisfaction and communication is paramount. We will exceed your expectations.

**Call 024 76221 222 to book a free rental valuation  
and let Bluewood get your home rented.**