

## LETTING YOUR PROPERTY DISTINCT WAY



### A step by step process from the moment we appraise your property until your tenant moves in.

- We will come and appraise your property to let
- Following our visit to the property, you will receive an appraisal letter from us
- You can then review at your leisure and discuss with us any queries you may have

Assuming the personal care and attention is important to you and you decide to let your property through us, the next steps are following:

- All the legal owners (or their legal representatives) will be asked to complete and sign our agency's Terms of Business
- All the legal owners (or their legal representatives) will be asked to provide their original IDs (such as passports for a photographic ID and an utility bill, bank statement no older than last 3 months as a proof of address) to comply with the Anti-Money laundering regulations
- We will need to take photocopies of the IDs
- You will need to leave us a set of keys for the property so we are able to carry out viewings in your absence
- If there is no EPC in place or is outdated, we will organise a new EPC for you to be produced by an independent EPC assessor (the cost is usually £75 however the cost will be always provided to you prior as they are based on the size of the property). It is a legal requirement to have an EPC when letting your property.
- We will book photography appointment within 24 hours of receiving a signed agreement (we usually do that at the same time)
- We will attend photography appointment within 72 hours of booking
- Photographs and a floorplan will be produced within 48 working hours (weekends and bank holidays excluded)
- We will prepare full property listing whilst waiting for photography
- As soon as photographs are received, we will complete the listing and start advertising your property
- Your property will be first offered to our extensive database of the potential tenants
- You will receive an email notification about every viewing we have
- We will provide you with the feedback after each viewing as soon as received (our potential applicants receive an email request to provide the feedback 30 minutes after they have viewed the property and we usually follow up next day with a phone call if we have not heard from them). The feedback to you is provided to you as soon as we have any information from the potential applicants
- Once we had an application form and holding deposit from an applicant, we will review their suitability and we will contact you to discuss
- If you are happy with information provided in the application, we will carry out right to rent checks, proof of address verifications and start referencing process. We use a third party referencing company who also carries out credit check
- We will inform your applicant and send them a link to complete an electronic referencing form

- Referencing normally takes 48 hours from the applicant completing the link. If there are any delays (i.e. employer or previous landlord are not providing references in timely manner, we will keep progressing these and keep you updated)
- Once references are processed, we will inform you about the outcome
- If the outcome is negative, we will see if there is any solution and discuss this with you
- If no solution is found (i.e. applicant may fail income eligibility so may need to pay rent upfront and secure guarantor), then we will remarket the property
- If the outcome is positive, your property will go under offer whilst we progress towards drafting and signing tenancy agreement
- At this point we will ask you to provide us with full set of keys for the tenants
- We will book and prepare inventory should you employ us to do so as a part of our services
- We will request that the property is in the required condition prior to us attending inventory (i.e. any works or repairs needed are completed, property is cleaned, smoke and CO2 alarms are operational, all appliances and electrical fittings are working, etc.)
- We will send you and the applicant a draft of tenancy agreement for you to read and raise any questions you may have
- We will request first month rent and deposit to be paid before the tenancy agreement is signed
- We will send you and the applicant(s) the tenancy agreement to sign electronically
- We will send you a copy of an inventory for your perusal
- We will provide the applicant all legal documentation they have to receive prior to the tenancy
- We will send your applicant(s) copy of an inventory one day before start of the tenancy (they have legally 7 days from the start of their tenancy to check it and sign otherwise it would be deemed as accepted)
- We attend check in appointment should you employ us to do so as a part of our services
- We will transfer you your rent minus our fees
- We will notify utility companies of the arrival of your tenant(s) (only for fully managed properties)
- We will email you within 10 working days of the tenant moving in following documentation: Tenancy agreement (with prescribed information if applicable), Deposit certificate or Nil Deposit Scheme Certificate (if applicable – please ask for more information), Inventory, Copies of references



Please call us on 01295 234 750 or 01608 695252 if you have any queries or want to arrange an appraisal.