



# PENNINGTON

PROPERTY LETTING | MANAGEMENT | SALES



## A Guide for Landlords

How we help you make the most of your rental investment

[pennington-online.co.uk](http://pennington-online.co.uk)

# You're in safe hands



**PENNINGTON**

PROPERTY LETTING | MANAGEMENT | SALES

**With over 30 years' experience in the letting industry and a number of licensed ARLA Propertymark at our Woodbridge office, can you afford to leave your investment with anyone else?**

For more information about how we can help enhance your property investment contact us today.

**01394 337590**

[info@pennington-online.co.uk](mailto:info@pennington-online.co.uk)

[www.pennington-online.co.uk](http://www.pennington-online.co.uk)



arla | propertymark

PROTECTED

# Welcome to Pennington

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**As a landlord in the UK's private rented sector (PRS) you know you are playing a vital role in the country's housing today. With nearly 13 million renters, the PRS now represents 20% of all households and whether you have a single property to let or own a large portfolio the expectations placed on you as a landlord are the same.**

Pennington has over 30 years' experience in the letting industry and as one of the largest independent agencies in the area, we have total understanding of what makes for a great investment and how to get the most from that, but also what the challenges are in the sector today and how to address them.

With over 125 individual pieces of legislation that now govern the PRS, we know that this can place a significant burden on the many small, private landlords we have and who the Government relies on to provide this much-needed housing.

Our focus is on delivering the service that is right for you to ease this burden. This is why we offer a range of options as to how we can best help you to look after your rental property.

Our fully managed service means just that – we look after every aspect of your property rental from advice on preparing your property for initial marketing through to a tenant moving out and deposit returns. And everything in between.

It is no surprise that most of our clients choose this fully managed service for the peace of mind from knowing their property is not only being well looked after but also that every step in the regulatory process is professionally managed.

To suit all requirements, we also offer a Letting and Rent Service and a Let Only Service for clients who want to undertake the day-to-day management of their property themselves.

In response to our clients' requests we have also started offering a new suite of services for landlords that prefer our Letting and Rent Service and Let Only Service, as a Pick & Mix whereby you can choose from any individual services on an ad-hoc basis.

So for more information on what each of our services entails, please read on and we look forward to welcoming you to Pennington.

*The Pennington Team.*



# Your Guide to Pennington Services



To suit individual need and budget, the following are the range of services we offer as standard under our three different packages – Fully Managed, Letting & Rent, and Letting Only.

If you have any questions or would like further information, call us on **01394 337590**

or if you prefer email the letting management team on **info@pennington-online.co.uk** and we will get back to you as soon as possible.

## Services available from Pennington

	Fully	Letting & Rent	Letting Only
<p><b>Letting Advice:</b> We carry out a detailed letting assessment of the property and advise on market rental levels. We provide letting advice to ensure that the property is presented in the best possible way to maximise the letting potential and that every step of the process is fully compliant with all current legislation. We have experience of every kind of property and can advise on cost effective ways to make improvements and can arrange to have the work carried out too, through contractors we work closely with.</p>	✓	✓	✓
<p><b>Compliance / Health &amp; Safety:</b> We arrange all Energy Performance Certificates (EPC), Gas Safety Inspections, Electrical Safety Checks (EICR), Legionella Reports and purchase and install Smoke and Carbon Monoxide Alarms if required to ensure the property is fully compliant before the tenants move in. These are legal requirements and there are hefty penalties for non-compliance.</p>	✓	✓	✓
<p><b>Marketing:</b> We professionally photograph the property, record a virtual tour, prepare the details and promote the property widely across the major property portals and on our own website to reach suitable tenants looking for this type of property. We will carry out all viewings, accompanying prospective tenants and give feedback to help with final decision making.</p>	✓	✓	✓
<p><b>Tenants References &amp; Right To Rent checks:</b> We interview the prospective tenants and carry out all the required checks and references including Right to Rent checks to confirm the applicant can legally live in the UK. We also carry out thorough credit checks, employer and/or accountant references and previous landlord references to ensure they are a suitable applicant, and they meet affordability criteria. We will keep you up to date throughout the process.</p>	✓	✓	✓

	Fully	Letting & Rent	Letting Only
<b>New Tenancy Agreement:</b> We prepare the tenancy agreement and any relevant notices, including any additional clauses which may be required to do with pets in a property for example. We advise landlords and tenants of their legal rights and responsibilities under the agreement, including any recent changes to legislation. Only when all parties are happy will we arrange for the tenancy agreement to be signed and exchanged.	✓	✓	✓
<b>Inventory:</b> We prepare a detailed schedule of condition and inventory of property contents and agree these with the tenant in line with Association of Professional Inventory Providers (APIP) best practice. This includes colour photos to ensure there is no chance of dispute at a later stage.	✓	✓	✓
<b>Tenancy Deposit:</b> We secure the initial rental payment and a security deposit of at least five weeks rent. In accordance with regulation, we register the security deposit with one of the accredited Tenancy Deposit Schemes (TDS) within the stipulated 30 days of the deposit being taken.	✓	✓	✓
<b>Rent Collection:</b> We arrange for rent to be paid and ensure that these are collected at the allocated times and credited to the landlord's account. We have processes in place to take prompt action to avoid any rent arrears.	✓	✓	✗
<b>Rent Statement:</b> We prepare and issue to the landlord a monthly statement of rental income and expenditure.	✓	✓	✗
<b>Inspections:</b> We carry out regular inspections of the property, inside and out, as required and produce a detailed inspection report. Inspecting properties regularly ensures that tenants are observing the terms of their tenancy agreement and any issues or problems that come to light from this can be dealt with swiftly before they can become a bigger issue.	✓	✗	✗
<b>Maintenance &amp; Repair:</b> Whether it's something that is highlighted from an inspection or an issue the tenant has flagged up, we will arrange for the maintenance and repair of properties promptly and efficiently. We always keep the landlord updated on what is required, quotes for the work and progress to ensure there are no surprises. We also deal with emergency work, so you don't need to deal with a broken-down boiler in the middle of the night.	✓	✗	✗
<b>Serving notices:</b> When required we issue any notices, always ensuring that they are strictly in accordance with the statute that governs their service and are always up to date on any changes to this legislation.	✓	✓	✗
<b>Pre-Final Inspection:</b> We meet with the tenant upon receipt of notice to carry out a final inspection in advance with a view to discuss any issues at the property and advise the tenant of anything that may need remediation by them. We also use the opportunity to make a rental assessment for the landlord and give any advice for reletting, so the property can be on the market as quickly as possible to minimise any rental void period.	✓	✓	✗
<b>Final Inspection:</b> We inspect the property at termination of the tenancy and agree any dilapidations. We take final utility meter readings and inform utility providers of a change in occupant.	✓	✓	✗
<b>Final Return of Tenant Deposit:</b> After agreeing any dilapidations with the tenant, we will instruct any works to be carried out and arrange for the security deposit to be returned.	✓	✓	✓



# Pennington Pick & Mix Services

**We are pleased to offer a new suite of services tailored specifically for landlords who prefer to manage their property themselves, but who may be interested in help on some aspects of the letting process.**

Listed below are our standard services and as it says you can simply pick and mix any of the

options, as and when required. We can also offer additional services on a bespoke basis, so let us know if you have any questions.

For further information and advice call us on **01394 337590**

Or if you prefer email the letting management team on **info@pennington-online.co.uk**

We can provide any of the following for you:

## Pick & Mix Services

**Property Marketing:** Preparing property photos, video and description, floor plans and virtual tours. Drone footage is also available on request. Full marketing of the property across portals and on the Pennington website.

**Property Viewings:** Options include conducting viewings at the property with all prospective tenants on behalf of the landlord or passing on all enquiries for the landlord to take it from there.

**Tenant Checks:** Right to Rent checks (per application). Tenant and/or Guarantee Referencing (per application).

**Deposit Registration - Tenancy Deposit Scheme:** Register landlord and tenant details and protect the security deposit with a government-authorised Tenancy Deposit Scheme.

Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of start of tenancy.

**Rent Collections:** Collect and remit monthly rent received. Rent arrears chased where required.

**Property Inspections:** Routine inspections during tenancy. Additional agreed inspections. Charged per inspection.

**Additional Property Visits:** To attend for specific requests such as neighbour disputes; if more visits are required to monitor the tenancy; or for any maintenance work.

**Inventories:** Dependent on the number of bedrooms and/or size of the property and outbuildings.

**General Lettings Advice, Health Check and Compliance:** Detailed information towards letting your property and ensuring that you are fully compliant with all aspects of legislation.

**Gas Safety:** By law landlords must carry out an annual gas safety check and provide tenants with a copy of the record of that check.

**Electrical Installation Condition Report (EICR):** A legal requirement to ensure every fixed electrical installation is inspected and tested at least every five years by a qualified person. It is the responsibility of agents/landlords to ensure that any inspectors hired to issue an electrical installation condition report (EICR) hold the correct qualifications and are competent to carry out the inspection.

**Energy Performance Certificate (EPC):** An EPC is needed whenever a property is rented and must be in place before a property is marketed. As an agent or landlord, you must be able to show prospective tenants an up-to-date EPC.

**Organisation and Management of Maintenance Works:** Instruct contractors; obtain quotes and organise repairs replacement/ cost of any broken or missing items.



**Rent Review:** Review rent in accordance with current prevailing market condition and advise the landlord. Negotiate with tenant and set up new payment change as appropriate. Update the tenancy agreement and serve Section 13 legal notice if tenancy is on a rolling periodic tenancy.

**Renewal:** Contract negotiation, amending and updating terms and arranging a further tenancy and agreement. (Excludes amending Inventory and Deposit Scheme requirements).

**Checkout:** Agree check out date and make appointment time. Negotiate with landlord and tenant any disbursements of the security deposit. Instruct contractors; obtain quotes; organise repairs/replacement/cost of any broken or missing items. Return deposit as agreed with landlord and tenant to relevant parties. Liaise with Tenancy Deposit Scheme (TDS) regarding any disputes. Formally end tenancy with TDS.

**Final Inspection and Negotiations:** Pre-final inspection to give tenant advice on anything that needs to be done before they leave. Final inspection checking the inventory and updating the landlord.

**Serving notice from landlord to tenant:** Providing all required documentation in accordance with legislation.

# Why Choose Pennington

- ✓ We have unrivalled knowledge of the local property market – with over 30 years' experience as one of the leading and largest letting agents in the area.
- ✓ We offer a range of services to suit individual need and budget
  - ✓ Our Fully Managed Service
  - ✓ Letting and Rent Service
  - ✓ Let Only Service
  - ✓ As well as our unique Pennington Pick & Mix Service for a bespoke package
- ✓ We have a long association with ARLA Propertymark, the industry body for letting agents, and have always been a supporter of regulation in the private rented sector and work to those professional standards in everything we do
- ✓ We have complete knowledge of all regulatory issues governing the letting industry and keep abreast of all changes through continued professional development and with a number of ARLA Propertymark licensed members on our team.
- ✓ We offer our Invest & Let Service to those looking at investing in residential property but without the time, local knowledge or experience needed to ensure the best property is bought for maximising return on investment. As a complete package we can then offer our range of letting services too.
- ✓ We pride ourselves on our passion and professionalism in all that we do and whether you have one property or a portfolio to manage, we will be with you every step of the way, giving you the very best advice and support so that you can benefit from your rental investment to the fullest.

## To Find Out More

Call us:

**01394 337590**

Email us:

**info@pennington-online.co.uk**



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