

Trinity Harper

Holistic Property Management

■ Landlord Guide

At Trinity Harper we offer very flexible services to Landlords to meet their needs and requirements. We are looking after all aspects of your property to the highest standard.

We have special offer to HMO (House in Multiple Occupation) Landlords – which is guaranteed rent 365 days a year, dealing with unlimited small maintenance issues up to £50 at no cost to Landlord, and also we can do light refurb to the property if needed. The investment is depending of the length of Management Contract. Please contact us for free no obligation chat.

We also work with Landlords who are looking for a property Management Company for their properties which are rented to families or individuals.

Our services include: Let only, Full management, Landlords Holiday Cover services.

Whether you need help finding a tenant for your property or you would like us to take care of everything, or you just need peace of mind during your Holidays, Trinity Harper wants to deliver the highest level of service while still offering value for money. We will make sure your property earns the optimum market rent with minimal or no void periods.

Let Only

The Let Only service has a single fee of 50% of first month's rent. You'll benefit from:

- Free advice on the presentation and preparation of your property;
- Providing a rental valuation of your property;
- Preparation of marketing documents, including photographs of the property;
- Marketing activities, including a professional "To Let Board";
- Carrying out an accompanied viewings with prospective tenants;
- Considering applications from prospective tenants and (if required) guarantors in order to assess suitability including full reference checks;
- Preparing and signing as Agent on your behalf a suitable Tenancy Agreement in accordance with current law;
- Ensuring that service suppliers details are given to the tenant (i.e. Gas, Electricity, Water rates and telephone Services, where applicable);
- Collection of the initial rent, Deposits.

With the Let Only service the Landlord would become solely responsible for any issues that arise following the commencement date of the tenancy.

Full Management

This service is designed for those Landlords who wish to leave all maintenance, administrative and supervisory duties regarding their investment in our hands. Our usual management Fee is 10% of monthly rent. It may vary if you have bigger property portfolios. We will carry out everything listed under Let Only above plus the additional services listed below:

- We will prepare the Inventory for your property to document the condition of the property;
- We make sure your property is fully compliant with all gas and electricity safety requirements as well as other safety legislative requirements;

- Undertake quarterly inspections of the property;
- Collect ongoing rental payments and forward them by bank transfer to your chosen account and forward monthly statements;
- Advise you of any late payment;
- Chase non-payments of rent via letters, email and/or telephone;
- Arrange for a registered Gas Safe engineer to carry out the Gas Safety checks each year and deduct this from the rent;
- Notify the utility companies and the council of a new tenant;
- Issue Section 21 Notices under the Housing Act 1988 for tenants not in breach of their agreement (we need at least ten weeks before you wish to take possession);
- Organise repair or maintenance, instructing a tradesman to attend the property, obtaining estimates where necessary, supervising works and settling accounts. This shall be subject to the agreed cost limit; however in an emergency, we reserve the right to proceed without prior authorisation.
- Arrange Non-resident Landlord tax payments or annual returns to HMRC.
- End of tenancy management including the final inspection and the repayment of deposits (less any amount held back for dilapidation).
- Re-let the property unless otherwise instructed by you.

We are keen to offer the best possible service to our landlords and so if these services are not exactly what you require for your property, Trinity Harper are happy to provide a bespoke service tailored to your exact needs. Please contact us for more details.

Void Periods

While finding new tenants, Trinity Harper will visit the property on a regular basis when it is unoccupied to ensure that the property is secure. During winter months the heating will be left to run on a low setting to reduce potential damage to the property.

Landlords Holiday Cover

Trinity Harper also offers a very specific service to the Landlords who are managing their properties themselves but they need someone to manage the property whilst they have well deserved Holiday. We are already in the business so we know what to expect and how to deal with any issues. For your peace of mind once you are away we charge £5 per day per property.

Tenant's References

Tenants will need to provide the details of the following:

- Employer (Current and previous if necessary)
- Previous Landlord
- Guarantor's reference (if applicable)

- Credit search - looking at prospective tenants credit history, any County Court Judgements against them; whether they have defaulted on any personal loans; whether they have been made bankrupt in the past and we are also advised on their 'credit score'.
- We do not obtain bank references or personal/character references.

We do our best to find a suitable tenant for the property and we therefore do not allow pets or smokers in any of our properties unless otherwise approved by the Landlord.

As sometimes mortgage companies closely specify what type of tenants are allowed in a property and this may mean that students, people wishing to share or potential tenants who are in receipt of any Housing/other benefits may not be suitable. We therefore allow the Landlord to specify what type of tenant they wish to occupy the property.

Tenancy Agreement

A comprehensive tenancy agreement will be drawn up for each tenancy clearly defining the requirements and responsibilities of both parties.

Deposit

All tenancy deposits are held by the Deposit Protection Service and submitted for protection within 30 days of receipt www.depositprotection.com.

Transfer of Rent

Tenants are expected to pay the rent each month by standing order on the first day of month. We will arrange to transfer the balance of monies to your nominated account within 3 working days along with a monthly statement by email.

Overseas Landlords

If your normal place of abode is not in the UK, you may be considered to be a "non - resident Landlord" by HMRC, as a result Trinity Harper (acting as your agent) may need to withhold tax from your rental income and pay this to HMRC on a quarterly basis. However you can apply for an "Approval number" which allows your rental income to be paid without deductions - please ask for details. Trinity harper is registered under the Non-resident Landlord Scheme.

Inventory

Trinity Harper recommends that a full inventory of the property is completed and signed by the tenants of the property at the time of moving in. This will contain a full schedule of condition, colour and decor of walls, ceilings, fittings, fixtures etc. This must be then signed by both parties (Managing Agent and Tenants). This makes it easier at the end of a tenancy to prove dilapidations if necessary.

Utilities

Trinity Harper will notify the utility companies of the change of occupier and take meter readings at the start and end of every tenancy.

Repairs / Maintenance

Trinity Harper will ensure that the tenants are issued with telephone numbers for Emergency and general maintenance problems from the commencement of the tenancy. Tenants are able to report maintenance problems to us on a 24/7 basis and our in-house maintenance team will respond unless you have a preferred set of trades people for us to contact on your behalf. Emergency work and small repairs will be organised by Trinity Harper up to an agreed amount will be carried out immediately. We will always contact you regarding any work above the agreed limit. All maintenance and service invoices are passed onto the landlord without hidden charges or mark-ups.

We are also able to offer a complete refurbishment service on properties if needed. This work can be arranged before or between tenancies to ensure the smooth and timely completion of work to minimise any void periods. Trinity Harper can supervise the works and report on progress. Fees may vary depending on the size of the project.

Final Inspections & Inventory

Subject to the Inventory having been prepared by us, at the end of the tenancy we will make full and final inspection together with a full inventory check. A full report will be written passed onto the tenant and the landlord. The landlord will be invited to check the property after the tenants have vacated to look at the property before any dilapidation deposit being returned.

Should there be any dilapidation/items that need replacing, Trinity Harper will arrange estimates for this.

List of the Fees:

Tenant Finding Fee	50% plus VAT of monthly rent
Full Management	10% plus VAT of monthly rent
Full Management of HMO	£100 plus VAT per room one off set up fee
Holiday Cover	£5 plus VAT per day per property
HMO Licensing	£300 plus VAT per Application plus the Application fee and any other costs involved requested by local authority
Planning Application	£300 plus VAT per Application plus the Application fee and any other costs involved requested by local authority
Project Management	Priced individually

- If both Licensing and Planning Application required - £500 plus VAT plus the actual Application costs and any other costs involved requested by local authority