



Thinking of Letting your property?

A **safeagent** firm is the sure sign for landlords
of protection and professionalism.



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safeagent is the trading name of Approved Letting Scheme Limited, Company No. 3664069
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Your local safeagent:

safeagent

When you decide to let your property, employing an agent to handle the letting for you can give you peace of mind. You can trust the agent to protect your interests by dealing responsibly with the procedures involved in letting and subsequent management.

This means the tenancy should run smoothly. You can let a property under an assured shorthold tenancy which will allow you to get the property back empty, by giving formal notice, after the first six months of any tenancy has elapsed.

Agents who have been accredited by **safeagent** will provide a written agreement for managing your property, setting out the services they provide and what they will cost. You should agree the details before you employ them.

safeagent provides landlords with assurance of:

- A professional service, with clearly defined service standards.
- An effective complaints redress system backed by professional indemnity insurance.
- Protection for client monies through a Client Money Protection Scheme and strict adherence to accounting standards.

All **safeagent** firms are part of a Government approved Client Money Protection Scheme*. Landlords should satisfy themselves as to the terms of the scheme by asking the agent for more information.

*As well as its own Client Money Protection Scheme **safeagent** recognises the Schemes operated by RICS, ARLA, NAEA and UKALA.

Service Standards

safeagent – accredited firms have agreed to at least meet the following standards:

Before you let, the agent will:

- Visit the property and give you advice on any action you need to take before you let the property. This includes any repairs and refurbishments that are needed to put it into a fit state for letting.
- Give you advice on the level of rent you can expect.
- Arrange for safety checks on gas and electrical services and appliances to be carried out, highly recommended.
- Explain your rights and responsibilities & the tenant's rights & responsibilities.
- If instructed by you, request identification from your tenant. Before the start of a new tenancy, all occupiers aged 18 and over will be asked for identification to check they can legally rent a residential property in England.
- Give you advice on what action to take if the property is mortgaged.
- Give you advice on insuring the building and contents and other insurance schemes which may be available to protect your interests and which are not normally covered in standard household policies where a tenant is in residence.

- Protect the deposit with one of the statutory Tenancy Deposit Schemes, if requested.
- Go with possible new tenants to view unoccupied property.
- Choose a tenant in a way agreed with you, taking up references or checking the tenant's past rent payment record.
- Arrange for the preparation of a schedule of the condition of the property and its contents for you, together with acceptance by the tenant of a property so described.
- Provide and fill in the tenancy agreement & either take a deposit to protect against possible damage or agree with you another sort of guarantee.
- Provide the tenant with details of utility providers and the Local Authority in the area in order that they can arrange for accounts to be set up in their name.

During the tenancy, the agent will:

- Collect the rent and pass it on to you every month or as otherwise agreed. The agent will keep a separate client's account to hold all money and (except for Registered Social Landlords) belong to a Client Money Protection Scheme.
- Give you a statement of account as often as agreed with you, usually monthly.
- Visit the property periodically during the course of the tenancy as often as agreed with you (for example, every three months) to check that it is being suitably looked after.
- Arrange to have routine maintenance work carried out, up to a limit agreed with you. The agent will refer expenditure above that limit to you for approval.
- Respond promptly to the tenant's enquiries.
- Keep an eye on the rent payment record and take reasonable steps to prompt payment of any money owed.

Before the tenancy ends, the agent will:

- Give you advice on your options, including reviewing the rent.

If you want to end the tenancy, the agent will:

- Serve the correct notices on the tenant.
- Check the condition of the property and any contents and discuss any repairs with you before giving the deposit back or arranging for repairs.
- Collect the key and make sure that the property is secure.

Note: If you do not employ the agent to manage your property, only the sections of these service standards which are relevant to finding a tenant and letting the property will apply.

Resolving tenants complaints directed at safeagent

In the event of a complaint from a landlord or a tenant all **safeagent** accredited firms operate a customer complaints procedure. If the complainant is not satisfied with the response from the agent after the in-house review of the complaint has been carried out, the complaint can be referred to one of the statutory redress schemes. It will appear on the firm's complaints procedure which redress schemes you should contact, either:

The Property Ombudsman, Milford House,
43-55 Milford Street, Salisbury SP1 2BP
www.tpos.co.uk admin@tpos.co.uk

Property Redress Scheme, Premiere House,
Elstree Way, Borehamwood, Hertfordshire,
WD6 1JH
www.theprs.co.uk info@theprs.co.uk