



turners



Residential Letting

A guide for landlords

Introduction



Turners have been established in Ilfracombe and the surrounding areas for over 35 years and recently expanded with a new office in Braunton.

We have evolved over the years to become one of North Devon's leading experts in lettings and property management, alongside our vibrant sales department. We are ARLA and NAEA members, and totally independent of any organisation.

Whether you are an experienced landlord, or considering renting a property for the first time, you need the reassurance of dealing with a specialist and qualified agent - a name you can really trust, with a reputation for professional excellence which is second to none.

The Property Redress Scheme is an independent body set up to ensure that agents work to a high ethical standard. As members of the scheme our clients can be confident of a reputable and trustworthy service.



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I have let properties through Turners for over 20 years. I have always found Turners to have a skilled and dedicated team who respond quickly and effectively. I am kept up to date with changes in laws and any certification that requires renewal. I have always re-let my property with Turners and have never been unoccupied for more than a few weeks. I would thoroughly recommend Turners to anyone who is looking for a reliable letting agent.

Mr M Essex

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Why should you instruct Turners to manage your property?

MARKETING YOUR PROPERTY

All of our properties can be found on multiple major property portals such as Rightmove, Zoopla, Prime Location and multiple social media platforms, as well as our own bespoke website; www.turnerspropertycentre.co.uk.

Locally we have a prominent High Street office premises with double fronted LED window display which attracts a huge amount of footfall and we advertise in local media outlets across North Devon. We also recommend displaying one of our eye catching 'To Let' boards where possible.

VIEWINGS

All viewings are accompanied by one of our trained agents, and we will keep you updated of any useful feedback we receive from the viewers.

REFERENCING PROCEDURE

When an application to rent a property is received, we run a strict in house vetting process on the applicant which includes; checking proof of identification, their right to work in the UK, obtaining landlord and employment references dating back three years, a full credit check and an assessment of bank statements dating back a minimum of three months to confirm the property is affordable.

DEPOSIT

We take a deposit of five weeks rent, to ensure all properties are returned in the satisfactory condition they were found at the beginning of the tenancy.

We register the deposit with a Government approved tenancy deposit scheme. It is a legal requirement that any deposit handed over to an agent or landlord under an Assured Shorthold Tenancy must be registered with a Government approved scheme.

TENANCY AGREEMENT

All of our properties are non-smoking and your preferences on allowing (or not) pets, children or applicants in receipt of housing benefit will be strictly adhered to when finding a suitable tenant.

In most cases a private residential tenancy will be governed by The Housing Act 1988 (as amended in 1996) and will be an Assured Shorthold Tenancy. These tenancies are for a minimum period of 6 months and will run on a periodic basis thereafter.

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Turners are a pleasure to deal with, helpful, approachable and keep us informed with the situation of all our properties. They provide an all round service which allows us to feel confident that our requirements are met. We have used Turners for over 15 years and look forward to working with them for many more to come.

Mr G V Jones

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COLLECTING THE RENT

We collect all rent payments , process them and send the money directly into your chosen bank account, along with a statement of account via email and/or post.

DETAILED INVENTORIES

Under a tenancy deposit scheme it is strongly recommended that all landlords have a detailed inventory and schedule of condition carried out at the beginning of a new tenancy. Without an inventory and schedule of condition it is very difficult to prove to independent adjudicators that the tenant caused any damages to the property during the period in residency. Under those circumstances a tenancy deposit scheme may award the disputed amount to the tenant automatically.

We will carry out a full detailed digital inventory and schedule of condition with date/time stamped photographs. As part of the inventory we will take meter readings and inform all utility companies, including water and council tax of the change of bill payer and provide them with the ingoing tenants details and tenancy start date.



FINAL INSPECTION

At the end of the tenancy we will carry out a thorough inspection of the property in accordance with the initial inventory and schedule of condition. If the property is not returned in a satisfactory condition we will make deductions from the deposit. If the tenant disputes any of the deductions we will submit the evidence to the tenancy deposit scheme for an independent judgement. Due to our comprehensive photographic inventories, quarterly inspections and thorough final inspections we have an extremely high success rate.

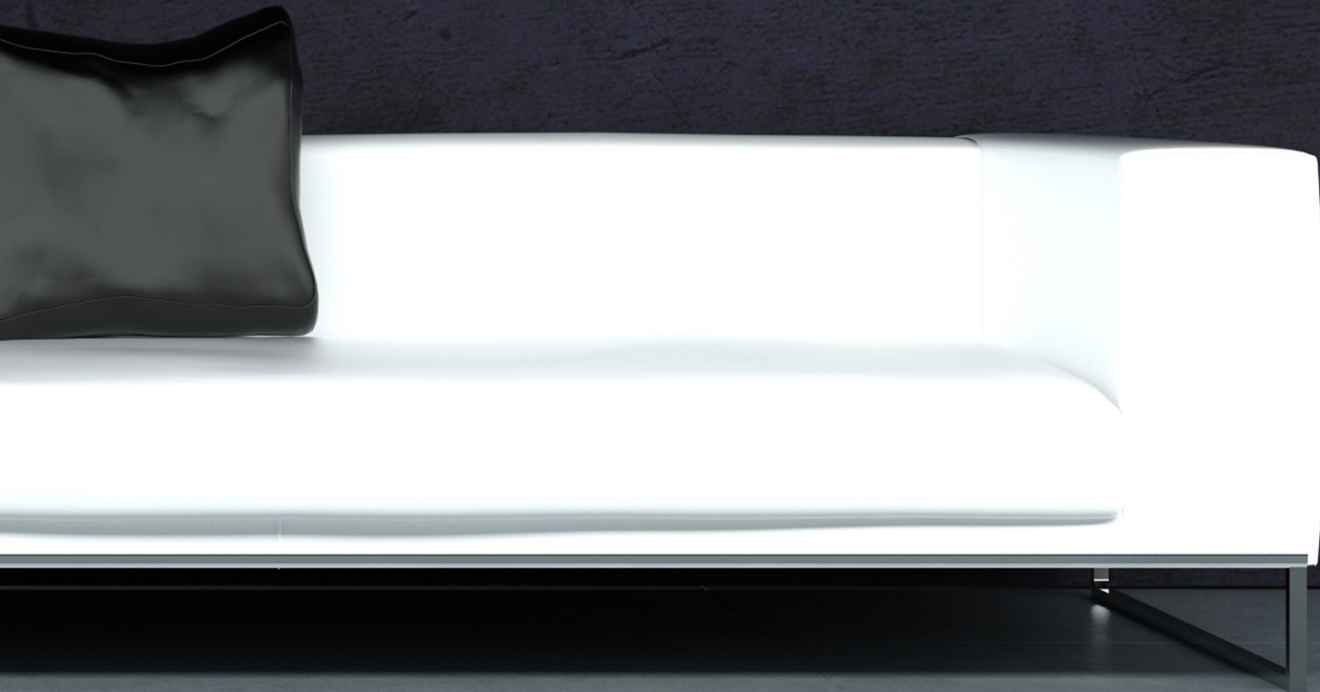
MAINTENANCE & REPAIRS

If any maintenance issues arise we will be the first contact for all tenants. We will arrange works under the terms of our management agreement and settle all contractor invoices.

We have a superb catalogue of trusted contractors, most of which have worked with us for many years.

QUARTERLY INSPECTIONS

We carry out three monthly inspections of all our managed properties to ensure the tenants are happy, have no maintenance issues and most importantly are maintaining the property (and gardens if applicable) to a respectable standard.



RENT GUARANTEE INSURANCE

We work in partnership with a highly reputable insurance company to offer our landlords Rent Guarantee Insurance & Legal Expense Cover at extremely affordable prices for managed properties. This is a process we will oversee from start to finish, enabling you peace of mind and protecting your investment income.

GAS & ELECTRICAL SAFETY, EPCs & OTHER LEGALITIES

We will arrange for gas safety checks to be carried out annually by a Gas Safe registered engineer to ensure you are covered at all times. We will also ensure a 10 year battery life carbon monoxide alarm is securely fitted where legally required.

We will arrange for electrical inspections (EICR's) to be carried out every 5 years by a qualified electrician ensuring the necessary legal certificates are in place.

It is also a legal requirement to have an Energy Performance Certificate when renting. The certificate will provide an energy efficiency rating of the property. We can arrange for a qualified inspector to issue a certificate if required. This is valid for 10 years.

Landlords have a responsibility to ensure fire safety regulations are met and due diligence has been shown in combating the threat of legionnaires disease. We have qualified staff to carry out in house Fire Risk Assessments and Legionella Risk Assessments, enabling us to pass savings onto our landlords.

EVICTION PROCESS

Although very rare, should your tenant(s) fall into rent arrears or become troublesome and you wish to evict them; we will serve notice on the tenant(s) in accordance with the Housing Act 1988. In the unlikely event it is required; we will initiate all court proceedings to reclaim both the property and outstanding arrears/damages.

SAVING YOU MONEY BETWEEN TENANCIES

We liaise directly with energy companies taking over the gas and electric supply if your property becomes vacant. This enables us to clear any debts where possible, left on key meters from previous tenants ensuring the landlord is not accountable for any outstanding charges during that period.



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Over the last 20 plus years me and my family have been using Turners as our agent for buying, selling & renting property. The service has always been professional and very efficient at all times. The whole team are always helpful and polite. I cannot emphasize enough how good they really are.

Mr J Courtney-Pinn

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THE IMPORTANCE OF ARLA MEMBERSHIP

The Association of Residential Letting Agents is the self regulating authority for letting agencies, setting the standard for high quality in the industry.

To become a member of ARLA Propertymark, a letting agency must show that it performs to a very high standard, has qualified staff and adheres to ARLA best practice when handling client money.

Certain lenders insist that landlords must use an ARLA registered letting agent to let and manage their property. ARLA Propertymark is seen as the benchmark in residential letting and is often consulted on legislation issues by Government.

Turners are proud to have achieved ARLA Propertymark Status

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Turners have acted as managing agents for my property for more than fifteen years. Their management and staff know the local market well and are pleasant and efficient to deal with at all times. They show interest in the property and are pro-active in their recommendations for maintenance and improvement. As I do not now live in the area this is extremely important to me and I feel my property is in good hands.

Mrs J Gilbert

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OUR SERVICES

No let, no fee

Qualified and courteous staff

24 hour online access to your property accounts

We offer a range of services, from tenant finding only to a comprehensive full management service. We will tailor a bespoke landlord package to suit your requirements and financial needs. You decide how much you want to be involved in the letting and management process.

	Find a tenant only (one off payment)	Find & rent collect (monthly 9% +VAT)	Full management (monthly 12% +VAT)
Advertising & marketing	✓	✓	✓
Accompanying all viewings	✓	✓	✓
Full tenant referencing	✓	✓	✓
Tenant credit and 'right to rent' checks	✓	✓	✓
Preparation of tenancy agreements	✓	✓	✓
Securing deposits & first month's rent	✓	✓	✓
Arrange method of rental payments	✓	✓	✓
Conduct move– in and handover of keys	✓	✓	✓
Preparation of photo inventory & schedule of condition (Price by arrangement for furnished properties)	£90	£90	£59.40
Take meter readings, update council tax & utilities	Free with inventory	Free with inventory	Free with inventory
Quarterly inspections of your property	✗	✗	✓
Instruct & oversee repairs	✗	✗	✓
24 Hour emergency maintenance contact	✗	✗	✓
Rent collection	✗	✓	✓
Rent arrears collection process	✗	✓	✓
Pay landlord & send statements	✗	✓	✓
24/7 online access to landlord statements	✗	✓	✓
Arranging statutory safety checks	✗	✓	✓
Initiating county court proceedings	✗	£90	£90

	Find a tenant only (one off payment)	Find & rent collect (monthly 9% +VAT)	Full management (monthly 12% +VAT)
Obtaining building insurance quotes	✓	✓	✓
Final inspection & end of tenancy check out	£90	£90	✓
Registering a dispute with a tenancy deposit scheme	£42	£42	£42
Issue section 21 notice for property possession	✗	✓	✓
Issue section 13 notice for a rent increase	✗	✓	✓
Energy Performance Certificate (residential)	£50	£50	£50
Energy Performance Certificate (commercial)	POA	POA	POA
Annual Landlord Gas Safety Certificate	£66	£66	£66
5 yearly Electrical Report (EICR)	POA	POA	POA
Lodging the deposit with a tenancy deposit scheme	£50	£15	£15
Annual tenancy deposit scheme renewal	✓	£15	£15
Fire Risk Assessment	£180	£180	£180
Legionella Risk Assessment	£59.40	£59.40	£59.40
Annual Legionella Risk Assessment review	£30	£30	✓
Service fees:	1 month's rent inc VAT	10.8% inc VAT + £150 Letting fee	14.4% inc VAT + £150 Letting fee

Please note that all prices are inclusive of VAT. These are indicative prices and may vary upon circumstances. Prices are subject to change and are correct at the time of print.





Property Sales | Lettings & Management | Block Management | Buildings Insurance

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