



Landlords Handbook



Anthea Lettings is a well
established formidable UK
management company
specializing in property
letting, management and
development services

Anthea Lettings is the property division of Anthea Investments Ltd, an International based property management agency which has been operating for over 10 years, comprising of a well experienced management team with a combined experience of over 40 years in the market.

Anthea Lettings is located just off Holloway Road at 2 Drayton Park, N5 about 3 minutes walk from Holloway Road Station or Highbury & Islington underground. We cater for a wide range of clients from the novice investor to the large Corporate investor; offering a one stop solution.

Since opening our office in Islington in 2005, we have focused on customer service.

In a world where professional integrity and common courtesy seem less and less important, this is the cornerstone of our business model. People like to deal with people they trust and we're delighted that the majority of our business comes from personal recommendation.

Our service levels uphold the highest standard of professionalism and are designed to provide the lettings techniques and marketing skills needed to promote the benefits of our clients' properties. We pride ourselves on building long standing relationships with our clients and never forget that the most valuable asset to our company is repeat business and reputation.

As members of The Property Ombudsman Scheme for Estate Agents and Letting Agents, you can be assured that you are dealing with a responsible, professional and regulated agent. Our enthusiastic and dedicated staff are trained and bound by The Property Ombudsman's strict Code of Practice.

If you currently own or are planning to purchase a residential property for rental in London we can offer a comprehensive service for you. Our approach is quite simple - We aim to maximise the return on your investment and Guarantee you your income with MINIMUM effort and cost on your part with the peace of mind that your property is in safe hands.

We maintain a flexible attitude, and are generally able to adapt our service to meet our client's individual circumstances and needs, for example by taking on additional tasks and duties. You'll find us both professional and cost-effective. As we are diverse, we can tailor our services to suit your needs

Regardless whether the property is occupied or not, you will continue to receive that monthly income regardless whether we receive payments or not. We will pay you every month in advance, by equal monthly payments on the same date.

We GUARANTEE the following:

- Rental payments paid whether your property is OCCUPIED or NOT
- Payments in advance via BACS
- Up to 5 year leases (subject to rental valuation, location and market conditions)
- Commission-free lettings and management service
- Regular visits to your property
- Full vacant possession on return of the property
- An expert and dedicated lettings and housing management team
- Protection from the changes from Welfare Reform





All the following for Free...

FREE Letting & Management (saving 10% or approx £1500 per year)

FREE Electrical Safety Certificate. (saving £145 for 5 years)

FREE Annual Gas Safety Certificate. (saving £75 per year)

FREE EPC certificate. (saving £75 for 5 years)

FREE inventory. (saving £100 per year)

FREE usage of maintenance team - including labour and materials for minor maintenance. (saving approx £1000 per year)

FREE replacement of white goods including washing machine/dryer, fridge/freezer, even your electric shower. (saving approx £1000 over 5 years)

FREE Interior Decorating & Development Programme - upgrades to your property including new carpet or laminate flooring, redecorating, also additional furniture such as beds, mattresses, chairs, desks, wardrobes, mirrors, flowers, door hooks, picture frames, and even TVs! (saving approx £5000 over 5 years)

Landlord Services

Our services include regular inspection reports, in-house contractors where required, immediate bank transfers of rental payments, preparation of end of year accounts and full compliance with all legislative and safety issues.

Even though we let the property for you, we are aware that you still have health and safety compliance obligations to fulfil, therefore to compensate for that we are in charge of the maintenance service of the property – free of charge – throughout the duration of your contract with us. Our fixed terms are always long term, and therefore maintenance of your property will be something that you will not have to worry about for a long period of time.

Our experienced staff, act on behalf of hundreds of landlords, the majority of which have been with us for many years. Our innovative approach ensures top market rentals utilising both the private sector and corporate tenants.

We currently have our very own, innovate inventory application which is the only free based inventory application available for download. Having an inventory (sometimes also called a statement of condition) is essential if the property is let furnished, and a very good idea even if it is unfurnished. An accurate and current inventory will help to protect the position of both parties and can provide evidence to prove the condition of the property at the time it was let.

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Our Service

GUARANTEE RENT SERVICE provides a full management service, freeing you up from the day-to-day management responsibilities of your property or portfolio. This gives you more quality time to concentrate on other things such as more time with the family or time to plan your next addition to your portfolio. This service is available to the landlord with one property or the corporate institutions with hundreds of properties.

The minimum contract that we offer is 12 month contract, and during this period we manage every aspect of the tenancy. You receive fixed monthly payments regardless of whether the tenant is paying or not, and even if the property is empty.

We know that some times you may struggle to let a property, for various reasons. With guaranteed rent, you don't have to worry about this anymore. You let the property to us, and it is up to us to then find the right tenant, and provide you with a fixed rent and a peace of mind.

Our agreement starts straight away and we pay you into a nominated bank account. All the payments are made in advance and there are no hidden charges or fees. We act as a tenant to you (the landlord), and we are responsible not only for paying you the rent, but also for any contractual or maintenance works that need to be carried out. This way you are risk free and not being hassled.

With guaranteed rent, you will be able to experience the financial benefits of having a property portfolio, but without all the stress that comes with it.





The benefits of using our Guarantee Lettings Scheme are as follows:

Guaranteed rental income every month for the term of our contract.

Payments from the first day of our agreement if the property is ready to let.

No commission and monthly payments in advance.

Never miss a payment or have a void period on your property.

Long-term tenancies ensuring your income.

No need to worry about the legal responsibilities of evictions and re-possession.

No need of trolling through the yellow pages to find contractors, we find, tender, appoint and supervise contractors on your behalf free of charge.

We pay bills or make payments to any third parties on your behalf.

We will be responsible for any damages, repairs, replacements, redecorating etc (except for the wear and tear white goods and appliances)

We will continue to pay your rent regardless whether the property is occupied.

Anthea Investments is your tenant, any damages occurred, repairs, replacement to the property during the agreed period will be our responsibility..

We will transfer gas, electricity, water and council tax accounts onto ourselves.

We will deal with the tenant enquiries and arrange any necessary repairs.

Arranging renewals of the agreement as necessary.

Minimally furnished properties.

Free advice on compliance with the various safety regulations.

We can arrange and provide for the Gas, Electric and EPC certificates to be completed on your behalf.

Landlord Rental Checklist

Proof that you own the property and you have the right permissions to let

Proof that you have full buildings and contents insurance cover in place to cover the term of the lease

A valid Gas Safety certificate

An electrical test certificate

A valid Energy Performance Certificate (EPC)

We also require landlords to install both smoke and carbon monoxide detectors.

How does it work?

In the first instance, please call us on 0207 700 0021 to speak to a member of our Lettings Team. We'll take some brief details from you including a general description of the property and the postcode. We'll outline how the process works and if you are interested in our services, we'll arrange to meet you at the property.

How much rent can I expect?

Because we guarantee to pay you a rental income for a period of up to 5 years - and guarantee no void periods - you can expect to receive up to 80% of the current open market rental value for your property.

Which areas are covered?

We're looking to lease 1, 2, 3 and 4 bedroom homes - houses and apartments - across the whole of London.

What we look for in a property

Self contained properties located across the whole of London.

In good decorating order however we will also explore derelict building and ones in need of work.

Separate Utilities for each unit. In the event of one meter than this will be the responsibility of the landlord.

Gas central heating or electric storage heaters throughout.

Separate secure access for properties located over retail premises.

For specific information on HMOs, please contact the Lettings Team on 0207 700 0021.

What next?

Call us on 0207 700 0021 and speak to a member of our Team.

Income from letting your house or flat

Here's what you need to know:

Rent paid monthly in advance. All payments are processed through the bank automatic clearing service (BACS) beginning on the first date of the tenancy.

No housing management charges are payable and no administration charge is made when leases are renewed.

Utilities are the responsibility of the tenant.

Service charges and ground rent are your responsibility; however we can administer these for free.



General Guidance

Insurance

You should ensure that you are suitably covered for letting under both your buildings and contents insurance. Failure to inform your insurers may invalidate your policies. We can advise on Landlord's Legal Protection, and Landlord's Contents insurance if required.

Mortgage Permission

Any property owner who has a mortgage or is not a freeholder may need to secure the necessary permissions before they let the property. If the owner is a leaseholder then the lease may contain a clause which states either that sub-letting is not permitted or that the freeholder's permission must be obtained prior to subletting. It is very important that this permission is obtained. The freeholder's permission will generally be a formality and this permission cannot be unreasonably withheld.

If there is a mortgage on the property, one of the terms of that agreement may be that the owner obtains the lender's permission before the property is let, even if only one room is being let. This is because the mortgage lender will be concerned to make sure that nothing is done that may affect the value of the investment and the lender's ability to recover the loan that was made when the property was purchased.

It is important to check the terms of any mortgage. For many buy-to let mortgages permission to rent the property may be automatic, but even in buy-to-let mortgages there may be conditions on the type of let permissible e.g. 'assured shorthold tenancies only'.

General Product Safety

The General Product Safety Regulations 1994 specify that any product supplied in the course of a commercial activity must be safe. In the case of letting, this would include both the structure of the building and its contents. Recommended action is to check for obvious danger signs - leaning walls, broken glass, sharp edges etc., and also to leave operating manuals or other written instructions about high risk items, such as hot surfaces, electric lawnmowers, etc. for the tenant.

Preparing the property for letting

We have found from experience that a good relationship with tenants is the key to a smooth-running tenancy. As Property Managers the relationship part is our job, but it is important that the tenants should feel comfortable in their temporary home, and that they are receiving value for their money. Our policy of offering a service of quality and care therefore extends to our tenant applicants too, and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties attract quality tenants.

General condition

Electrical, gas, plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

Appliances

Similarly, appliances such as washing machine, fridge freezer, cooker, dishwasher etc. should be in useable condition. Repairs and maintenance are at the landlord's expense unless misuse can be established.

Decorations

Interior decorations should be in good condition, and preferably plain, light and neutral.

Furnishings

It is recommended that you leave only minimal furnishings, and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting unfurnished, we recommend that the property contains carpets, curtains, and a cooker.

Personal items, ornaments etc

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the tenant's own use.

Gardens

Gardens should be left neat, tidy and rubbish-free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools. However, few tenants are experienced gardeners, and if you value your garden, or if it is particularly large, you may wish us to arrange maintenance visits by a regular gardener.

Cleaning

At the commencement of a tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the tenant's responsibility to leave the property in similar condition. Where they fail to do so, cleaning would be arranged at their expense.

Mail forwarding

We recommend that you make use of the Post Office redirection service. Application forms are available at their counters, and the cost is minimal. It is not the tenant's responsibility to forward mail.

Information for the tenant

It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

Keys

You should provide one set of keys. Where we are managing we will arrange to have duplicates cut as required

Personal items

Personal possessions such as, pictures, books etc. should be removed from the property.

Health and Safety, and other Legal Requirements

The following safety requirements are the responsibility of the owner (the landlord), and where we are to manage the property, they are also ours as agents. Therefore to protect all interests we ensure full compliance with the appropriate regulations, at the owner's expense.

Gas

Annual safety check: Under the Gas Safety (Installation and Use) Regulations 1998 all gas appliances and flues in rented accommodation must be checked for safety within 12 months of being installed, and thereafter at least every 12 months by a competent engineer (e.g. a CORGI registered gas installer).

Maintenance: There is a duty to ensure that all gas appliances, flues and associated pipe work are maintained in a safe condition at all times.

Records: Full records must be kept for at least 2 years of the inspections of each appliance and flue, of any defects found and of any remedial action taken.

Copies to tenants: A copy of the safety certificate issued by the engineer must be given to each new tenant before their tenancy commences, or to each existing tenant within 28 days of the check being carried out.

Electrical

There are several regulations relating to electrical installations, equipment and appliance safety, and these affect landlords and their agents in that they are 'supplying in the course of business'. They include the Electrical Equipment (Safety) Regulations 1994, the Plugs and Sockets Regulations 1994, the 2005 Building Regulation - 'Part P, and British Standard BS1363 relating to plugs and sockets. Although with tenanted property

there is currently no legal requirement for an electrical safety certificate (except in the case of all HMO's) it is now widely accepted in the letting industry that the only safe way to ensure safety, and to avoid the risk of being accused of neglecting your 'duty of care', or even of manslaughter is to arrange such an inspection and certificate.

Fire

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989 & 1993) provide that specified items supplied in the course of letting property must meet minimum fire resistance standards. The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bedcovers including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Items which comply will have a suitable permanent label attached. Non-compliant items must be removed before a tenancy commences.

Smoke Alarms

All properties built since June 1992 must have been fitted with mains powered smoke detector alarms from new. Although there is no legislation requiring smoke alarms to be fitted in other ordinary tenanted properties, it is generally considered that the common law 'duty of care' means that Landlords and their Agents could be liable should a fire cause injury or damage in a tenanted property where smoke alarms are not fitted. We therefore strongly recommend that the Landlord fit at least one alarm on each floor (in the hall and landing areas).

The Tenancy Deposit Scheme

From 6 April 2007, all deposits taken by landlords and letting agents under Assured Shorthold Tenancies (ASTs) in England and Wales must be protected by a tenancy deposit protection scheme. Landlords and letting agents must not take a deposit unless it is dealt with under a tenancy deposit scheme. To avoid any disputes going to court, each scheme will be supported by an alternative dispute resolution service (ADR). Landlords and letting agents will be able to choose between two types of scheme; a single custodial scheme and two insurance-based schemes.

Learn more here:

www.direct.gov.uk/en/TenancyDeposit/index.htm





Tips for Landlords

- Always have an application form that requests details of last 3 years residences, contains date of birth, national Insurance number and next of kin details.
- Require a copy of a driving licence, passport or other proof of identity.
- Always use a tenant credit referencing service such as the RLAs.
- Ask for sight of the last 3 or 6 months Bank statements.
- Beware of people in a rush, or “living with their parents”. Often they become a problem.
- Advise them to take out Insurance to cover their and your belongings.
- Serve a S21 notice at the start of the tenancy. That is the day they move in. They will usually sign a copy of the notice at that time, providing the evidence you need to prove the notice has been served.
- Think about taking 6 weeks deposit to avoid the scenario where they do not pay the last month rent, and there is still damage when they leave.
- Make sure you have Insurance in place that covers “Injury to people residing in or visiting the premises”.



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