



# Regency

Tel- 01204 695919

Email –

[nick@regencystates.co.uk](mailto:nick@regencystates.co.uk)

## Landlords Handbook



## WHY CHOOSE REGENCY

We have ARLA qualified staff who are experts in all aspects of property. More than 10 members of staff with over 100 years of property experience.

Our Letting's team is managed by Nick our Director, Gemma our Letting's Manager, and Alex our Senior Repairs Consultant, they are ARLA qualified, and they are supported by Claire & Maisie and others who are currently studying to pass their ARLA exams. All our team have years of experience and can assist you through the whole process.

## KEY POINTS

**Prime Town Centre Office** – situated in the heart of Horwich we offer the largest and most prominent window display of any local estate agent.

**Free Market Appraisal** we can also try and get your property on the market within 24 hours.

**Evening & Weekend viewings** available

**LED lit window displays** maximising exposure of your property and the walk-in enquiries we get as a result of this are invaluable.

**Professional Memberships** - We are members of NAEA, ARLA, NFOPP, the Property Ombudsmen Scheme and the Deposit Protection Scheme. This means we are accountable for our actions, and you can be confident you are working with an honest reputable company. Many of our staff are individually qualified in these fields.



**Walk in enquiries** from the footfall created by a thriving Horwich centre. Even in the technological world we live in we still get a large footfall of potential tenants visiting our offices daily.

**Existing tenants** who still want to rent or buy through Regency as their needs change. These tenants often have such a good relationship with us that they only want to rent or buy with us.

## MARKETING

**Regency Web Site** – Newly Re-launched with full search facilities – we advertise every property on our own website to include photographs, room descriptions and location details. It may even be one of our featured properties. This means potential buyers can always view your property 24 hours a day seven days a week.

**Rightmove and Zoopla Portals** – our upload to these sites is instantaneous. They are the market leaders in this field, and they provide an excellent window to market your property via tablets and mobile phone apps.

**Facebook and Twitter** – regular uploads of properties to these social media sites gives your property maximum local coverage as it's shared amongst friends of Regency and local businesses. We do regular offers and prize draws to attract people to 'like and share'.

**Bolton News and Local Free Papers** – We have a regular advert in the Property Guide and watch for our various marketing campaigns and offers.

**FOR SALE/TO LET board at the property** – our striking 'R' board quickly alerts prospective purchasers and tenants to the availability of the property with all our contact details clearly visible.

**Sign written viewings car** – When it comes to advertising, there is no harder working method than branded vehicle livery. On every journey we make in and around the Horwich and the Bolton area we are advertising our business to a potential customer for your home.



## The Lettings Process

Renting out your home or your buy to let property can be a very daunting experience. However, by following these simple steps we will address any fears or worries that you may have.

### Step 1- Free No Obligation Valuation

Call or visit the office to arrange the best time for us to come to your property. Our staff have unrivalled knowledge of the local area and lettings market. We will put your mind completely at ease whilst renting your home.

### Step 2- Choosing your Package

We offer a range of packages and prices that can be tailored to each individual landlord. We offer advertise only, let only and a fully managed service, please refer to the table below for more information.

### Step 3- Preparing Your Home

Whether it is your own home or your investment, first impressions are vital for a successful let. Begin with addressing the small snagging jobs you've been meaning to do and present the property at its best. There is an abundance of rental properties available and prospective tenants will immediately discard the properties that they don't like from first impressions. For overseas landlords, we will be your eyes and ears and ensure that every viewing maximizes the chances of achieving a deposit payment.

### Step 4: Accompanied Viewings

All our viewings are accompanied, and our staff are happy to accommodate early or late night viewings and weekends so not to miss out on any opportunities to rent your property. A prospective tenant may put an offer forward to the landlord; this could be a reduction in rent or work done in lieu of rent reduction (e.g walls redecorated). We will contact the landlord and attempt to broker a deal which satisfies both landlord and tenant.

### Step 5: Securing the Property

If the tenant wants to secure the property, they will be required to complete our application form and pay a deposit which is equivalent to one month's rent, and this will secure the property for up to 28 days. This allows us to complete all the necessary reference checks and paperwork and for the tenant to give the required notice on their current property. We will always aim to move the tenant into the property as soon as possible to reduce and void periods. Should the application fail for any reason due to non-disclosure by the tenant we will deduct any necessary costs.



## Step 6: Referencing

Our aim is not only to just attain the highest rent possible but also to ensure that the tenant is suitable to rent that property. A property is likely to be the landlords' largest asset they own or invest in, and our advice is always to wait for the right tenant. It is better to have the property empty for longer than place a tenant into a property that is not suitable. We are extremely stringent with the requirements that must be met by tenants.

## Step 7: Compliance With All Requirements

Before a tenant moves in there are a few safety requirements that need to be met:

### Gas Safety Check

The Gas Safety Regulations 1998 require that all gas appliances are inspected and checked to ensure they comply with all regulations. A Gas Safe registered engineer must complete them annually.

If you have a current certificate this needs to be given to us as soon as possible. Regency can instruct a gas safe registered contractor once a tenant has been found. This costs £50 and will be deducted from the first months' rent. If you have a preferred plumber, then please advise us that you will be dealing with this and supply the gas cert as soon as possible. We cannot legally move a tenant into a property without this.

### Electrical Safety Check (PAT test)

The electrical Equipment Safety Regulations 1994 requires that all non-integrated electrical appliances are tested by a qualified engineer to assess their safety. We are happy to carry these tests out on your behalf.

### Energy Performance Certificate

It is a legal requirement that all properties have a valid EPC which has been completed in the last 10 years. If you have purchased a buy to let investment, then an EPC should already have been done and we can access this from the national database. If you are living at the property, we will arrange our contractor to contact you directly.

### Smoke Alarms

It is now a legal requirement that all rented properties need working smoke alarms on all floors; we can arrange this on your behalf if you are not local. If any properties have solid fuel burners, they will also need a Carbon Monoxide detector.

## Final Step: Moving Them In



We arrange an appropriate time with the new tenant to sign the lease and hand over the keys.

We require **three sets of keys**, giving each tenant a full set whilst always keeping a full set securely in our office.

An agent will meet the tenant at the property and explain the terms they must uphold with an Assured Shorthold Tenancy. The prescribed information from the DPS is also handed over so that they know what is required for them to have their deposit returned.

Transferring all the utilities is all part of the service, a full set of meter readings are taken for the utility companies and accounts set up for the tenants. A number is also given for the council so that the tenant takes over responsibility of the council tax, we also email a copy of the lease to the council.

A full digital check-in is completed which includes a full property condition report on an iPad. This includes photos of all walls, ceilings, floors, appliances, kitchen units, gardens, and any outhouses. This is then signed by the tenant and the agent and kept on file for use when they move out in case there is any dispute with the DPS on the property condition.

The full rent amount is then taken and paid to you once it has cleared through our bank.

### **What Happens During the Tenancy?**

Our fully managed service incorporates collecting the rent that will be transferred into your bank account within 3-5 working days once it has cleared through our account. You will receive a monthly remittance statement showing any payments minus any deductions. These deductions could include management fees, any repairs or gas certificates etc.

We also offer a 24-hour contact number for tenants to deal with emergencies outside of office hours, taking away the extra hassle that comes from letting your property out. We will always act with the landlord's best interest if they are un-contactable.

We complete an inspection after an initial 3 months of the tenant moving in, then every 6 months. The landlord will then receive an email explaining the condition and if any repairs are needed. The repairs department will deal with any necessary works throughout the tenancy. The office has dedicated repairs and accounts personnel who are always available to deal with property maintenance or rental collection issues.

If you decide to opt for the LET ONLY service, then these services are not available. Once the first month's rent has been paid, we will hand over all the documentation including lease and digital check in.

**Services included:**

**Advertise**

**Let Only**

**Managed**



FREE No obligation rental valuation	✓	✓	✓
Landlord information brochure	✓	✓	✓
FREE Practical Advice on Letting Your Property	✓	✓	✓
Free professional photos	✓	✓	✓
Glossy particulars of your property	✓	✓	✓
Extensive marketing on all major web portals	✓	✓	✓
Vibrant TO LET boards	✓	✓	✓
Accompanied viewings	✗	✓	✓
Arrange Gas & Electrical Certificates	✗	✓	✓
Arrange Energy Performance Certificate	✗	✓	✓
Guidance on legal regulations	✗	✓	✓
Drafting an Assured Shorthold Tenancy	✗	✓	✓

**Services included:**

**Advertise**

**Let Only**

**Managed**



Tenancy negotiations	✗	✓	✓
Professional/comprehensive referencing	✗	✓	✓
Digital Check-In/Inventory report	✗	✓	✓
Full move in & handover with tenant(s)	✗	✓	✓
Collection of first month's rent & deposit	✗	✓	✓
Reading of meters/registration of utilities	✗	✓	✓
Register deposit with Regency's DPS Account	✗	✗	✓
Collection of monthly rental payments	✗	✗	✓
Monthly statements emailed or posted	✗	✗	✓
Quick action against tenant(s) for rent arrears	✗	✗	✓
Tenant move out report & deposit negotiation	✗	✗	✓
Tenancy renewals	✗	✗	✓

**Services included:**

**Advertise**

**Let Only**

**Managed**





All maintenance issues quoted, authorised and completed by qualified contractors	×	×	✓
Regular property inspections & full written reports forwarded	×	×	✓
Acting as the first point of contact for tenants for all issues	×	×	✓
24 Hour emergency number available to tenants & landlords.	×	×	✓

Regency Estates is a member of a number of professional bodies;

***The Property Ombudsman  
Association of Residential Letting Agents (ARLA)***

***DPS***

***ARMA***

***Client Money Protection Scheme***

These continued memberships provide landlords and tenants with the peace of mind that we are constantly striving to offer the highest possible standard of customer service.



# BRITISH PROPERTY AWARD WINNER!

We have also won the British Property Awards, and we are also the No1 agent again in Letting's.

THE  
**ESTAS**

WINNER 2019

#servicematters



BRITISH  
PROPERTY  
AWARDS

2019 - 2020



BRITISH  
PROPERTY  
AWARDS

2020 - 2021



BRITISH  
PROPERTY  
AWARDS

2021 - 2022



BRITISH  
PROPERTY  
AWARDS  
2022 - 2023

**GOLD WINNER**

LETTING AGENT  
IN BOLTON  
(NORTH)

# GOLD WINNER

LETTING AGENT IN BOLTON  
(NORTH)

