



**DENTON CLARK
RENTALS**



**Guide to
RESIDENTIAL
LETTINGS**



www.dentonclarkrentals.co.uk

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Tel: 01244 624027

Fax: 0845 050 8813

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Denton Clark Rentals Limited

With over eighty years in the business, Denton Clark remains one of the regions leading independent Estate Agents and Surveyors. Jonothon Dewhurst joined the company in 1987 and prior to setting up the Letting Department in 2000 gained valuable experience in all aspects of the business from Sales to Estate Management. Jonothon recognized a strong growth area in the residential lettings market and set up the Lettings Department with just a few houses. Over the last ten years the department has grown into one of the most successful letting agencies in the region with a portfolio of over 850 properties, ranging from one bedroom city centre apartments to five bedroom country houses.

December 2005 saw the biggest development when Denton Clark Rentals became a separate Limited company after Jonothon Dewhurst acquired a substantial shareholding and was appointed Managing Director. His knowledge and enthusiasm for the business will always ensure that it is a success.

What can we do for you?

Denton Clark Rentals are here to make your life simple, to give you piece of mind that your property is in professional hands and of course to relieve you of all the tiresome and the time consuming administration involved with the letting and management of your property.



We offer two types of services to our Clients.

1. STANDARD LETTING SERVICE – FINDER ONLY

Our letting service includes an initial market appraisal, photography, advertising, arranging (and carrying out) viewings, taking up references, drawing up a Tenancy Agreement, demanding the first months rent and security deposit, arranging an inventory check-in and arrange for all utilities to be transferred (except telephone and broadband lines) We also ensure that a standing order mandate is set up so that all future rents are paid directly to you, the Landlord.

● **Finding a Tenant**

It is our job to find a high calibre and suitable Tenant for both your property and your requirements. We advertise a selection of our properties in a local paper every week and we also advertise on ALL major property search websites. 90% of our Tenants come to us via the internet.

● **References**

We use professional referencing and credit check agency MARAS GROUP. We ask all Tenants and Guarantors (where applicable) to complete a form, which we then send to MARAS GROUP who then carefully process the application and subsequently check the applicant. We only recommend Tenants to you who have been accepted for tenancy.

Once prospective Tenants have been accepted MARAS GROUP are then able to offer you (under separate cover) an insurance policy against loss of rent and legal expenses.

● **Tenancy Agreement**

We ensure that the appropriate Tenancy Agreement is drawn up and signed by Landlord and Tenant, this is usually an Assured Shorthold Tenancy Agreement, unless it is a company let.

● **Inventory**

We can arrange for an inventory to be prepared if one is not already available. (Please refer to our setup charges). The Inventory not only lists in full detail all of the contents but provides a complete schedule of condition, together with full notes on the internal decorative order of the property. We always recommend the use of a professional inventory clerk in the preparation of the inventory. A well prepared inventory can be used for each subsequent tenancy with any additions or alterations duly noted. The Landlord is responsible for the cost of the initial preparation of the inventory, which can vary depending on the size and type of the property.

● **Inventory Check-in**

We organise the inventory check in at the commencement of the Tenancy. Copies of the report are then sent to the Tenant for their acceptance. The Landlord is responsible for the cost of the check-in and the Tenant is responsible for the cost of the check out. N.B. For a finder service, we do not check out properties (unless requested) we ask the Landlord and Tenant to inform us if there are any deductions to be made from deposit and to confirm the deposit can be returned. Please note that this must be within 28 days of the Tenancy expiration date.

● **Utilities**

We will read meters (and dip oil tanks) and arrange for gas, electricity, water and Council Tax to be transferred into the Tenants name at the commencement of the Tenancy and for all final accounts to be sent to your address. If we manage the property on your behalf, we will also do this at the expiration of the Tenancy. NB We do not get involved with BT, Sky or Internet/Broadband companies.

● Rent

In order for Tenancy's to commence, we require one month's rent in advance, which we then forward directly to your account. We also ensure that the Tenant has signed and completed a Standing Order Mandate which is then sent to the bank so that the rent is paid directly to your account on a monthly basis.

● Deposit

A deposit equal to one and half months rent is taken from the Tenant. From April 2007, all deposits must now be held under the Tenancy Deposit Scheme. It requires landlords to register details of the start and end of all Assured Shorthold Tenancies on which they take a deposit. The Dispute Service (TDS) runs this particular scheme and is required to supply summarised details of all tenancies to [the Department of] Communities and Local Government (CLG).

The Tenancy Deposit Scheme has been set up to service three principle objectives:

1 Protect deposits through the tenancy

2 Ensure the return of the deposit promptly at the end of the tenancy, where there is no dispute about the deposit

3 Where there is a dispute about the deposit at the end of the tenancy, ensure it is dealt with fairly and quickly by the Independent Complaints Examiner (ICE)

Following the check out at the end of the Tenancy, and after you have agreed any dilapidations, we will return the deposit to the outgoing Tenant. Please note that the deposit must be returned to the outgoing Tenant within 10 days of the Tenancy end date, or it has to be sent in full to the "deposit scheme" until a resolution can be reached between Landlord and Tenant.



2. COMPREHENSIVE LETTING AND MANAGEMENT SERVICE

The above service plus:

● Rent Collection

At the commencement of the Tenancy we set up the standing order for the Tenant to pay direct to Denton Clark Rentals, which we then forward to you after deducting our commission and any maintenance bills etc. As your Agent we are able to know in the first instance if the rent has not been paid, and can commence steps to collect the rent immediately. n.b. Denton Clark Rentals do not offer an insurance policy and cannot guarantee that rents will be paid, however they can simply take all measures on your behalf to collect the rents and offer advice should a problem develop.

● Repairs and Maintenance

We organize day to day repairs up to a maximum of £350 for any one item. We can obtain quotes for any major works that may become necessary. We shall carry out any emergency repairs where necessary. We have many tried and trusted tradesmen whom we have used for many years, who carry out any works to a professional, clean standard. We pay any bills on your behalf incurred and this is deducted from monies forwarded to you. *If you have contractors that you would prefer us to use, please do advise us at the start of the Tenancy.

● Outgoings

We can pay all outgoing bills relating to the property such as minor repair bills, safety check bills and insurance policies.

● **Re-new gas and electric safety reports and ensure all testing and standards are met.**

● **Ensure all boilers, gas and electrical equipment are in full working order and are serviced regularly**

● **Carry out the Final Inspection**

Negotiate any dilapidations on your behalf before returning the deposit to the outgoing Tenant.

One off - Set up Charges (excluding V.A.T.)

Lease	£75
Professional Inventory (optional)	£115
Advertising - Internet and local press	£140
To Let Board	£40 *

THESE CHARGES APPLY TO MANAGED SERVICES ONLY

*please advise if you do not require a To Let board



ADDITIONAL SERVICES

● Void Management

Denton Clark Rentals can manage your property whilst it is unoccupied between Tenancies. This is especially useful if you live some distance from the property, or if it has been empty for a period of time, or at certain times of year i.e. winter. Void Management covers a regular inspection of the property, every two weeks, (more if required although an extra charge may apply) liaising with utility companies and payment of accounts, checking all electrical and mechanical services, organizing any cleaning as required, collection and forwarding of mail. We will obviously organize any repairs as necessary, up to the value of £350. Charges vary according to size, location and type of property

● Refurbishments, Redecorations etc

If Denton Clark Rentals obtain quotes for furnishing, refurbishing or redecoration on your behalf over the value of £500 and works are subsequently carried out, a supervisory commission of 8% plus VAT of the total cost of any work is charged for this service upon completion of the works.



DENTON CLARK RENTALS

HOW WE DIFFER FROM OTHER AGENTS

- With over eighty years experience and knowledge in every aspect of property, the excellent name of Denton Clark, provides reassurance that the service you receive will be first class.
- A small friendly experienced team – because we are a small team, we are all aware and are knowledgeable about your property i.e. the same person who you meet to look at your property will be the same person who shows and meets your prospective Tenants. When ringing, you don't go "on hold" for what seems like hours – we know who we are talking to!! We are here to help you and keep the ever changing process simple.
- We cover a huge area from Warrington to North Shropshire, Holmes Chapel to Denbigh.
- We advertise your property on ALL of the leading property search websites and we handle many enquiries every day direct from our websites. Our own website is updated at least once a day – that's a fact!
- City centre office – in the heart of the beautiful city of Chester. Prospective tenants can walk into our office or look in the windows to view all of our properties and a car park is available at the rear of the office.
- Flexible viewing times – we appreciate prospective Tenant's have busy lives so we try and show them houses at times to suit them.

• WE LOVE LETTING HOUSES!!



FINDING YOU A TENANT

Advertising

- Increasingly more and more people use the internet, in fact we estimate that we let 90% of our properties through the internet. Unlike other agencies our own website is updated on a daily basis. Bearing in mind that not everyone is “web enabled” we have kept the site very simple, to ensure that it is easy to use and accessible to everyone. We include many photographs, a comprehensive description and the room sizes.
- If we are instructed on a property we will arrange a mutually convenient time to photograph and measure up, and we will aim for the full details to be prepared and on the internet within 24 hours of the appointment.
- We are registered with all the major property search websites e.g. Rightmove.co.uk, Findaproperty.com, Zoopla and Primelocation.com which generate the majority of enquiries. Again, we aim to have your property placed on all of the websites within 24 hours of the appointment.

Please do visit our website

www.dentonclarkrentals.co.uk to see for yourself why it is such a successful site.

- Every week we also have a presence in a local paper. Experience has now told us, that we receive more enquiries from the internet, but obviously still require a presence in the local papers. Should we feel however that your property requires advertising in another area we will, of course, take the appropriate measures.
- We still use the tried and tested method of a “To Let” board outside the property, which is invaluable. If, however, you prefer not to have a board erected please let us know.

Timescale

- It is very difficult to state how quickly a property will take to let. Its location, accommodation, decorative presentation, outlook and prevailing market conditions all need to be taken into consideration.

We generally say that a property should let dependant on the aforementioned factors within 6 weeks from the time the property is marketed. Once you have accepted an offer the terms have been negotiated and we have carried out the relevant reference checks, the property can be occupied within three days so it is important that once you have decided to rent your property that you can be fairly flexible with your timing, especially if living in the property.

Insurance

- As Landlord you are responsible for both the building and contents (i.e anything you leave in the property e.g. furniture, fittings, curtains etc) insurance during the course of the tenancy. The insurance company should be informed that the property is let and to whom. **It is very important that you provide us with a copy of your insurance policy and certificate, as this forms part of the Schedule.**
 - Public liability insurance is essential in the unlikely event of a claim for damages for an accident incurred by the Tenant or their visitors whilst within or about your premises.
 - Once the referencing company have agreed a prospective Tenant (i.e completed the reference checks), they are then in a position to offer you an insurance policy against a Tenant not paying rent and any legal expenses incurred. Please ask us for further details.
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QUICK TIPS

These are just a few handy tips once you have decided to rent your property.

- Apply for mortgage lenders consent.
- Ensure that you have the most suitable insurance policy and notify your insurance of the proposed letting.
- Obtain gas and electrical safety certificates and Home Energy Performance Certificates (after 1st October 2008) and make available in the property. Denton Clark Rentals can organise this on your behalf.
- Ensure that the boiler is serviced, chimneys are swept and septic tank emptied (if necessary) Receipts should be provided to us, as proof that this has been done.
- Decide what furniture, fittings you intend to leave in the property – including white goods. (Do remember, any white goods to be let with the property need to be repaired / replaced if they break down)
- **NB this needs to be confirmed in writing to us.**
- Ensure any furniture you are leaving complies with fire regulations
- Carry out necessary repairs, redecorations if necessary
- Tidy and clear garden
- Ensure that the property and exterior (including carpets and curtains) are clean and presentable – we do recommend that the property be professionally cleaned.
- Apply for a FICO (tax exemption) number from Inland Revenue if resident overseas
- Remove all personal / sentimental / valuable items from the property
- Ensure that three sets of keys are given to Denton Clark Rentals – 2 to be given to the Tenant plus any alarm details if required.
- Let us know of your utility suppliers i.e. gas / electric / water (and ideally the account numbers)

Do remember – we can give you advice and assistance on any of the above – or any other queries you have!

ADVICE ON PREPARING YOUR PROPERTY FOR LETTING

We are here to offer advice and make things as simple as possible. Here are a few important things to bear in mind prior to us finding you a Tenant.

• Presentation

Tenants are increasingly discerning as to the standard they expect in a rented property. The initial impact of good presentation is essential. The higher the standard of your property the easier it is to let to a high caliber Tenant. Good presentation is likely to achieve a better rent and minimize void periods between tenancies.

• Decoration

This should be light, simple and attractive. We strongly recommend “freshening up” between tenancies. This can either be a good professional clean or a total repaint.

• Kitchens & Bathrooms

Where possible, these should be fitted and to a high a standard as possible. Most tenants expect a shower (either over the bath or a separate cubicle)

• Furnishings

If providing a furnished property it is very important that sofas, beds, pillows, headboards, seat pads etc comply with 1988 Fire Regulations. It is imperative that your furniture displays the appropriate kite mark confirming it complies with the regulations, or that it is checked and approved by an authorized Fire Officer.

• Smoke Detectors

Each property should have at least two working smoke detectors installed.

• Energy Performance Certificates

With effect 1st October 2008 all properties being marketed for rental, have to have available an Energy Performance Certificate (EPC) available to any prospective Tenant. This is to show Tenants the energy efficiency of the property. Denton Clark Rentals have negotiated a special rate of £80 plus VAT and upon your instruction can arrange this for you on your behalf.

• Gas Safety

The Gas Safety Regulations 1994 came into effect after a number of people died due to carbon monoxide poisoning from faulty gas appliances. All gas appliances and pipe work must now be checked annually (by CORGI registered plumbers ONLY) and records of the checked kept and available to the Tenant. Failure to comply is a criminal offence of the Landlord and can lead to prosecution, a fine of up to £10,000 and a prison sentence.

Denton Clark Rentals Ltd can organise these checks to be carried out on your behalf.

• Electrical Equipment Safety

Prior to letting your property we advise Client's to organise a periodic electrical inspection report be carried out. This is required every 10 years.

Also a requirement is the PAT Testing (Portable Appliance Testing), which should be carried out with every new Tenant, but is satisfactory to be carried out annually.

Denton Clark Rentals Ltd can organise these checks to be carried out on your behalf.

• Cleaning

It is very important, particularly to avoid disputes at the end of the Tenancy that the property is cleaned to a high standard, prior to the Tenancy commencing. We would recommend that carpets be professionally cleaned at the commencement of the initial Tenancy and a receipt be provided as proof. It is in our lease that carpets are cleaned (at the Tenants expense) at the end of the Tenancy.

We also recommend that for your initial let, that the ovens in your property be professionally cleaned. The Tenant therefore has to ensure that they are professionally cleaned at the end of the Tenancy, or Denton Clark Rentals will arrange this. This ensures that the oven is always professionally cleaned at the start of every Tenancy.

• Gardens / Patios / Exterior

If your property has a large garden and you currently employ a reliable gardener / handyman we would suggest that you maintain this arrangement, and the cost be included in the rent. Alternatively, we can arrange for gardens etc to be maintained on a contract basis. It is certainly advisable that at the start of the Tenancy the garden is left neat, weed free and lawns freshly mowed. This ensures that the garden will be left in the same condition at the end of the Tenancy or any charges incurred to put it right, will be deducted from the deposit.

• Void Periods

It is important to remember that Denton Clark Rentals are not responsible for your property between tenancies when the property is vacant. We can however for a small fee, Void Manage the property which includes regular inspections, arranging utilities etc and generally ensuring and taking responsibility for it whilst it is empty. This is a particularly useful service should you live abroad or too far to regularly visit the property.

DENTON CLARK RENTALS

Contact Us

Denton Clark Rentals Limited
4 Vicars Lane
Chester
CH1 1QU

Tel: 01244 624027
Fax: 0845 050 8813

www.dentonclarkrentals.co.uk

Open 6 days a week
Monday – Friday: 8.30am – 5.30pm
Saturday: 9am – 1pm

Jonothon Dewhurst
Managing Director

Tel: 01244 624027

Mobile: 07718 524820

Email: jonothon.dewhurst@dentonclark.co.uk

Maureen Pegler

Northwich Office Manager

Tel: 0845 0532 358 / 07772 620963

Email: maureenpegler@dentonclark.co.uk

Anthony Dewhurst

Lettings

Tel: 01244 624027

Email: rentals@dentonclark.co.uk

Julie-Ann Metcalf

Lettings

Tel: 01244 624027

Email: rentals@dentonclark.co.uk

Diane Edwards

Accounts

Tel: 01244 624027

Email: rentals@dentonclark.co.uk

