

- 
- Tailor made solutions
 - The legal essentials
 - Moving your tenant in
 - Service levels to suit you
 - Landlord checklist

Why choose

jorgensenturner
estate agents

A landlord's guide to our stress-free letting service



Tailor made solutions for busy landlords

Jorgensen Turner offers a comprehensive letting and property management service to take the hassle out of letting your property.

Expertise at your service

Are you looking for help with finding and screening suitable tenants? Perhaps you want the peace of mind and convenience of a comprehensive round-the-clock letting and property management service that takes care of everything? Whatever level of support you need, we can provide the service that is right for you.

We have more than 10 years' experience in letting properties in West and North West London. Our clients range from private landlords with a single rental property to buy-to-let investment landlords with a property portfolio.

As standard we have 3 different levels of service:

1 Letting Service

2 Letting & Rent Collection Service

3 Fully Managed Letting Service

All our services can be tailored to suit your individual needs and we will provide a written quote with absolutely no obligation.

We understand that becoming a Landlord can be a daunting experience. Please take a look through this booklet for a step by step guide to what's involved in letting a property. We have included information on your legal obligations and practical matters as well as an overview of all the services we offer.

So whether you are thinking of letting your property for the first time or you're an experienced landlord looking for a new letting agent service, please get in touch to discuss your requirements.

Professional recognition



Why busy landlords choose Jorgensen Turner

- ✓ Experienced, attentive and knowledgeable staff
- ✓ Flexible service options, competitively priced
- ✓ Open and transparent fees with no hidden charges
- ✓ Up to date legal documents and advice on property rental matters
- ✓ Independent property appraisals and achievable rental valuations
- ✓ Extensive internet advertising on the UK's top property portals
- ✓ A pre-qualified database of prospective tenants
- ✓ Comprehensive tenant referencing service with full credit check
- ✓ Professionally produced inventories
- ✓ Full client money protection
- ✓ Registered with the government-backed Tenancy Deposit Scheme
- ✓ Dedicated property manager (Fully Managed Letting Service only)
- ✓ Database of expert and reliable tradespeople on call
- ✓ Established in West and North West London since 2006
- ✓ All Agents Award winners in 2013, 2014 and 2015

We tailor
our marketing
approach to the type
of tenant you are
looking for to
attract genuine
interest



Getting started

Our knowledge of the local rental market coupled with a tailored approach to advertising will help you set an achievable rent and find the right tenant.

Property appraisal and valuation

We offer an independent assessment of your property by one of our trained and experienced members of staff. This is free of charge and with absolutely no obligation.

We will visit the property and advise you of any work required to meet regulatory requirements.

We will also offer advice on any other actions you need to take before you let the property including necessary repairs or refurbishments.

It's important that you set a rent that is competitively priced, fair and achievable. Using our extensive knowledge of the local rental market, we will assess how much your property could fetch in the current climate. Our rental valuation will take into consideration the location, size, standard and condition of the property and whether it will be let furnished, part furnished or unfurnished.

During the assessment we will be happy to discuss the lettings process with you and answer your questions. If you are a first time landlord you will have plenty of opportunity to find out more about what is involved in letting a residential property.





Effective advertising and marketing

At Jorgensen Turner we use the very latest technology and proven marketing techniques to advertise our rental properties.

We use all the major property websites including **RightMove, Zoopla** and **Prime Location**. Our own website www.jorgensenturner.com has a desktop and a mobile version which optimises to the device being used to enhance the user experience. This gives your rental property the highest possible online exposure, whichever device your potential tenant uses.

Our online marketing activity includes social media through our Facebook pages and Twitter account and we supplement this with press advertising, email marketing campaigns and our distinctive To Let boards.

We tailor our marketing approach to the type of tenant you are looking for to attract genuine interest. Once instructed, one of the first things we do is to produce high quality photography and floor plans which are fundamental to presenting your rental property in the best possible way. We take the time to capture the best

picture of each room and show off its best features, ensuring every picture looks professional.

Location is a primary factor for people when choosing somewhere to rent and our online property particulars include information on transport links, schools, shopping and leisure facilities and other local amenities with useful maps of the area.

Securing the most suitable tenant

As a landlord, you need peace of mind that the right tenants will be living in your property. All potential tenants on our rental database are pre-qualified by us before we carry out viewings to ensure they are suitable.

All property viewings are accompanied and conducted by a fully trained member of our team and we provide prompt and honest feedback. We will keep you up-to-date on progress and will notify you once a prospective tenant has paid a reservation agreement of £500 to show their commitment.

We take up tenant references and credit checks on your behalf using a specialist referencing agency. This vetting process is a critical step in securing a reliable tenant for you.



Preparing your property to let – the legal essentials

Our experienced lettings team will provide the latest information and guidance to ensure you meet all your legal obligations as a Landlord.

Energy Performance Certificate

All properties for rent must have an Energy Performance Certificate (EPC) before any marketing or viewings can take place. An EPC rates energy efficiency and its environmental impact and is valid for ten years for rental properties. A copy of the EPC must be made available to tenants before entering into a tenancy agreement. If you do not have an EPC for your property, Jorgensen Turner can arrange an inspection for you.

Safety

1 Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998, landlords have a legal obligation to make sure all gas pipework, appliances, fittings and flues are safe to use and maintained in a safe condition. Every gas appliance and flue must be tested for gas safety every 12 months. A Gas Safety record must be provided to existing tenants within 28 days of the annual safety check, or to new tenants before they move in, and you must keep copies yourself for two years. All installation, maintenance and safety checks must be carried out by a Gas Safe registered engineer. We can arrange this for you.

2 Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2010

Upholstered furniture and soft furnishings supplied in a rented property must comply with current regulations. This includes, but is not limited to, bed frames, mattresses, headboards, sofas, pillows, cushions, seat pads and any garden furniture that may be used indoors. Items which comply will have a suitable permanent label attached. All non-compliant items must be removed before a tenant moves in. Bedding, carpets, curtains and any furniture made before 1950 are exempt.

3 Electrical Safety

Landlords are required to ensure that the electrical installation in a rented property is safe when tenants move in and maintained in a safe condition. Although not a legal requirement, it is strongly recommended that you have the property inspected and tested by a registered electrician every five years and arrange Portable Appliance Testing (PAT test) once a year to ensure electrical appliances are safe and fit for purpose.



Council inspectors look at **29** health and safety areas during an HHSRS inspection!

4 Smoke and carbon monoxide detectors

New regulations introduced in October 2015 require landlords to install smoke alarms on every floor of their rental property and test them at the start of every tenancy, and to install carbon monoxide alarms in high risk rooms such as those where a solid fuel heating system is installed.

Consent to Let

If your property is mortgaged, you must obtain written consent to let from your mortgage lender.

If it is leasehold, your lease may require written consent from your landlord before you can sub-let.

Houses in Multiple Occupation (HMO)

If your property is let to at least three or five tenants (depending on which local authority your property is in) who share a toilet, bathroom or kitchen facilities but are not from one household or family – sometimes called a ‘house share’ – it is a House in Multiple Occupation’ (HMO). Depending on the size of the property, the number of tenants and the area, you are likely to need an HMO licence from your local council plus an HHSRS inspection. We can advise you on this.

Buildings Insurance

Landlords are required by law to take out buildings insurance for rental properties. We advise our clients to also consider contents insurance and policies to cover rent guarantee and legal expenses.





Letting your property— moving your tenant in

Our professional lettings service ensures everything is in place for a smooth and trouble-free start to renting out your property.

Our inventory provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy



Tenancy agreement

This is a legally binding agreement, setting out the rights and obligations of both Landlord and Tenant. Most residential property is let on an Assured Shorthold Tenancy (AST) for an initial fixed term of 12-36 months. We can advise on all options available to help you make an informed decision on areas of responsibility, conditions of tenancy, how and when the rent will be reviewed and notice terms. We will prepare all the paperwork and draw up a comprehensive legal document for signing.

If we are fully managing your tenancy and rental property for you, then the tenancy agreement will include those activities we will be responsible for on your behalf.



Inventory / Check In/Check Out

All of the inventories produced for Jorgensen Turner are by a 3rd party inventory clerk. This provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy.

Utilities & Council Tax

Usually, it is the tenant's responsibility to pay utility bills and council tax. We can organise all meter readings and arrange the transfer of water rates, gas, electricity and Council Tax accounts to the tenant for all rent collection and managed properties.

Deposits schemes

A deposit of 6 weeks rent is paid by the tenant at the start of a tenancy to safeguard against damage. Since April 2007, all new Assured Shorthold Tenancies must be registered with a government-backed tenancy deposit protection (TDP) scheme within 30 days of receipt of the deposit. If we are not providing our Fully Managed Letting Service or Rent Collection Service to you, then you would need to register the deposit with a TDS Property Scheme. Landlords should be aware that

there are significant penalties for failing to comply with deposit protection requirements. If you proceed with a letting service you must register your tenants deposit with My Deposits, or The Tenancy Deposit Scheme or Tenancy Deposit Protection.

We normally collect a deposit from the tenant which is equal to 6 weeks rent. Jorgensen Turner is registered with the Tenancy Deposit Scheme which means your tenant's deposit will be held by the Tenancy Deposit Scheme for the duration of the tenancy. We will register deposits on your behalf and liaise with their dispute service should the need arise at the end of a tenancy. We will also provide your tenant with the name and contact details of the TDP scheme and its dispute resolution service, which is a legal requirement.

Keys

You should provide at least one set of keys for each tenant. Where we will be managing the property for you, we will also require a full set which will be coded for security purposes. We can arrange to have duplicates cut.

Letting your property – day to day management

Once your tenant has moved in we can take care of your property, tenancy arrangements and your landlord duties throughout the tenancy and beyond.

Collecting rent

Jorgensen Turner offers a rent collection service on its own or as part of its Fully Managed Letting Service for busy landlords. We collect rent monthly unless the Tenancy Agreement specifies otherwise. Occasionally, tenants may experience financial difficulties and our rent collection service includes chasing any late payments. We will notify you at the earliest opportunity of any rent arrears.

We pay the rent to landlords monthly by BACS (net of our fees and any disbursements, bills and income tax if appropriate) and provide monthly income and expenditure statements.

Rental income and Taxation

As a landlord, you are responsible for assessing your own tax for rent received. Below is some basic guidance on taxation matters relevant to landlords; however we would always recommend you seek independent financial advice from an accountant on tax matters.

1 **Income Tax**

Rental income is subject to income tax, we can refer you to a tax specialist to guide you on current legislation if required.

2 **Overseas Landlords**

Under the Non-resident Landlord (NRL) Scheme,

your lettings agent will need to deduct tax from the rental income and pay the tax directly to HM Revenue & Customs. If you choose not to use a lettings agent to collect rent, then you will be legally responsible for collecting and paying tax to HMRC (it currently says) your tenant will be legally responsible for collecting and paying the tax to HMRC. Alternatively, landlords living overseas can apply for approval to receive rental income with no tax deducted. Full details of the NRL Scheme are available from HMRC.

Inspections, maintenance and repairs

The practicalities of being a landlord can be very time-consuming. With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property so you don't need to worry about it.

We will carry out regular routine inspections – usually quarterly – at a mutually convenient time agreed with the tenant. This will involve visual inspections, assessing any wear and tear, and organising maintenance and compliance checks. If we identify any problems we will advise you and, depending on our agreement with you, we can arrange for repairs and any work to be done on the property and pay for this out of the rent received. We have a network of reliable and trustworthy contractors we can call on to deal with routine repairs or emergencies at very competitive rates.

With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property so you don't need to worry about it



Tenancy renewals, reviews and notices

We will handle all tenancy renewals, including rent reviews, for you. If you decide to increase the rent we will issue the relevant notice informing your tenants. If you wish to end a tenancy, we will serve notice to your tenants in line with all legal process and timing requirements and manage all the end of tenancy administration.

End of tenancy checks and deposit returns

At the end of a tenancy the landlord should ensure the property is in a good, clean condition before the tenant checks out, take back the keys and formerly

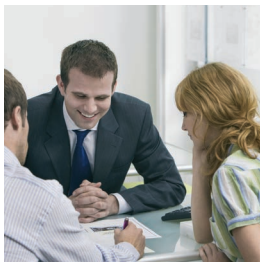
take possession of the property. Assuming there are no issues and all paperwork is completed, utility companies notified and you have a forwarding address for the tenant, the landlord should return the tenant's deposit. This is all included as part of our Fully Managed and debt collection Service.

Remarketing

No landlord wants a vacant property. If a tenancy is not renewed, we offer landlords an automatic property appraisal, rental valuation and remarketing service until we find a new tenant.

Service levels to suit you

Jorgensen Turner offers landlords a choice of 3 different levels of service. The option you choose will depend on how hands-on you want to be, the level of risk you are prepared to accept, and the time and energy you have available to manage your property investment and tenancy.



1 Letting Service

Perfect for landlords who want to manage the tenancy themselves but want to ensure all the paperwork (tenancy agreement, inventory and statement of condition) is completed professionally



2 Letting & Rent Collection Service

Perfect for landlords who will manage the upkeep of the property themselves but don't want to take on the hassle of rent collection



3 Fully Managed Letting Service

Perfect for landlords who have limited time, or are travelling/living overseas, and want to outsource the entire day to day tenancy management and upkeep of their property investment to a professional property management agent

Any level of service can be tailor-made to suit your needs; simply contact us to discuss your requirements



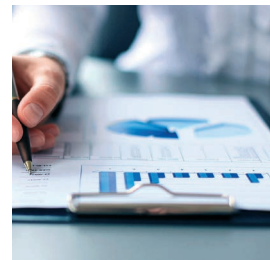
	1	2	3
Property appraisal and rental valuation	✓	✓	✓
Marketing and advertising	✓	✓	✓
Source suitable tenants	✓	✓	✓
Professional photos and floorplans	✓	✓	✓
Accompanied viewings and feedback	✓	✓	✓
Take up references and credit checks	✓	✓	✓
Draw up tenancy agreement	✓	✓	✓
Arrange independent inventory	✓	✓	✓
Collect deposit and first month's rent		✓	✓
Register deposit with TDS scheme		✓	✓
Transfer utility supplier accounts		✓	✓
Rent collection and payment to landlord		✓	✓
Collect JT fees monthly		✓	✓
Monthly itemised statement to landlord		✓	✓
Tenancy renewals and rent reviews	✓	✓	✓
Advise landlord and chase payment for any arrears		✓	✓
Remarketing at end of tenancy	✓	✓	✓
Conduct regular property inspections			✓
Advise on repairs		✓	✓
Arrange emergency repairs		✓	✓
Arrange mandatory safety checks			✓
Deal with tenant issues and queries			✓
Serving and receiving notices	✓	✓	✓
End of tenancy inspection	✓	✓	✓
Arrange deposit return		✓	✓

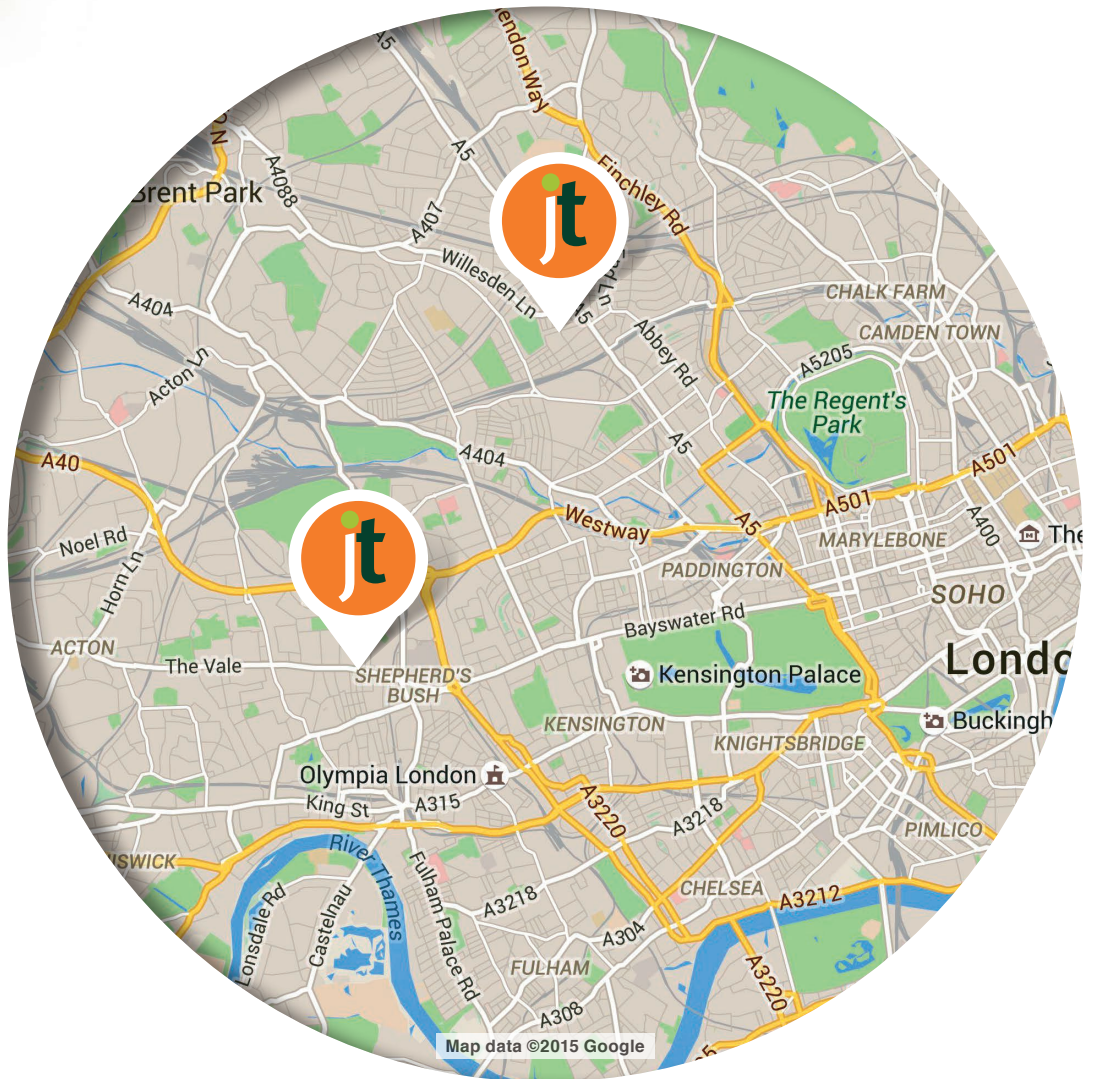


Landlord checklist

When preparing to let your property you don't want to overlook something important. If you feel comfortable with organising and managing the tenancy yourself, use our checklist to help you. While this is not comprehensive, it should give you a basis for planning the letting process.

- Complete and return our terms of business to instruct Jorgensen Turner**
- Prepare property for professional photos (Jorgensen Turner can help stage your property)**
- Obtain consent to let from mortgage lender or lease holder and arrange suitable buildings insurance**
- Check that your Gas Safety certificate is up to date and provide a copy to your new tenants before they move in**
- Ensure any furniture and soft furnishings comply with current fire safety regulations**
- Ensure the electrical system is safe and fit for purpose, and arrange PAT testing of any portable appliances you are providing**
- Check with your local authority to see if you require an HMO (House in Multiple Occupation) licence for your property**
- Ensure smoke alarms and carbon monoxide detectors are fitted and all are working properly**
- Get a duplicate set of keys cut for each tenant plus an extra set for your own use for property inspections, maintenance checks and repairs**
- Arrange for post to be forwarded on for any previous tenant or occupier of the property**
- Contact HMRC with any questions about self-assessment, or for details about the NRL Scheme if you are living or working overseas**
- Ensure you have a valid energy performance certificate before any tenant viewings take place. If required Jorgensen Turner will instruct one to be produced**





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020 7604 4040

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www.jorgensenturner.com

Excellent service,
they found me
a great tenant
and took care of
everything

Mrs Bedford

The team was always
very professional
before and after
letting the apartment.
Fast, transparent and
professional agency!

Mr Ferreira

jorgensenturner
estate agents

