



Andrew James

Residential Lettings & Property Management

Welcome

Landlord's Information Pack

We at Andrew James know how stressful it is when it comes to selling or renting your property. That's why we offer an effective, fast-track marketing system to enable you to just put your feet up and relax whilst we do all the work.

We will find you a tenant with good credentials suited to your property and its market. We can find you the right tenant with suitable references at the appropriate market rent, as quickly as possible. Many properties can be let within days.

So... Why choose Andrew James?

- No Let, No Fee
- Free professional photography along with **full** colour production
- Optional To Let board erected and visible on site (cardboard for apartments)
- Property advertised free in local press, and various websites which may include: propertytoday.co.uk, propertyfinder.com, rightmove.co.uk and of course, andrewjamesproperty.com
- Friendly, approachable staff who will give you a professional yet personal, 1-2-1 customer experience
- Phone lines open **Mon-Sat 08:30am – 17:00pm**
- Letting only, Letting & Management, and specially Tailored options available
- **No VAT** charged on any of our Services! Which means that we can give you extremely competitive quotes
- Free no-obligation rental evaluation
- Out of hours viewing times which means we can be flexible towards any prospective Tenants - a benefit for those who work 9-5
- 24 Hour Professional yet cost effective Maintenance Department

About Ourselves

We are a local, independent firm specialising in Residential Lettings & Property Management. We are fully focused on the priorities and the needs of the Landlord, and, unlike Estate Agents, our loyalties are not divided by dealing with property sales and mortgages. We understand that letting your property, especially for the first time, can be a worrying experience and with this in mind our most important consideration is providing you, the Landlord with the best possible service and the right Tenant for your property. We never forget that the property is your most important asset and we can confidently assure you that by instructing us to act as your Letting and Management Agents your asset will be in professional and caring hands.

A Personal Service

Because we are a small firm, we are able to offer a personal and friendly service, whilst at the same time maintaining a high standard of competence and professionalism.

Competitive Rates

Our fees are competitive and may be open to negotiation dependant on the level of service required. We are particularly committed to investment Landlords and savings can be made on the smallest of portfolios.

Carefully selected Quality Tenants

Drawn from a continually updated register, all prospective Tenants can be thoroughly referenced and credit checked at the Landlord's discretion. In some cases we may require a guarantor.

Out of hours Service

For our initial meetings with you we will if necessary be pleased to visit your property outside normal office hours, at a time that is convenient to you, and thus fit your busy schedule.

A Tailored Service

Outlined below are the basic elements of our Service. However, 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 providing a part only service, or occasionally by taking on additional tasks and duties.

Full Management

This is our inclusive service suitable for those Landlord's who are not residing locally, or would rather not deal with the Tenants directly, preferring all aspects to be handled by an Agent.

The Service Includes:

1. Advising as to the likely rental income.
2. Advertising and generally marketing the Property.
3. Interviewing prospective tenants and taking up full references including bank reference, and employer or previous landlord character reference. Where necessary, additional security would be requested by means of a guarantor. In the case of a company, a full bank reference would be taken.
4. Preparing the tenancy agreement necessary for the Landlord to gain protection of the relevant Rent and Housing Acts, and renewing the agreement where necessary at the end of the tenancy term.
5. Liaising with a Landlord's mortgagees where necessary with regard to references and tenancy agreement.
6. Taking a deposit from the tenant, dealing with this deposit under requirements of the chosen deposit protection scheme until the end of the tenancy when the Property and contents have been checked for unfair wear and tear and handling any termination issues with the tenant and the tenancy deposit scheme provider.
7. Collecting the rent monthly and paying over to the Landlord monthly (normally sent within 14 days of collection) less any fees or expenses due or incurred for the period. Payments will be made by direct bank transfer and a detailed rent statement will be forwarded to the Landlord.
8. Arranging with service companies (principally electricity, gas and water) for meter readings and advising them of the transfer of service contracts to the tenant at the beginning of each tenancy.
9. Regular inspections of the Property are carried out on a regular basis. Responsibility for and management of empty property is not normally included, and will only be carried out by special arrangement agreed in writing between the Landlord and the Agent.
10. Co-ordination of repair or maintenance including arranging for tradesman to attend the Property and obtaining estimates where necessary, supervising works and settling accounts from rents received.
11. Making payments on behalf of the Landlord from rents received for costs of managing the Property.
12. Carrying out a full property inspection and inventory check at the end of the tenancy and, if necessary, preparing and agreeing a schedule of costs relating to any damage or unfair wear and tear prior to releasing the deposit.
13. Collecting and forwarding Landlord's mail.

Letting Only

Where the Landlord does not wish the Agent to undertake full management (the Standard Management), the Agent can provide a Letting Only Service. The Letting Only Service includes only items 1 to 5 of the Standard Management Service as listed above. The Landlord would remain responsible for all other aspects of the letting including the maintenance of the property and any gas and electrical appliances. The initial funds payable will be collected by the Agent (including a Deposit if required). The Landlord would remain responsible for complying with the deposit protection requirements of the Housing Act 2004 and must provide the Agent with written confirmation of this together with a receipt for the deposit monies received by Agent on his behalf. The fees are payable at the commencement of the tenancy and will be deducted from monies received by the Agent on the Landlord's behalf.

Deposit Protection Service

Where the Landlord requires the Agent to deal with his legal responsibilities for the protection of tenancy deposits under the Housing Act 2004 (item 6 of the Standard Management Service) then this will be added in addition to the above Letting Only Service. This comes as standard with the Standard Management Service.

Rent Collection Service

Where the Landlord requires the collection of rents (item 7 of the Standard Management Service as listed above) in addition to the Letting Only Service, then the Standard Management fee of 5% (of the gross rental income for the term of the tenancy) will apply and will be deducted from rents collected. The rent collection service comes as standard with the Standard Management Service.

Our Landlord Fees

The initial fees get deducted from the first rental payment received from the Tenant. You pay nothing upfront.

Standard Management Fee	5% of rent due	Tenancy Deposit Protection	Free
Tenant Finding (Letting) Fee	£199	Redirection of mail overseas	Cost of postage
Tenancy Agreement	£25	Gas Safety Check	£50
Inventories/Schedule of Condition	£25	Electricity Safety Check	£60
Move In Fee	£30	Energy Performance Certificate	£70
Move Out Fee	£30	Administration of NRL Tax Returns	£99 per annum
Tenancy Renewal Fee	£75		

Tenant Finding Fee

This is what we charge for finding your quality Tenant.

Check In Fee

This is when Andrew James "move the Tenant in" IE, we take meter readings, we visit the Property and carry out the Schedule of Condition and Inventory.

Check Out Fee

When the Tenant has moved out, we make sure the property is clean, properly vacated along with any rubbish, and also take the final meter readings.

Tenancy Agreement, Inventory and Schedule of Condition

The vital documents within any Tenancy.

Standard Management Fee

Did you know... The average Standard Management fee is 10% of your valuable monthly rental value? We at Andrew James believe that we are the cheapest in the area.

Our Tenant Fees

Having high Tenant fees can effect whether or not the Tenants move in. That's why we keep them to a minimum.

Administration Fee - £50 per adult (some properties are admin free)

Holding Deposit (deducted from total amount payable) - £100

Late payment of rent administration charge - £12

Security Deposit – 1 months rental value

See what people have to say about us!

Customer Reviews

5 Customer Reviews

 5 Positive

 0 Negative

Value for Money :  (4.8)

Customer Service :  (4.8)

Quality :  (4.8)



5.0 out of 5

No Admin fees and had me moved in within a week, great service, always polite and friendly. Offered me late viewings which was great due to work commitments! Hope to be a long standing Tenant and would recommend anyone to rent via Andrew James.

Marion Ferguson - 3 Jul 2009



5.0 out of 5

Every single property that the staff at Andrew James showed me was of exceptional standard. The level of help that was also offered by Andrew James staff was far beyond anything I had ever expected. All I have to do now is choose which property I would like to rent... Many thanks.

Brett Sterling - 3 May 2009



4.0 out of 5

Fantastic service!! Anything that needs doing, they get it done straight away.

Erik Burns - 1 May 2009



5.0 out of 5

I let a property from Andrew James. The staff are always extremely helpful and polite. Everything is done efficiently. They provide an excellent service all round.

Antonia Howell - 14 May 2009

5.0 out of 5



I had a property with another "leading" competitor and they had my **property** since xmas, it was still empty in July! Andrew James took on my property and let it within 3 days! I could not believe it! So fast, professional and the personal approach is great. Very competitive pricing too :D

IMPORTANT - Energy Performance Certificates - Have you got yours?

The Energy Performance Certificate (EPC) gives home owners, tenants and buyers information on the energy efficiency of their property. It gives the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is the most efficient. The average efficiency grade to date is 'D'.

What else does the certificate tell you?

The ratings are measured using the same calculations for all homes, so you can compare the energy efficiency of different properties. Part of the EPC is a report which will list the potential rating that your home could achieve, if you made the recommended changes. The report lists:

- ☑ suggested improvements (such as fitting loft insulation)
- ☑ the approximate cost
- ☑ possible cost savings per year if the improvements are made
- ☑ how this would change the energy and carbon emission rating of the property

You can use this information to:

- ☑ cut your fuel bills
- ☑ improve energy performance in your home
- ☑ help cut carbon emissions
- ☑ help you choose a more energy efficient home to rent or buy

You do not have to act on the recommendations contained in the recommendation report. However, if you decide to do so, then it could make your property more attractive for sale or rent by making it more energy efficient.

Does everyone need an EPC?

The EPC is required by law when a building is constructed, sold or put up for rent. Once you have an EPC for a home for sale, it's valid for three years.

Sellers or buyers of homes

All sellers of homes need to ensure that they provide a Home Information Pack which includes an EPC for potential buyers.

An EPC must be made available to a potential homebuyer – free of charge.

Builders

An EPC needs to be provided to buyers of newly built properties.

Landlords

If you are a landlord, you'll need to make an EPC available to prospective tenants the first time you let a home after 1 October 2008. An EPC is only required for a property which is self-contained, and is valid for 10 years.

An EPC isn't required when a tenant rents a room and shares facilities.

Tenants

If you are interested in renting a property then an EPC must be made available to you free of charge. An EPC is only required for a property which is self-contained, and is valid for 10 years.

If you are a prospective tenant, an EPC isn't required when you rent a room and share facilities.

If you are not in one of the above categories

Even if you do not fall into the above categories, you can still apply for and receive an EPC. This may be because you want to know what the energy efficiency of your home is, and make improvements suggested by the recommendation report.

Will EPCs be needed across the UK?

EPCs only apply to England and Wales. Northern Ireland and Scotland are producing their own regulations.

How do you get an EPC?

EPCs can only be produced as a result of a survey by an 'accredited' Domestic Energy Assessor. EPCs are used to collect standard information on the property – for example, its size and hot water/heating systems. The information is then fed into a government-approved software programme which produces the EPC.

How much will it cost?

The price of an EPC is set by the accredited organisations which issue them. When you obtain a Home Information Pack, the overall cost should include that of an EPC. If you apply for an EPC on its own then the cost for an average house is approximately £100. However Andrew James can get them done for about half of the average cost, at around £65.

How long will it take to get one?

Obtaining an EPC for an average sized home is likely to take the same time as a house valuation report. The exact time will vary from property to property.

Public buildings

Certain public buildings must have a Display Energy Certificate (DEC). The DEC contains similar information to an EPC to enable visitors and users of the building to see its energy efficiency rating.

EPCs for business premises

From October 2008, owners of all commercial buildings also have to provide an EPC when they buy, sell or let commercial premises.

Other Documents required by law include:

Electricity Certificate (lasts for 10 years)

Gas Certificate (CP12) (Annual)

Again, Andrew James can supply all at a competitively price

Andrew James can help you with all your EPC, Gas & Electricity Certificate enquiries, and can even arrange for the inspections to be carried out for you, if necessary. Please call us for the prices to date.



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