

## FREQUENTLY ASKED QUESTIONS

### Why use an agent?

There is nothing to stop a Landlord acting alone, without an agent. However, there are many legal requirements that a Landlord has to fulfil and failure to comply with these may result in criminal prosecution. Our staff are trained to understand these requirements and have systems in place to ensure they are complied with. We also have the facility to fully reference each potential tenant, allowing you to make the right choice for you!



### How is the rent paid?

Typically, a standing order is set up from a tenant's bank account and the rent will be paid in advance.

Our computerised systems mean that once the rent has cleared through our banking system, the rent is paid by BACS directly into the account of your choice. Naturally, a detailed statement of accounts is part of our service.

### What sort of agreement is used?

In the majority of cases, we issue an Assured Shorthold Tenancy for a fixed period of at least 6 months.



### Can I increase my tenants rent?

Not within the first 12 months.

### What happens if the rent isn't paid?

As part of our service we endeavour to ensure that the rent is paid on time. Having carefully selected the tenant in the first place, it is unlikely there should be a problem.

However people's circumstances do sometimes change during a tenancy and if the rent is not paid, Jemma will advise you on the appropriate course of action.



### What about a deposit?

We ask all our tenants for a deposit which is usually equivalent to the monthly rent. It will only be returned when the tenant has handed back vacant possession of the property and we have confirmed it has been left in a satisfactory condition; allowing for wear and tear and compliant with the tenant's responsibilities under the Tenancy Agreement.

### What happens when my property is empty?

You must advise your insurance company in accordance with their requirements regarding empty property.



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### What about tax?

You will be liable to pay tax on any profit generated from letting your property - the amount of tax you pay will depend on your circumstances.

If you are overseas for more than six months in any tax year, you will be regarded as a non-resident Landlord.

The current legislation requires us to deduct and pay over to the Revenue tax at the basic rate unless we are in receipt of an exemption letter from the Inland Revenue. Once we are notified by the Revenue that you are exempt, we will no longer need to deduct tax.

Please note that where there are joint Landlords (including married couples), an exemption is required for each Landlord. Jemma will be happy to discuss these arrangements with you.

### Do I need an inventory, even if my property is unfurnished?

All properties require a detailed up to date inventory, prior to the commencement of any new tenancy.

This document is then used to check for any damage when the tenant moves out. Damage to a property can be deducted from the tenant's deposit, but general wear and tear cannot.

An inventory is included in our Fully Managed Service and can be included within our Tenant Finding Service at an extra fee.



### Who looks after the garden?

The maintenance and upkeep of the garden is usually the responsibility of the Tenant.



### What am I responsible for repairing?

As a Landlord, you have a legal obligation under the Landlord and Tenant Act 1985 to maintain the structure of the building, the sanitation and the supply of services.

In addition, should an item in the property require replacing or repairing through fair wear and tear, then you would be expected within the terms of the Tenancy Agreement to deal with this.



### Can I inspect the property at any time?

The Tenancy Agreement requires you to give 'reasonable notice', usually 24 hours notice at least, except in an emergency.

Landlord's using our Management Service should contact our dedicated team, who will make the necessary arrangements.