



Rental Prospectus 2013



City & County Residential Lettings

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Welcome

City & County Residential Lettings is a family run company that has been trading with great success since 1983. Based in the centre of Norwich we provide landlords and tenants with a first class, honest, professional and efficient service covering Norwich, the county of Norfolk and North Suffolk.

Our Service

Our Team

We have years of combined experience in residential lettings, using traditional service values and the most modern of techniques. Our friendly and efficient staff are ready and willing to help with an outstanding local knowledge and an excellent reputation for quality of service.

Our Technology

Using state of the art computer software we are able to keep track of things such as rent arrears, meter readings, utility companies, gas, electrical and energy performance certification and periodic inspections. Add access to the most comprehensive and revered referencing agencies, a 9 page assured shorthold tenancy agreement and detailed schedule of condition (created in house) and we have all the bases covered.

Our commitment

We strive to build on our already outstanding reputation and to provide the very highest levels of service and professionalism. We believe that this level of service should come with clear rates and without hidden charges. Our aim is to find the best quality tenants for your property. Delivering on our promises is our number one priority.

Our coverage

We are based at our centrally located Norwich office and cover the whole of the Norfolk and north Suffolk area. Dealing with everything from flats to farmhouses, we cater for modest or mansion and everything in between.

Our Credentials

We are members of the Ombudsman Scheme and comply with the codes of practice laid down by the National Association of Estate Agents. Our client accounts are fully regulated and insured and our staff are NAEA level 1,2,3 & 4 certified.

Your Property Let

Peace of mind, maximum profit and clear pricing are our main aims for every landlord. Our customer satisfaction surveys prove that our aims are achieved and you will be afforded the same high standards.

Marketing

We advertise all our available properties on our real-time website www.citycounty.co.uk and on the national property search site www.Rightmove.co.uk. With access to Rightmove statistics we can monitor your property's performance online and in real time.

A To Let board brings awareness from prospective tenants and the added opportunity to secure a let from an enquiry where the property style and location are already known to prospective tenants. We would be delighted to supply and erect our board if required.

Finding the Right Tenant

Finding a **good** tenant is not as easy as it sounds. Poor judgement could cost dearly in lost rent or damage, not to mention the stress. **City & County Residential Lettings** put a very high emphasis on the quality of all our tenants and are

expert in eliminating the bad tenants. To ensure our staff do not let personal circumstances affect their judgement, we only pay by salary so that commission bonuses will never be a factor in our decision making process.

Accompanied Viewing

A representative of City & County Residential Lettings will show prospective tenants around your property at all times. Whilst promoting your property, the representative will be assessing the suitability of the candidate. We are actively interpreting their actions and character for inappropriate personalities. For example, the referencing agency may not detect a litigious or argumentative tenant!

References

Once we have found a suitable tenant we forward the applicants details to the market-leading referencing agency for full credit scoring and tenant history checks. The referencing company has access to the tenant database and electoral roll, as well as checking previous landlord references, employment and character references. This process enables the agency to determine if the tenant has a poor credit history, county court judgements or previous troubled tenancies.

“Finding a good tenant is not as easy as it sounds. We put a very high emphasis on the quality of all our tenants”



“For our fully managed properties, we inspect and give a written report back to the landlord at each visit so you are fully aware of your tenant’s performance”

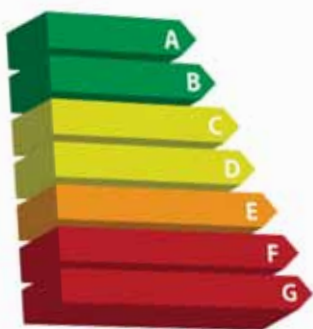


Keys

Upon the taking up of a tenancy a representative from City & County will meet the in-going tenants to officially hand over the keys. The keys supplied to the tenants will be documented within the inventory to ensure that keys are policed.

Gas and Electrical Testing

It is a legal requirement that you have your property safety tested for both gas and electrical appliances. We will not market your property until copies of the relevant certificates are passed on to us to hold on file. These certificates must be carried out annually.



Energy Performance Testing

On the first of October 2008 the Government brought in the compulsory energy assessment of all rental property and a certificate must be supplied prior to every new tenancy,

or tenancy renewal for tenants already in residence. If it is helpful to you, this can be arranged through our agency. The good news is that the certificates are valid for a period of 10 years and for a nominal fee can be upgraded on a re-inspection should it be required at any time. It will also form part of the Home Information Pack (HIPS) if you were thinking of selling the property.

Rent

On the commencement of the tenancy, one month's rent is collected in advance. We will invoice you detailing the rent collected, our charges and the VAT deducted, monthly for full management landlords. The balance will then be paid at the end of the month, directly into your bank account by BACS transfer.

Overseas Landlords (Fully Managed only)

The Inland Revenue view let property as a small business and as such the rent will be unearned income and liable for tax. For overseas landlords we are proficient at collecting tax and making claims for expenses to set against tax.

Inventory

City & County will create a detailed log of the property, its contents, repair and condition of any fixtures, fittings and floor coverings to provide documented proof. Once the inventory has been completed both the landlord and tenant will sign as an agreement to the condition and contents of the property. For properties on a fully managed basis, on the termination of the tenancy, we will carry out an exit inspection against the signed inventory which allows us to assess the condition, recommending repairs or cleaning if necessary and offset the cost against the damage deposit. There is an additional cost for the exit inspection to the Tenant Find only service.

Damage Deposit

We will collect the equivalent of one and a half month's rent as damage deposit. We have elected to use the government approved deposit scheme The Deposit Protection Service. Your tenant's deposit will be held by DPS until recalled via an ID code and a repayment code for both parties. They will also arbitrate, mutually agree the division of monies either back to the tenant, to the landlord or contractors via the agent. At the termination of tenancy, so long as the property is restored to a clean and tidy state, the deposit will be returned by DPS online directly into the relevant bank accounts. The DPS is free to Landlords.

Tenancy Agreement

Our 9 page (172 clause) Assured Shorthold Tenancy agreement covers every possible event associated with residential lettings. A comprehensive tenancy agreement is essential in eliminating any grey areas during the tenancy and avoiding complications. We provide a full and legally binding AST agreement, which is subscribed to from TFP, sanctioned by the NAEA governing body and can be tailored to suit your needs if required.

Periodic Inspections (Fully Managed only)

In our view it is essential to visit your property on a regular basis to ascertain the exterior condition and 'nip in the bud' any minor repairs which the tenant may not consider important. Also to ascertain the standard the tenant is keeping the property, whether it is clean and tidy, or if there is excessive condensation due to bad ventilation when drying linen, whether there are additional people residing, and so forth.

For our fully managed properties, we undertake to inspect and give a written report back to the landlord at each visit so he is fully aware of the tenant's performance. If we feel it necessary to increase our visits to a particular property then we do so. Alternatively, if we feel the tenant is keeping the property in an immaculate order we will only visit to a minimum of twice per annum.

End of Tenancy

When you require the property back, or the Tenant has served notice and vacates, we will inspect the property, check it against the inventory and deal with any deductions.

For fully managed properties we will oversee the DPS paperwork

When the legal notice has been served this actually informs the tenant that you are applying to the courts to gain possession of your property. If the tenant does not find alternative accommodation during this period you would then have to seek a court hearing. This can take up to a further two months, depending on the court's work load, but you are guaranteed possession. Any court application and subsequent court attendance by us is not part of our normal management service and there will be an additional charge.

In the rent arrears scenario the tenants will incur a county court judgement, hampering any chances of renting in the future. This is just one example highlighting the complexity of the Housing Act 1988.

Rent Warranty and Legal Expenses

Our referencing agency will offer rent warranty and legal expenses cover, subject to the tenants having fully passed credit referencing. Please ask for a brochure and terms and conditions separately.

Landlord Credentials

To comply with Money Laundering laws each landlord should supply us with photographic ID e.g. passport or driving licence, plus a copy of a current utility bill. We would be grateful if these items could be supplied when returning our terms and conditions.

City & County offer landlords the option of two services: 'Full Management' and 'Tenant Find only'

Full Management Service

The full management service is designed for landlords who wish our agency to take control of managing the property, from collecting tax to an emergency call out, giving our landlords hassle free peace of mind.

- Inspect and evaluate your property
- Advise you of the current rental market value
- Full marketing via window display cards, printed rental list, 'City & County' and 'Rightmove' websites
- 'To let' board available for maximum exposure
- Accompanied viewing
- Assessment of applicants
- Obtaining references via a national credit referencing agency
- Drawing up the tenancy agreement
- Instructing Gas, Electric & Energy Performance certificates
- Collection of all rental payments and damage deposit
- Preparation of Inventory & Schedule of Condition
- Monitoring of rental payments
- Frequent periodic inspections of the property
- Co-ordinating repairs and call outs, subject to authorisation from landlords*
- Pay monthly rents by BACS into landlord's designated account on the last day of each month
- Send a monthly Statement of Account
- Arrange exit and final inspections, meter readings & inform utility companies
- Arrange minor repairs/re-decoration and/or cleaning before re-let commences*
- Negotiate any deductions and arrange for full or part repayment of the damage deposit from DPS
- Request tenants re-sign after initial fixed period with landlord's authority

*Although we use tried & tested contractors, the contract will always be between a landlord and the contractor as we do not indemnify any contractor's work.

Full Management Fee Structure

Our full management premium service provides value for money with clear pricing and no hidden extra charges. We charge £295 plus VAT for finding tenants, advertising, accompanied viewings, tenancy and inventory updates, together with a monthly commission of 12.5% plus VAT.

Following the initial 6 month or 1 year tenancy we will charge £30 including VAT for a further fixed term to give landlords security and peace of mind. However, if the tenant chooses to stay on a periodic basis there is no charge. There is a re-letting fee of £100 plus VAT for finding subsequent new tenants.





Tenant Find Service

We undertake the following on the 'Tenant Find' service which is designed for landlords who wish to take over the management of their property once the tenancy commences.

- Inspect and evaluate your property
- Advise you of the current rental market value
- Full marketing via window display cards, printed rental list, 'City & County' and 'Rightmove' websites
- 'To let' board available for maximum exposure
- Accompanied viewing
- Assessment of applicants
- Obtaining references via national credit reference company
- Drawing up the tenancy agreement
- Collection of first months rent and damage deposit
- Submitting deposit to DPS
- Preparation of Inventory and Schedule of Condition
- Instructing gas, electric and energy performance certificates

Tenant Find Fee Structure

A very popular service with experienced landlords whereby we charge 85% plus VAT which is taken from the first month's rent. This fee is subject to a minimum fee of £500.00 plus VAT, which excludes the inventory.

Summary

As you can see, City & County Residential Lettings have every angle covered, with years of experience and a dedicated team we aim to make renting your property both profitable and trouble free.

We would be delighted to offer you a free rental appraisal to discuss your needs and hope that you will find the information provided helpful.

Should you have any questions please do not hesitate to call on 01603 728 900. We look forward to hearing from you very soon.



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