

David Doyle Lettings provide a friendly and professional service to ensure the best return on your investment. Our continued success depends on our ability to let your property quickly, for the highest return possible and to good applicants with minimal void periods.

We provide superior coverage and a personal service when letting your property, and all our senior staff have been with the firm for more than 15 years providing an exceptional and unique depth of knowledge and experience.

Using our state of the art technology we utilise the many portals available on the Internet to maximum effect. Its use as a property search tool has increased way beyond expectation in recent years. Exploiting the power of the internet to its maximum, and blending this with traditional marketing, we expose our clients to the largest possible database. We are confident that no matter what your property type, location or price we will find you high quality fully referenced tenants within the shortest possible time.

We offer a range of services to match your individual needs, including our Let only, Rent collect & Fully managed service, where we handle all the day to day aspects of letting out your property.

David Doyle lettings department provide market appraisal, marketing advice and carry out negotiation. Ash Residential Property Management provides all administration and management services once a tenant has been found.

### **Ash Residential Property Management**

Managing residential properties is a specialist job. You need separate client accounts to collect monies, the ability to chase and deal with rent arrears, maintenance contractor contact lists to handle maintenance and repairs, out of hours emergency contacts, legal for tenancy deposit scheme, gas safety etc The endless which is why the property management lettings service is professionally carried out by an outsourced management company, Ash Residential Property Management (ARPM), their job is to efficiently handle this service for us.



emergency obligations list is side of our

All ARPM's property managers and senior staff are ARLA qualified. Training forms an integral part of their business with staff kept up to date with the latest industry legislation. They are members of the following trade bodies and approved tenancy deposit schemes:



NALS (National Approved Letting Scheme)



OEA (Ombudsman for Estate Agents)



TDSL (Tenancy Deposit Solutions Ltd)



DPS (Deposit Protection Service)

## ***Our Service***

### **What is included in our 'Let Only' package**

Initial appraisal and advice on preparing the property for letting. Acceptance of your instructions. Market and advertise the property. Viewings to be undertaken by appointment with the Landlord/Tenant or via access by key to be supplied by Landlord.

Introduction of a suitable tenant Obtain references through a referencing agency, which includes a credit check subject to the Data Protection Act 1998.



Negotiate the terms of the tenancy Agreement between yourself and the tenant/s. Prepare the appropriate tenancy agreements and obtain signatures from landlord and tenant/s.

Arrange the preparation of the inventory and check in, with an independent inventory clerk. (The inventory clerk's charges are not included in our commission and will be an additional cost payable by the Landlord)

Arrange for the provision of a gas safety report and electrical check at the landlord's expense using Ash Residential Property Management approved contractors.

Collect the initial rent payment, plus deposit (usually equivalent of one and a half month's rental)

Preparation if standing order (if required) for payment of future rental direct to the Landlord.

### **What is included in our 'Rent Collection' package**

- a. All of the services shown above for let only, plus
- b. receipt of rental paid by the Tenant by cheque, cash or standing order, and
- c. forwarding of rent to your bank.

In the event of rent being over 7 days overdue, we will endeavour to notify landlord and tenant of the outstanding amount, and pursue the tenant for the outstanding funds in accordance with the Housing Act.

### **What is included in our 'Full Management' package**

- a. All of the services shown above for let only and Rent collection plus
- b. dealing with the day to day management matters brought to our attention, including repairs.
- c. Arrange the transfer of the utility services, but not including the transfer of the telephone, cable or satellite systems. (Note: BT will not accept Agent's instructions and the closing of the telephone account must be dealt with direct by the Landlord)
- d. Carry out three inspections per year with the first at month three and report to you defects that come to or are brought to our attention.
- e. We will arrange for the inventory to be checked, the cost of which will be payable by the tenant. Upon receipt of the schedule of condition we will disperse the

deposit in accordance with the Inventory Clerk's recommendations and the terms of the tenancy agreement and in accordance with the terms of the Tenancy Deposit Scheme.

## ***Legal and Safety Obligations***

### **The Gas Safety (Installation and use) Regulations 1998**

Landlords must make sure that pipe work, appliances and flues provided for tenants are maintained in a safe condition. A gas safety check is required every 12 months. A Gas Safe registered engineer must carry out the safety check in rented properties in Great Britain and the Isle of Man. Landlords must keep a record of the safety check for 2 years and issue a copy to their tenants within 28 days of the check being carried out, and issue a copy to any new tenants before they move in.

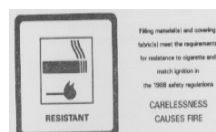


Gas health and safety law aim to ensure the safe installation, maintenance and use of gas in domestic and business premises. The Health and safety Executive and local authorities have joint enforcement responsibilities under The Gas Safety (Installation and use) Regulations 1998 to aim to prevent injury to consumers and the public from either carbon monoxide (CO) poisoning or fire and explosion.

Anyone carrying out work on gas appliances or fittings must be competent and a Gas Safe Registered engineer. The Gas Safe Register is the official gas registration body for Great Britain (GB) and Isle of Man, appointed by the Health and Safety Executive (HSE) for Great Britain and HSWI for Isle of Man. The Gas Safe Register replaced CORGI as the gas registration body in GB on 1 April 2009. The HSE carried out a review of gas safety in 2006 which, after consultation with the gas industry, engineers and the public, led to the decision to change to a new gas registration scheme. The contract to run the new scheme was awarded to Capita and they have launched Gas Safe Register. The sole focus of the register is on improving gas safety.

### **The Furniture and Furnishings (Fire) (Safety) (Amend) Regulations (1993)**

The above regulations were amended in 1993 and set new levels of fire resistance for domestic upholstered furniture and furnishings. It is an offence 'supply' in the course of business any furniture which does not comply with the regulations. This includes supplying furniture of a residential property to let. The regulations apply to; sofas, bed-heads, children's furniture, garden furniture suitable for use in a dwelling, scatter cushions and pillows, stretch or loose covers for furniture or other similar items.

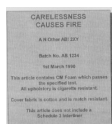


to not as part beds,

The regulations do not apply to: curtains, carpets, bedclothes (including duvets and mattress covers). Furniture bought before 1988 may well not comply.

Furniture

bought after this date from reputable manufactures should meet with the requirements. If in doubt at all the furniture should be replaced. All new furnishings should display the following swing tickets depending on their ratings. They are also required to be fitted with permanent labels which must be securely attached to the furniture. Each affected piece of furniture must have an attached label.



The permanent label must display the following information.

- \* The Caution (CARELESSNESS CAUSES FIRE)
- \* Batch/identification No.
- \* Whether or not it includes a fire resistant interliner
- \* Summary of measures taken to ensure compliance with regulations

Penalty for non-compliance carries a punishment of six months imprisonment or a "level 5" fine, currently £5,000 or both.

### **The Building Regulations 1991 – Smoke Alarms**



The 1991 Building Regulations require that all properties built since 1992 must be fitted with mains operated interlinked smoke detectors/alarms on each floor. There are no regulations for properties built before 1991 but we strongly recommend that smoke alarms are fitted in all let properties and are regularly checked to ensure that they are in full working order.

### **The Electrical Equipment (Safety) Regulations 1994**

The above regulations impose an obligation on a landlord to ensure that all electrical appliances left as part of a let property are safe. Where their safe use requires, appropriate instruction booklets must also be provided. Unlike the gas safety regulations, there is no statutory annual testing interval. Yet, in order to meet the requirements, it is still important that the appropriate checks and safeguards are carried out.

It is important that both the fixed electrical installation (i.e. the mains wiring) and any supplied appliances and other equipment are safe. Both are easily tested by a qualified engineer.

**APPLIANCES.** It is recommended that electrical appliances are tested prior to the initial letting of a property and annually thereafter. If an individual appliance is used particularly frequently or in a harsh environment (e.g. wet conditions) then more frequent testing may be required.

**FIXED INSTALLATIONS.** It is also important that the fixed are checked for safety. The Institute of Electrical Engineers recommends that this is carried out at least every ten years in a domestic environment.



wiring circuits (IEE) in a domestic

**RECORDS.** You should keep a record of all appliances tested and checks carried out. You can also carry out your own simple checks. There are some important points you should watch for:

**LEADS.** Watch out for frayed or worn leads. These may be dangerous and should be replaced immediately by a competent person.

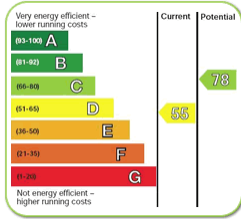
**PLUGS.** By law, electrical appliances must not be supplied without a correctly fused plug fitted to it.

The maximum penalty for non-compliance with the regulations is a fine of £5,000 and/or six months imprisonment.

## **Energy Performance Certificates (EPC)**

From 1st October 2008, all buildings, whether residential, commercial or industrial, will be required to have an Energy Performance Certificate (EPC) for every occasion when they are bought, sold, or rented. The certificate will last ten years.

The directive applies to any building that is rented out so it will be illegal to advertise a property to rent after the introduction of these provisions unless it has an Energy Performance Certificate (EPC). A certificate detailing its



energy performance compared with reference values must be made available for each self-contained accommodation unit. The certificate must be accompanied by recommendations of cost-effective measures to improve its

performance, and is intended to ensure the consideration of energy efficiency can play a proper part in the decision to rent or purchase the property. Exceptions will apply to certain buildings such as temporary accommodation and holiday lets. The legislation provides for a fine of up to £200 for failure to comply.

The landlord is responsible for ensuring there is an EPC for the building, or part of the building, being let, even if an agent or another service organisation is acting on their behalf or providing an EPC. The seller or landlord should therefore ensure any agents acting on their behalf are complying with the Regulations. As enforcement officers can request a copy of an EPC from a duty holder at any time up to six months after it was required, it would be prudent for landlords to retain their reference number so that a copy of an EPC can be requested from the register if required.

## **Tax**

Income tax is payable on rent received from property which is let. Your tax position will determine whether you pay tax or not. All profit you make from letting should be added to your other taxable income for the year, although the financial records for letting must still be kept separate.

You have to pay income tax if the total of your taxable income is greater than your tax allowances.

If the property is only partly used for rental business you may be entitled to extra statutory concessions. Your tax office will be able to give you details.

You need to keep a record of all income and expenditure incurred in relation to all lettings. The records should show to whom payments have been made and from whom income has been received.

## **Overseas Landlords and Tax**

All owners of property in the UK are required to pay tax on their letting income unless the income after allowable expenses is less than the individual's personal allowances. However, special rules apply to the UK rental income of non-resident landlords (NRL) or landlords who live abroad (usually more than a six month period).

The NRL scheme operates for rental income paid on or after 6 April 1996 and replaces the old rules under Taxes Management Act 1970. We must operate the NRL Scheme and

deduct tax from your rental income, unless we receive written notification to the contrary. In simple terms, from 6 April 1996, we will either :-

If authorised by the Revenue, pay the rental income to their non-resident client GROSS, or deduct tax at the basic rate on net income subject to certain allowable expenses and deductions.

If your tenant pays the rent directly into your bank account they must also operate the NRL Scheme and deduct tax, unless the rent is less than £100 per week or they receive written notification from HMRC (see below) to the contrary.

Non-resident landlords can apply to HMRC for approval to receive their rental income gross or with no tax deducted (an 'approval'). If the application is successful, HMRC will issue a notice and your Letting Agent will not be required to deduct tax.

If you are unsure about any aspect of your tax liability, then you are advised to seek further advice from your accountant or financial advisor.

### **Consent To let**

If you have a mortgage on the rental property you must obtain consent to let from your mortgage lender. If your property is leasehold you may require consent from your superior landlord (freeholder) before you let.

### **Insurance**

It is essential that you notify your insurance company so they may advise you of any additional cover that may be necessary.

## ***Tenancy Deposit Scheme***

As part of the Housing Act 2004 the Government is introducing tenancy deposit protection for all assured shorthold tenancies (ASTs) in England and Wales where a deposit is taken. The legislation aims to ensure that tenants who have paid a deposit to a landlord or letting agent and are entitled to receive all or part of it back at the end of that tenancy, actually do so.

**The Deposit Protection Service (The DPS)** is open to all landlords and letting agents, and is free to use. The funds are secured with a trusted high street bank. The DPS is



specifically designed to be quick and straightforward. It is accessible online at any time, and also available by post. Help and advice is provided through dedicated help lines. The DPS is open to all private landlords and letting agents, with no pre-conditions to meet or assessments to take. Banking support for the service is provided by Bank of Scotland's Specialist Deposit Services team, who safeguard and administer the deposit funds.

**Tenancy Deposit Solutions Ltd (TDSL)** operates an insurance-based tenancy deposit



protection scheme. Tenancy Deposit Solutions Ltd is jointly owned by the National Landlords Association and Hamilton Fraser Insurance. The deposit is retained for the duration of the

tenancy agreement