



## **Landlord Charter**

We value our Landlords and undertake to provide them with the very highest standards of service.

We ask our Landlords what their needs are and listen to what they tell us.

Some of our clients are “reluctant” Landlords and new to residential letting, some are experienced and have several houses, some have joined us from other agencies.

We have taken their ideas and concerns and used them to formulate our 7 Point Landlord Charter.

This Charter is our Guarantee to you:

### **1/ Ethical Behaviour**

We will never try to mislead you or withhold information from you.

We will never attempt to gain a financial advantage at your expense.

All of our charges are notified to you in advance in our Terms of Business.

We will never add a mark-up to contractor’s invoices.

We will only use reputable, proven tradesmen who are properly qualified and insured.

We will share half of our profits with a local charity of your choice.

## **2/ The Best Tenants**

To only provide you with Reliable, Professional Tenants.

All our applicants undergo a Fully Comprehensive Referencing process that includes:

- Employer and previous landlord checks.
- CCJ credit checks.
- Full ID checks, proof of address and entry on the electoral register.

You will receive a copy of our Fully Comprehensive Reference check before we ask you to accept any applicant as your Tenant.

The choice of Tenant is always yours.

We are so confident in our Tenant Referencing procedure that we will include **6 months Rent Guarantee & Legal Insurance as standard with all new tenants.\***

\* Excludes Company Lets and existing Tenants not Referenced by us.

## **3/ Personal Service**

To provide you with your own Personal Property Manager:

- An individual point of contact previously met by you.
- Someone who has visited your property and is familiar with its features.
- Someone who has met your Tenants.

You will be treated as our valued client, not a number.

The quality of our service is backed by our membership of ARLA and the Property Ombudsman ensuring you that our procedures, accounting and professional indemnity meet the highest standards within the industry.

## **4/ Detailed Inspections**

We will visit your property four times per year and whenever possible meet with your Tenants face to face.

- We will gain access to and inspect every room (including outbuildings) and the gardens.
- We will check for cleanliness, maintenance issues and any wear and tear.
- We will ask the tenants if they are happy in the property, if they have any problems or if they are aware of any property issues that we should know about.
- Our findings will be recorded in a detailed report, including photographs.
- You will receive a copy of the report within 7 days of the inspection.

### **5/ Reliable Monthly Payments**

We understand that many Landlords rely upon the regularity of their rental income, which is why we guarantee to pass on all the rents received by us, on or before the 10<sup>th</sup> day of each month.

You will receive a fully itemised monthly statement.

### **6/ Prompt Communication**

We will always endeavour to answer your queries fully and promptly. We will try to acknowledge receipt of all communication during the same working day and certainly within 24 hours (or the next working day).

### **7/ Dealing with Problems**

We understand that Landlords are concerned with the possibility that tenants might default on their rent.

In the unlikely event that a Tenant's rental payment becomes overdue (for whatever reason) we undertake:

- To contact you when it becomes overdue by 3 days and to appraise you of the situation.
- To contact the Tenant on that same day to find the reason why the rent is late and to discuss ways of finding a satisfactory solution.

Should a problem develop with a tenant we undertake to fully support you in bringing the matter to a conclusion:

- We will keep you informed of what we are doing and work with you to rectify the situation.
- We will give you updates at least once per week.
- We will not charge you for our time in taking any necessary action, including the serving of legal notices, meeting with solicitors or preparation of documents for submission to the courts.