

Final Preparation - Landlords' FAQ

This information sheet is aimed at new landlords who are, understandably, concerned about the commencement of their tenancy; it is also aimed at landlords who are receiving a letting service from Proudhouse. We endeavour to provide as much information and reassurance to landlords as we can



throughout the whole process from our initial consultation through to ongoing management. However, this process can take several weeks, if not months, and in that time we know that the fine details of the process might get lost or forgotten. So here is a helpful reminder of what to expect and when:

Tenant find

We do all this for you and your tenants WILL be fully vetted, referenced and suitable.

Check-in Date

We will confirm a check-in date and time with the tenant; at this stage we also write to you with our "Final Preparation" letter which informs you of the check-in date/time and provides a final check-list of preparations that should be in place (e.g. consents to let, gas safety check, etc.).

Tenancy Agreement

With the Final Preparation letter we will also send you a draft copy of the tenancy agreement - this is just for your records. We often get asked to include extra clauses, however, in almost all cases these requests are unnecessary as actually, there are already appropriate clauses in the document. An example is a "Ground 2" clause where a mortgage lender reserves the right to repossess the property. However, clauses specific to the property can be added as extra provisions; e.g. a wooden kitchen work top is required to be oiled every 6 months.

Cleanliness

The single most contentious aspect at tenancy commencement is cleanliness. Experienced tenants know that at the end of a tenancy they will be expected to professionally clean the property. So at the commencement they will (correctly and quite rightly) expect the property to be cleaned to a professional standard. Please do not underestimate this! The most awkward situations arrive, ironically, with the tidiest and cleanest of landlords - this is because there is sometimes a mindset of "I kept my house clean all the time" so the landlord thinks it does not require much effort - only to then forget key areas such as the oven, inside of kitchen cupboards, inside the dishwasher etc. We have provided a useful cleaning schedule on our website.

The Check-in

This is a really important event and we place a lot of emphasis on this formal process. Rest assured; we undertake all the required administration and provide the tenant with all the required documents. Right to Rent Checks, providing the DCLG's "How To Rent Booklet" and all the other legislative aspects are undertaken by our staff. We are a professional firm and this is our forte and expertise - it is unlikely that we'll miss any requirements so please be assured and do not feel the need to "confirm" during the days beforehand that we're providing the correct paperwork. The check-in takes around 30 - 45 minutes with a follow up visit around a week later to agree the inventory.

Often tenants arrive at a check-in with removal vehicles and children; also, tenants are usually keen to complete the check-in routine and get on with unpacking - that's understandable because it's an exciting time. However, if, as the landlord, you wish to attend the check-in and meet the tenants then it is usually a good idea to meet and say hello briefly and then please allow us to progress the tenancy check-in aspects. We completely understand your welcoming intentions to greet the tenants, however we don't want to appear rude, but a landlord who "takes over" the check-in invariably causes our forms, procedures and documents (which have legal emphasis) to become sidelined or overshadowed which can result in a longer than necessary check-in or cause the tenant to become distracted.

Meter Readings and Council Tax

We do this for you and meter readings are read and recorded on the day of check-in. However, please understand that we do many check-ins (and check-outs) each month; therefore we pass meter readings to utility providers in batches every few days, so consequently this won't necessarily be done on

the same day as check-in. Likewise with council tax. We log and record meter readings and it is a key part of the check-in process.

Rent

Rent is processed twice a week, usually Tuesdays and Thursdays; check-ins often take place on Fridays or Saturdays so there may be a few days before rent is transferred. You will receive invoices (electronically by email) for all the fees; rents will be transferred to the bank details you provide to us (these are requested in the final preparation letter discussed earlier). We have a login area where you can view your historical invoices. Statements of rent are not available in this login area. A comprehensive statement of rental income is provided at the end of the tax year in April.

Inventory

Our Inventory and Schedule of Condition is available as a separate service and is a one-off fee. This document is very comprehensive and is the master record and arbiter of disputes at the end of a tenancy. We often find that the presence of the inventory diffuses any dispute pretty quickly. The inventory is agreed several days after check-in and this is best practice and allows a fair and reasonable time for the tenant to identify any aspects on the inventory and ensure that it is satisfactory for them. We keep the inventory within our records so that we have it for when we carry out future visits to the property - if you wish to see a copy then we're happy to oblige. The inventory is not a "critique" of your property! It is an objective assessment and invariably there might be some aspects which are not in perfect condition - this is completely understandable and not unusual so please do not think that the document in any way reflects on your preparation or standards; it simply aims to be an accurate and professional record of the property condition.

Documents and Records

If we are providing a managed service for you then we keep your records at our office. So if you require the tenancy



agreement then we would prefer to send you a copy so that we retain a full document set at our office. If we have provided a letting only service then, again, by default we keep the documents at our office - if you require the documents then please just request and we will send them. We're not trying to be secretive by retaining them - it's just that often we provide further services in the future for many of our landlords and retaining the documents means that we can be efficient and expeditious when required.

Summary

I hope this information sheet is helpful; we want to help and provide a friendly and professional service. We are experts at what we do and private rentals are our core business. We have progressed many hundreds of tenancies in the last few years and advised on countless others so I can give you my utmost reassurance that we will be comprehensive, thorough and diligent.



This document was authored by Chris Chambers of Proudhouse Property Management.

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