

What to expect - Letting Only

The aim of this information sheet is to provide advice to landlord and tenants on what service they can expect from our Letting Only Service.

There is no standard definition of a “letting-only” service within the lettings industry. And the term often goes by different names to mean, essentially, the same thing - e.g., “letting only” or “tenant find” etc.

Clearly, we are a commercial business and there is a limit to the extent of our services and I hope this information sheet provides a useful guide to tenants, and also provides advice to landlords to supplement our service agreement.



In basic terms, what is a letting only service?

A letting only service is where, as the agent, we market a property to rent on behalf of a landlord. We then deal with tenant enquiries and arrange viewings. We then assist the landlord with tenant selection and carry out referencing. The final stage of the process, is a tenancy check-in where we meet the tenant at the property, take meter readings, etc.

Who is this service for?

We normally provide this service to landlords who manage the ongoing tenancy themselves. They will have (or should have) access to tradesman and will be confident communicating with the tenant on any on-going issues. This type of landlord will be aware of their obligations and will be confident fulfilling

their duties. The landlord will liaise direct with the tenant over all routine matters after check-in.

Do you prepare the property?

As the agent, we DO NOT prepare the property (unless the landlord specifically asks us to undertake specific aspects). The landlord is expected to ensure the property is clean, free from maintenance issues, provide keys, in good state of decor etc.

Who does the tenant contact after check-in?

As a professional organisation we have a certain duty of care to ensure the safety of tenants moving into a property. Clearly, if we are best placed to be aware of a hazard, then we should advise the tenant and the landlord accordingly. In our service agreement with the landlord we have a clause stating that we will take appropriate action to rectify any health and safety hazards that we observe at check-in. However, that does not extend to cleanliness, decor etc. Otherwise, at check-in you will be given the landlord's contact details and any issues should be directed to him or her.

What should tenants do after check-in?

After the tenant has signed the tenancy agreement, and the agent has left, the property is then the tenant's home. We advise tenants to learn their home and understand how it works. The landlord will have been advised by us to provide a landlord's information pack... but often they do not provide anything. It is not practical for us, as the agent, to provide a bespoke information pack for every home (and keep them updated). So, if you are a tenant reading this then please be proactive - it is your home and most information you need can found on the internet - e.g., manuals for appliances and the heating programmer, the recycling and waste collection schedule etc.

It is surprising the number of tenants who contact us with maintenance issues, who then cannot provide basic diagnosis - which usually tells us they have not done much to try and resolve the problem themselves. e.g., reporting the heating as not working but they have not checked the programmer settings, so please take the time to understand how your home works.

If you are the landlord reading this, then we can help and advise further. But we do expect you to be able to take over after check-in and manage any early teething aspects which arise, and manage the long term tenancy aspects. If this seems daunting, then I would advise you use our fully managed service which you can transfer to at anytime.



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Summary

I hope this helps understanding and provides a useful guide on our role and responsibilities. We will always help if we can, but it is also important that we ensure that you, as the tenant or landlord, understand where your responsibilities begin. We wish both landlords and tenants the very best of luck with their new tenancy.



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

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