

iles &  
jenkin



Our Services



## “Your Property, Our Priority”

Here at 'Iles and Jenkin' we have been letting and managing properties in the local area for over 20 years. In addition to those many years of lettings experience, we believe that we are possibly the most honest and transparent Letting Agent in the North Somerset area as we have clearly advertised fees and no hidden charges. Our belief is that by being truthful and clear about our charges, our clients will know that they are dealing with an honest and up-front Letting Agent who will always put their best interests first.

We offer our Landlords a Lettings service which is the same for all our clients; whether you are letting one property or a portfolio of properties, and whether it is managed or non-managed, you will get the same high excellent level of service from us. Additionally, we work entirely on a 'no let - no fee' basis for all our clients and we are extremely proud of our professional and friendly service that we always provide to both our Landlord clients and to their customers, the property tenants.

Most importantly, for your peace of mind we are members of The Property Ombudsman Scheme (TPOS) and all our managed tenancy deposits are held within the Deposit Protection Service Custodial Scheme, a government backed deposit scheme.



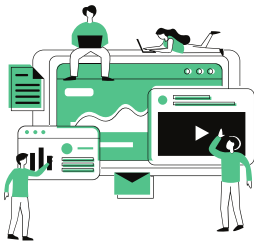
# Getting Started

The process is very simple if you wish to instruct us to market your property:



We begin with a no-obligation Market Appraisal whereby we advise you how much rent your property will likely achieve in the present rental market, based on comparable evidence

We will also offer you any advice you may ask for to either achieve a better rent or to find a tenant more quickly. Our staff are very experienced so there is very little they will not know!



We will commence marketing the property via our various property portals, including [www.OnTheMarket.com](http://www.OnTheMarket.com) and [www.ilesandjenkin.com](http://www.ilesandjenkin.com) and various forms of social media

We will contact our extensive database of good quality lettings applicants via phone, email and in writing to alert them to the property



We operate on a "no let - no fee" basis, so in the unlikely event that we cannot find you a tenant, there is no fee to pay. We will only charge you once we've found you with a tenant.



## Our Services

Once a tenant has been found, we offer the following options to our Landlords:

### Tenant Find and Let Only Service

**Cost - 50% of one months rent + VAT**

(Minimum fee £450 + VAT/£540 inc VAT)

This is most suitable for Landlords wishing to have a 'hands-on' role in their letting property.

Our Tenant Find service includes:

- All viewing enquiries and arrangements will be handled by us
- All viewings will be accompanied by an experienced Negotiator
- All viewings will be followed up by us, and viewing feedback given to you
- We will contact you to confirm your agreement, in principle, to prospective tenants
- As part of the set up process, we will then reference the successful applicants and report the outcome to you
- We will liaise with you and the prospective tenant on a mutually acceptable move-in date
- We can provide an inventory and schedule of condition of the property and its contents (see other charges)
- As part of the set up process, we will draw up a tenancy agreement on your behalf and arrange for both parties to sign it
- We will collect the deposit and the first month's rent on your behalf
- We will accompany the move-in and arrange for the schedule of condition to be signed
- We will register the deposit in the Deposit Protection Service Custodial Scheme
- We will send you signed copies of the tenancy agreement and statement of condition
- We will provide your tenant with your pre-agreed contact details for future reference
- You will have access to our customer service/support in person, by phone or via email
- We are here to help you at any time at any stage of letting your property
- We work entirely on your instruction only



## Managed Service

Cost - 10% + VAT of the monthly rental income (12% inc)

In addition to all the services listed above, should you use our Fully Managed service we will ;

- Collect the rent each month and pay it over to you in a timely manner
- Closely monitor any late rental payments and ensure that a pattern does not develop
- Send 'chaser' letters to the tenant(s) should the rent become overdue at any time
- Conduct regular property management visits at frequencies to be pre-agreed with you
- Send you written, detailed reports of the condition of the property from our findings
- Draw your attention to any routine maintenance that may need to be carried out
- Handle any emergency maintenance issues that may arise using approved contractors
- Arrange for written quotes for any remedial work that may need doing during the tenancy
- Liaise with you and your tenant should any other tenancy issues arise during the tenancy
- Advise you, should the tenant give notice to vacate the property
- Take your instructions on re-letting the property, to ensure the minimum of unlet occupancy
- Liaise with the outgoing tenant to allow viewings of the property to new prospective tenants
- At the end of the tenancy, arrange for a move-out check of the property (see other charges)
- Report findings to you and liaise with you over the return of the tenant(s) deposit
- You will have access to our customer service/support, by phone or email
- We are here to help you at any time at any stage of letting your property

## Full Management PLUS

Cost - 13% + VAT of the monthly rental income (15.6% inc)

The complete package. This is the most popular choice for any Landlord wanting a hassle-free experience!

Our Fully Managed Plus service is a real 'belt and braces' service, perfect for first time landlords or landlords who have perhaps not had the best of experiences in a previous tenancy!

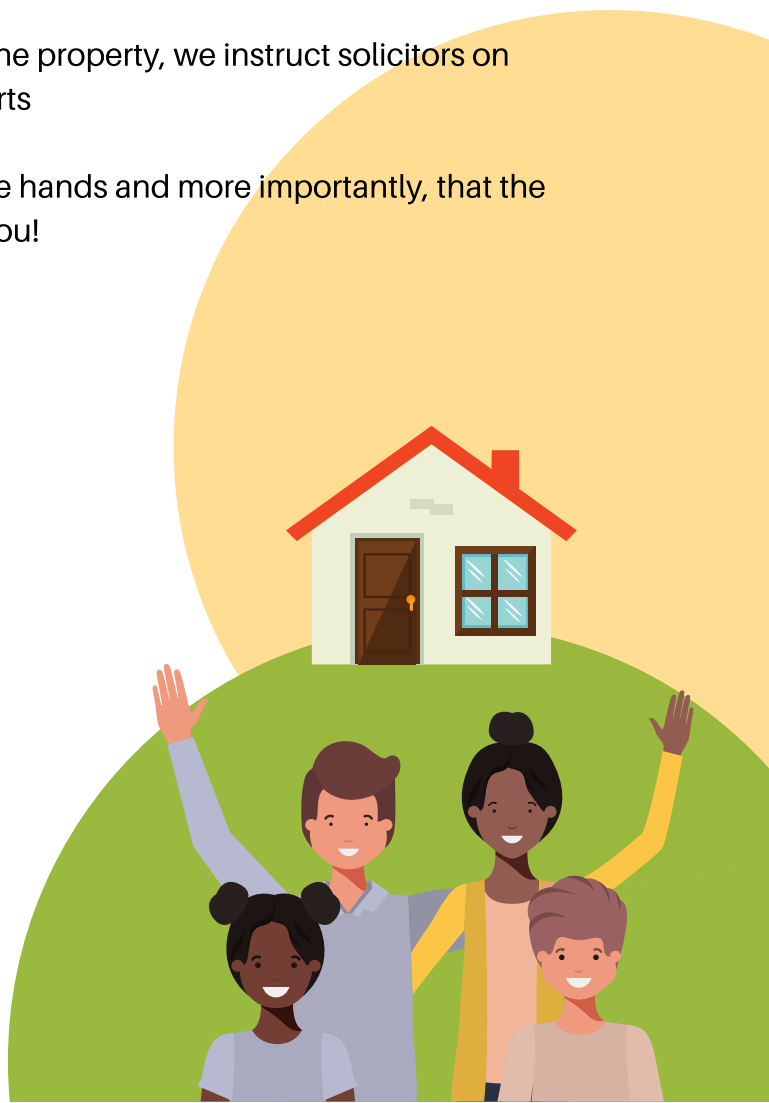
In addition to all the benefits of the Fully Managed Service, you will receive Rent Recovery and Legal Costs Insurance;

If the tenant does not pay, the rent is automatically paid to you

- Rent of up to £8000 per month is covered
- Legal assistance of up to £75,000 is covered
- Any rent arrears are paid until vacant possession of the property is achieved


Legal Protection: If the tenant does not leave the property, we instruct solicitors on your behalf to reclaim the property via the courts

If you want to know that your property is in safe hands and more importantly, that the rent is totally protected, this is the service for you!





Below is a table outlining the three different options we can offer you and what each of these options and their set up fee covers.

Service	Let Only	Fully Managed	Management 
Initial inspection and consultation	✓	✓	✓
Viewings accompanied	✓	✓	✓
Advertisements in local press and websites	✓	✓	✓
Interviews with prospective tenants	✓	✓	✓
References on prospective tenants	✓	✓	✓
Full credit search carried out	✓	✓	✓
Deposit collected from tenant	✓	✓	✓
Inventory prepared	See price list	See price list	See price list
Assured Shorthold Tenancy Agreement prepared	✓	✓	✓

Service	Let Only	Fully Managed	Management 
First month's rent collected	✓	✓	✓
Register deposit with DPS	✓	✓	✓
Monthly rental payments collected		✓	✓
Outgoing expenses administered		✓	✓
Quarterly inspections		✓	✓
Serve relevant legal notices prior to and during tenancy		✓	✓
Arrange repairs		✓	✓
Monthly income statements		✓	✓
Cleared rental income paid to landlord		✓	✓
Final inspection upon completion of tenancy	See price list	✓	✓
Tenant eviction costs covered			✓
Rent Guarantee to protect your income			✓



## Other Costs

Service                      Let Only                      Fully Managed                      Management 

**Start of Tenancy**      All prices inc VAT, Min fee on Let Only of £540 inc VAT applies

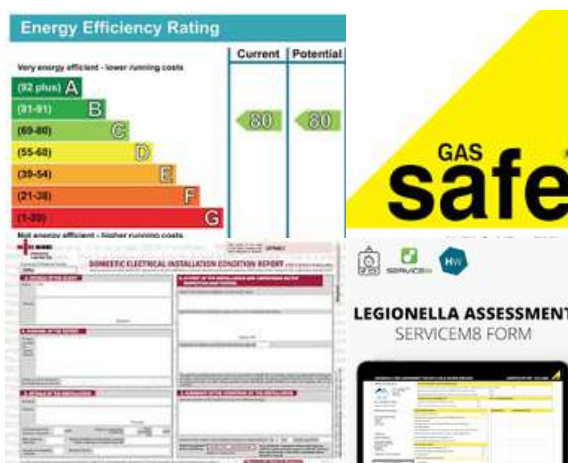
Set Up Cost	50% + VAT of 1st Months Rent	£300	£300
Inventory (unfurnished)	£125	£125	£125
Inventory (furnished)	£175	£175	£175

**End of Tenancy**      All prices inc VAT

End of Tenancy Inspection	£65	£0	£0
Deposit Dispute Resolution (DPS)	£125	£60	£60
Fees for notices	£120	£0	£0

## Legal Requirements

Gas Safety Certificate	Quote
EPC	£120
Electrical Certificate	£198
PAT Test	£60
Legionella Risk Assessment	£120



## During Tenancy Costs

Tenancy Renewal Fee	£60
Rent Guarantee	Inc in Management Plus
Paper Statements	£5
Tax Retention for HMRC (yearly cost)	£99
PNRL1 forms/statements for HMRC	£75
Fees for Notices (Let Only)	£120
Rent Review & Section 13 Notices	£30
Deposit Dispute Resolution Preparation (Managed)	£60
Deposit Dispute Resolution Preparation (Let Only)	£135
Court Attendance (per day)	£200
Withdrawal Fee (once tenant is found but before contract begins)	£300





Here's a quick checklist, to ensure that you have complied with all of the relevant regulations and that your property is ready "To Let". If you have questions of a more specific nature, please do not hesitate to contact us at any time. We are here to help in any way we can to make the letting of your property as smooth and painless a procedure as possible.

Obtain permission from mortgage lender	<input type="checkbox"/>
Gas Safety Check - current certificate? If not please inform us and we will arrange this on your behalf.	<input type="checkbox"/>
Electrical Regulations - From July 2020, all Tenancies need an electrical certificate every 5 years. PAT test any portable items.	<input type="checkbox"/>
Furniture - furnishings - if present in the property, do they comply with the safety standards?	<input type="checkbox"/>
Leave instructions for any fitted appliances at the property.	<input type="checkbox"/>
Prepare property for tenant, internally by ensuring it is clean and tidy and externally by mowing the law, clearing gutters and removing any rubbish.	<input type="checkbox"/>
Advise your insurance company, and review your buildings and contents insurance.	<input type="checkbox"/>
Arrange redirection of mail.	<input type="checkbox"/>
Employ an Accountant and Solicitor if necessary. If you need assistance with this, please ask.	<input type="checkbox"/>
Arrange final meter readings and pay outstanding bills.	<input type="checkbox"/>
Provide us with at least two sets of keys to give to the incoming tenants, and an extra set if we are to be managing the property.	<input type="checkbox"/>
Fit at least one smoke detector per floor and a Carbon Monoxide Detector near any Gas appliance.	<input type="checkbox"/>

Thank you for choosing Iles & Jenkin.  
Your property is in trusted hands.

