



piccolo

**lettings & property management** in the Salisbury area



# Property Letting in Salisbury and Wilton

If you're thinking about renting out a property in the Salisbury area, you've come to the right place!

Whether you are a first-time landlord with a single property, or an experienced landlord with a large portfolio, a large detached house or studio flat, you can rest assured that with Piccolo your property will be in safe hands.

“Invaluable advice on how to prepare our home for letting, organising the work to be done and finding tenants swiftly was a relief during what could have been a very stressful time.”

Mr and Mrs Appleton-Harris, Spain



The wise approach  
to lettings and  
property management



## The right letting agent

Choosing an agent is an important and often overwhelming decision. From high street agents to online ones, there are so many to choose from and unless an agent has been recommended to you, how do you differentiate between all the letting agents, their fees and services?

We're different:

- We understand that every property is unique and that each landlord has different requirements so we tailor our service to fit your property, your situation and your needs.
- We focus on providing the very best service at all times - first class communication is at the core of our business ethos. We are real people at the end of the phone - never a call centre.
- We are as 'hands on' as you need us to be - if you want to be kept in the loop at every stage, we'll keep you fully updated but if you prefer to leave it all to us, that's fine too.
- Our relationship with you is paramount - we'll make sure that you enjoy the experience of dealing with us.

*"Knowledgeable, efficient and professional.*

*Lou at Piccolo gives that and more. What is also important is she  
cares and enjoys her job."*







## Meet the Piccolo team

Piccolo has been supporting Landlords and Tenants in the Salisbury area since 2010. We understand that you may be nervous about renting your property but you can rest assured that with Piccolo your home will be in safe hands. We are an experienced team who can guide and advise you every step of the way.

*“Lou and the team at Piccolo have set a very higher standard against which all future letting agencies shall be compared.”*





**Lou Fletcher** - Owner

Piccolo's founder and owner, Lou Fletcher has worked in the residential lettings industry since 2000 and is passionate about all things property related. One of the driving forces for starting Piccolo was to deliver higher standards of service to clients. Lou holds the NFoPP Technical Award in Residential Letting & Property Management and regularly attends courses to keep abreast of changes in the legislation which applies to lettings. Lou lives in the Chalke Valley with her husband Paul and Ebbie, the Piccolo perfect pet!



**Helen Harvey** - Property & Lettings Manager

Originally from South Africa and with over 20 years of experience in the property world, Helen is the first point of contact for tenants. Helen deals with everything from the initial Rightmove enquiry, arranging viewings and move-ins and liaises closely with our fabulous team of contractors to sort out any maintenance issues. Helen lives in Salisbury with her daughter Rebecca.



**Jacqui James** - Finance

After 30 years as an Army Wife and 15 house moves around the world, Jacqui has finally put down roots in Salisbury. Originally a Maths Graduate and with her love of numbers, Jacqui is the spreadsheet queen at Piccolo! Jacqui manages the day to day payment of rents and contractor bills. Jacqui has two daughters and lives in Stratford sub Castle with her husband Huw.



**Pennie Gill** - Sales Manager

Having previously run her own business maintaining the upholstery on a fleet of luxury yachts in the Caribbean, Pennie brings an incredible eye for detail, broad knowledge and outstanding customer service to the team. She loves that no two days are the same in estate agency, and has a unique skill in matching buyers with sellers.



**Maia Gilmour** - Sales Client Executive

Maia works closely with Pennie, arranging sales valuations, viewings, home-styling and photoshoots, making sure that everything goes smoothly behind the scenes.

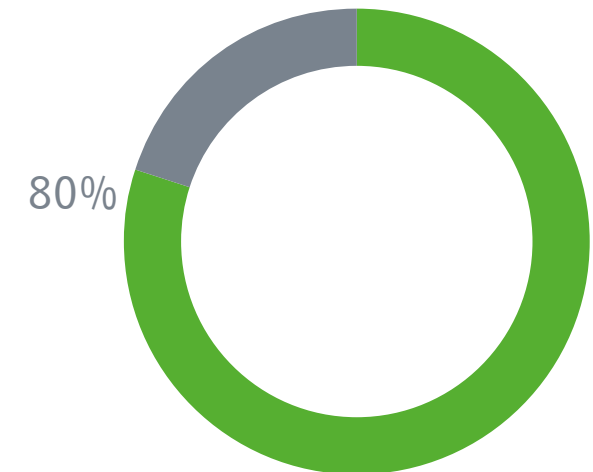






# The Letting Process

We know that you want to rent out your property as quickly as possible for the very best price. Setting the right rental value is an important part of the letting process. It is not just a case of looking at comparable properties, but requires skill and experience.



Over 80% of property searches now start online, so getting your home on a mobile-friendly website and on the major property internet platforms is a priority. We advertise our rental properties on Rightmove, social media, To Let boards, virtual tours and by matching up properties against our list of registered tenants.



# Helping you prepare for letting

There is a lot to do when preparing a house for letting and we are more than happy to help and advise you on what needs attention. Alternatively, you can let us take care of everything to ensure you are compliant with all the required safety legislation. You just need to tell us how much involvement you want us have in the whole letting process.

*"Piccolo offers a fantastic, highly professional letting service. The advice and support I received during the process of getting my property back onto the market and re-let was second-to-none. I really couldn't recommend Piccolo more highly."*

*"I was impressed with your knowledge and advice and feel my property would be looked after well by your team at Piccolo."*







## Tenant selection and referencing procedures

A successful tenancy is dependent on matching the right person to the right property. Years of experience has taught us that letting a property successfully is more likely to happen if the person showing the prospective tenant round is able to answer any question that may be posed, whether it be about the letting process or how the boiler works!

As professional agents, we are able to assess a potential applicant's suitability from the outset, then using a market-leading referencing service we ensure no stone is left unturned to check them out. We use a state-of-the-art open-banking system to verify earnings and engage with employers, accountants, pension providers, landlords and previous letting agents to verify their references.

*"Piccolo found me wonderful considerate tenants within only a few days of taking on my property! Fantastic!"*



# Inventory arrangements

Following the tenancy deposit legislation introduced by the Government in April 2007, it is more important than ever that an accurate Inventory & Schedule of Condition is drawn up and agreed at the start of each tenancy. Our inventories are prepared by a professional independent inventory clerk and are backed up by a huge library of photos. This all helps to ensure that there can be no dispute at the end of the tenancy!

*“I just wanted to say that it has been such a relief to deal with letting agents that are so understanding and have a common-sense human touch! It has made this end of the move a joy.”*

*“If your property is lucky enough to be included in the Piccolo portfolio, you will not be disappointed. Their attention to detail is above and beyond any of their competitors - no one is ‘just another client’ at Piccolo - Lou and her team are 100% authentic and tirelessly professional.”*







# Routine Maintenance and Property Inspections

As managing agents, we are responsible for ensuring that your home is well maintained. We have systems in place for routine maintenance like gas and electrical safety inspections, chimney sweeping, oil boiler servicing and gutter cleaning. In addition, day-to-day property maintenance covers everything from leaking taps and overflowing drains, to storm damaged garden fences and collapsed lath and plaster ceilings. We have a team of trusted and reliable local contractors who give us priority treatment in the event of emergency call-outs.

Periodic inspections are an essential part of managing a let property. We are not only responsible for ensuring that your tenant is looking after your home but also for checking that there are no outstanding maintenance issues that need to be addressed. We provide a comprehensive maintenance report every 4 months and pride ourselves on spotting and attending to small issues before they become big costly repairs.





# Choose the appropriate package

At Piccolo Property Services we like to make the whole letting process as simple and transparent as possible.

With that in mind we have a number of in-depth guides and brochures that you can view on our website.

## MANAGED

12% incl. VAT (10% ex VAT)  
Monthly management commission  
on the rental amount

A fully comprehensive 5\* tenant find and property management service. From securing tenants and complying with all the legislation, to rent collection, property inspections and routine maintenance, we take care of everything. You never need to worry about arranging quotes or managing repairs and we are the first point of contact for your tenants. This service level is ideal for Landlords who prefer to pay for services on a per item basis.

*Please note there is a minimum fee of  
£114.00pcm incl. VAT*

## ELITE

16% incl. VAT (13.3% ex VAT)  
Monthly management commission  
on the rental amount

The next level up from our **Managed Letting Service**. **Elite** is for those Landlords who have little spare time, live overseas or simply want to relax knowing that their home is being looked after by a trusted and qualified professional.

*Please note there is a minimum fee of  
£156.00pcm incl. VAT*

## STANDARD

£1800 incl. VAT (£1500 ex VAT)  
One-off fee

Our **Standard Letting Service** is aimed at experienced landlords; ideal for local farm or estate managers, or professional landlords who are fully up to speed with all the regulations. This is a good option if you're happy to manage the property and tenancy on a day-to-day basis but prefer an agent to market the property, do the initial viewings, arrange the *legally required safety checks*, issue the tenant with all of the legally required paperwork, draw up the tenancy agreement and register the deposit.



# Services and Fees at a glance

	MANAGED	ELITE	STANDARD
Letting & New Tenancy <b>Set-Up Fee</b>	£480	£480	£1800
Professional rental valuation & comprehensive advice on all aspects of renting	✓	✓	✓
To-Let board, photographs, 360° virtual tour for marketing on Rightmove & social media	✓	✓	✓
Accompanied viewings, full tenant referencing & Immigration Right to Rent checks	✓	✓	✓
Preparation of Tenancy Agreement, all legally required compliance paperwork & deposit registration	✓	✓	✓
Preparation of additional clauses for Tenancy Agreement	✓	✓	✓
Arrange inventory & schedule of condition with photos. ** Cost of inventory from £90 depending on size of property **	✓	✓	✓
Arrange EPC & Floorplan. ** Cost of EPC & Floorplan dependant on size of property **	✓	✓	✓
Landlord Guidance Notes & regular legal updates	✓	✓	✓
Test smoke detectors & carbon monoxide detectors on tenancy start date as required by law	✓	✓	✓
Arrange standing order for monthly rent payment & transfer of utilities to new tenants	✓	✓	✗
<b>Legal Protection &amp; Rent Guarantee</b>	Please speak to us about options		✗
Monthly transfer of rent to Landlord (minus fees), copies of contractor invoices, annual TAX STATEMENT	✓	✓	✗
4 Monthly <b>routine maintenance inspections</b> with report & photos	£90.00 per inspection	✓	✗
Arrange renewal of <b>safety checks</b> as required (gas, electrical, PAT testing, aga, oil boiler, woodburner & chimney)	£60.00	✓	✗
Negotiation & preparation of paperwork for <b>tenancy renewal</b> & rent increase	£150.00		✗
Dealing with routine maintenance issues, arranging quotes & repairs & paying invoices on behalf of Landlord	£60.00 per issue	✓	✗
Administration of <b>move out</b> , providing tenant guidance notes & checklist, arranging check-out inspection	✓	✓	✗
Negotiating & agreeing <b>deposit deductions</b> & actioning return of deposit funds	£60.00	✓	✗
Hire of oil filled radiator or dehumidifier	£20.00 per week		✗
<b>Major Works Fee</b> (co-ordinating works costing over £2000 e.g. new boiler, replacement of windows)	10% of total cost of the works		✗
Additional Admin Fee (e.g. liaising with solicitors, estate agents, insurance companies or landlord’s own contractors)	£50 per hour		✗
Admin fee for copying keys. ** Cost of key cutting dependant on type of key **	£25.00	✓	£25.00
<b>Emergency</b> Out of Hours – Admin Charge	£60.00	✓	✗
Additional <b>property inspections</b> as required	£60.00	✓	✗
Sourcing & viewing of potential rental properties on behalf of a Landlord	£75.00 per hour	✓	✗
Paying quarterly tax to HMRC for <b>Non-Resident Landlords</b> where required	Additional 1% commission		✗
Preparation of paperwork for <b>Deposit Dispute Resolution</b> with the Deposit Protection Service	£350.00 per day		✗
<b>Early Termination Fee</b> where a Landlord cancels the agreement before a tenancy has commenced	£480.00		
<b>Cancellation Fee</b> where a Landlord cancels the agreement during a tenancy	Minimum 1 month’s rent		✗
Preparation & Service of <b>Legal Notices</b> - Section 21 Notice, Section 8 Notice, Section 13 Notice	£150.00		

All fees listed are inclusive of VAT    \* Arrangement fee only. May incur additional contractor fees.





## Knowledge of the law relating to lettings

There are around 145 laws and 400 separate pieces of legislation governing the private rental sector in the UK. This is a huge amount of legislation, which is changing all the time.

All members of the Piccolo team are kept fully up to speed with legal training, and via our legal helpline we keep abreast of developments as the law changes.

*“When it comes to the fine print, Lou and her team are phenomenal with their understanding and interpretation of every legal aspect to our letting. Safe in the knowledge that our property is in such expert hands removes the anxiety of ‘what ifs’ from our experience. Hands down the very finest letting service in the South West - without exception.”*

*“Peace of mind when it came to entrusting one of our family’s most treasured and valuable possessions (our beloved home of over 15 years) was top of our list of priorities - Piccolo delivered on every aspect and then some!”*



it's the little things that count

*"Lou and the team at Piccolo have set a very high standard against which all future letting agencies shall be compared. Friendly, professional and incredibly organised it has been a pleasure dealing with them during my tenancy. They made the whole application and check in process as stress free as possible, promptly answering questions, and meeting me at the property and ensuring I had all sorts of information to help me settle into my new home. Any issues during the tenancy were dealt with efficiently. Likewise, moving out was made simpler thanks to the information pack provided by Piccolo. Highly recommended to anyone looking for an agency with that personal touch!"*

*"For peace of mind I know I can fully trust Piccolo Property to look after my interests. Being away a lot I have no concerns as I know Lou and her team understand my requirements and act with my full confidence."*

*"Piccolo have offered outstanding service on every level and made letting my property an absolute breeze!"*







*"I cannot fault the service I have received from  
Piccolo Property - simply outstanding!"*

*"What a fantastic service, if there's ever  
a problem with our property Lou gets it sorted  
'pronto' and at a very reasonable price.  
Choosing Piccolo has been one of the best  
decisions that we have ever made."*

*"Any issues or problems that have arisen have  
been dealt with professionally and efficiently;  
the service being offered is amazing value for  
money. Piccolo always goes that extra mile  
to make your life easier."*

*"We have been over the moon with  
Piccolo's service. Thorough, proactive and  
charming, Lou has managed our house letting in  
exemplary style. She has dealt with every issue  
swiftly and efficiently, and she has been  
a delight to work with. We cannot recommend  
her wonderful company highly enough."*

*"You've done a truly wonderful job, listening  
to us & gauging exactly what we needed for  
our last home with the children, so ... very well  
done - we couldn't have asked for a better  
service from you."*





Communication is key. You won't be passed from pillar to post, talk to a call centre or wait days for a response. Talk to us today.

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7 North Street, Wilton SP2 0HA 01722 580059 [info@piccoloproperty.co.uk](mailto:info@piccoloproperty.co.uk)  
[piccoloproperty.co.uk](http://piccoloproperty.co.uk)

