



LETTING SERVICES

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PROTECTED



Why Sutcliffe's?

At Sutcliffe Sales & Lettings, we know that successful property letting is about more than just finding a tenant, it's about protecting your investment, staying compliant, and creating a smooth experience for both landlords and tenants.

Whether you're a first-time landlord or managing a growing portfolio, we're here to make the process simple, stress-free, and profitable.



With deep roots in Garstang and the surrounding areas, we combine local market expertise with a modern, tech-driven approach. Our dedicated landlord app gives you full visibility and control 24/7 – from rental payments and maintenance updates to compliance checks – all in one place.

What sets us apart is our commitment to clear communication, honest advice, and tailored support. We don't believe in one-size-fits-all solutions. Instead, we work closely with you to understand your goals and offer a service that works for you – whether that's a one off compliance check, a let only package or a fully managed package.

With Sutcliffe's, you get more than a lettings agent – you get a proactive partner who's here to help you succeed.



A Message from Myles Sutcliffe

Owner and Managing Director

At Sutcliffe Sales & Lettings, our lettings service is built on three key values: trust, transparency, and personal care.

After working in the local property market, I saw how many landlords felt overlooked, treated like a number, given generic advice, and left chasing updates. That's why I founded this agency with Zoe, my Operations Manager: to create a better, more personal lettings experience.

We've built a team that genuinely cares about supporting landlords, whether you're letting your first property or managing a growing portfolio. Our approach is simple: clear communication, proactive service, and expert guidance every step of the way.

With smart marketing, innovative tech like our landlord app, and a hands-on, responsive team, we take the stress out of letting, so you can enjoy the rewards of your investment with confidence.

Thank you for considering us. We'd be proud to support you and help you get the most out of your property.

Myles

TAILORED LETTINGS SERVICES FOR EVERY LANDLORD

At Sutcliffe Sales and Lettings, we understand that no two landlords are the same. Whether you're an experienced investor or renting out a single property for the first time, our service packages are designed to suit your needs, responsibilities, and level of involvement.

Let Only Service

Our Let Only service is perfect for landlords who are confident managing their property day-to-day but want expert support at the crucial starting point. We handle everything involved in finding a reliable tenant — from marketing the property and conducting viewings to securing references and finalising the tenancy agreement. Once the tenant has moved in and the deposit and first month's rent are collected, full responsibility is handed over to you. This service gives landlords control over the ongoing relationship while ensuring the tenancy begins on solid legal and practical foundations.

Fully Managed Service

For landlords who prefer a completely hands-off approach, our Fully Managed service offers total peace of mind. From tenant sourcing through to day-to-day management, we take care of every aspect of the tenancy. This includes dealing with rent collection, arranging maintenance, conducting routine inspections, handling compliance, and addressing tenant queries. It's ideal for landlords who want to protect their investment without getting involved in the day-to-day challenges — especially those who are time-poor, live abroad, or simply value a stress-free experience. With this service, you can be confident that your property is being looked after professionally and that you're meeting your legal obligations at all times.

One-Off Compliance Report

Our One-Off Compliance Report is designed for landlords who want clarity and reassurance about where their property stands legally. Whether you're preparing to let a new property or reviewing an existing one, we carry out an expert assessment to check that your rental meets all current legislation and safety standards. It's a simple, one-time service that provides landlords with a clear picture of what's required — and how to get there — helping you avoid costly penalties or disputes later on.

Your Property Management Just Levelled Up

Maintenance, managed from your phone.

Easily see all ongoing and completed maintenance jobs, alongside issue descriptions, photos and videos submitted by tenants of your rental properties. Plus, view and approve any contractor quotes in a tap.

Rent statements at your fingertips.

All your statements will automatically appear within your Street.co.uk App for safe-keeping, allowing you to quickly view your monthly income instead of scrolling through past emails.

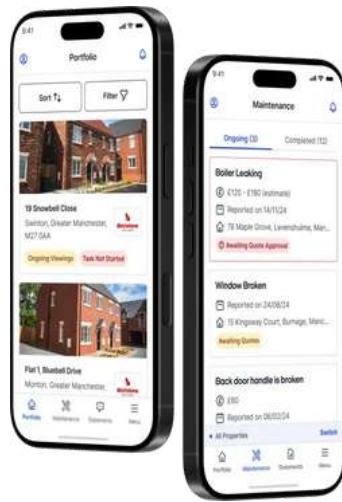
Oversight of your entire portfolio.

View all of your properties in one place, with access to tenancy details, rent amount, service levels and fees - all accessible at any time, from anywhere.



Manage your portfolio from the palm of your hand.

Gain full oversight of your property or portfolio with instant access to key information.



Tailor your portfolio view in the Landlord App to suit your needs, filtering properties by their status, rent amount, tenancy end date, and more.

Organise your portfolio

Your life as a landlord is made much easier, with a mobile app that has everything you need in one place. Whether that's accessing information or completing a task, it's now simple and streamlined.

Quickly approve contractor quotes.

You'll receive a notification any time a maintenance job requires your approval, with the ability to conveniently confirm contractor quotes in a tap.

Keep a close eye on income.

View your income for any specific date range with filtering options that provide access to clear breakdowns of income.

Stay in the loop 24/7.

You'll receive an instant notification about key events, including rent statements, maintenance quote approvals, and more.

FULLY MANAGED - SET UP FEE

£375.00

✓ **Rental Valuation & Marketing Strategy:**

Provide an accurate market rent appraisal and agree on the marketing price in line with current market conditions and the Landlord's Terms of Business.

✓ **Property Marketing & Advertising:**

Professionally photograph and market the property across relevant online portals and advertising platforms. Arrange and conduct accompanied viewings to prospective tenants.

✓ **Tenant Referencing & Legal Documentation:**

Conduct comprehensive referencing on all prospective tenants and guarantors, including credit checks, employment and landlord references. Draft and issue all required tenancy agreements and legal documentation in compliance with current legislation.

✓ **Erection of To-Let Board:**

Install a "To Let" board outside the property in accordance with the Town & Country Planning Act 1990 (where permitted).

✓ **AML and Identity Verification:**

Carry out Anti-Money Laundering (AML) and identity checks on the landlord, tenants, and any guarantors, in line with regulatory obligations.

✓ **Compliance & Refurbishment Guidance:**

Advise on any necessary property improvements or refurbishments to enhance rental value. Offer expert guidance on compliance with legal requirements, statutory provisions, and any necessary letting consents.

✓ **Utility Management:**

Notify utility providers (gas, electricity, water, council tax) of tenant changes at the start of the tenancy, ensuring a seamless handover of services.

✓ **Deposit Dispute Support:**

At the end of the tenancy, if a dispute arises over deductions, we will liaise directly with the deposit scheme to manage the resolution process on your behalf—saving you time, stress, and ensuring fair handling.

✓ **Tax & Residency Advice:**

Provide initial guidance on non-resident landlord tax obligations and relevant HMRC requirements, if applicable.

FULLY MANAGED - MONTHLY MANAGEMENT FEE

10% OF MONTHLY RENT

- ✓ **Rent Collection & Arrears Management:**
Collect and promptly remit monthly rent to the landlord. Actively follow up on any late payments and provide expert advice on arrears recovery options.
- ✓ **Financial Management & Transparent Deductions:**
Deduct agreed management fees and any authorised repair or maintenance costs before transferring net rent proceeds to the landlord.
- ✓ **Monthly Income & Expense Statements:**
Provide clear, itemised monthly statements detailing all financial activity related to the property—ideal for accounting, budgeting, and end-of-year tax returns.
- ✓ **Utility & Council Tax Notifications:**
Notify relevant utility providers and local authorities of tenancy changes to ensure continuity of service and accurate billing.
- ✓ **Routine Property Inspections:**
Conduct regular management visits to assess property condition and tenant compliance. Provide detailed written reports after each inspection.
- ✓ **Maintenance & Repairs Management:**
Co-ordinate all routine repairs and maintenance using trusted, approved contractors. Keep landlords informed at every stage for full transparency.
- ✓ **Key Holding Service:**
Retain a secure set of property keys throughout the tenancy for emergency access, inspections, and authorised maintenance.
- ✓ **Dedicated Landlord App Access:**
Manage your property anytime, anywhere via our landlord portal and mobile app. Instantly access statements, receive updates, and message our team directly—24/7.
- ✓ **Legal Compliance & Legislative Updates:**
Ensure your property remains fully compliant with current housing legislation, health & safety regulations, and landlord responsibilities. We continuously monitor changes in rental laws and regulations and will proactively notify you of any important legal updates that may affect your property or obligations.
- ✓ **Dedicated Landlord App Access:**
Manage your property anytime, anywhere via our landlord portal and mobile app. Instantly access statements, receive updates, and message our team directly—24/7.

LET ONLY FEE

£: 1 MONTH'S RENT

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✓ **Compliance & Refurbishment Guidance:**

Advise on any necessary property improvements or refurbishments to enhance rental value. Offer expert guidance on compliance with legal requirements, statutory provisions, and any necessary letting consents.

✓ **Utility Management:**

Notify utility providers (gas, electricity, water, council tax) of tenant changes at the start of the tenancy, ensuring a seamless handover of services.

✓ **Initial Rent & Deposit Collection:**

Collect the first month's rent and deposit from the tenant, then transfer funds to the landlord with a summary statement. The landlord is legally responsible for registering the deposit with a government-approved Tenancy Deposit Protection (TDP) scheme and issuing the prescribed information within the required timeframe. Proof must be provided to Sutcliffe Sales and Lettings Limited.

✓ **Tax & Residency Advice:**

Provide initial guidance on non-resident landlord tax obligations and relevant HMRC requirements, if applicable.

ONE-OFF COMPLIANCE AUDIT

£99 (PER PROPERTY)

Are you a private landlord looking to refresh your rental practices and ensure your property is fully compliant with current legislation? Our Property Compliance Audit is a one-off service designed to give self-managing landlords the confidence that their property is legally sound and properly set up.

With legislation changing regularly, this service provides a professional review of your documentation, safety checks, and tenancy structure.

✓ **Tenancy Agreement Review:**

Assessment of your current tenancy agreement(s) to ensure they are up to date, legally compliant, and protect your rights as a landlord.

✓ **Property Visit:**

We will carry out a thorough inspection of the property and provide a detailed, up-to-date report on its condition. The report will highlight any maintenance issues, areas for improvement, and responsibilities of both the landlord and the tenant to ensure ongoing compliance and upkeep.

✓ **Deposit Protection Check:**

Verification that the tenant's deposit is correctly registered with a government-approved Tenancy Deposit Protection (TDP) scheme and that all prescribed information has been issued correctly and on time.

✓ **Compliance Document Review:**

Confirmation that all required documentation is in place and valid, including:

- Gas Safety Certificate
- Electrical Installation Condition Report (EICR)
- Energy Performance Certificate (EPC)
- Smoke and carbon monoxide alarm compliance
- Right to Rent checks
- Provision of the most recent "How to Rent" guide
- Licensing Advice (where applicable):
- Guidance on whether your property requires local authority licensing (excluding HMO-specific licensing).

✓ **Compliance Summary Report:**

A written summary outlining any areas that require attention, with practical recommendations to bring your property in line with current legislation and best practice.

Please note: This service is designed for standard single-let residential properties and does not cover HMOs or student lets.

ADDITIONAL SERVICE COSTS:

Additional Property Visits – £30.00 (per visit)

We understand that, from time to time, landlords may wish for extra reassurance through additional visits outside of our routine, scheduled inspections. Whether it's to check on maintenance work, verify tenant compliance, or simply offer peace of mind, we're happy to assist.

Our experienced agents will:

- Attend the property on your request.
- Carry out a visual inspection or check specific concerns.
- Provide a brief written update following the visit.

This service ensures a prompt, professional response and ongoing support beyond the standard inspection schedule.

Inventory Report – Prices from £130.00

A professional inventory provides a detailed, photographic record of the property's condition and contents at the start of a tenancy. This document is essential for protecting both landlord and tenant in the event of a dispute over damage or deductions at the end of the tenancy.

Our independent inventory service includes:

- High-resolution, time-stamped photographs of each room and item.
- Detailed written descriptions of the property's condition and cleanliness.
- Meter readings and key listings.
- Digital delivery of the report.

Pricing (based on property size):

- 1–3 Bedrooms: £130
- 4 Bedrooms: £160
- 5+ Bedrooms: £190

We strongly recommend an independent inventory for all managed and non-managed tenancies to ensure fair deposit handling and peace of mind.

Tenancy Deposit Registration - £50.00 per tenancy (Only Available to Fully Managed Service)

Under the Housing Act 2004, it is a legal requirement that all tenancy deposits taken on Assured Shorthold Tenancies (ASTs) in England and Wales are registered with a government-approved Tenancy Deposit Protection (TDP) scheme within 30 calendar days of receipt.

As part of this service, we will:

- Register the deposit with the Tenancy Deposit Scheme (TDS), a government-authorised protection scheme
- Issue and serve all prescribed information and scheme documentation to the tenant within the legal timeframe.
- Ensure full compliance with deposit legislation to protect you from penalties, delays in possession proceedings, or disputes at the end of tenancy.
- This one-off fee ensures your tenancy starts on the correct legal footing and that all deposit-related responsibilities are handled with care and accuracy.

Drafting & Serving Section 8 or Section 21 Notices – £75.00 (per notice)

Preparing and serving legal notices, such as Section 8 (for rent arrears or breaches of tenancy) or Section 21 (a “no fault eviction” for possession of the property), is a legally sensitive and time-consuming process that must be handled with precision.

Both notices must meet strict legal requirements regarding content, timing, and method of service. Errors can lead to delays, invalid notices, or complications in court proceedings.

As part of this service, we will:

- Review the tenancy agreement and assess the legal basis for the notice.
- Draft the correct notice in accordance with current legislation.
- Collate all supporting documents required for legal compliance.
- Serve the notice using a legally recognised method.
- Prepare and issue the full documentation bundle to the court by post, if required.
- Maintain proof of service and submission for your legal records.

Due to the detailed administrative work and legal responsibilities involved, this service is charged at a fixed fee of £75.00 per notice.

Energy Performance Certificate (EPC) – £80

An Energy Performance Certificate (EPC) is a legal requirement for all rental properties in the UK and must be made available to prospective tenants before a tenancy begins. The EPC rates a property's energy efficiency from A (most efficient) to G (least efficient) and is valid for 10 years.

As part of this service, we will:

- Arrange for a qualified domestic energy assessor to visit the property
- Conduct the full EPC assessment
- Provide a digital copy of the official EPC certificate upon completion
- Advise on any recommended improvements to increase energy efficiency, where applicable

Ensuring your property has a valid EPC is not only a legal requirement but also helps attract energy-conscious tenants and avoid fines.

Check-Out Inspection – £50 (per tenancy)

Available to Fully Managed and Let Only clients who arranged their inventory through Sutcliffe Sales & Lettings.

At the end of a tenancy, a thorough and impartial check-out inspection is key to protecting your property and supporting any valid deposit deductions. This service ensures a fair and accurate end-of-tenancy process for both landlord and tenant.

What's included:

- Arrange and attend a check-out meeting with the tenant on their final day.
- Inspect the property against the original inventory and note any discrepancies.
- Photograph any damage, excessive wear, or cleaning issues beyond fair wear and tear.
- Compile a comprehensive final report with photographic evidence.
- Provide the landlord with a formal document that can be used to support any deposit deduction claims submitted to the Tenancy Deposit Scheme (TDS or equivalent).
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This service ensures that your property's condition is properly documented and disputes are backed by clear, professional evidence.

Please note: This service is only available where Sutcliffe Sales & Lettings completed the original inventory at the start of the tenancy.

PROPERTY MANAGEMENT TAKEOVER

£ - FREE

If you're a landlord with a property—or a portfolio—currently managed by another agent, we'd love the opportunity to show you why Sutcliffe Sales & Lettings offers a higher standard of service, care, and communication when it comes to protecting your investment.

Switching is easier than you think, and we'll handle the transition on your behalf, ensuring no disruption to your tenants or rental income.

Our Management Takeover Service includes:

- Full review of your existing tenancy agreements and legal compliance
- Contacting your current agent to arrange a smooth handover of keys, documents, and property records
- Notification to tenants of the change in management, with updated contact and rent payment details
- Verification of deposit registration and re-issue of prescribed information if required
- Onboarding to our landlord portal, giving you 24/7 access to your account, documents, and updates
- Property inspection and condition assessment
- Introduction to our dedicated property manager, who will handle all ongoing management and communication moving forward

We make it easy to switch, with zero disruption and no hidden fees.

Let us show you why landlords are increasingly choosing Sutcliffe Sales & Lettings for a more proactive, transparent, and professional management experience.

RENT AND LEGAL PROTECTION

£POA - IN BRANCH

We partner with Rightmove, who know how challenging it can be to remove a non-paying tenant. Did you know it can take approximately 24.1 weeks from a claim to a landlord possession?*

With Rent & Legal protection your rent and legal costs would be covered.

This impact to a Landlord, losing out on 6 months' plus worth of rent, will mean thousands of pounds lost, and this why it is important to ensure you protect your income.

Safeguard Your Rental Income and Protect Your Property

In the event that your tenant falls into arrears or breaches their tenancy agreement, we can help pay your rent, subject to the protection limits, and evict the tenants for you. Meaning that if your tenants can't or won't pay, or if you need possession of your property, you're protected.

Not Just “Another” Rent Protection Product

As part of our service to you, we're able to provide protection for your property by including you as having an 'interest in' our Rent & Legal Protection policy with Rightmove. This means you can benefit from the cover detailed below should we make a successful claim, and any sums recovered that are due will be passed on to you.

Rent & Legal Protection provides the following benefits:

- Monthly rent paid for up to vacant possession, plus 3 months' rent paid at 75% following Vacant Possession in the event of damages
 - No policy Excess
- Maximum claim up to £100,000 to cover rent and legal costs if the tenant is in breach of their tenancy agreement or following an expired section 21 notice
 - Professional court attendance on your behalf
- Tenancy changeovers (fully transferable to ensure no gaps in cover when tenants change – providing full referencing is completed on new Tenants)

Terms and Conditions apply.

Please note that to be eligible for this protection your tenant must have not been in arrears within the last 90 days. Also - you are not aware of any existing circumstances which could give rise to a claim

*UK Government mortgage and landlord possession statistics. January to March 2024.
Average time for a landlord possession is 24.1 weeks.

CONTACT US



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