



LANDLORD STEP-BY-STEP GUIDE



Fraser & Co

LOCAL PRESENCE, GLOBAL REPUTATION
Paddington | Baker Street | City | Kew Bridge & Brentford



INTRODUCTION



If you want to guarantee the best tenant, the best rent and an efficient, highly in-depth knowledge of your area and professional service, then appointing Fraser & Co to let and manage your property is a great place to start.

At Fraser & Co, we have over 25 years' experience of letting and managing properties across London. Fraser & Co have the best negotiators within the field, who know the market inside out and are proud of our innovative approach to finding a bespoke solution to each client's needs. We're particularly proud to have been awarded the title of 'London Letting Agent of the Year' at the Landlord and Letting Awards

So, whether you're a first-time investment owner, a corporate landlord, or just want to let your own home and talk about what options might be best for you, you'll find our teams' lettings and property management expertise is unrivalled.

We hope that this handbook proves a useful source of reference to our services while also providing you with a thorough understanding of the initial lettings process.

Kind regards,

Robert Fraser
Managing Director

CONTENTS

Why Choose Fraser & Co?

Six Important Steps to take

Presenting your Property

What Arrangements do I Need to Make?

Lettings & Management Fees



WHY CHOOSE FRASER & CO

Established in 1995, our award-winning independent estate agency has a strong local presence with a global reputation. Our heritage is built on long-standing relationships and we take our responsibilities to landlords and tenants seriously.

At all times we operate professionally, with integrity and compassion, which is one of the many reasons we attract responsible landlords and excellent tenants.

We work tirelessly to maintain the highest standards of personal and professional conduct for the benefit of all those we help, advise and represent.

OUR CREDENTIALS

Fraser & Co is a proud member Safeagent and voluntarily adheres to its strict Code of Conduct. We are also a member of the Tenancy Deposit scheme (TDS) which safeguards all deposits. We also adhere to The Property Ombudsman (TPO) Code of Practise, meaning that in the highly unlikely event that our services fail to meet expectations, Fraser & Co's customers have access to the two most recognised redress schemes in our industry. We operate openly and transparently and publish all fees and charges in simple language in every branch and on our website. We welcome the opportunity to answer questions or offer advice to customers at any time.

OUR PEOPLE

Our experienced team has a wealth of knowledge of the UK & overseas property markets and trends and understand every client individual needs and requests. We really do believe in exceptional service from the moment you instruct us to the moment you move out. Going the extra mile is what we are all about. To assist international tenants and landlords, we also employ several bilingual and multilingual staff.

OUR REACH

Our global profile brings international tenants straight to our door, which means straight to your door too. As soon as you decide to instruct Fraser & Co to let your property, our proactive approach to marketing will begin in earnest. All members of our experienced lettings team will immediately be made aware of your property and all relevant potential tenants will receive details of your property via email. We will also proactively call applicants who the property is most likely to appeal to with the intention of arranging immediate viewings.

As well as appearing on our own website, your property will also automatically be listed on all the main property portals such as Rightmove, Zoopla, & OnTheMarket. Fraser & Co are able to market selected properties as premium listings or featured properties to ensure your property stands out from others on the market. It will also appear in our window display and in print/social advertising (if relevant) to ensure that it is seen by as many potential tenants as possible. We accompany all viewings at mutually convenient times including early mornings, evenings and weekends, to ensure that we are on hand to answer any questions about the property and the local area.

WHY BECOME A LANDLORD

In the UK, private renting is becoming the norm. The rental sector has more than doubled since 2001, rising from 2.3 million to a massive 5.4 million privately rented households in the UK. And this trend is predicted to continue, with an additional 1.8 million households becoming private renters by 2025 and more than half of 20-39 year olds expected to be renting privately by 2025.

With more than 4.5 million UK households now renting their homes+, demand is significantly outstripping supply and, with a third of millennials expected to rent for life†, this is an exciting time to be a landlord.

Whether you invest in property intentionally or become a landlord purely through circumstance, we're here to ensure the experience is stress-free and rewarding.

Help and expert advice are readily available from your local Fraser & Co team and overleaf are some of the main steps in getting your home rented and how to present your property to the market.



" I had the pleasure of working with Rumina (Branch Manager) at Fraser & Co Paddington. Rumina was caring, thoughtful and extremely professional throughout the process. She understood my needs and found me the ideal property with extreme care. I would strongly recommend Rumina and would go as far as saying that she is the best agent I have ever dealt with. Thank you Rumina.

Charles Birch, Google Review

TARIFF OF FEES

LANDLORD FEES (INCLUSIVE OF VAT)

LETTING SERVICE ONLY	
SOLE AGENCY (LET ONLY)	9.6%
MULTIPLE AGENCY (LET ONLY)	12%
LETTING SERVICE & RENT COLLECTION	
SOLE AGENCY (LET ONLY)	12.2%
MULTIPLE AGENCY (LET ONLY)	14.4%
LETTING SERVICE, RENT COLLECTION & MANAGEMENT	
SOLE AGENCY (LET & MANAGEMENT)	16.8%
MULTIPLE AGENCY (LET & MANAGEMENT)	18%
RENT COLLECTION ONLY	2.4%
VACANT MANAGEMENT	£102 PM

ADDITIONAL COSTS BEFORE TENANCY STARTS (INCLUSIVE OF VAT) WHAT IS INCLUDED IN PROPERTY MANAGEMENT SERVICES *

TENANCY PREPARATION FEE	FOR CONTRACT NEGOTIATION (AMENDING AND AGREEING TERMS) AND ARRANGING THE TENANCY AND ASSOCIATED PAPERWORK. THIS ALSO INCLUDES RIGHT TO RENT CHECKS, REGISTERING THE DEPOSIT WITH THE TDS (IF REQUIRED) AND CARRYING OUT LAND REGISTRY AND ANTI-MONEY LAUNDERING CHECKS.	N/A	£300	
REFERENCING FEE	PER TENANT, GUARANTOR OR PERMITTED OCCUPIER FOR REFERENCING RIGHT TO RENT AND A FINANCIAL CREDIT CHECKS.	N/A	£30	
CONSENT TO LET*	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO ANY FEES DUE TO THE FREEHOLDER AND IS ONLY DUE IF APPLICABLE.	£50	TBA	
ENERGY PERFORMANCE CERTIFICATE (EPC)	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE CERTIFICATE BEING CARRIED OUT.	N/A	£100-200	✓
GAS SAFETY CERTIFICATE	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE CERTIFICATE BEING CARRIED OUT.	£50	£75-150	✓
PORTABLE APPLIANCE TEST (PAT)	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE TEST BEING CARRIED OUT.	£50	£125-150	✓
LEGIONELLA RISK ASSESSMENT	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE RISK ASSESSMENT BEING CARRIED OUT.	£50	£125-150	✓
ELECTRICAL INSTALLATION CONDITION REPORT (EICR)*	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE REPORT BEING CARRIED OUT.	£50	TBA	✓
CARBON MONOXIDE AND SMOKE ALARMS	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE ALARMS BEING INSTALLED.	£50	£125-150	✓
PROFESSIONAL CLEAN	THE PROFESSIONAL CLEANING COMPANY CHARGES WHICH WILL BE DEPENDANT ON THE SIZE AND CONTENT OF THE PROPERTY.	N/A	£150-350	✓
CHECK IN AND INVENTORY CHARGES	THIS COST IS THE PROFESSIONAL CLEANING COMPANY CHARGES WHICH WILL BE DEPENDANT ON THE SIZE AND CONTENT OF THE PROPERTY UP TO A MAXIMUM £300.	N/A	£100-300	
COMPLETIONS HANDOVER	FOR US TO BE PRESENT ON THE LANDLORDS BEHALF AT THE HANDOVER OF THE PROPERTY FROM THE VENDOR OR DEVELOPER FOLLOWING COMPLETION OF A PURCHASE. THIS WILL INCLUDE A BASIC CHECK OF THE PROPERTY, TAKING POSSESSION OF THE KEYS AND A SNAGGING SERVICE.	N/A	£250	
LICENSING SCHEMES*	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO ANY FEE FROM THE RELEVANT LONDON BOROUGH AND IS ONLY DUE IF APPLICABLE.	£350	TBA	

*EXCLUDING VACANT MANAGEMENT SERVICE, COSTS ARE DEPENDANT ON SIZE OF PROPERTY, AND COUNCIL FOR LICENSING. FOR FURTHER CHARGES PLEASE GO TO THE LAST PAGE. OR YOU CAN ACCESS THIS ON OUR WEBSITE.

1

First impressions count

If you want to maximise the rent your property achieves and minimise the chance of a long void period, before showing your property it is important to ensure that it is presented in a good state of repair, freshly decorated and in a clean and tidy condition. This can make all the difference between a quick rental and an empty property languishing on the market.

Stylish interiors will maximise your return on investment and it is strongly advised that smaller properties are let fully furnished. For larger properties, seek advice from our lettings representative and consider furnishing on a case by case basis, since larger properties are often let to families who bring their own furniture. In this case, it is essential that light fittings, curtains and floor coverings are in place.

If you have recently acquired a property as a rental investment, Fraser & Co can arrange for an experienced interior designer to decorate and furnish your property in line with your budget in order to maximise its appeal to prospective tenants. We can also arrange and oversee full renovation and refurbishment projects if required. Please contact us to find out more.

2

Check your existing mortgage and insurance arrangements

Before renting out a property for the first time, landlords should review any existing insurance and mortgage arrangements. Your existing mortgage provider may not be happy for you to let the property and may insist you switch to a buy-to-let mortgage, while some standard insurance products will either not provide cover or may place restrictions on cover for a rented property and/or its contents. There is a wide choice of insurance products available for rental properties so it may make sense to switch to a more appropriate insurer. It is worth noting that it is the landlord's responsibility to insure the building and any contents owned, but the tenants are responsible for insuring their own possessions.



“ In my experience their market knowledge, discretion and quality of service is second to none.”

Adam Kossev, Harley Street Homes

3

Request a valuation

A member of Fraser & Co's experienced valuations team will be delighted to attend your property at the earliest convenience to provide a complimentary no-obligation market appraisal. At this stage we can also advise you of any recommended improvements to help maximise your return on investment, as well as updating you on current legislation to ensure your property complies with the latest rules and regulations. To book an appointment, please call one of our offices or visit our website at www.fraser.uk.com.

If you decide to appoint Fraser & Co, we can organise a government-required Energy Performance Certificate (EPC) for your property, or if you prefer you can arrange one yourself. It is a legal requirement to have this document available for prospective tenants to see.

4

Finding suitable tenants

As soon as you decide to instruct Fraser & Co to let your property, our proactive approach to marketing will begin in earnest. All members of our experienced lettings team will immediately be made aware of your property and all relevant applicants will receive details of your property via email. We will also proactively call applicants who the property is most likely to appeal to with the intention of arranging immediate viewings.

As well as appearing on our own website, your property will also automatically be listed on all the main property portals such as Rightmove, Zoopla and On The Market. Fraser & Co are able to market selected properties as premium listings or featured properties to ensure your property stands out from others on the market. It will also appear in our window display and in print/social advertising (if relevant) to ensure that it is seen by as many potential tenants as possible.

We accompany all viewings at mutually convenient times including early mornings, evenings and weekends, to ensure that we are on hand to answer any questions about the property and the local area.

Over the years, Fraser & Co has developed close relationships with many blue chip companies, embassies and relocation companies and we keep them constantly updated on the properties we have available. In fact, many of the tenancies we arrange are corporate lets.

5

The paperwork

When suitable tenants have been found, a holding deposit is taken at this time to ensure the commitment of the tenants whilst the rent and any other conditions are successfully negotiated and a moving-in date agreed. We will take care of all necessary paperwork prior to the tenants moving in.

Before signing the tenancy agreement, it is advisable to complete a reference check on the prospective tenants. This generally includes a credit check, employment status, proof of income, a reference from a previous landlord and possibly a character reference. At Fraser & Co we employ the services of an established company to perform robust reference checks to ensure that your property will be let to quality tenants. This process can take up to 10 days to complete.

Once reference checks have been completed to your satisfaction, both you and the tenants will be required to sign a tenancy agreement which outlines the rules you both agree to adhere to and states the period of the tenancy and the rental payments. In the UK, the most common form of tenancy agreement is an Assured Shorthold Tenancy Agreement.

An inventory will be prepared to record the contents and condition of your flat or house at the point when your tenants move in. Because it is important for this to be impartial, we normally appoint a specialist inventory company for this purpose. They will give you and your tenant a copy of the inventory and carry out another inspection at the end of the tenancy to check that nothing is missing or damaged.

6

Taking a deposit and moving in

Just before the tenants move in, they will be required to put down a deposit (which will be registered with the Tenancy Deposit Scheme) and pay the first month's rent in advance. As soon as this money clears, we will hand over the keys and your tenants can move in.

You can now sit back and watch the rent roll into your bank account! However, letting a property isn't always plain sailing and if you live far from the property or lead a busy life, it's always a good idea to consider appointing a property management company to look after the property on your behalf. They will deal with any problems promptly and remove the headache of being a landlord. After all, if a leak happens at 9pm on a Saturday evening, do you really want to have to deal with it? As a company, Fraser & Co offers a highly efficient and competitively priced property management service and we currently manage 75% of the properties we let. (Read on for further details).



PRESENTING YOUR PROPERTY

In a rental market where tenants have the upper hand and plenty of choice, the onus is on the landlord to ensure their home stands out to prospective renters. And even in busier market conditions, it pays dividends to make your home a true contender for top quality renters.

For most properties, it'll only take a few minor improvements to achieve a lot more interest. Here are eight ways to make your home stand out:

KEEPING IT CLEAN

Providing the property cleaned to a commercial standard will always make it look as good as it can. Cleanliness is a huge factor in whether or not a tenant will rent a property. First impression is always important especially for your property. Having a cleaner attend to complete the job may cost a little bit of money but they will almost always find a little neck or cranny that can be wiped down and cleaned up to make your property perfect.

LOOKING AFTER IT

Maintenance is an important aspect of a tenant's decision to rent a property. If the property looks tired and isn't looked after tenants will opt for the next property that is. Regular maintenance during tenancies or in void periods is invaluable, it shows you care and will allow the property to stay at it's best. Painting and replacing tired or worn items serves to improve your property and keep it as good as it can be.

HAVE EXCELLENT PHOTO'S TAKEN

Presentation is important, and it is a good idea to have the property as clutter free and as bright as possible so that the photos will be taken in the best light. Having photos taken professionally is always recommended so that each room and area is shown as well as it can be for advertising this is all part of the service when you trust Fraser & Co to market your property.

SELL THE TENANCY

We treat each viewing as a sales pitch for the property and walk potential tenants round the property showing them each of the key features and providing relevant information. We don't just talk about the property we know the areas as well, so we can make reference to transport links, amenities and other bonus points to generate interest. Preparation is key and knowing not just the property, but the area makes the experience all the more positive for potential tenants.



UPGRADE

It is inevitable that through time windows, heaters, boilers, furniture, white goods and other items in the property will suffer degradation through normal use. Seek to replace items when an item breaks – sometimes repairing it can cost a significant amount of money with little guarantee that an item will last even when repaired.

INSPECTIONS

Once a tenant is in situ, it is important to respect their right to quiet enjoyment, however it is important to make sure you get the opportunity to review and inspect the property. We recommend inspecting by annually. This allows you to maintain a relationship with your tenants and allows you to stay on top of the cleanliness and maintenance as required.

SET ASIDE FUNDS

It is a good idea to keep some of your income aside to make sure you have enough funds to deal with any unforeseen issues. This allows you to react quickly to prevent further degradation of the property where necessary.

USING AN EXCELLENT LETTING AGENT

This is where we come in, we provide a bespoke service, treating your property as if it were our own. We are here to work with you to make sure you get what you want out of it. We strive to make sure the property is maintained and looked after by building relationships with our tenants. We offer very competitive fees and are happy to go over these with you whilst providing you with a free valuation of your rental properties. Please get in touch for more information.

PROACTIVE PROPERTY MANAGEMENT

At Fraser & Co, we appreciate that all landlords are different. A certain proportion of landlords will always opt to manage their own properties, but for many it's not practical to be on hand to deal with any unforeseen maintenance emergencies or oversee the necessary administration involved with a tenancy because they live overseas or lead busy lives.

Our dedicated and highly experienced Property Management department represents the interests of landlords throughout a tenancy and acts as the main point of contact for the tenant. We have considerable experience in managing all types of residential properties and our network of offices in Central London enables problems to be dealt with quickly and efficiently. As a company, we manage close to 1,000 residential properties and, on average, 80% of our tenancies are renewed for a further term which demonstrates the quality of our service.

Fraser & Co's highly acclaimed and genuinely flexible property management service is tailored to the needs of busy landlords of all types and normally includes:

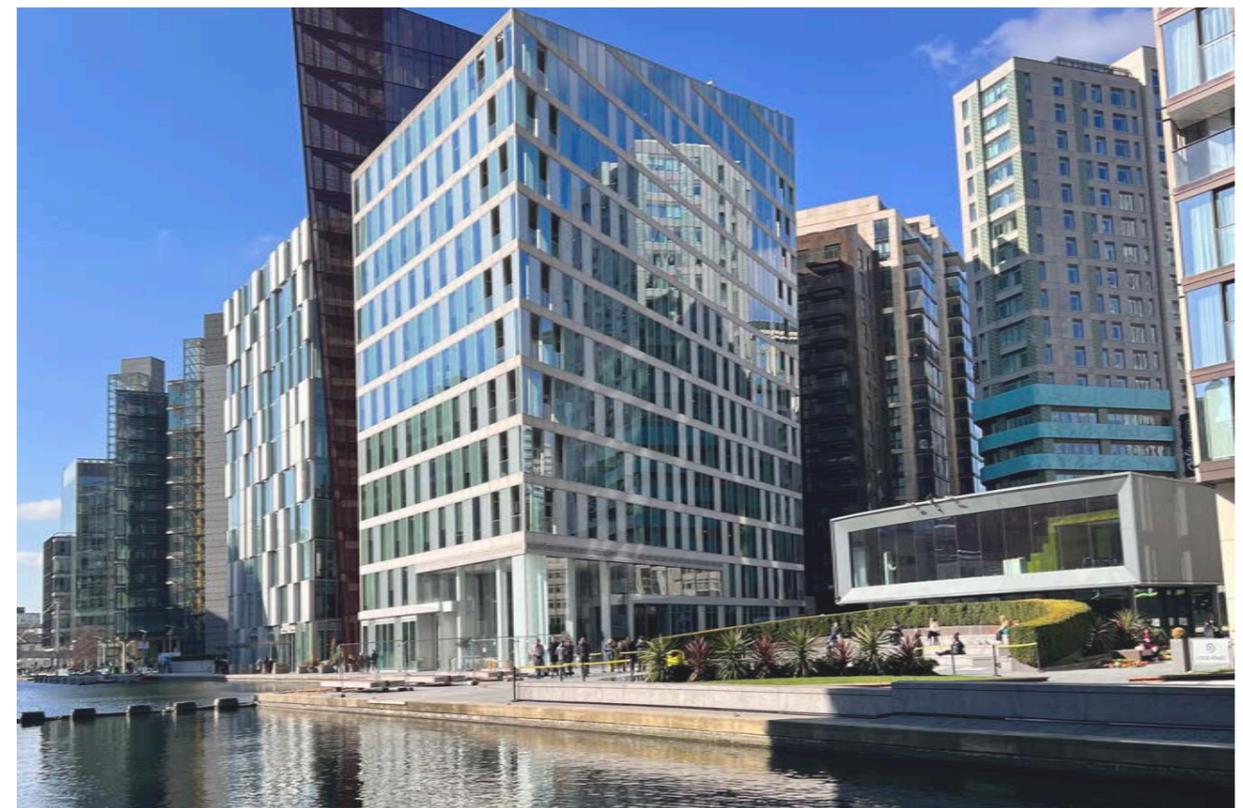
- Ensuring the property complies with current legislation such as: organising a gas safety check to be carried out by a Gas Safe registered engineer (with further checks carried out on an annual basis); ensuring that the electrical system and all appliances are safe; and ensuring that fire safety regulations are followed, i.e. making sure that escape routes aren't blocked, fire alarms and extinguishers are provided (if the property is a 'house in multiple occupation') and furniture and furnishings are fire safe. & Legionnaire Testing.
- Recommending any improvements that would increase the rental potential of the property. Fraser & Co can then organise and oversee anything from a minor repair, to a complete redecoration or full renovation, to suit your

needs and budget

- Arranging the check-in inventory with a specialist inventory company at the start of the tenancy and the check-out report at the end of the tenancy and negotiating the return of the deposit accordingly
- Collecting the rent and chasing arrears
- Organising any essential repairs that may be required at specially negotiated rates. We use only approved contractors from our list of trusted tradesmen
- Conducting biannual property inspections in order to identify any potential problems before they escalate
- Advising utility companies and any other applicable third parties of correct liability and settling any bills or invoices accordingly
- If your property requires one of the following licenses; Additional, Mandatory, Selective or HMO – the landlord must have the required certificate in place before handing the property over to Fraser & Co for lettings & management
- Fraser & Co will ensure that the necessary Right to Rent checks will be carried out prior to a tenant moving into the property.
- Organising a professional clean (if required)

Fraser & Co is a member of Safeagent and, as such, adheres to its robust code of practice.

For further information and a full breakdown of our highly competitive fees, please contact Fraser & Co's Property Management Department on 020 7723 5645 Option 3.



WHAT ARRANGEMENTS DO I NEED TO MAKE?

To let any property there are arrangements that you will need to have in place. Below is a check list of these items.

CONSENTS TO LET

If your property is subject to a mortgage, your mortgage provider must consent to the rental. If you have a corporate tenant, this will need to be in writing.

In addition, if your property is leasehold you will need permission from the freeholder. This can usually be obtained from the managing agent of the building. An increasing number of local authorities require landlords to hold a license in order that they can let their property. Details of any requirements relating to your property will be available on the local authority website.

INSURANCE

It is vital that you protect yourself, your property and your contents with the right insurance products.

KEYS

You will need to provide 2 sets of keys per tenant in the property and if the property is to be managed by Fraser & Co, a further 2 sets of keys will need to be held in our local branch for the Lettings & Management teams.

MANUALS

Make a copy of any manuals or guides for your property and leave a copy for the tenants. It would also be advisable to leave a local area guide for your tenants.

SUNDRY MAINTENANCE

Where applicable, any chimneys should be swept and oil fired boilers should be serviced and tanks filled (with instructions on how to check on fuel levels and how to order more). LPG bottles should be full as well. Please also ensure that every light bulb is working and that everything is in good working order in any associated buildings.

UTILITY BILLS

We will assist the tenant in changing the bills over to their own name, but it is imperative that you speak to your suppliers confirming the new tenant will take over the bills.

INVENTORY, CHECK-IN & CHECK-OUT

We will happily arrange one of our approved inventory clerks to create a professional inventory for your property. This lists the contents of the property and the condition of its fixtures and fittings. On the day of move in, we will arrange a check-in, which ensures that there is an accurate recording of the condition of the property when possession is granted to the tenant. If we manage your property, we will also arrange a check-out on the last day of the tenancy to record the property condition in its final state. Please note that professional inventory documents are a necessity in the event of any possible future claims against the tenant's deposit, particularly if you need to rely on adjudication.

PROPERTY LICENSE

If your property requires one of the following licenses; Mandatory, Selective or HMO – the landlord must have the required certificate in place before handing the property over to Fraser & Co for lettings & management.

SAFETY DOCUMENTATION RECOMMENDATIONS

You must supply the following prior to a tenancy beginning, however we can assist in obtaining this paperwork if required.

- If your property has a gas supply, you will need to provide a valid Landlord's Gas Safety Record prior to a tenant moving in .
- An Electrical Installation Condition Report (EICR) is a certificate which details the safety and overall condition of the electric installation in a property. The report is produced following an in-depth assessment carried out by a qualified electrician and will require retesting upon expiry of the certificate (currently 5 years)
- To ensure electrical safety, we recommend that a portable appliance test (PAT) is completed every year.
- We recommend that Legionnaire Testing is carried out every year.
- You must provide an Energy Performance Certificate for each property you wish to let. An EPC lasts for 10 years.
- All relevant furniture/ furnishings must comply with fire regulations.
- Smoke detectors should be installed on each storey and tested on the day the tenancy starts.
- Carbon monoxide alarms should be installed in rooms containing gas appliances, solid fuel stoves/ fires and through which a flue runs.

SIGNED DOCUMENTS

As well as delivering the best tenant in the shortest time paying the best rent, we will ensure that all the documentation is in place correctly. We do require the legal owner of the property to have signed all the documentation before the tenant moves in. The only exception is when there is a specific power of attorney, drawn up by a solicitor.

All paperwork can be received either as a computer scan or fax. Provided it is properly signed and witnessed, then it is perfectly valid. We also have an online signing service available for clients to use.

If you live abroad or if you're travelling at the time when signatures will be needed, please let us know as we will not allow a tenant to move in without the necessary documentation. We will always put your protection as our client as our number one priority, so please don't risk losing your tenancy by not being able to sign the documentation when requested.

ADDITIONAL LANDLORD CHARGES (INCLUSIVE OF VAT)

SERVING OF SECTION 21 NOTICES		N/A	£70
DEED OF SURRENDER	THE PROFESSIONAL CLEANING COMPANY CHARGES WHICH WILL BE DEPENDANT ON THE SIZE AND CONTENT OF THE PROPERTY.	N/A	£75
ACCOMPANYING LANDLORD CONTRACTOR VISITS		N/A	£60 PER HOUR +TRAVEL
COPY OF TAX YEAR STATEMENTS		N/A	£90
ATTENDANCE TO COURT HEARINGS ON LANDLORDS BEHALF	APPLICABLE IF THE LANDLORD WITHDRAWS INSTRUCTION AFTER ACCEPTING OFFER AND THROUGH NO FAULT OF AGENT OR APPLICANT.	N/A	£60 PER HOUR +TRAVEL
ABORTIVE LETTINGS ADMINISTRATIVE FEE*	ARRANGEMENT FEE. THIS FEE IS IN ADDITION TO THE COST OF THE TEST BEING CARRIED OUT.	N/A	£240
ANNUAL BOILER CHECKS IF APPLICABLE*		N/A	£100-250
PROPERTY INSPECTION (CARRIES OUT BIANNUALLY)		N/A	£90 PER INSPECTION
RENEWAL TENANCY AGREEMENT	THIS CHARGE COVERS THE COST OF PREPARING A MORE EXTENSIVE RENEWAL DOCUMENT WHERE SUBSTANTIAL CHANGES TO THE TERMS OF ANY RENEWAL ARE REQUIRED.	N/A	£90
CHECK OUT INVENTORY	THIS COST IS THE PROFESSIONAL CLEANING COMPANY CHARGES WHICH WILL BE DEPENDANT ON THE SIZE AND CONTENT OF THE PROPERTY UP TO A MAXIMUM £300.	N/A	£100-300

FEES EXPLAINED

FRASER & CO. WANTS YOU TO BE FULLY AWARE OF THE FEES THAT FRASER & CO. CHARGE FOR THE SERVICES THAT FRASER & CO. IS ABLE TO OFFER. THE FOLLOWING IS A LIST OF FEES WHICH YOU MAY INCUR DEPENDING ON THE SERVICE/S THAT YOU INSTRUCT US TO CARRY OUT ON YOUR BEHALF. THE FULL TERMS AND CONDITIONS OF OUR SERVICES ARE WITHIN THE AGREEMENT PROVIDED TO YOU AND IF YOU NEED ANY FURTHER HELP IN UNDERSTANDING OUR FEES PLEASE CONTACT OUR LETTINGS TEAM WHO WILL BE HAPPY TO ASSIST YOU WITH ANY QUERIES YOU MAY HAVE.

WHAT IS INCLUDED IN OUR LET ONLY FEE?

- COMPREHENSIVE MARKETING WHICH INCLUDES; ONLINE PROMOTION AND PROPERTY PORTALS, PRICING, PRESENTATION AND MARKETING ADVICE. PROFESSIONAL PHOTOGRAPHY, FLOORPLANS AND BOARDS IF REQUIRED.
- ACCOMPANIED VIEWINGS AND FEEDBACK.
- PRE-TENANCY NEGOTIATIONS.
- PREPARING THE TENANCY AGREEMENT (SUBJECT TO CHARGE)
- INITIAL RIGHT TO RENT CHECKS (SUBJECT TO CHARGE)
- COLLECTING THE TENANTS DEPOSIT.
- PROVIDING MANDATORY PRE-TENANCY DOCUMENTS TO TENANTS.
- HANDING OVER KEYS TO TENANTS.
- REGULAR CLIENT ACCOUNTING STATEMENTS.
- CHASING LATE RENT PAYMENTS.
- RENT REVIEW AND TENANCY TERM RE-NEGOTIATION (PRIOR TO THE END OF EACH INITIAL FIXED TERM)
- ADMINISTRATION OF TENANCY RENEWAL (SUBJECT TO CHARGE)
- CONTACT ALL PARTIES TO ASSESS PLANS FOR RENEWAL.
- RENEWAL NEGOTIATIONS.
- DRAWING UP RENEWAL AGREEMENT & ACCOMPANYING DOCUMENTS.

WHAT IS INCLUDED IN OUR LET & MANAGEMENT FEE?

ALL OF THE ABOVE PLUS:

- FILTERING OF TENANT ENQUIRIES/REQUESTS (NO DIRECT CONTACT TO LANDLORDS)
- PROPERTY MANAGER.
- TRANSFER OF UTILITY ACCOUNTS AT START/END OF TENANCIES.
- PROTECTING THE TENANTS DEPOSIT VIA TDS.
- OUT OF HOURS EMERGENCY REPAIR LINE.
- KEY HOLDING SERVICE, BY ANNUAL SAFETY INSPECTIONS.
- DOCUMENTATION UPDATES TO TENANTS DURING TENANCY.
- RIGHT TO RENT CHECK SERVICE.
- ONGOING COLLECTION OF RENT THROUGHOUT TENANCY.
- OVERSIGHT OF ROUTINE MAINTENANCE AND REPAIRS.
- ANNUAL PROPERTY VISIT.
- ACCESS TO PREFERENTIAL RATES AND APPROVED CONTRACTORS.
- END OF TENANCY APPORTIONMENT AND RETURN.
- ARRANGING A PROFESSIONAL INVENTORY (SUBJECT TO A CHARGE)
- BOOKING SAFETY CHECKS (INCLUDING GAS, ELECTRICAL, SMOKE AND CARBON MONOXIDE ALARMS)

- FOR FULL BREAKDOWN OF COSTS PLEASE SEE OUR T&C's OR VISIT OUR WEBSITE

CONTACT

To find out more about the latest market updates from Fraser&Co, please contact:

Member of:



Paddington Office

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Kew Bridge & Brentford Office

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New Homes

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Email: newhomes@fraser.uk.com

Land and Investments

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Email: investments@fraser.uk.com

Property Management

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Tel: +44 (0)20 7723 5645
Email: management@fraser.uk.com

Associated offices in Hong Kong,
Singapore and Dubai



LOCAL PRESENCE, GLOBAL REPUTATION

Paddington | Baker Street | City | Kew Bridge & Brentford



FRASER.UK.COM