



Terms of Business

# Tenant Find Only Service

- Free valuation of your property
- Marketing your property on the major online property portals including Rightmove and Zoopla
- Conduction of all viewings
- Tenant referencing and Right to Rent checks
- Prepatation of Tenancy Agreement and How to Rent Brochure
- Deposit Registration
- Inventory
- Check-In

# Fully Managed Service

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- Tenant referencing and Right to Rent checks
- Prepatation of Tenancy Agreement and How to Rent Brochure
- Deposit Registration
- Inventory
- Check-In
- Rent collection every month
- Monthly statements
- Chasing of any rent arrears
- Property maintenance
- Routing property

# Find Tenant Only Service

## Free Valuation

Our property professional will come out to your property, giving you a current market value of your property and advise on how best to market your property.

## Marketing

We will take photos of your property and discuss the best ways to make your property stand out to the rest, including dressing the property. We will then advertise on the major online property portals as well as taking a proactive approach to find you the best tenants.

## Viewings

Our property professional will accompany prospective tenants around your property, highlighting the properties best features and negotiating the terms of the tenancy.

## Referencing and Right to Rent

We will carry out thorough checks on prospective tenants, checking their affordability and employment details, credit checks and ensuring they have the right to rent in the UK.

## Tenancy Agreement

We will prepare the Tenancy Agreement once terms are agreed by both Landlord and Tenant and sign on your behalf if requested.

## Deposit Registration

We will register and insure your deposit with the mydeposits scheme and provide you with certification.

## Inventory and Check- In

We will carry out a professional inventory, inclusive of photographs, written description and metre readings documenting the condition of the property before the tenants move in. We will also check the tenants into the property ensuring they have keys and all required legal documentation.

# Fully Managed Service

To include everything listed in the Tenant Find Only service and the following:

## Rent Collection

We will collect the rent every month and we will then transfer the rent to the bank account details you provide.

## Monthly Statements

We will provide you with monthly statements of all rent collected and the breakdown of management fees, including any maintenance work carried out.

## Rent Arrears

We will chase any rent arrears and recover any rent should this occur. We will follow all correct protocols and serve the relevant Section Notices should it progress to that stage.

## Property Maintenance

We have an in-house Property Manager who is on call 24/7 for Landlords and Tenants. Our online property management system allows both tenants and landlords to contact us and log any maintenance issues, follow the progression of any works being carried out on the property and log any requests in general.

## Routine Property Inspections

Our in-house Property Manager will carry out all routine inspections, ensuring your property is being cared for and complies with all existing rules and regulations. We will then send you a full report of our findings, along with any recommendations.

## Check- Out

We will carry out an end of tenancy inspection, comparing the condition of the property to how it was when the tenants moved in and reporting any damage that may need to be addressed. We will also deal with any deposit disputes, should it escalate to this stage.

# Legislations and Legal Requirements

## **Gas Safety**

The Landlord must provide an up to date Gas Safety Certificate on the property, ensuring the test has been carried out by a Gas Safe Registered engineer. If the Landlord does not have one, we can arrange for one to be carried out as it is a legal requirement for any rented property. These certificates need to be renewed yearly.

## **Energy Performance Certificate**

The Landlord must provide an up to date EPC on the property. This shows how efficiently the property is performing energy wise and how to improve the energy rating. These certificates need to be renewed every 10 years.

## **Property Insurance**

The Landlord should have adequate Buildings Insurance on the property before the tenants move in. Tenants can take out extra contents insurance on their own possessions if required.

## **Furniture & Furnishing Regulations**

The Landlord must fully comply with the Furniture and Furnishings Regulations 1996 should they rent out their property furnished. This includes ensuring all furniture has fire safe labels.

## **Fire and Carbon Monoxide Alarms**

The Landlord must ensure they have a fully working fire alarm on each floor of the property and a CO2 alarm near any solid fuel appliance.

# Additional Safety Checks or Licencing

## **Electrical Installation Condition Report (EICR)**

The Landlord must ensure all existing electrical installations are safe against the national safety standards and any deficiencies are attended to.

## **Portable Appliance Test (PAT)**

The Landlord must ensure all portable appliances in the property are safe and it is advised to have them tested.

## **Legionnaires Risk Assessment**

The Landlord must ensure the water supply is working properly in the property to protect tenants from Legionella.

## **Houses of Multiple Occupancy (HMO)**

It is required where necessary to have the correct planning status and the correct HMO license before renting out the property. The Landlord should also consider that there are additional requirements that can be found on the local Council website. Viva Living have a great amount of experience in this area and are happy to provide any guidance or advice.

### **The Landlord will also acknowledge that:**

The property has the correct mortgage or loan granting permission for the property to be let.

They have a duty of care to the tenants to ensure the property is maintained to a good standard and agree to carry out and any repairs or maintenance as and when required.

They will be responsible for taking any legal action necessary for any rent due or for court action for repossession of the property, including any other matter relating to the tenancy. Plus be responsible for any costs related to such matters.

They allow the agency power of attorney to deal with and sign all tenancy agreements, statutory notices and eviction notices such as Section 21 and Section 8, inventories and to sign any insurance proposal on behalf of their property.

A Viva Living "To Let" board may be erected at the property once instructed and this may be replaced by a "Let & Managed by" board when the property has been let.

A percentage of the monthly rent will be taken when the rent has been collected where the fully managed service has been selected. See agreed terms and fees.

If the Landlord or the Agent wants to terminate the Management Agreement before the end of the tenancy, either party will need to give 3 months' notice in writing.

### **Additional Charges Payable to the Agent:**

Property visits during the tenancy at Landlord request over and above the reasonable management of the property will be charged at £12 per visit.

The cost of any overseas calls, faxes and redirection of mail on behalf of the landlord shall be chargeable.

If a tenant is found for a property and suitable references have been obtained under the Landlord's instructions and the landlord does not proceed with the letting for whatsoever reason, a minimum fee of £100 is payable to the agent for works undertaken.

For vacant properties or empty periods between lets and when tenants have vacated the property and the property remains empty, the agency does not offer a management service or take any responsibility for any damage, injury or liability that may arise during this period. A vacant property Caretaking Service can be provided at an additional cost to the Landlord, charged on an ad hoc basis.

Where the Landlord would like the property dressing by the agent, there will be a cost incurred dependant on the size of the property.

We will pay for professional photography however should the Landlord withdraw the property before we let it, they will be liable for paying the £100 photography charge.

# Landlord Instruction Declaration

## Property Address

## Landlord Address

## Landlord Contact Details

Home

Mobile

Work

Email

## Landlord Bank Details

Name of Bank/ Building Society

Address of Bank/ Building Society