



LANDLORD'S GUIDE

What do we do?

DG property management offers a dedicated service to landlords for their rental properties which include:

- Repairs and maintenance
- Rent Collection
- Routine Inspections
- Communicating with tenants

What do we charge?



All services listed above are charged at 5% monthly management fee from any existing rental amount achieved. For example, a monthly rental value of £2,000 would amount to £100

monthly management fee. Other services will have an additional cost. Contact for more info.

Points of difference

- We carry out a full move in checklist report before tenants move in to the property to prevent any disputes in the return of deposits.
- We handle and deal with the collection and return of deposits which are backed in a deposit protection scheme.

- Lower management fees than most traditional estate agents.
- Professional photos taken for the advertisement of the property.

Marketing the property

Our main method of advertising is online through free listing sites and property portals such as *Gumtree*, *Zoopla*, *Open Rent* and *Spareroom*.

- “Zoopla.co.uk was revealed once again as the UK's fastest growing property portal in March,

recording an impressive 26.2% increase in website traffic month-on-month as it continues to capture market share of online property consumers”. – Zoopla UK 2009

Viewings

Viewings of the property can be shown by the agent but we recommend that clients are available to attend their own viewings. Property viewings should be conducted by individual appointment or by group

viewing – depending on the landlord's availability.

Tenant applications

Before a tenant is able to move in to a property they must provide substantial evidence of their ability to meet rental payments on a monthly basis. All prospective tenants must provide their full pay slip, NI number, copy of their passport and a reference.

Routine Inspections

Routine inspections are carried out on the property during tenant occupancy on a monthly or yearly

basis which would depend on the length of the tenancy agreement. A full cleaning inspection checklist will be used to assess the cleanliness of bedrooms, kitchen and bathroom. The client will receive a report after the routine inspection is carried out.

Repairs and maintenance

We advise that clients set aside reserves large enough to cover any repairs or maintenance on the property from the existing rent. Any immediate work that is carried out on the property will be handled by our own vendors and a receipt will be sent to the client at the end of each

month. We also advise clients to include utility bills with the rent but other payments such as council tax and water should be paid by the occupying tenant.

Regular Maintenance

Other services such as cleaning and gardening can be included but at an additional cost.

How should a client prepare a property?

- *Professional cleaning* (Wash the walls, inside cupboards, windows,

ovens, light fittings, kitchen and bathroom etc).

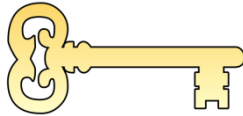
- *Gardening* (Cut the grass, trims back shrubs, weed the flowerbeds and paving, remove other garden rubbish etc).
- *Maintenance* (Replace old carpets, railings, freshly painted walls etc).

Compliance

Clients must adhere to basic health and safety requirements by providing an electric and gas safety report and

make sure all smoke alarm systems fully operate. Please contact us for more details.

Keys



A full set of keys should be given to each tenant on the move in day and an additional complete set of keys should be handed to the property manager. This would be needed for use by contractors and property inspections.

Insurance

We advise all clients to have basic building and landlord insurance cover. Clients must provide a copy of their insurance cover stating the insurer's name, description of policy and policy numbers. If a client does not have insurance cover for their rental property, we could request a signed statement acknowledging their legal obligations and responsibilities.

FAQs

1. How soon will the client be notified prior to a tenancy ending?

Answer: *A client will be notified once the property manager has received a formal written notice to end the tenancy agreement. Usually tenants must provide at least two weeks' notice before ending a tenancy.*

2. How and when does the final inspection take place?

Answer: *Final inspections will take place at the property when the tenant has cleaned their rooms and removed their belongings. A checklist will be used to assess the*

property with a report sent to the client on the same day.

3. What condition must the property be in at the end of tenancy?

Answer: The property must be left in the same condition as when a tenant moved in to the property. A full move in checklist will be carried out with pictures taken to avoid any deposit disputes.

4. What is considered fair wear and tear?

Answer: Fair wear and tear is any items in the property that were worn at the start of the tenancy but are now damaged. (E.g. marks on carpet)