

A detailed map of Wokingham, UK, showing a network of roads, green spaces, and local landmarks. The map includes labels for roads such as Twyford Road, A321, A329, and A329(M), as well as parks like Eldridge Country Park and Cantley Recreation Ground. The town of Wokingham is clearly marked in the center. The text 'PropertyAssistant' is overlaid in a white box at the top, and 'Guide for Landlords' is written in large red letters across the middle. The website 'www.pauk.property' is at the bottom.

PropertyAssistant

# Guide for Landlords

[www.pauk.property](http://www.pauk.property)

## Landlords – why choose us?

We are a quality driven Letting Agent covering the Home Counties. We know that a property is one of your most important assets. By instructing us to act for you, you can be safe in the knowledge that we'll be looking after your asset as if it were our own.

A modern business based on traditional values, we pride ourselves on being at the forefront of the property lettings market. We always keep ourselves up to date on the ever changing tenancy laws and government legislation, ensuring you'll always get the most current advice from us.

Our founding members have been successfully letting and managing property within the Home Counties for the past two decades, witnessing everything the market has to offer.

We trust that the information in this guide will assist you in making an informed choice.

However if you have any further questions please don't hesitate in contacting us either by phone on **0118 912 2370**, drop us an email at **lettings@pauk.property** or why not ask us to take you for a coffee to discuss our services further. Whatever is your preferred next steps, let us know and we will be glad to talk openly, honestly and simply - making your Landlord life and decision making that much easier.

**We offer a free no-obligation valuation of your property as well as free impartial advice on how you can maximise the rental potential.**

## Our services

We don't believe fee structures should be confusing or complicated with a charge for this, a charge for that plus extra if you want both together. That's why we offer three levels of service (letting only, rent collection or a full management option) with no hidden charges.

### Letting only

Let us take the stress out of finding a Tenant. We'll market your property, arrange and conduct the viewings and vet any prospective Tenant. Once you're happy we've found the right Tenant for you, we'll sort out a tenancy agreement and if you want us to, arrange an inventory as well.

Following this, the first month's rent and a tenancy deposit is collected and credited to you less our agreed fee. Managing the tenancy, including the maintenance and Tenancy Management will then be your responsibility.

### Rent collection

All of the above plus we'll collect and process your monthly rental payments too which will be credited automatically to your account.

### Full management

All of the previous with bells on! Once we've found the right Tenant and they are all moved in, we'll carry out periodic inspection visits. If there are any maintenance issues, we will arrange or recommend any necessary repairs (within the confines of our Management Agreement). We work closely with a trusted group of local trades to ensure all work is done well and in a timely manner and for your peace of mind we run a fully transparent policy.

We do not receive commission from any of the contractors that we use, unlike many other Agents, ensuring that your maintenance costs are kept to an absolute minimum.

Towards the end of the contracted period we'll contact the Tenant with a view to renewing the tenancy agreement or arranging to check them out and re-advertising your property.

This service is great for those Landlords who are out of the area or those who would rather not deal with day to day management of a residential letting.

## Quick reference guide to what is included

	<b>LETTING ONLY</b> One months rent inc VAT	<b>RENT COLLECTION</b> 10% plus VAT (12% inc VAT) of the monthly rent plus £420 inc VAT set up fee	<b>FULL MANAGEMENT</b> 12% + VAT (14.4% inc VAT) of the monthly rent plus £420 inc VAT set up fee
Initial visit to conduct market appraisal	✓	✓	✓
General advice and guidance on letting a property	✓	✓	✓
Preparation of property details and floorplans	✓	✓	✓
Marketing of property on all of the property portals	✓	✓	✓
Conduct and accompany viewings	✓	✓	✓
Reference and credit check prospective tenants	✓	✓	✓
Preparation of tenancy agreement	✓	✓	✓
Organise inventory and check in	✓	✓	✓
Collection of first month's rent and deposit	✓	✓	✓
Transfer utilities into tenants name where applicable	✓	✓	✓
Rent Collection on a monthly basis		✓	✓
Monthly rental statement		✓	✓
Contact Landlord and Tenant to discuss renewals at the end of the fixed term		✓	✓
Prepare to re-market property		✓	✓
Conduct regular tenancy inspections			✓
Deal with maintenance issues and repairs			✓
Arranging safety certificates			✓
Register tenants deposit into the DPS			✓
Arrange check out			✓
Deposit return advice and guidance			✓
Withdraw deposit			✓

# Landlord fees and additional charges

## Letting and Management Costs

Letting Only	1 month's rent inc VAT
Rent Collection	£350 + VAT marketing and set up fee + 12% of monthly rental
Fully Managed	£350 + VAT marketing and set up fee + 14.4% of monthly rental

## Other Charges

Legislation dictates that some of the following are required by law prior to and during the letting of property. We can arrange these on your behalf as part of our service. The following are examples of what you might expect to pay depending on contractor availability. Those with an asterix \* are included in our rent collection & fully managed services

Service	inc VAT
Tenancy renewal	£90
Serve section 13 *FM RC	£90
Serve section 21 or 8 *FM RC	£180
Court attendance	£180 & £330
Interest on unpaid commission or other monies - % above base rate	3%
Deposit return advise and guidance *FM	£30 per hour
Arrangement fee for works over £1,000 net cost	£30 per hour
Instructing contractors on non managed – admin fee	£30 per hour
Instructing contractors during a void period	£30 per hour
Supervision of project management for major renovation or non essential repairs	12%
Insurance claims per hour admin fee (one hour minimum)	£30
Posting of AST, LL statements, mail forwarding	£14.40 + cost
Alterations to AST request by LL or LL Solicitor	£50
Key cutting admin charge	£15 + cost
Property visit during void period	£60
Abortive fee	£420
Obtaining more than 2 contractor quotes	£30
Management takeover fee	£200
EPC	From £90
Gas Cert	From £95
EICR	POA
Additional property visits	£60

## Landlord fees and additional charges

The following are not required by law but we recommend that these are highly considered as it will protect you as a Landlord and make the tenancy run more smoothly. These fees are examples of what you might expect to pay depending on contractor availability.

### Inventory and Check In

	Unfurnished from	Furnished from
1 Bed	£115	£135
2 Bed	£135	£170
3 Bed	£190	£220
4 Bed	£225	£235
5 Bed	£270	£310
Additional room charge	£15 per room	£15 per room

### Check out costs

	Unfurnished from	Furnished from
1 Bed	£70	£80
2 Bed	£80	£90
3 Bed	£90	£110
4 Bed	£110	£140
5 Bed	£135	£160

Prices for the following will vary depending on the size of the property, number of items etc. but we can obtain a quote for you upon request.

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Professional clean of the property

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Initial tidy of garden by gardener

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Fixed wiring and PAT testing (not always necessary)

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Fire safety check of furniture

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## Preparing the property

We know that letting is a people business. A good relationship between Landlord, agent and Tenant is the key to a smooth running tenancy. As Property Managers it's our job to keep this relationship on track - which is where our excellent customer service comes in. It's just as important that Tenants should feel comfortable in their temporary home, and that they're receiving value for their money.

To increase the likelihood of this (and also to achieve a higher rental value), your property should be well presented and maintained and in good decorative order. Tenants are much more inclined to treat such a property with respect.

### General Condition

Electrical, gas plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Any repairs and maintenance are at the Landlords expense unless misuse can be established. Interior decorations should be in good condition and preferably plain, light and neutral.

### Furnishings

Your property can be let fully furnished, part furnished or unfurnished. Which of these is appropriate will depend on the type of property and local market conditions. We will be pleased to give you advice on whether to furnish or not and to what level. As a minimum you will need to provide decent quality carpets, curtains and light fittings. Remember that there will be wear and tear on the property on any items provided.

### Personal items, ornaments etc.

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the Tenant's own use.

### Gardens

Gardens should be left neat, tidy and rubbish free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools. However, few Tenants are experienced gardeners, and if you value your garden, or if it is particularly large, you may wish us to arrange visits by our regular gardener.

### Cleaning

At the commencement of the tenancy it is the Landlords responsibility to ensure the property is in a thoroughly clean condition, and at the end of each tenancy it is the Tenants' responsibility to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at their expense.

### Information for the Tenant

It is helpful if you leave information for the Tenant, e.g. on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

### Keys

You should provide one set of keys for each Tenant. Where we will be managing the property for you we will also require a set. We can arrange to have duplicates cut if required.



# Health, safety and legal requirements

Before your property can be let, there are a few things you'll need to do to ensure that the tenancy runs smoothly and that you're complying with the law.

## Energy Performance Certificates (EPCs)

EPCs are required for all tenanted property in England & Wales, Scotland, and Northern Ireland. Landlords offering property for rent are required by law to provide prospective Tenants with an Energy Performance Certificate for their property. The certificates must be provided free either when (or before) any written information about the property is provided to prospective Tenants or a viewing is conducted. An EPC is valid for 10 years and must have a minimum energy performance of an E rating or above. We can arrange an EPC inspection for our Landlord clients upon request.

## Right to Rent

As of 1st February 2016 Landlords must check that a Tenant has the right to rent in the UK. This has been introduced by the government as part of the Immigration Act 2014. This includes anyone over the age of 18 living in the property, whether they are named in the tenancy agreement or not. Landlords can be fined up to £3,000 for renting their property to someone who isn't allowed to rent property in England.

## Deposit Protection Scheme

Tenant's deposits must now be placed in a deposit protection scheme within 30 days if you rent out your home on an assured shorthold tenancy that started after 6 April 2007. Using a government-backed scheme ensures Tenants get their deposit back if they meet the terms of the tenancy agreement, if they don't damage the property and pay the rent and bills. If there is a dispute with the Tenants, the deposit is protected in the scheme until the issue is settled.

## The Housing Health & Safety Rating System (HHSRS)

The Housing Health and Safety rating system (HHSRS) was introduced in light of the Housing Act 2004. Landlords have to maintain their properties to provide a safe and healthy environment. The HHSRS enables local authorities to risk assess housing conditions should they feel it is appropriate. Landlords should review conditions regularly to see where and how their properties can be improved and made safer.

## The Disability Discrimination Act 2005

The DDA 2005 addresses the limitations of current legislation by extending disabled people's rights in respect of premises that are let or to be let, and commonhold premises. Landlords and managers of let premises and premises that are to let will be required to make reasonable adjustments for disabled people.

## Is your property a House in Multiple Occupation (HMO)?

If your property is on 3 or more levels and let to 5 or more Tenants comprising 2 or more households (i.e. not all of the same family) it will be subject to mandatory licensing by your local authority. Whether mandatory licensing as above applies or not, if there are 3 or more Tenants not all related in any property, it is still likely to be an HMO, and special Management rules will apply.

## Gas

Annual safety check: Under the Gas Safety (Installation and Use) Regulations 1998 all gas appliances and flues in rented accommodation must be checked for safety at least every 12 months by a registered gas safe engineer. They must be maintained in a safe condition at all times, records kept for at least 2 years, and a copy of the safety certificate given to each new Tenant before their tenancy commences.

## Electrical

From 1st July 2020 Electrical Installation Condition Reports (EICRs) become mandatory in the private rented sector for new and renewed tenancies in England, and for all existing tenancies on 1st April 2021. These new regulations require Landlords to have the electrical installations in their properties inspected at least every 5 years and tested by a person who is qualified and competent. Landlords will also have to provide a copy of the Electrical Installation Condition Report to their Tenants as well as to the local authority if requested.

## Tenant Fee Ban

From 1st June 2019 Landlords and Letting Agents in England were banned from charging letting fees to Tenants. The only payments that can now be charged in connection with a tenancy are the rent, a refundable tenancy deposit which is capped, a refundable holding deposit (to reserve a property) which is capped, payments associated with early termination of the tenancy (when requested by the Tenant), payments in respect of utilities, communication services, TV licence and council tax; and a default fee for late payment of rent and replacement of a lost key where required under a tenancy agreement.

## Fire

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989 & 1993) provide that specified items supplied in the course of letting property must meet minimum fire resistance standards. The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, and certain other items. Non-compliant items must be removed before a tenancy commences.

## Smoke

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 came into force on 1st October 2015. Landlords are now required to have at least one smoke alarm installed on every storey of their property and a carbon monoxide alarm in any room containing a solid fuel burning appliance, this includes rooms with coal fires and wood burning stoves. Landlords are required to make sure these alarms are in full working order at the start of each new tenancy.

# General advice

## Mortgage

If your property is mortgaged, you'll need your mortgage provider's written consent to the letting. They may require additional clauses in the tenancy agreement which we can include if you let us know what they are.

## Leaseholds

If you are a leaseholder, you should check the terms of your lease, and obtain any necessary written consent before letting.

## Insurance

You should ensure that you are suitably covered for letting under both your buildings and contents insurance. Failure to inform your insurers may invalidate your policies. We can provide information on Landlords Legal Protection, Rent Guarantee Cover and Landlords Contents and Buildings Insurance if required.

## Utilities

We recommend that you arrange for regular outgoings e.g. service charges, maintenance contracts etc. to be paid by standing order or direct debit. Services such as gas, electric, water, council tax, phone and TV license will be the responsibility of the Tenant.

## Legionella

Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella. The law is clear that if you are a Landlord and rent out your property (or even a room within your own home) then you have to ensure the health and safety of your Tenant by keeping the property safe and free from health hazards. A risk assessment should be undertaken to consider if any control measures need to be put in place. This should be reviewed in case anything changes in the system.

## For your peace of mind

With us you know you're in safe hands. We are members of the Property Redress Scheme which is approved by the Government under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. We hold professional indemnity and public liability insurances and all deposits we receive are protected by the DPS custodial scheme, a government authorised tenancy deposit scheme. We are also members of an approved Client Money Protection Scheme.

## The inventory

It is most important that an inventory of contents and schedule of condition be prepared, in order to avoid misunderstanding or dispute at the end of a tenancy. Without such safeguards, it will be impossible for the Landlord to prove any loss, damage, or significant deterioration of the property or contents. We can provide you with a quote for an inventory and arrange for one to be conducted on your behalf, if required.

## What is an Assured Shorthold Tenancy?

Most tenancies will automatically be Assured Shorthold Tenancies (ASTs), provided the rent is under £100,000 a year and the property is let to private individuals. Tenancies are usually granted for an initial fixed term of either 6 to 12 months. When the fixed term has expired the Landlord is able to regain possession of the property provided he gives two months written notice to the Tenant.

## Overseas Landlords and Income Tax

When resident in the UK, it is entirely the Landlords responsibility to inform the Revenue & Customs of rental income received, and to pay any tax due. Where the Landlord is resident outside the UK during a tenancy, he will require an exemption certificate from the Revenue & Customs before he can receive rental balances without deduction of tax. Where we are managing the property we will provide advice and assistance on applying for such exemption.

We hope that you have found this brochure informative. If you have any questions please don't hesitate in contacting us. We will be more than happy to run through the rental process with you further or answer any questions you have about our services.



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