

# twgaze



## Residential Lettings & Property Management Service to Landlords

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# What We Do

We are members of the Royal Institution of Chartered Surveyors (RICS) and The Association of Residential Lettings Agents (ARLA). All of our staff have worked in the industry for a number of years and have personal experience of being either Landlords or Tenants, or both.

The smooth running of the department is overseen by an RICS qualified Director, ensuring that the whole team is kept informed of proposed and current legal requirements, which may affect our clients.

We offer two services: Set-Up and Managed. In addition we can serve notices, carry out inspections and undertake rent reviews, whether or not we manage the property.



## Set-Up Service

When you engage us to let your property we will:

- ◆ Advise you of any statutory legal requirements.
- ◆ Be pro-active in making recommendations to make your property achieve its highest rental value and to be let in as short a time as possible.
- ◆ Prepare a fresh colour brochure with floor plans.
- ◆ Erect a 'to let' board.
- ◆ Market the property on [www.twgaze.co.uk](http://www.twgaze.co.uk); property portals, Rightmove and Onthemarket; and in local and regional newspapers.
- ◆ Promote your property through our prominent town centre offices in Diss and Wymondham.
- ◆ Provide unlimited accompanied viewings.
- ◆ Oversee reference/credit checks and if necessary, undertake further checks on your behalf to ensure we are all entirely confident with the applicants.
- ◆ Provide an RICS approved tenancy agreement.
- ◆ Collect the deposit and first month's rent.
- ◆ Hold and register the tenant's deposit for you within our Tenancy Deposit Scheme (TDS) at no additional charge.
- ◆ Notify all relevant utility companies of meter readings and the new tenant's details.
- ◆ On the first day of the tenancy we will meet the tenant at your property, go through the schedule of condition, and explain how systems such as the central heating work. All new tenants are given a leaflet at the start of their tenancy setting out the minimum standards of care that are expected of them during their tenancy.

*"TW Gaze Lettings are the complete team providing a first class service, professional yet approachable. Letting can be fraught with compliance issues, Gaze Lettings help you understand Landlords obligations and are able to manage your property from Tenant application through to end of tenancy."* Mr P Potter, Hoxne

# Full Management Service

In addition to the Set-Up Services detailed, our Full Management Service includes:

- ◆ Collecting monthly rent.
- ◆ Carrying out twice yearly inspections.
- ◆ Dealing with minor repair and maintenance issues.
- ◆ Providing pro-active advice on rent review opportunities.
- ◆ Arranging for necessary periodic checks on gas and electrical installations.
- ◆ Producing statements of account for tax purposes.
- ◆ Updating you with any relevant changes in legislation and statutory obligations.
- ◆ Out of hours emergency contractor service – when our offices are closed we have an emergency call out service for tenants to assist them in the event of an emergency, providing peace of mind for tenants and protection of your property.



## What Makes Our Service Exceptional

- ◆ We will always be upfront and open about all fees you may expect to pay.
- ◆ We will be entirely honest about the rental value of the property.
- ◆ We do not tie you into a lengthy contract.
- ◆ We do not levy an automatic renewal charge on Landlords or Tenants when the tenancy becomes periodic.
- ◆ We take care of all deposit registration requirements.
- ◆ We will provide unlimited accompanied viewings if required.
- ◆ We have a dedicated accounts department.
- ◆ Our Lettings Manager is a member of ARLA (Level 3 qualified)
- ◆ All staff are supervised by RICS and CAAV qualified surveyors.
- ◆ Our qualified Chartered Surveyors have the academic training and knowledge to manage protected Rent Act tenancies.
- ◆ As our clients, your money is safeguarded; as an RICS registered firm we ring-fence your money in separate client accounts which are audited periodically by the RICS.
- ◆ We will not automatically let your property to the first applicant who applies or to any applicant we have concerns may not be suitable.
- ◆ Accompanied check-ins to meet the tenant and go through the schedule of condition with them, to ensure they can access and use the property accordingly, and highlight any issues regarding damage, take meter readings and report these to the appropriate provider.
- ◆ Whether let only or managed, we will be pleased to help guide you through any disputes regarding damage and the return of the deposit at the end of the tenancy.

*“ I think you are a great team to work with at Gaze’s Rental Department, you always give a professional service dealing with all aspects of Tenant Management and Re-letting, leaving me to get on with the other elements of my business”*

Mr A Gibbons, Melton Lodge Estate, Suffolk

## Our Charges (all charges subject to VAT)

- ◆ Letting/Set up Fee 1 month's rent (subject to a minimum £500)
- ◆ Full Management Charge 10% of rent collected (plus set-up fee when property is re-let)
- ◆ Re-Let (within 1 year) Three quarters of a month's rent or £500 minimum
- ◆ Service of Notices From £75 (where necessary additional charges on a time spent basis, for example if hand delivery necessary)
- ◆ Referencing £25 per reference / applicant.
- ◆ Rent Review £75 (without inspection) for assessment and serving notice
- ◆ End of Tenancy Check-out From £150 for un-managed properties. Free of charge for properties we manage.
- ◆ Assisting with tenancy deposit disputes is always charged for on a time basis.
- ◆ Arranging for any works required before the start of a tenancy - Charged on a timed basis for set-ups, included at no extra cost for managed properties.
- ◆ Arranging for statutory tests required during the tenancy - Charged on a timed basis for set-ups, included at no extra cost for managed properties.

## Inventory and Schedule of Condition

We will always prepare a thorough inventory and photographic schedule of condition before granting a tenancy of your property. This is an invaluable document and essential for a Landlord to help protect their property, particularly when used to compare the condition of the property at the end of a tenancy; and thus enabling us to act with confidence following any damage claims against the tenants deposit.

This is a one-off fee at the start of the tenancy and includes an accompanied check-in and letters to utility companies. This fee also covers the cost of registering the deposit with TDS.

Where we manage the property for you we will also provide an accompanied check-out and inspection at the end of the tenancy, all included within our management fee. Where we do not manage the property we are happy to undertake check-out inspections for you for an additional charge. In both cases arbitrating lengthy disputes with tenants will incur an additional charge.

### Charges for Inventory and Schedule of Condition (including VAT)

No of Beds	Unfurnished
1 Bedroom	£120
2 Bedroom	£140
3 Bedroom	£160
4 Bedroom	£180
5 Bedroom	£200
6 Bedroom	£250
7 Bedroom	£300



*"Working with the TW Gaze residential lettings team has made my life very easy as I can be hands-off on the process of finding, vetting, contracting and checking in tenants."* Mr D Crawford, Diss

# Statutory Requirements

Whether set-up only or managed we will always ask you to complete a 'Landlord's Statutory Checklist' before we start marketing your property. This is intended to ensure that you are aware of and comply with your statutory obligations as a Landlord. It may also help identify any issues that require attention before they become a problem. If you prefer, we can carry these out on your behalf. In addition, it gives comfort to the tenant that the property is in good working order at the start of the tenancy and their family is safe.

Current statutory requirements relate to electrical, gas and fire safety, soft furnishings, energy performance, legionnaires disease and tenants deposits; and are explained briefly below:

## **Electrical Safety:**

Landlords have a legal obligation and a duty of care to Tenants to ensure that the electrical installation and any electrical appliances supplied are safe. To be compliant, an electrical safety check must be carried out by a competent person (a Part P qualified electrician) before a tenancy begins, to ensure that the electricity supply and any appliances are safe. The fixed wiring should be tested every 5 years and any portable appliances must have an annual PAT test.

## **Gas Safety:**

Under the Gas Safety (Installation and Use) Regulations 1994 (as amended) it is compulsory for a Registered Gas Installer to check all gas appliances in rented accommodation annually and any defects found repaired. Both the Landlord and the Tenant should have a written report on the condition of each appliance, and accurate records kept of all safety checks and repairs carried out. It is the responsibility of Landlords or their Agent to arrange for these checks to be carried out.

## **Fire Safety:**

From October 2015 it is a legal requirement that there must be a smoke alarm on every floor of a let dwelling. There must also be a carbon monoxide alarm in every room with a solid fuel heating appliance (i.e. boiler, wood burner, open fire) which is wholly or partly lived in.

## **Furniture Regulations:**

The Fire and Safety Regulations (soft furnishings) states that all furnishings comply with the latest fire regulations. From 1st January 1997 all upholstered furniture in rented accommodation must comply with the fire resistance requirements of the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended). All upholstered or part-upholstered furniture are covered by the regulations including mattresses, pillows, and cushions. Each piece of furniture that complies with these regulations should have a rectangular label permanently attached to it with the heading "CARELESSNESS CAUSES FIRE".

## **Energy Performance Certificates:**

It is a legal requirement that all properties marketed to rent have a valid Energy Performance Certificate (EPC). The Government have proposed that from April 2018 there will be a requirement for all properties rented out in the private rented sector to have a minimum energy performance rating of E. The regulations will affect new lets and tenancy renewals from 1st April 2018 and all existing tenancies from 1st April 2020.

## **Legionella Testing:**

The Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Act 1999 provide guidance including the control of bacteria in water, including hot water, cold water, cooling and heating systems. These issues were more prominent in industrial facilities, however, recent changes to the Control of Legionella Bacteria in Water Systems Approved Code of Practice now apply to domestic living. It is now a requirement that all Landlords of residential rental properties have a Legionella Risk Assessment completed every two years.

## **Tenants Deposits:**

Landlords must register deposits taken in a government-backed tenancy deposit scheme. When you let your property through us we will take care of all of this for you.

*"We have been working with the Team at TW Gaze for over ten years, during which time all our lets have been carried out professionally and without fuss. Thanks to one and all"*

P J Slapp Ltd, North Lopham, Norfolk

For further information please contact:



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