



rawlinson gold
ESTATE AGENTS

residential letting and management **services**

rawlinsongold.co.uk

At Rawlinson Gold, our customers are at the heart of everything we do...

Our company ethos is based on building strong and trusted relationships. Our highly skilled and experienced team are all driven to secure the best possible tenancy for you whilst always bearing your individual requirements in mind.

Our customer focus, combined with our expert local knowledge means with Rawlinson Gold, you know you're in expert hands.

What's more, we are a business with a conscience as well as a heart. We believe that we all have a duty to reduce our carbon emissions and as a result, improve the environment around us. As a result, in 2010 we took the decision to become a Carbon Neutral company and to play our own part in helping to reduce the carbon emissions released by UK businesses.

Call Rawlinson Gold today and see how we can get you moving...



With prominently located branches, our coverage of the area is second to none. There is no doubt about it, letting property can be stressful and we are here to offer everything you will require as a landlord.

As our client references testify, our dedicated service and specialist local knowledge put us 'head and shoulders above the rest.'

The service provided by Rawlinson Gold is a very personal one, tailored to meet the needs of each individual landlord. We understand that your property is a valuable asset and always endeavour to maintain high professional standards worthy of your complete trust.

Let Only Service

Designed for landlords who would like the flexibility to choose from a range of services but, at the same time, wish to benefit from Rawlinson Gold's expertise in the legal aspect of letting, marketing the property and thorough referencing of tenants.

Key Features:

Initial meeting to view the property and to discuss your requirements, including:

- Rental advice and review of the current market
- Assessment of the property and whether or not any maintenance/improvement work is required
- Safety regulations
- Marketing options

Following the initial meeting the process continues with marketing including:

- Listing on our website rawlinsongold.co.uk plus prominent national portals such as Rightmove, Zoopla, Findaproperty, Primelocation and Gumtree
- Comprehensive advertising within a selection of local and regional newspapers and magazines

Once marketing has commenced, the next stage is:

- Accompanied viewings
- Regular contact with you to discuss progress and feedback

Following an application from a prospective tenant we will:

- Negotiate all details of the tenancy on your behalf
- Carry out full referencing
- Collect the first rent payment and deposit in advance
- Send you a final statement of account and remit funds to your chosen bank account

Rent Collection

In addition to the Let Only Service, we can supervise the collection of rent in accordance with the terms of the tenancy agreement and transfer it into your bank account.



Set-Up Requirements:

- Energy Performance Certificate
- Preparation of Inventory and Check In (compiled by independent clerk)
- Gas Safety Certificate (GSC)
- Portable Appliance Test (PAT)

Full Management Service

This service gives our landlords complete peace of mind. Rawlinson Gold is assigned to look after the property and the tenants on a day-to-day basis, ensuring everything is well maintained and cared for.

Key Features: (in addition to our Let Only service)

During a tenancy:

- Property preparation service prior to commencement of the tenancy to ensure that the property is clean and properly presented for the tenant's arrival.
- Ensure that all necessary safety checks are carried out and the property complies with any updates in legislation.
- Arrange preparation of the inventory
- Register the tenant's deposit with Deposit Protection Scheme (DPS)
- Notify utility companies at start of tenancy (gas, electricity, water and council tax department)
- Arranging and supervising running repairs and maintenance



- A scheduled property visit by the property manager on request
- Continual assessment of the condition of the property and ongoing advice regarding improvements to ensure the property remains competitive within the local marketplace
- Payment through rent account of invoices and regular outgoings (including insurance, block service charges and ground rent where applicable)
- Remittance of rent to your nominated bank account after deduction of detailed statement by post or email.

At the end of a tenancy, Rawlinson Gold:

- Negotiate, prepare and execute renewal agreements if you wish to renew for a further term
- Commence immediate remarketing in the event that the tenants wish to leave and you wish to re-let
- Arrange for the inventory check to be carried out and report issued
- Full negotiation of deposit return including preparation and submission of information to Deposit Protection Scheme (DPS) in the event of a dispute
- Contact Deposit Protection Scheme (DPS) and arrange closure of the deposit account
- Arrange and supervise between-tenancy maintenance, cleaning and final preparation for each new tenancy Fixed Fee:

Asset Management Service

Our Asset Management Service is ideal for landlords with three or more properties who require property management with one point of contact and an agent who has expertise in ensuring portfolios achieve a good yield, that void periods are kept to a minimum and that capital values are protected. Our Lettings and Residential Sales departments work closely together to help landlords grow their portfolio with properties perfect for the local lettings market.



Important Information

Energy Performance Certificates (EPCs)

Since 1st October 2008, all rented properties have been required by law to have an EPC to show the property's energy rating. The EPC must be supplied to tenants at the time of marketing and lasts ten years unless the property undergoes significant improvement work which may affect its energy rating.

Marketing

Once we have a landlord's instruction to market a property it will be advertised on the Rawlinson Gold website as well as national portals such as Rightmove (the UK's largest national property website), Findaproperty and PrimeLocation. We also advertise regularly in the Harrow Observer and associated local press

Where appropriate, a To Let board can be a valuable tool in attracting potential tenants. Details of new properties are available to prospective tenants registered on our extensive database and, due to our prominent and attractive offices, we have a large number of applicants visiting on a daily basis.

Insurance

It is necessary for all landlords to retain full buildings and contents insurance, even for an unfurnished property. Many standard policies do not cover let property. If you already have your own policy in place, you must advise the insurer that your property is to be let, otherwise you may invalidate the cover.

Leasehold Properties

Please be aware that if your property is leasehold you must seek written confirmation from the freeholder (or block managing agent) that your property can be let and on what terms. You should also obtain a copy of the Head Lease which can be given to the tenant to ensure that they comply with the leasehold regulations that govern the property.

Income Tax

Rental income is liable to tax. If you are a UK based landlord, Rawlinson Gold will remit rental income to you gross, less fees and expenses. You are then responsible for your own tax affairs. Therefore, if you are not accustomed to dealing with H M Revenue & Customs (HMRC) or making annual tax returns, we strongly recommend that you employ an accountant on your behalf to deal with this for you.

If you are living abroad, you may be considered to be an overseas landlord and required to register your status with HMRC by completing a NRL1 Form. Rawlinson Gold will then add their details to your NRL1 Form before submitting it to HMRC on your behalf. Until such time as HMRC confirm that a landlord is registered with them on this basis, Rawlinson Gold are legally obliged to deduct tax at the prevailing rate before remitting the balance to you.

From time to time HMRC will also ask us for information relating to rental payments paid to landlords. We are legally obliged to provide them with this information.

Mortgage Lender Permission

If you have a mortgage on a property that you intend to let you should inform your lender.

Tenant Referencing

We will carefully qualify our applicants prior to arranging a viewing. Once an application has been made and approved in principle, full referencing is carried out by a specialist company. This will include an employer reference (starting salary, position and length of employment), previous landlord reference (if applicable) and a full credit check, in order for you to make an informed decision on whether or not you wish to proceed.

Legal and Rent Guarantee Service

Non-payment of rent can occur for many reasons, such as sickness or redundancy. Rawlinson Gold work with a specialist insurance company who offer a bespoke rent guarantee service to give peace of mind if the unexpected happens.

The policy covers the landlord against loss of income due to non-payment of rent and any legal expenses that are incurred obtaining vacant possession. Cover is subject to satisfactory references. Please ask the lettings team if you require further information.

Deposits

Rawlinson Gold Lettings will collect from the tenants a dilapidations deposit, which since April 2007, is required by law to be covered by a tenancy deposit protection scheme. This protects the deposit during the tenancy and provides independent arbitration in the event of a dispute.

In the case of a dispute between landlord and tenant that cannot be resolved, the disputed amount is passed to Deposit Protection Schemes Independent Case Examiner for adjudication. A decision will be made and the remaining deposit paid out accordingly.

Recovery of Possession

Once signed and dated (executed) the tenancy agreement is a legally binding contract. We usually negotiate fixed terms of between six and twelve months. Unless a break clause has been negotiated, it is not possible for either party to end the tenancy prior to the end of the fixed term unless a tenant is proved to have breached the terms of the tenancy. In certain circumstances it may become necessary to seek a court order for possession. Solicitors would then have to be instructed at the landlord's expense.

Property Presentation & Ongoing Maintenance

It is very important that a property is handed over to a tenant in a clean and tidy condition. A professional clean may be required, and Rawlinson Gold can advise the landlord prior to the first let agree a schedule of works as required.

For fully managed properties, landlords will benefit from Rawlinson Gold arranging repairs and maintenance works using our approved local contractors. The invoiced costs are passed directly onto landlords and are included with the monthly statements.

Other than in the case of emergency situations, such as gas or water leaks, landlords can be contacted for agreement before maintenance repairs are carried out.

Inventories and Schedule of Condition.

At the start of each tenancy, Rawlinson Gold Lettings will arrange for a schedule of condition and list of contents that you wish to leave during the term of the letting.

At the end of the term we can arrange for a check out report of the premises by a professional inventory company. Any deficiencies or damage will be charged against the tenants deposit wherever possible. You should be prepared to accept some reasonable wear and tear but we will apply our experience and advise you in the matter.

Utilities & Council Tax

Rawlinson Gold will arrange via a specialist company, for the electricity, gas and water suppliers as well as the council tax office to provide them with meter readings and the names of new tenants at the start of each tenancy. However, when a landlord moves out of a property it remains their responsibility to ensure

that service providers are made aware that they have moved out and provide a forwarding address for final invoices. Also, any utility charges between tenancies remain the landlord's responsibility. The tenant is normally responsible for all charges for electricity, gas or oil (where applicable), water and council tax for the duration of their tenancy. They must also pay for any telephone and internet connections, satellite/cable services and a TV licence where applicable. A landlord is not expected to provide internet, satellite or cable facilities within a property, although provision of a standard telephone line is strongly recommended. It is the tenant's responsibility to find out if these services are available prior to renting a property.

The Gas Safety (Installation and Use Regulations 1998)

It is a criminal offence to let a property with gas appliances, installation and pipe-work that have not been checked by a GAS SAFE registered engineer. The certificate issued lasts for twelve months and must be renewed annually whilst the property remains let. Rawlinson Gold cannot commence marketing of a property until we are in receipt of a valid GSC. If you use your own contractor we will need proof of their GAS SAFE registration. The GSC will be held on our files and a copy provided to the tenant prior to occupation. Further information can be found on the HSE website.

Electrics

Whilst the legislation for electrical safety is less explicit than that of a gas safety there is no GAS SAFE equivalent for inspection standards, it is nevertheless a statutory duty for landlords and

agents to ensure that all electrical wiring and equipment present in a rental property is safe for use and maintained adequately.

Mains Installation and Fixed Wiring

The two main Acts of Parliament that impose a statutory duty on landlords with respect to safety, including electricians, are:

- The Consumer Protection Act 1987
- The Landlord & tenant Act 1985 (section 11)

The only way a landlord can check that the electrical installation (the wiring) in the property is safe is by having a Periodic Inspection and Report (PIR) carried out. This report identifies any deficiencies against the safety standard for electrical installations. Any areas that require attention will be detailed in the report, together with a recommendation of remedial works required, if any, in order of priority. It is considered best practice to have a PIR carried out by a NICEIC registered electrician when a property is first prepared for letting and every five years thereafter.

Portable Appliances

There are also several items of secondary legislation under the umbrella of the Consumer Protection Act which are directly relevant to the supply of electrical goods, including:

- The Low Voltage Electrical Equipment Regulations 1989
- The Electrical Equipment (Safety) Regulations 1994
- The General Product Safety Regulations 1994
- The Plugs and Sockets (Safety) Regulations 1994

Rawlinson Gold require that all portable appliances (any item with an accessible plug) to be tested prior to the commencement of the initial tenancy and annually thereafter. The Portable Appliance Test Certificate will be held on our file and a copy provided to the tenant prior to occupation.

The Furniture and Furnishings (Fire) (Safety) Regulations 1988

All upholstery and upholstered furnishings supplied as part of the tenancy must comply with current fire resistance standards. It is a criminal offence, punishable by a fine and/or a prison term, to let premises with furniture or soft furnishings which cannot be proven to comply with the above fire safety regulations. The regulations apply to the following which must be match resistant, cigarette resistant and carry a permanent label:

- all upholstered furniture
- three piece suites
- beds and divans including the upholstered base
- padded headboards
- sofa-beds
- furniture with loose or fitted covers
- children's furniture
- cots and other items used by a baby or small child
- cushions
- high-chairs
- mattresses of any size
- pillows
- garden furniture which may be used indoors

Items such as carpets and curtains are not included. Any furniture manufactured prior to 1950 will be exempt, provided that they have not been re-upholstered with an illegal filling. All furnishings must carry the appropriate permanent labels to show that they comply. Any furnishings which do not comply with the regulations must be removed prior to the start of the tenancy.

Oil and Solid Fuel

Although there is no specific legislation yet applying to oil and solid fuel, we recommend that appliances are serviced regularly by a competent professional to ensure their safety.

Smoke Detectors

Properties built after June 1992 must have mains interlinked smoke detectors on each floor. Although older properties do not fall under these regulations, Rawlinson Gold would recommend that a let property have at least one fully operational battery operated detector on each floor as a minimum requirement.

we value
people & property

but don't just take our word for it...

“ First time using them but **great team** and **great service**, hope to use them again soon! ”

“ I had not used this firm before but if I had the opportunity to, **I would certainly use them again**. I do not live in the area where my property to let was located and the agent surpassed my expectations in terms of his help and support throughout the let and kept me fully up to date with progress and issues. ”

“ Always patient, always cheerful, **always called back**. ”

“ Very professional, knowledgeable and helpful. The **office manager is a credit** to the company. ”

“ Very happy with the whole service, the **communication was excellent** and managed to secure a good buyer within eight days of marketing our property. ”

“ My family have always used Rawlinson Gold, and **we continue to be very happy** with the service we receive from them. ”

“ They are **an excellent firm**, and I am very pleased with the service they provided. ”

We would be delighted to meet you...

and talk through with you how we may be able to facilitate a future let or sale.

At Rawlinson Gold our customers are at the heart of what we do and we will always take the time to listen and understand your individual requirements.

Get in touch for a free, no obligation chat to find out more about Rawlinson Gold and how we could help you.



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