

## Our service to landlords

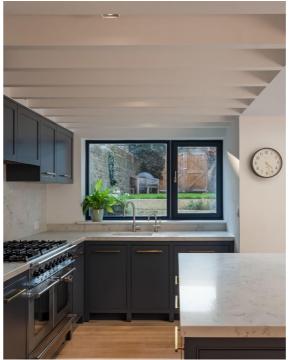
Home Minders are able to give peace of mind to both landlords and tenants to ensure they receive the highest levels of service in the industry. It's good to know we have over 40 years' experience managing a diverse portfolio of properties across London.

Our continued success is attributed to both recommendations from a strong and loyal client base who appreciate the consistent high level of service offered, and our in-depth knowledge of the London property market.

We believe in establishing successful working relationships with all of our Landlords and are there at every step of the letting and management process, from the preparation of the property, finding the ideal tenants, through to making sure the property is properly maintained and managed throughout the tenancy.

The team includes highly trained, long-standing key members of staff, who work with a high class maintenance team, which delivers the best outcomes for all our clients. So, whether you are a first-time investment owner, a corporate Landlord or just want to let your own home, you will find our teams' lettings and property management expertise is unrivalled.

We hope that this guide proves a useful source of reference to our services while also providing you with a thorough understanding of the lettings process and management.





## How Should I Present my Property?

Whether it is your own home or a rental investment, it is important to think about the kind of tenant you are trying to attract and present your property accordingly.

We are happy to advise you on the expectations of your particular market, but as a general guide, when refurbishing an investment property, you should consider the following:

#### Wall Colours & Finishes

 Use neutral tones to provide a blank canvas, allowing the property to appeal to more tenants.

### Flooring

 Wooden floors are very desirable and easy to maintain.

### Technology

 Many tenants want properties that can support the latest technologies, so it is important to ensure that any required cabling is added during refurbishment.









\* Safeagent is the UK's leading accreditation scheme for lettings and management agents offering assurance to landlords and tenants in knowing that the firm meets defined standards of customer service as well as having in place insurance to protect clients' money and offer independent redress.

#### Communal Areas & Facilities

 Communal areas and/or entrance hallways should ensure a good first impression. Also bear in mind the "kerb appeal" of the exterior.

## Other Features

- Choose well-designed, good quality fixtures and fittings that will not date.
- Kitchens should be equipped with a dishwasher, large fridge/freezer, washing machine, tumble dryer and microwave. Invest in good quality appliances with long guarantees.
- Bathrooms should have high quality fittings and be well lit with good storage. Power showers and fully tiled floors and walls are preferred.
   Good ventilation is also a must and an extractor fan should be fitted wherever possible.
- There should be ample wardrobe space in the bedrooms.
- Window dressings are essential, whether the property is furnished or unfurnished and should be of a good quality in neutral tones.

### Furnishings

By taking a flexible view on this question, you will reach a far wider range of potential tenants. Simply furnishing a property does not usually affect the rental price, but the quality of the furnishings can. Any furniture should be neutral and modern.

With a fully furnished property, the tenant must be able to live comfortably having just arrived with a suitcase. As such, all furniture, kitchenware, crockery, linen and laundry, including sufficient towels must be included.

# How will Home Minders manage my property?

## Comprehensive Management Service

Our property management team will take care of every aspect of letting your property. Our research shows that tenants choose to remain in properties for longer when it is managed by a professional agent. Furthermore, corporate tenants often insist that the property is professionally managed.

Our complete service includes:

#### Start of Tenancy

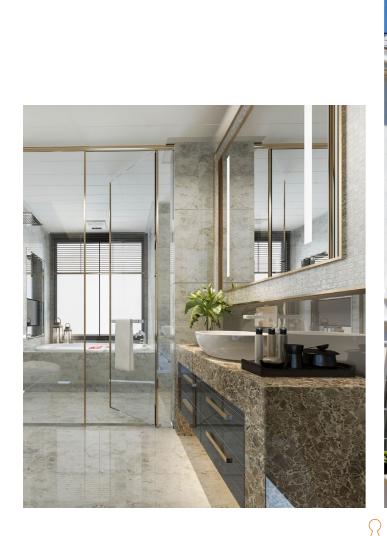
- Arranging Tenant References, Right to Rent and anti-money laundering checks
- Drawing up the Tenancy Agreement
- Arranging a Professional Inventory
- Arranging the Check-In
- Arranging Rent Guarantee & Legal Protection Insurance
- Registering Deposit Monies under the Tenancy Deposit Scheme
- Handing over Keys to Tenants
- Rent Collection
- Chasing Rental Arrears
- Sole Contact for Tenant Enquiries
- Arranging Safety Inspections
- Transfer of Utilities
- 24 Hour Emergency Cover
- Routine Maintenance
- Repairs
- Payment of outgoings such as service charges and insurance premiums
- Quarterly Property Visits

#### **Renewal Stage**

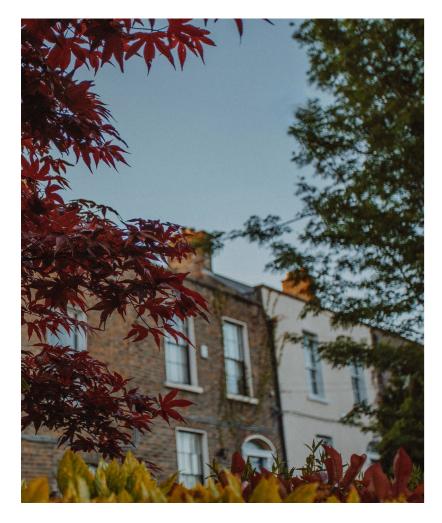
- Contact all parties to assess plans
- Handling all negotiations including rent increases
- Drawing up Renewal Agreements & accompanying documents

#### **End of Tenancy**

- Key Holding
- Arranging the Checkout
- Deposit Negotiations









## Safety Regulation

As government bodies and industry regulators legislate on safety requirements, you can be assured that our team is on hand to advise on current safety regulations.

### Value for Money

Our property managers ensure that value for money is offered at every stage. Many tradesmen charge our clients at rates below those available to members of the general public.



### Qualified Tradesmen

Contractors engaged on your behalf will need to meet strict quality control criteria covering everything from trade qualifications right through to adequate liability insurance.

## Deposit Deduction Negotiations

As your managing agent, we put a useful distance between you and your tenant whilst negotiations are carried out by us on your behalf. Our goal is to manage this process in the most effective and efficient way providing you with a smooth amicable synergy throughout tenancy negotiations.

## Quarterly Property Visits

We undertake quarterly inspections of your property preparing a short report for you after each visit, accompanied by photos if there is anything in particular that we would like you to see.

## \*\*\*\*

"We've been dealing with Home Minders for the last 2 and a half years, and we've always received great support! They have always been very responsive, kind, helpful and simply nice to deal with! I definitely carry with me nice memories of these years in our flat in Golders Green, and dealing with Home Minders was definitely a factor that made the stay so pleasant. Thank you Home Minders for all your nice energy and great support!"

Valentina D

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## What Arrangements Do I Need to Make?

To let any property there are preparations that you will need to take and have in place for the start of the tenancy. Below is a checklist of these items:

#### Consents to Let

If your property is subject to a mortgage, your mortgage provider must consent to the rental. If you have a corporate tenant, this will need to be in writing. In addition, if your property is leasehold, you will need permission from the freeholder. This can usually be obtained from the managing agent of the building and is often referred to as a Licence to Underlet or Sublet.

#### Insurance

It is vital that you protect yourself, your property and your contents with the right insurance products. We can advise you on what you need and help you secure the most competitive quotes.

#### Keys

You will need to provide the tenants with a minimum of two sets of keys, and further sets if a family or larger group of sharers are moving in. If the property is to be managed by Home Minders then we insist on holding two sets of keys for every property that we manage. These are held securely in the Home Minders office.

#### Manuals

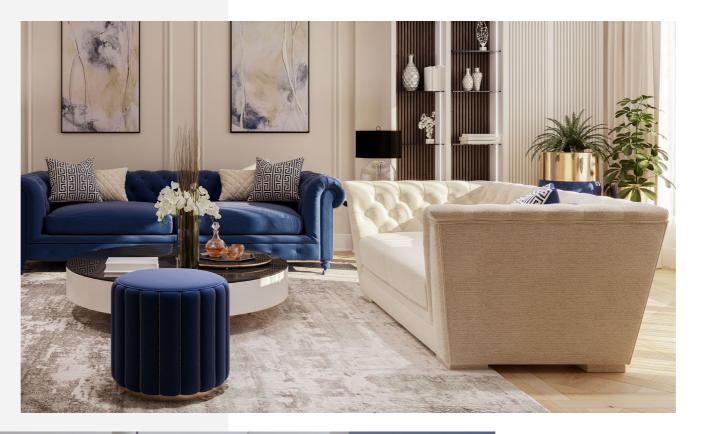
Make a copy of any manuals or guides for your property and leave a copy for the tenants. It would also be advisable to leave a local area guide for your tenants.

#### **Professional Cleaning**

Prior to occupation, all properties should be professionally cleaned.
When the property is returned, the tenant is expected to do the same. Any outside space should also be left in seasonal good order.

#### **Sundry Maintenance**

Where applicable, any chimneys should be swept, every light bulb must be working and ensure that everything is in good working order in any associated buildings.





## Utility Bills

On the day of occupancy, the gas and electricity (and water where appropriate) meters are read. The readings enable Home Minders to transfer the accounts to the names of the Tenants. We will settle any liability of the Landlord from the rent. Before the Tenants move out we ask them to provide the names of the suppliers so that we can transfer liability. With the plethora of utility companies this can become quite difficult if the information is not provided.

For flat owners, it is important that your own meters are clearly marked/named.

### Council Tax

Council tax is the liability of the Tenant, not the Landlord and we write to the appropriate Council transferring liability and settling any accounts/rebate for the Landlord from the rent.

If a property becomes vacant it is the liability of the Landlord to pay the Council Tax and we will again organise and pay that on his/her behalf.

## Inventory, Check-In & Check-Out

We will happily arrange one of our approved inventory clerks to create a professional inventory for your property. This lists the contents of the property and the condition of its fixtures and fittings. On the day of move in, we will also arrange a check-in, which ensures that there is an accurate recording of the condition of the property when possession is granted to the tenant.

If we manage your property, we will also arrange a check-out on the last day of the tenancy to record the property condition in its final state.

Please note that professional inventory documents are a necessity in the event of any possible future claims against the tenant's deposit, particularly if you need to rely on adjudication.

Please note that the Landlord is responsible for the cost of preparing inventories, the check-in and check-out.

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## Meeting Safety Standards

Landlords must ensure tenants are safe and provide the following:

- A working smoke alarm must be installed on each floor of the property.
- Active carbon monoxide detectors must be placed in rooms with a gas boiler or appliance.
- A gas safety certificate for each gas appliance must be available inside the property, and this must be renewed annually.
- A NICEIC electrical safety certificate must be in date and available at the start of the tenancy.

## What are the Costs of Letting My Property?

Here is a list of potential costs to take in to account when letting your property:

- Lettings, management and renewal fees
- Service charges and ground rent
- Licence to underlet (if required)
- Inventory, check-in and check-out
- Professional cleaning at the start of the tenancy
- Maintenance and repairs of property
- Building and Landlords insurance
- Annual gas safety check
- Electrical safety certification
- Energy Performance Certificate
- Deposit Registration
- Tax

### Tax

As long as the Landlord keeps their Tax returns and payments up to date, we do not need to retain any tax liability. For a Landlord living overseas, Home Minders need to receive written approval from HM Revenue and Customs (HMRC) so as not to have to deduct tax from the rental income. Usually the Landlord's accountant will arrange for an NRL1 form to be submitted to HMRC, containing the Home Minders unique reference which is NA 010-444. Home Minders then receive written confirmation from HMRC not to retain tax. Visit www.hmrc. gov.uk for more information.

## \*\*\*\*

"Home Minders were our property managers for over 2 years. I have communicated with them and they have just been great - kind, understanding, quick to respond and fast to organise visits or fixes. It is unusual to find this level of service in real estate in London - Would definitely recommend. Thanks a lot Home Minders."

**Ernesto S** 



"Whilst living in London my property manager was always available to provide advice and support when needed. There were two or three occasions when I needed support with fixing the boiler/making some changes in the flat, and I couldn't have asked for a kinder, more helpful person to help me resolve these things."

Adam B



"Home Minders are amazing, so responsible, helpful and always kind... I'm so happy being with them for more than 4 years."

Mer M

## Frequently Asked Questions

## How long will it take to let my property?

There is no fixed answer to this question. It depends on the prevailing market conditions, the presentation of the property and the asking price.

## Should I let my property furnished or unfurnished?

In today's market furnishing a property generally makes no difference to its rental worth. However, we would always advise Landlords to be flexible with regards to furnishing/un-furnishing their property so as to appeal to the widest range of tenant requirements.

## When will I receive my rent?

Home Minders will endeavour to transfer rent to the Landlord within three working days of receipt. We will chase rent arrears on your behalf.

# What happens if either the Landlord or the tenant wishes to end the tenancy early?

This can be done where both parties agree to surrender the tenancy. Under the Renters Rights Bill 2025, tenants are able to give two months notice to end a tenancy, but landlords have to grant a tenancy of a minimum of 12 months. After 12 months, the landlord has to use specific laid-out grounds in order to bring a tenancy to an end.. We can guide you through the process of possession according to the current law.

# How can I trust that the tenant will look after my property?

There is a certain amount of trust involved here and we take great care to provide our Landlords with high calibre tenants, thoroughly referenced via an external credit referencing agency. A deposit is usually paid by the tenant and held by the agent against any damages or dilapidations. By visiting the property every quarter, Home Minders can monitor its condition and take any action necessary to protect the fabric of the property.

### Is an inventory essential?

This is an important legal document forming an integral part of the Tenancy Agreement. Money cannot be withheld from a tenant's deposit in compensation for loss or damage unless it can be proved that the loss or damage was actually caused while in the tenant's possession. This is impossible to do if the condition of the item in question is not accurately and thoroughly described in an inventory and Condition Report. Unfurnished properties also require an inventory, as there will be walls and floor coverings, kitchen and bathroom fittings etc the condition of which will also need to be described. Therefore, Home Minders strongly recommends that you allow us to arrange for a professional inventory to be carried out.

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London Property. Professionally Managed

We're the leading residential property management agent for Central, North London and surrounding areas, managing a diverse portfolio of exclusive properties on behalf of Landlords based in the UK and overseas.

#### Call us today to find out more on +44 (0)20 8447 1948

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