



Letting with Bourne

Our aim is to provide a service landlords will be happy to recommend by keeping things simple. We aim to keep our landlords happy by using our vast experience and knowledge to ensure we keep their property let and well maintained. We want our landlords to receive the best possible return for their investment.

At Bourne we have a VERY pro-active and refreshing approach to marketing and managing rental properties.



Our lettings team can provide all the expertise you need to ensure that you choose the right type of property to suit your budget and personal circumstances.

Buy-to-Let The complete service

Bourne are able to offer a complete service for our Buy-to-Let landlords from start to finish. The lettings team provide all the expertise you need to ensure that you choose the right type of property to suit your budget and personal circumstances. We will be able to advise you on the best location, local demand and rental values to enable you to achieve the most from your investment.

With an in-house sales team we can bring you the best properties as soon as they come on to the market and as a registered Bourne investor, we can offer you exclusive preliminary viewings before the property details hit the websites.

We also have Independent Financial Advisors within each office who can offer a range of mortgage schemes and visit you in the privacy of your own home or place of work if you prefer.





Our tailored service

We understand that different landlords have different needs. Our aim is to deliver a service that's right for each of our clients and one that meets those needs.

We want to take away all the stresses and strains associated with letting property. Our in-house property management team will ensure the financial elements remain up to date and they will deal with any problems that the tenants may have. This gives our landlords confidence that they are in good hands.

Our passion

We are a local business that's passionate about letting and doing a thorough job from start to finish. We understand that a happy landlord will continue to use us, recommend us and eventually even sell through us.



We want to take away all the stresses and strains

Corporate connections

The team's experience working in the local area has created many connections with the personnel departments in large local companies and national relocation agents.

Statistics show that one in every five house moves is a result of job relocation and nowhere is this more important than the South East, which is why it is essential that your letting agent has connections in the right places with the right people. Generally tenants on a company move are the best around and are usually highly motivated professional people with the resources and backing of their company at their disposal.

Marketing your property to find the right tenant

At Bourne we have a VERY pro-active and refreshing approach to marketing rental properties and our dedicated team work harder and longer to find the right tenant. Our aim is to let good quality properties to good quality tenants.

We will provide you with a list of testimonials so you can find out from some of our customers why they're only too happy to recommend us and what sets us apart.

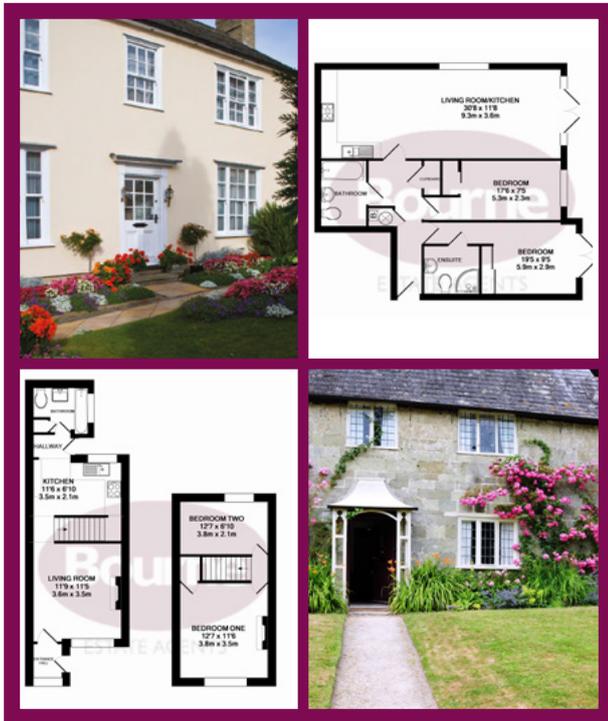
Where to start

There are a number of key elements to consider when choosing to let your home or an investment property.

In the first instance we will attend the property for a valuation appointment where we will provide a rental valuation of the property, supported by comparable evidence of similar properties we have recently let. We will discuss the lettings market in general and current price trends as well as how to best present your property and achieve the highest possible rental yield.

Presentation is key to achieving the highest rent for the property and experience shows us that presenting the property to the highest standard from the start is more likely to secure an early tenancy.

The team at Bourne can advise on all aspects of furnishings, fittings and decoration and if required can provide contact details for local recommended contractors should you need it.



Marketing

When you instruct Bourne to let your home we invest heavily in the marketing of your property to reach as many potential tenants and relocation agents as possible.

We will take high quality photographs to showcase the property, provide detailed floorplans with room measurements and produce bespoke property details.

An eye-catching Bourne 'To Let' board will be erected at the front of the property and details will be added to the office window display for potential tenants passing by. The details will also be regularly advertised in the local paper.

Bourne have embraced the latest database technology for keeping their tenants informed of new properties to the market, therefore letting your property quickly.

As market leaders within many of the towns where we operate, we have built an unrivalled database of potential tenants, all of whom will be contacted by telephone and email, encouraging them to consider viewing. Your property will automatically be uploaded to our website as well as all the main property portals.

Our own website, www.bourneestateagents.com contains an abundance of information, including local schools, local headlines and statistics, with links to twitter and a regular blog updated by all the team in the office. It is also the first place to find all our properties, before they hit the main property portals.



Relocation agents

The team at Bourne have extensive experience in the local area, and this over time, has helped establish longstanding relationships with relocation agents and blue chip company HR teams. What this means for you as a landlord is a connection to professional tenants who generally rent for longer periods of time and have the disposal of company financial backing.

Getting the best out of your property

Try not to overlook the basic rules when presenting such a valuable asset. First impressions count and the front of the property should be tidy and well cared for. Bins should be hidden, paths should be swept and beds weeded. Also make sure there is adequate lighting at the property if viewings are likely to take place after dark.

Inside the property should be clean, clear and free from clutter as far as possible. You want to show the rooms looking as large as possible which means light, neutral coloured walls and light carpets or wooden flooring. The property should appear to be easy to maintain and the accommodation should be presented at the start of the tenancy to the same standard as you wish to find it when the tenants eventually move out. Setting a high standard will let a tenant know what you expect from them should they choose to live in the property.

The kitchen and bathroom are often the most important rooms in a house for potential tenants and showing these in good clean order will help to achieve the market rent. If there are gardens with the property they should be low maintenance and ideally gardening equipment should be provided for tenants. See our 'Presentation is Everything' guide for more presentation tips.





Which service is right for you?

Bourne offer three management levels of service depending on how involved you would like to be with the lettings process. The majority of our landlords tend to opt for our fully managed service which we hope to be hassle free and where Bourne act on your behalf as liaison with the tenants. We have put together a summary chart which we hope you find useful. However if you would like to discuss the service options in more detail, please contact us to arrange a valuation.

	Let Only	Rent Collection	Full Management
Property Valuation	●	●	●
Safety Regulation Advice	●	●	●
Marketing Property	●	●	●
Supervising Viewings	●	●	●
Referencing Tenants	●	●	●
Tenancy Agreement*	●	●	●
Deposit to TDS*	●	●	●
Gas/Elec Safety Certificate Arrangement	●	●	●
Energy Performance Certificate Arrangement	●	●	●
Rent Collection		●	●
Monthly Statements		●	●
Notifying Utilities			●
Dealing with Repairs			●
Inspections			●
Automatic Inventory Arrangement*			●
Rent and Legal Protection Available**			●
Deposit Negotiation			●

*Extra charges apply outside of the management % or let only fee **Through 3rd party insurer

GDPR

The new General Data Protection Regulations (GDPR) were introduced on 25th May 2018. The law applies to anyone who controls or processes data and applies to all letting agents and landlords. GDPR is intended to strengthen data protection rights, allowing people more control over their data in terms of how companies or individuals store, use, share and delete personal data.

Landlords who have access to tenant personal data must have a defined 'lawful basis' to process, store or delete that information (eg name, phone numbers, emails etc) in any format. Tenants (both prospective and existing) need to be informed of that lawful basis and how you will use the information. This can be provided in the form of a Privacy Policy. Landlords not going through a letting agent also need to check that any 3rd parties, such as contractors, referencing companies, engineers, etc, have GDPR compliance in place before sharing any tenant information.

Landlords, or their agents, need to pay a registration fee to the Information Commissioners Office; details can be found at www.ico.org.uk. Any breach under the GDPR must be notified to the ICO within 72 hours of discovery, along with notifying any data subjects who may be affected. The consequences of non-compliance could be fines, compensation claims and reputational damage.





The technical aspects of lettings explained

By law a landlord is required to ensure a property is safe and fit for human habitation.

Energy Assessments - EPC

From 1st October 2008 all landlords in England and Wales are required by law to provide their new tenants with an Energy Performance Certificate (EPC). A landlord is responsible for providing a valid EPC whether they are managing the property themselves or using an agent.

EPCs have a 10 year lifespan and then need to be renewed. From April 2018 a minimum rating of E has been imposed on residential rental properties. Any property which does not meet this criteria cannot be marketed or let out until they have a valid EPC in place, following remedial works, or an exemption cert is provided.

Gas Regulations

Landlords must comply with the Gas Safety (Installation and Use) Regulations 1998 and carry out all work and maintenance via a Gas Safe registered engineer. They are also legally responsible for arranging an annual gas safety check. Certificates must be provided to the tenant and agent and retained for at least 2 years.

Electrical Safety

Government guidelines state that electrical installation condition reports (EICR) should be carried out every 5 years or between tenancies, dependent on which comes first.

Fire Regulations

Any furniture left in the property must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1993). These relate to the provision of upholstered furniture. If any furniture does not comply with the regulations and carry an appropriate label, it should be removed and/or replaced.

Smoke and Carbon Monoxide Alarm Regulations

Private sector landlords are required as a minimum to have at least one smoke alarm installed on every storey of their properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance. After that, the landlord is responsible for ensuring the alarms are in date (where applicable) and in working order at the start of each new tenancy.

Legionella Assessment

Legionnaires' disease is a form of pneumonia which can potentially be fatal, especially to young children, the elderly or infirm. It is caused by the inhalation of small droplets of contaminated water which contains Legionella. Man-made hot and cold water systems could potentially provide an environment where Legionella can grow. Landlords have a responsibility to ensure the health and safety of their tenants, including prevention of health hazards such as Legionnaires' disease. For further information please visit www.hse.gov.uk/legionnaires.

The government guidelines recommend Legionnaire Assessments are carried out every 12-24months or between tenancies.

Deposits

Deposits taken from tenants under an assured shorthold tenancy must be protected by one of the three tenancy deposit schemes. The prescribed information regarding the deposit has to be given to the tenant within 30 days of receiving the deposit.



Right to Rent Document Checks

The Immigration Act 2014 imposes an obligation on Landlords, or their Agents, to check the passport or other identity documents, with the applicant present. This is to ensure any individuals living in a rental property have the right to live in the UK and if they require a visa or work permit that they have the valid authorisation/are complying with the terms. Bourne will check this information at the start of a Tenancy and at renewals. However, if a property is not fully managed by Bourne it will be the responsibility of the Landlord to ensure that the work permit or visa is renewed.

Tax

The details shown are only a guide and are correct at the time of printing. You should seek the advice of your professional advisor or tax office.

Tax - UK resident landlords

If you are a landlord resident in the UK, your net taxable profit from your rental business, that is rental income less tax allowable expenses, represents income received without deduction of tax at source.

This income will need to be added to your other taxable income in order to work out the overall tax liability for a particular tax year. The normal method of reporting your taxable income to the Inland Revenue and calculating your tax liability is via a Self-Assessment Tax Return.

Tax - Non UK resident landlords

The Non-Resident Landlords (NRL) scheme is for taking the UK rental income of persons whose 'usual place of abode' is outside the UK. On valuing your property we will provide you with the appropriate NRL form and guidance notes which we will require all parties named on the agreement and living abroad to complete and send to the Inland Revenue.

Subject to their approval, Bourne will be sent an exemption certificate and an approval number. Landlords are responsible for obtaining their

own exemption certificate which is issued to the agent and is non-transferable.

Unless the landlord/s can provide us with an exemption certificate from the Inland Revenue, we are obliged by law to deduct base rate tax from rent received and account to the Inland Revenue on a quarterly basis. Further information regarding non-residents is available from the Inland Revenue at:

NRL Scheme, Fitzroy House, PO Box 46 Nottingham, NG1 1BD
Telephone: 0151 472 6208

All regulations are subject to change and are accurate at the time of printing.



Landlord's Checklist - *To help prepare your property for rental we have put together this useful checklist*

- Complete, sign and return terms of business
- Arrange or give permission to arrange EPC
- Obtain consent from your mortgage lender
- Obtain consent from any superior landlords for leasehold properties
- Advise insurance company that the property will be let and provide a copy of buildings insurance
- Complete and return property information questionnaire
- Complete and send NRL forms to the Inland Revenue if you are going overseas
- Check any furnishings comply with Fire and Furnishing Regulations
- Fit smoke alarms on each floor of the property
- Fit carbon monoxide detector
- Arrange gas safety certificate by Gas Safe registered engineer
- Arrange Electrical safety certificate by appropriate engineer
- Provide us with 3 sets of keys, 2 for tenants and 1 for Bourne
- Professionally clean your property, including carpets and oven
- Clean all windows inside and out
- Ensure all appliances left at the property are in working order and if possible provide manuals
- Redirect your mail
- Advise telephone provider and utility companies that you are renting the property and from which date
- In winter months we recommend keeping heating on a constant low temperature to help avoid burst pipes
- If the property is likely to become vacant in winter months, we recommend leaving some lights on timers so the property appears occupied