



# DALES & PEAKS

ESTATE AGENTS

A LANDLORDS GUIDE



# TRUSTED LOCALLY FOR 20 YEARS

## Why use an Agent?

There are so many reasons why it makes sense to use an Agent to let your property:

- We can advise on all the current legislation and ensure you fully comply whilst also checking that the property is fit for purpose.
- An Agent will fully credit reference the tenant and obtain all other relevant checks. Private landlords do not tend to do this.
- We will place the bond in the Deposit Protection Scheme which gives the tenant peace of mind. If the bond is not placed in such a scheme within 30 days, the landlord must repay the tenant three times as much.
- Agents have access to powerful marketing tools such as Rightmove and Zoopla to make sure the property can be seen by the widest possible audience.

Dales and Peaks Property Limited are regulated and licensed by The Association of Residential Letting Agents (ARLA). We provide Client Money Protection (CMP) through ARLA. We are also members of The National Approved Lettings Scheme (NALS). This gives both landlords and tenants peace of mind that correct and compliant procedures are always followed in line with the high standards imposed by both bodies. As members of The Property Ombudsman Scheme (TPOS) we provide an independent redress scheme.



**SERVICE LEVELS** (fees stated are inclusive of VAT unless stated otherwise)

| Service level                               | Let Only                | Let Only + Rent Collection   | Fully Managed              | Fully Managed Plus           |
|---|-------------------------|------------------------------|----------------------------|------------------------------|
| <b>Tenancy set up fee</b>                   | £550                    | £495                         | £475                       | From £475                    |
| <b>Monthly %</b>                            | N/A                     | 5.5% plus VAT (6.6% inc VAT) | 10% plus VAT (12% inc VAT) | 12.5% plus VAT (15% inc VAT) |
| <b>Professional marketing and board</b>     | ✓                       | ✓                            | ✓                          | ✓                            |
| <b>Inventory report</b>                     | From £150               | From £150                    | From £150                  | ✓                            |
| <b>Deposit protection</b>                   | £60                     | £60                          | ✓                          | ✓                            |
| <b>Accompanied viewings</b>                 | ✓                       | ✓                            | ✓                          | ✓                            |
| <b>Tenant referencing and credit checks</b> | ✓                       | ✓                            | ✓                          | ✓                            |
| <b>Annual income statement</b>              | N/A                     | £75                          | ✓                          | ✓                            |
| <b>Maintenance management</b>               | N/A                     | N/A                          | ✓                          | ✓                            |
| <b>Tenancy and accounts management</b>      | N/A                     | ✓                            | ✓                          | ✓                            |
| <b>Inspections</b>                          | N/A                     | £45                          | ✓ *                        | ✓ **                         |
| <b>Check-out report</b>                     | £250                    | £250                         | £250                       | ✓                            |
| <b>Utility provider notification</b>        | Included with inventory | ✓                            | ✓                          | ✓                            |
| <b>Property compliance &amp; Audit</b>      | N/A                     | N/A                          | ✓                          | ✓                            |
| <b>Credit Control</b>                       | N/A                     | ✓                            | ✓                          | ✓                            |

\*2 inspections included annually

\*\*4 inspections included annually



**Let Only** is for the experienced landlord only. We will not have any involvement until a new tenant is required.

**Rent collection** package is for the landlord who still wishes to maintain their property with the correct audit and logging processes in place. We will manage the compliancy and financials of the tenancy.

**Fully managed** is for complete peace of mind for the 'hands off' landlord. All compliancy will be dealt with in line with the Renters Rights Bill.

**Fully managed plus** a complete service, for complete peace of mind.

#### **Additional costs**

Energy performance certificate - £108

Gas safety certificate - from £90

Electrical installation condition report - from £200

#### **Landlord insurance**

You must seek your own quotes for insurance.



## Notes and general terms

1. If a mortgage exists on the property, the Owner must obtain the lender's consent to let.
2. If the Owner is a leaseholder the terms of the lease must be checked and any necessary consent obtained to let.
3. The Owner must ensure that adequate cover exists under both building and contents insurance and must inform the insurers that the property is to be let.
4. The Agent's service does not include supervision of the property whilst unoccupied although visits may be made by staff in the process of re-letting.
5. The Owner hereby agrees to ratify all lawful actions taken by the Agent under this Agreement.
6. It is hereby agreed that the Agent may deduct from the rental received all fees commissions, charges and expenses payable or reimbursable to the Agent under this Agreement.
7. The Agent will not accept responsibility for frost or cold weather damage to water systems or subsequent damage caused thereby at any time and the Owner should therefore ensure that such risks are covered by insurance. It is recommended that adequate arrangements are made with the third party to protect water systems from cold weather.
8. Where the Owner is resident in the UK, income tax on rental property is entirely the Owner's responsibility. However, where the Owner is deemed to be resident overseas, unless exemption has been agreed, the Agent must deduct tax from the rental received and forward the same to the Inland Revenue.
9. Whilst the Agent shall use their best commercial judgement in the selection of tenants and the execution of their Service hereunder, the Agent shall not under any circumstances be liable for non-payment of rent or any other outcome of the tenancy or for any legal costs resulting therefrom. Insurance policies are recommended to cover such risks.
10. This Agreement will remain in force until terminated by the service of three months' notice by one party on the other, provided that the Agent may terminate this Agreement forthwith and without service of notice in the event of any action or omission by the Owner or the Owner's representative which frustrates the continued performance of the Agent's service hereunder. 11. The Agent shall be entitled to deduct from any deposit that may be paid by a Tenant of the Landlord's Property any fees or other monies properly due and payable by the said Tenant to the Agent.

## Withdrawal fees

- Should you choose to withdraw your property after the photographs have been taken or any work has been undertaken in relation to the property, including marketing, you will be liable for a fee of £350
- If you withdraw your property after we have appointed a tenant you will be liable for a fee of £500.

## Sale of property

In the event of the tenant purchasing your property you will be liable to pay a fee of £500

If you wish to sell the property with Dales & Peaks, no withdrawal fees will be charged and a landlords discount will be applied to your sales fee.



## Complaints procedure

At Dales and Peaks Estate Agents we aim to provide the best possible service, but if you do have a complaint then we will aim to deal with this as quickly and effectively as possible.

We are regulated and licensed by The Association of Residential Letting Agents and are members of the National Approved Lettings Scheme. We are also members of the Property Ombudsman for Lettings and Sales and therefore aim to provide the highest of standards to all landlords, tenants, vendors and purchasers alike. In order to safeguard your interests we offer these options to you.

If you believe you have a grievance, please write in the first instance to:

**Alice Virgilio, Lettings Manager**  
**Dales and Peaks Property Ltd**  
**131 Chatsworth Road**  
**Brampton**  
**Chesterfield**  
**S40 2AH**

If you wish to make a written complaint to us then:

- We will email to acknowledge this within three working days.
- You will receive a full written outcome within 15 working days after we have had a chance to thoroughly investigate with our in-house procedures.
- You will be offered an independent review report within 15 working days if then you are not satisfied.
- Receive a final offer from us.

If you remain dissatisfied with the result of the internal investigation, then please contact:

**Tom Currey, Managing Director**  
**Dales and Peaks Property Ltd**  
**Unit 2, Old Brick Works Lane**  
**Off Sheffield Road**  
**Chesterfield**  
**S41 7JD**

Following the conclusion of our in-house review of the complaint we will write to you with a final written statement. If you remain dissatisfied with the conclusion of the in-house review of the complaint, then you can refer the matter to:

**The Property Ombudsman**  
**43 - 55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**



## Service Level Agreement

Full Management

Rent Collection

Let Only

I/We confirm that I/we have read this Agreement and wish to appoint The Agent to act on my/our behalf in accordance with the Service, Notes and General Terms and Fees as herein laid out.

I/We further confirm that I am/we are the sole owner/joint owners of the property.

I/We have also been advised that it is our full responsibility to ensure that all gas, electrical safety, furniture and fire safety legislation is fully complied with.

Full address of property:

Signed:

Date:

Print name:

(IF THE PROPERTY IS JOINTLY OWNED ALL PARTIES SHOULD SIGN)

Signed:

Date:

Print name(s):

### **Signed by or on behalf of the Agent**

Signed:

Date:

Print name(s):



## Management information and instructions

The information requested in this form is to enable us to efficiently perform our service in your absence.

OWNER - Name:

Address of property to be let:

Post Code:

Telephone number at property to be let:

Your correspondence address:

Post Code:

Contact number:

Email address:

## Bank details for rental balance credits

Bank name:

Branch address:

Bank account number:

Sort code:

Name on account:

## Mains services

In case of emergency please provide the exact location of the following:

Water meter location:

Gas meter location:

Electricity meter location:

## What is allowed in your property?

Smokers: YES/NO

Outdoor smokers: YES/NO

Pets: YES/NO

Inventory: YES/NO

Inspections: Quarterly  Half yearly  Yearly  N/A



## **Mandatory compliance documents**

Do you require a Gas Safety Certificate? YES / NO

If you do not currently have an up to date gas safety certificate, we are able to organise this for you. Prices start at £90.

Do you require an Electrical Installation Condition Report? YES / NO

If you do not currently have an up to date EICR, we are able to organise this for you. Prices start at £200.

Do you require an Energy Performance Certificate? YES / NO

If you do not currently have an up to date EPC, we are able to organise this for you. £108.

## **Utility information**

Gas provider:

Electricity provider:

Water provider:

Council tax provider:

Council tax band:

Signed:

Date:

Please fill this form out to the best of your ability. The information is required to enable us to manage your property efficiently and smoothly. In particular, please make sure you tell us who your energy/utility providers are to prevent any unwanted bills.

If you have any questions about the information we require please speak to one of our team.  
Please call us on 01246 567 540.