

# lettersofdistinction

Residential Lettings in York

## Information Pack For Landlords



# Summary Of Our Services

Service Level	One Star ★	One Star Plus ★ <sup>+</sup>	Two Star ★★	Three Star ★★★	Four Star ★★★★	Five Star ★★★★★
Extensive marketing through various media.	✓	✓	✓	✓	✓	✓
Up to date progress reports on finding a tenant.	✓	✓	✓	✓	✓	✓
Arranging & overseeing viewings with suitable, prospective tenants.	✓	✓	✓	✓	✓	✓
Obtaining satisfactory tenant references by an accredited organisation.	✓	✓	✓	✓	✓	✓
Relevant Tenancy Agreement drawn up and legally executed.	✓	✓	✓	✓	✓	✓
Compilation of a comprehensive inventory by a specialist company.		✓	✓	✓	✓	✓
Check-in procedure with tenants.	✓	✓	✓	✓	✓	✓
Collection of all monthly rents.			✓	✓	✓	✓
Continued rent reviews, with increases where appropriate.				✓	✓	✓
Regular property inspections.				✓	✓	✓
Organisations of quotations and maintenance works where required.				✓	✓	✓
Comprehensive 'check out' inspection.		✓	✓	✓	✓	✓
Re-marketing of the property during the last two months of the tenancy (if notice period allows).			✓	✓	✓	✓
Advise on paperwork regarding tax exemption for non-resident overseas landlords.				✓	✓	✓
Organisation of all ongoing maintenance and service requirements for the rental property.				✓	✓	✓
Preventative central heating care during vacant periods.				✓	✓	✓
Regular checks of the property during vacant periods with reports of all findings.				✓	✓	✓
Provision of 'legal expenses and rent guarantee' insurance cover.					✓	✓
24/7 Home Emergency call out cover through Gas/Elec.						✓

# 1 Star Service Level



Our One Star Service is a marketing package designed to find you a suitable tenant. It does not cover on-going rent collection or management. Letters of Distinction only recommend this to clients who have some experience in renting properties, know their responsibilities as a landlord and understand the law surrounding Tenancy Agreements. Ideally you would need to live locally to the property to enable you to react to any emergencies or queries your tenant may have.

Our 'One Star Service' includes the following:

-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
-  Continued progress reports on finding a tenant.
-  Arranging and overseeing viewings with suitable, prospective tenants.
-  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
-  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond. This service is available at an extra cost. Please ask for details.
-  Relevant Tenancy Agreement drawn up and legally executed.
-  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.
-  Transfer of initial rent and deposit (minus fees and any pre-agreed maintenance invoices) into a nominated bank account of your choice. A detailed statement is forwarded to you by post for your records.

# 1 Star Plus Service Level



Our One Star Plus Service is a marketing package designed to find you a suitable tenant, draw up a comprehensive inventory and arrange a check out inspection at the end of the tenancy; it does not cover on-going rent collection or management. Letters of Distinction only recommend this to clients who have some experience in renting properties, know their responsibilities as a landlord and understand the law surrounding Tenancy Agreements. Ideally you would need to live locally to the property to enable you to react to any emergencies or queries your tenant may have. Tenants' deposits will be held in our bonded clients account and safeguarded through TDS Ltd, one of the national insurance based Custodial schemes.

Our 'One Star Plus Service' includes the following:

-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
-  Continued progress reports on finding a tenant.
-  Arranging and overseeing viewings with suitable, prospective tenants.
-  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
-  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond.
-  Relevant Tenancy Agreement drawn up and legally executed.
-  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.
-  Transfer of initial rent and deposit (minus fees and any pre-agreed maintenance invoices) into a nominated bank account of your choice. A detailed statement is forwarded to you by post for your records. The tenant deposit will be held in our bonded clients account.
-  At the end of the tenancy, we shall return to the property to conduct a full 'check out' inspection, take the meter readings, and inform the utility companies. With the use of the detailed inventory, we will agree any deductions where necessary and transfer the deposit money accordingly. If a dispute arises, we shall employ an independent Alternative Dispute Resolution (ADR) and follow the case through to a conclusion.

# Two Star Service Level



Our Two Star Service is a comprehensive marketing and rent collection package designed to cater for both the initial search for a tenant and the on-going collection of rent throughout the tenancy. It does not cover any management for the property before, during or after the tenancies. Letters of Distinction would recommend this service to clients who live locally to the property, or have friends or family who are willing to oversee any maintenance issues if and when they arise.

## Our 'Two Star Service' includes the following:

-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
-  Continued progress reports on finding a tenant.
-  Arranging and overseeing viewings with suitable, prospective tenants.
-  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
-  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond.
-  Relevant Tenancy Agreement drawn up and legally executed.
-  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.
-  Monthly collection of rents and forwarding the balance to a bank account of your choice on a monthly basis and post out a monthly statement to you.
-  At the end of the tenancy, we shall return to the property to conduct a full 'check out' inspection, take the meter readings, and inform the utility companies. With the use of the detailed inventory, we will agree any deductions where necessary and transfer the deposit money accordingly. If a dispute arises, we shall employ an independent Alternative Dispute Resolution (ADR) and follow the case through to a conclusion.
-  Re-marketing of the property immediately upon receipt of the tenants notice to find new suitable tenants. Re-negotiation of rent as approved by you.



## 3 Star Service Level



Our Three Star Service is a full property management and marketing package. This service level is specifically for those landlords who do not want the hassle and responsibility of managing their own properties. This often applies to those landlords who are moving overseas or away from the local area and do not want to leave the responsibility of their property management with family or friends. This package covers the initial search for a tenant and the on-going management throughout the tenancy, as well as regular checks on the property during void periods in-between each let. This is by far our most popular service level.

Our 'Three Star Service' includes the following:

-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
-  Continued progress reports on finding a tenant.
-  Arranging and overseeing viewings with suitable, prospective tenants.
-  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
-  Relevant Tenancy Agreement drawn up and legally executed.
-  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond.
-  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.



- Monthly collection of rents and forwarding the balance to a bank account of your choice on a monthly basis and post out a monthly statement to you.
- Continued rent reviews, with increases where appropriate.
- Regular inspections of the property followed by reports to you on our findings.
- Organisation of quotations and maintenance works where required.
- At the end of the tenancy, we shall return to the property to conduct a full 'check out' inspection, take the meter readings, and inform the utility companies. With the use of the detailed inventory, we will agree any deductions where necessary and transfer the deposit money accordingly. If a dispute arises, we shall employ an independent Alternative Dispute Resolution (ADR) and follow the case through to a conclusion.
- Re-marketing of the property during the last two months of the tenancy (if notice period allows) to find new suitable tenants. Re-negotiation of rent as approved by you.
- Advise on paperwork regarding tax exemption for non-resident overseas landlords.
- Providing a higher level of maintenance service for your property covering the purchasing, on your behalf, of new appliances or furnishings (with your prior approval).
- We will conduct regular checks of the property during vacant periods and ensure that preventative central heating care is carried out.



## 4 Star Service Level



Our Four Star Service is a full property management and marketing package. This service level is specifically for those landlords who do not want the hassle and responsibility of managing their own properties. This often applies to those landlords who are moving overseas or away from the local area and do not want to leave the responsibility of their property management with family or friends. This package covers the initial search for a tenant and the on-going management throughout the tenancy, as well as regular checks on the property during void periods in-between each let. This service will also include a 'Legal expenses and Rent Guarantee' insurance policy through Rentguard. (Full details are available upon request)

### Our 'Four Star Service' includes the following:

-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
-  Continued progress reports on finding a tenant.
-  Arranging and overseeing viewings with suitable, prospective tenants.
-  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
-  Relevant Tenancy Agreement drawn up and legally executed.
-  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond.
-  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.



Monthly collection of rents and forwarding the balance to a bank account of your choice on a monthly basis and post out a monthly statement to you.



Continued rent reviews, with increases where appropriate.



Regular inspections of the property followed by reports to you on our findings.



Organisation of quotations and maintenance works where required.



At the end of the tenancy, we shall return to the property to conduct a full 'check out' inspection, take the meter readings, and inform the utility companies. With the use of the detailed inventory, we will agree any deductions where necessary and transfer the deposit money accordingly. If a dispute arises, we shall employ an independent Alternative Dispute Resolution (ADR) and follow the case through to a conclusion.



Re-marketing of the property during the last two months of the tenancy (if notice period allows) to find new suitable tenants. Re-negotiation of rent as approved by you.



Advise on paperwork regarding tax exemption for non-resident overseas landlords.



Providing a higher level of maintenance service for your property covering the purchasing, on your behalf, of new appliances or furnishings (with your prior approval).



We will conduct regular checks of the property during vacant periods and ensure that preventative central heating care is carried out.



'Legal expenses and Rent Guarantee' insurance cover through Rentguard.

# 5 Star Service Level



Our Five Star Service is the ultimate full property management and marketing package. This service level is specifically for those landlords who do not want the hassle and responsibility of managing their own properties. This often applies to those landlords who are moving overseas or away from the local area and do not want to leave the responsibility of their property management with family or friends. This package covers the initial search for a tenant and the on-going management throughout the tenancy, as well as regular checks on the property during void periods in-between each let. This service will also include a 'Legal expenses and Rent Guarantee' insurance policy through Rentguard and a 24/7 Home Emergency call out cover. (Full details are available upon request)

Our 'Five Star Service' includes the following:

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-  Extensive marketing through our own website and major national property websites, local property press, our extensive database of potential tenants and relocation contacts.
  -  Continued progress reports on finding a tenant.
  -  Arranging and overseeing viewings with suitable, prospective tenants.
  -  Obtaining satisfactory tenant references by a specialist, experienced and accredited organisation including credit scoring, employer, previous landlord, financial reports, etc.
  -  Relevant Tenancy Agreement drawn up and legally executed.
  -  Employ a specialist inventory clerk to carry out a full inventory on your rental property. This will be a legally bound document if a dispute arises over the tenants bond.
  -  Check-in procedure with tenants to include accurate utility readings and transfer of all accounts (except TV licence and telephone line) into tenants name on the check in date.
  -  Monthly collection of rents and forwarding the balance to a bank account of your choice on a monthly basis and post out a monthly statement to you.
  -  Continued rent reviews, with increases where appropriate.
  -  Regular inspections of the property followed by reports to you on our findings.

Organisation of quotations and maintenance works where required.

At the end of the tenancy, we shall return to the property to conduct a full 'check out' inspection, take the meter readings, and inform the utility companies. With the use of the detailed inventory, we will agree any deductions where necessary and transfer the deposit money accordingly. If a dispute arises, we shall employ an independent Alternative Dispute Resolution (ADR) and follow the case through to a conclusion.

Re-marketing of the property during the last two months of the tenancy (if notice period allows) to find new suitable tenants. Re-negotiation of rent as approved by you.

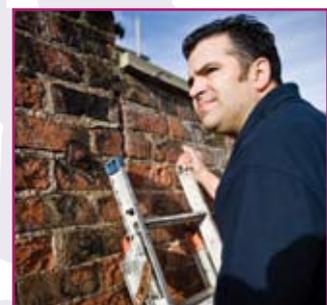
Advise on paperwork regarding tax exemption for non-resident overseas landlords.

Providing a higher level of maintenance service for your property covering the purchasing, on your behalf, of new appliances or furnishings (with your prior approval).

We will conduct regular checks of the property during vacant periods and ensure that preventative central heating care is carried out.

'Legal expenses and Rent Guarantee' insurance cover through Rentguard.

24/7 Home Emergency call out cover through Gas/Elec.





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