



gibson lane

traditional values - modern methods

gibson lane

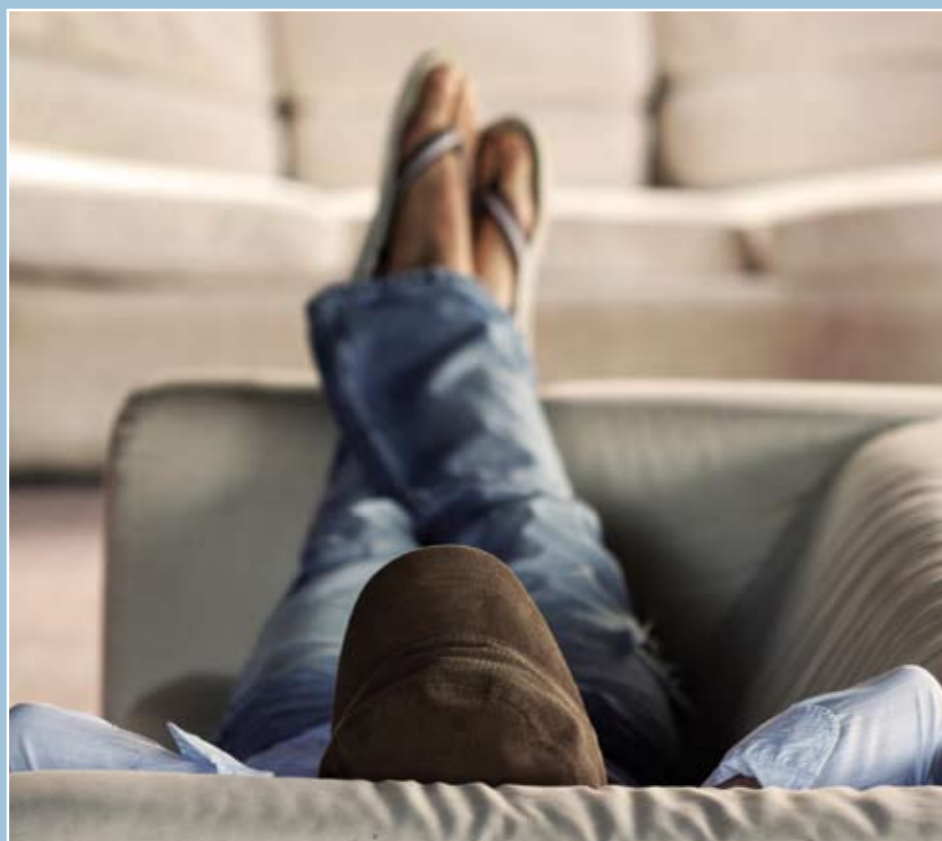
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letting solutions

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Relax... Relax...



Introduction

Gibson Lane has a highly talented team with a broad range of letting skills and property experience which helps us guide landlords through the minefield of regulations and legislation involved in letting a property. In many cases this experience is supported by professional industry qualifications and training ensuring that you are always dealing with someone who knows what they are talking about.

You will also be pleased to hear that Gibson Lane are members of the National Approved Lettings Scheme, an accreditation scheme for lettings and management agents offering peace of mind to landlords.

Our membership means that you know you are dealing with a firm that agrees to meet defined standards of customer service, together with having in place the necessary insurances to protect clients' money and a customer complaints procedure offering independent redress.

Market Valuations

We will always recommend a free no obligation valuation of your rental property by one of our qualified valuers. This will enable us to assess your property for rental purposes providing you with guidance on expected monthly rental, presentation to ensure the best rent is achieved and any other matters that require clarification.

Getting the rental value of your property right first time is crucial to finding a suitable tenant in the shortest time. Our rental appraisals are based upon considerable experience and an in-depth knowledge of the market. Our valuation will be based on current market conditions, and where possible we will research the market for examples of similar properties for rent to substantiate our findings.

If you would simply like to talk about the current market, our services and how we are different from other agents please do call us. We are happy to talk you through the process in advance of any meeting - you have no obligation to use us but we do think that you'll find our approach refreshing.

Marketing and Finding a Tenant

There are many aspects to renting but few as important as finding the right tenant quickly.

Combined with more traditional marketing methods we have invested substantially in website and computerised technologies to ensure we get your property let fast.

Once instructed we will immediately commence our marketing campaign which will include:

- Uploading your property details to various leading property websites. Including Findaproperty, Rightmove and Prime Location
- Circulating details by email, sms, and post - targeting all suitable applicants, relocation agents and blue chip companies by telephone
- Full colour advertising locally and into London
- Adding your property to our attractive window display and plasma screens
- Erecting a "To Let" board (where applicable)

Viewings

We like our staff to have the opportunity to have a good look round all the properties that are available to let. This allows most questions a potential tenant may ask to be answered on the telephone and gives our negotiators a reference point when selecting suitable tenants.

Having keys is essential as this allows us freedom of access - due to our prominent town centre location we often have customers visit us who want to view properties at short notice.

Rest assured that all viewings will be accompanied by a suitably trained member of staff. Any keys held will be stored in a secure environment. Regardless of whether you occupy the property or not we will always let you know when we intend to visit and provide feedback on our viewings.





Referencing

Our stringent vetting procedure means we always choose the best possible tenants for your property.

We will check

- Employment details and permanency over the last three years
- Credit scoring and history checks
- A current and/or previous landlord's opinion of their suitability
- Whether their bank recommend they can take on the financial obligation of renting your property

Once all details have been finalised we will draw up an assured shorthold tenancy agreement, collect one months rent and a six week security deposit. The security deposit is then held until the end of the tenancy. Monthly standing order payments are then arranged and a date for the move in is organised.

Our Levels of Service

We know that everyone's circumstances are different and as such we are able to tailor packages to exactly reflect your requirements.

We offer three levels of service designed with flexibility in mind. They are our Tenant Find Only Service, our Tenant Find and Rent Collection Service and our Full Management Service.

Tenant Find Only Service

Our Tenant Find Only service is suited to landlords who have both the time and resources to deal with potential problems that arise from letting a property. You must consider issues such as emergency call outs, lost keys, insurance claims and faulty appliances. We are of course happy to assist and advise the novice landlord in all aspects of letting their property regardless of the service they select.

We will

- Carry out an initial market appraisal
- Advise on presentation
- Implement our marketing strategies
- Arrange all safety checks upon request
- Accompany all viewings
- Report on reference findings
- Arrange a professional inventory where required
- Receive cleared move in monies and security deposits prior to start of tenancy
- Set up a regular standing order in the landlords favour
- Arrange extensions, renewals or terminations of tenancies where required

Our fee for the above service will normally be deducted from the first months rent and the balance will be automatically transferred to your nominated account.

Tenant Find and Rent Collection Service

In addition to our Tenant Find Only Service we will

- Demand and collect the rent on your behalf by standing order.
- Credit your nominated account on a monthly basis.
- Provide you with a fully itemised statement each month.

Our fee for this service will be deducted at source from rental payments on a monthly basis. The balance will be automatically transferred to your nominated account.



Full Management Service

Many of our clients opt for this service because it takes the pressure of running a property out of their hands. In simple terms we become the landlord and all dealings are effected through our dedicated property management department. Our fully managed service is especially good for the novice or the overseas landlord.

In addition to our Tenant Find Only Service we will

- Provide a dedicated phone line for our landlords
- Collect the rent and produce monthly statements of account
- Inspect the property on a regular basis
- Provide inspection reports to the landlord
- Deal with all tenant and maintenance issues using approved contractors
- Serve all relevant notices and advise on rental increases
- Provide estimates for repairs and refurbishments
- Arrange all legal checks and certificates
- Deal with insurance claims
- Deal with extensions, renewals of tenancy agreements and remarketing of the property

Our fee for this service will be deducted at source from rental payments on a monthly basis. The balance will be automatically transferred to your nominated account.

Security Deposits

Gibson Lane will collect a six week holding deposit for each property. This will be collected in advance of any occupation and returned, subject to any deductions, after the tenancy has expired.

Gibson Lane are members of The Tenancy Deposit Scheme operated by The Dispute Service and adhere to all mandatory legislation, related to the protection of deposits during a tenancy. Further information is available upon request.

At the End of the Tenancy

If you manage your own property the tenant will usually issue notice to you directly - once notice has been received we can immediately remarket and re-let your property.

If Gibson Lane are managing your property all end of Tenancy administration is our responsibility and we will deal with all the necessary paperwork, including remarketing and re-letting.

Landlord Considerations

Preparing the Property for Let

As part of our free valuation service we will offer you all the advice you need to ensure that your property looks inviting to potential tenants. We strongly recommend that properties are professionally cleaned before the commencement of any tenancy, and that all rooms should be free from any clutter.

Any maintenance issues should be addressed and the décor should be of a good standard. We have a number of approved contractors who can provide quotes free of charge for cleaning, decorating, general repairs and the supply of furnishings as required at competitive rates.

The property can be let furnished or unfurnished. In either case the property should have curtains and carpets (where applicable). The kitchen must have white goods.

The Tenancy Agreement

Gibson Lane are able to prepare and execute an assured shorthold tenancy agreement. This not only covers the terms and conditions of the tenancy, but also protects the landlord's right of tenure and possession within the scope of the law. We are able to add clauses specifically requested by our landlords to protect their personal interests.



Gas

All properties let by or managed by Gibson Lane require a valid and current Gas Safety Certificate under The Gas Safety (Installation and use) Regulations 1994. With your permission we will instruct a CORGI registered gas engineer to check all gas appliances in the property in advance of the tenancy starting. We are not able to move tenants into any property that does not have a Gas Safety Certificate.

Furniture

All properties valued by Gibson Lane will be assessed to ensure that all furnishing and furniture conforms to The Furniture and Furnishing (Fire and Safety) Regulations 1993. Where furniture is deemed to contravene these regulations it must be removed from the property before any tenancy commences.

Electrical Safety

In brief, electrical safety regulations require any electrical appliances supplied to be safe and where appropriate instruction booklets must be provided. There is currently no statutory testing interval but it is important that the appropriate checks are made. Further information is available upon request.

Inventory

Whether you opt for our Tenant Find or our Full Management Service we strongly advise all landlords have a professional inventory prepared to alleviate any unnecessary complications at the end of the tenancy. The inventory will list the contents of the property whether furnished or unfurnished, and a separate scale of condition will be prepared for presentation at the check in.

Signatures will be obtained from the incoming tenants and this document will be used at the check out.

Insurance Products

Comprehensive landlord insurance is available for non payment of rent and legal expenses at excellent rates. For a small premium we are able to provide added peace of mind in the event of a problem arising. Further information is available on request.

Cleaning

We always recommend that a property is professionally cleaned at the start of a tenancy. Our tenancy agreements make it a provision that all outgoing tenants must pay for the property to be professionally cleaned at the end of the tenancy. This ensures that the property is presented favourably for the next let.

Furnished or Unfurnished

Maintaining as much flexibility as possible is the key to a successful let. We fully understand that you may not wish to either store your existing furniture or provide new furniture for your property so the decision on the type of let remains yours at all stages. During the market appraisal we will be happy to advise you in more detail concerning furnishing your property.

Income Tax

Income from letting a property is taxable under English Law and is assessed after deduction of a number of outgoings from the gross rent received.

Landlords are advised to complete an annual self assessment return or to instruct an accountant to compile this for them. More detailed information regarding taxation is available at: www.hmrc.gov.uk.

Non Resident Landlords

If you live overseas by law we have to deduct tax at the basic rate from monthly rental payments and pass this onto the Inland Revenue. However, there are a number of situations where landlords living abroad can apply for tax exemption.

More information can be found at the Inland Revenue website at www.hmrc.gov.uk/cnr/nr_landlords.htm

Our Credentials

- **Dedication** - We are a highly dedicated and skilled team. Most of our staff are qualified in their chosen field and all provide a first class service
- **Opening Hours** - We are open 7 days a week - and until late during the week when other agents are closed
- **Marketing** - We harness the internet and other technologies to promote your property, finding you the best tenants who will pay top rents
- **Recommendation** - we have a file full of commendations and a large majority of our business is through recommendation
- **Communication** - where other agents fail, Gibson Lane keeps you in the picture at all stages of the let. We are not scared to talk to our clients, the lifeblood of our business
- **Local People** - we are run by local people, with local knowledge of both the market and the area
- **Database** - one of our biggest attractions is the quality of our database made up of professional applicants, blue chip companies and Relocation Agents - all contacted the moment we receive your instructions

The next step.....

If you haven't already, call us to assess and value your property for letting.

Choosing the right agent is an important decision, and choosing a management agent even more so.

Gibson Lane have the resources to deal with all the issues that may arise and can provide the assistance you need.

We will be delighted to assist in finding tenants for you, collecting the rent or fully managing your property.

Rest assured that we will work extremely hard to get you the best tenants, paying the highest rents in the quickest possible time.