

PATRICK OLIVER



01424 390 100
patrick-oliver.co.uk

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**Specialising in Residential Lettings,
Property Management, and Sales
in St Leonards on Sea,
Hastings, Bexhill, and Rye.**

**Local, Qualified and Experienced
Friendly Property Professionals
Open 7 Days a Week**

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YOUR COASTAL PROPERTY IN SAFE HANDS

We believe that landlords would like to benefit greatly from reassurance and simplicity when it comes to renting. We deliver the highest level of service as expected from local Estate Agents, without the added expense of a physical office.

Gemma Patrick manages the Estate Agency online and works alongside 1-2 freelance women whom carry out the appointments:

Karen Standing - Sales and Lettings Manager

We are flexible to meet you **any time** at your property.

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Please contact Gemma Patrick any time:

Office - 01424 390100 or Mobile - 07398 578513

Email - gpatrick@patrick-oliver.co.uk

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5* Customer Google Business Reviews

Train P - Managed Landlord for 6 years - Best experience I ever had so far. I'm a landlord and made a purchase through them which was so easy and also using them to manage two buy to let properties. They are on the ball at all times, amazing how fast they deal with any situation. Well done.

Natasha S - Let Only for 5 years - Again, another 5 stars as always. Rented my flat out in a week with amazing checks and one year contract. Gemma is always there to help and goes one mile ahead for you. I wouldn't work with anyone else in Hastings. Thank you for everything you do Gemma and the whole team!

Mari P - Managed Tenant - Gemma was excellent with helping us find our perfect Pet-friendly garden flat, and finally move out from London. There were some repairs to do and home improvements, and Gemma promptly arranged all these adjustments. Overall, they are the best agents we have dealt with. Highly recommended.



Serious about selling or letting your property?

It makes sense to choose an agent who's with **OnTheMarket**



LANDLORD SERVICES CHECKLIST

At Patrick Oliver Lettings and Property Management, we pride ourselves on providing a professional and friendly service which allows us to take the hassle out of renting your property. We have extensive knowledge of the rental market and will offer a comprehensive package tailored to your needs.

Below is a checklist to ensure you know which service is right for you:

SERVICE	FULLY MANAGED SERVICE	INTRODUCTORY SERVICE
Appraisal	Y	Y
Price and advice	Y	Y
Professional photos	Y	Y
Room measurements	Y	Y
EPC ordered *	Y	Y
Marketing brochure	Y	Y
Online marketing	Y	Y
Viewings	Y	Y
Tenant assessment	Y	Y
Tenant referencing	Y	Y
Inventory *	Y	Y
Keys cut *	Y	N
GSC arranged *	Y	Y
EICR & PAT arranged *	Y	Y
Tenancy agreement *	Y	Y
Standing order set up	Y	Y
Deposit registered *	Y	Y
Rent collection	Y	N
Rent arrears	Y	N
Property management	Y	N
Annual GSC *	Y	N
Tenancy extensions *	Y	Y
Check out	Y	N
Deposit return	Y	Y

**Additional fees apply*

OUR LET PROPERTIES



2 BEDROOM FLAT – HIGH STREET



1 BEDROOM FLAT – GROSVENOR GDNS



2 BEDROOM HOUSE - TACKLEWAY



2 BEDROOM & GARDEN – WEST HILL RD



2 BEDROOM FLAT – PEVENSEY ROAD



1 BEDROOM FLAT - MARINA

LANDLORD GUIDE TO LETTING YOUR PROPERTY



Patrick Oliver Ltd Estate Agents is owned and managed by Gemma Patrick. Gemma is a member of the Association of Residential Letting Agents and a member of Property Mark. Both are industry regulating bodies which guarantee professionalism and up to date legislation knowledge. We have Client Money Protection and protect deposits through Tenancy Deposit Scheme. Our experience includes all aspects of lettings and management, and Gemma has worked in Essex, London, East Sussex, and Kent.

Karen Standing, our Lettings Manager, works freelance and therefore able to offer appointments 7 days a week for landlords and tenants. After your initial conversation with Gemma about your property and requirements, we will arrange for Karen to come and visit you at a convenient time.

Following your signed instructions, we will book in for professional photography, preferably when it is sunny, and proceed to rent out your property.

Tenant Sourcing

We advertise online at the leading portals: On the Market, Zoopla, and Rightmove, which each receive millions of visitors per week. We also have links to the properties from our website with high google search optimisation features, as well as advertise on our popular social media channels.

Our software produces superb brochures for tenants browsing online. As an online agent, we know the key to success in rentals is the quality of the photographs and the brochure. With professional photography, we take eye-catching photos to attract quality applicants.

Our dedicated team handles enquiries, manages viewings, and ensures tenants are found who match your requirements and the property itself. Our viewings are conducted professionally and thoroughly to make sure all information is given upfront.

After agreeing the tenancy terms with you, we conduct detailed referencing which includes thorough credit, residency, income, and ID checks. Once the references come back, we will update you and prepare the property for rental.

The referencing company we use is Let Alliance, who do thorough and independent tenant credit checks i.e. open banking review; electoral roll confirmation; employment referencing; and landlord referencing. They can also provide you with competitive quotes for landlords' rent guarantee, legal cover, and eviction services.

LANDLORDS' GUIDE TO LETTING YOUR PROPERTY cont

Referencing

From June 1st, 2019, the Tenant Fee Ban came into place. As an Agent, we cannot charge a tenant any fees for referencing or administration. This was £100 per adult until this ban, but some agents would profit from tenants up to £600 during one tenancy. To ensure that we continue to provide due diligent independent reference checks, we have had to introduce a Landlord Fee of £60 per adult for this service.

Inventories

As landlords ourselves, we know how vital a comprehensive inventory and schedule of condition is for the safe management of your property. Tenants pay five weeks rent as a dilapidation deposit to protect themselves and your property. It is equally important for the tenant and the landlord to have a written report compiled within one week of the tenancy start date.

We can produce detailed photographic written reports for your tenants and yourself, at the start of the tenancy. Your tenant will then be given 7 working days to check the document thoroughly and respond to us or yourself, with any amendments. Following mutual agreement, these are held on file to be used at the end of the tenancy.

Check Ins

As part of our ongoing commitment to quality rentals, we highly recommend a check in by a trained letting professional. We remain objective and unbiased at all times and will walk through the property checking the condition, and agree to any additional comments to be made at the point of move in. This ensures all parties have checked and agreed with the detailed inventory at the start of the tenancy.

Tenancy agreements

As an ARLA regulated agency, we use ARLA's own tenancy agreements which are thoroughly checked and regularly updated by lawyers, to guarantee legislative compliance. This legally binding document is signed, witnessed, and dated by all parties. A copy is held on file and can be accessed within 48 hours upon request, and at any point by email to gpatrick@patrick-oliver.co.uk. All areas are covered from drainage to parking and we can add special clauses wherever needed.

Pets

We understand why some landlords are reluctant to accept pets. However, we have rarely had problems with pets, and more often it is with young children or a large family. We find pet owners are house proud and will clean and look after the house on a daily basis. Pet owners can give pet C.V.s and references for the animals too. Tenants must also professionally clean and fumigate the property at the end of the tenancy. Sometimes we can collect a higher deposit as well.

DSS

Whilst we can never guarantee tenants, we recommend considering all scenarios, including DSS and Universal Credit on a case by case basis. The rent can be guaranteed to be paid directly from the local Council and they will still be subject to all the thorough reference checks.

Inspection Visits

We strongly recommend that you include quarterly inspection visits in the first year of your tenancy. This creates good rapport between the tenant and landlord to make sure we all want the same goals, which is open and trustful communication. An honest relationship will develop and when mutual trust has been built, then the inspections can be carried out twice a year.

Check Outs

At the end of the tenancy, you should make formal arrangements to meet the tenant on the final day of the tenancy, at the property. We recommend you instruct a qualified professional lettings agent to carry out the independent check out, in order to avoid conflict of interest. We can guide you through the end of the tenancy and ensure that all parties reach an amicable agreement, in the shortest amount of time. No problem is insurmountable!

Property Management

During the tenancy, issues invariably arise for landlords and tenants. This can range from leasehold work to be carried out and access arranged, missed bills, late rent payments, water leaks, boiler problems, door locks jamming, etc. With a qualified & experienced agent managing your property, we offer you the confidence that your property will be looked after like it is our own. We keep you informed at all times of quotes, time frames and regular updates of any work carried out. Please note - an upfront float is required to be held in our Client account, to cover emergencies during the tenancy.

GSC

As of 1998, all properties with gas, need a valid certified gas safety check carried out annually. We will send out reminders if you request this at the beginning, or you can instruct us to automatically make the arrangements for it to be carried out when due. All tenants must give reasonable access during this time, as well as for emergency work.

EPC

As of 2007 all properties need to have a valid Energy Performance Certificate. They last for 10 years and show information about the insulation, cavity walls, windows, and heating system. The ratings are accurate and help tenants make independent decisions about their utilities.

Legionella

This water borne disease is common in buildings left empty for several weeks. It is highly recommended to have this test carried out before the start of your tenancy.

Smoke & Carbon Monoxide Alarms

Since October 2015, smoke alarms must be installed on each floor and in any room with an open fireplace or wood burner. They can be hard wired or battery operated but must be tested at the start of each tenancy. Carbon Monoxide Detectors must be installed close to the boiler.

Insurance

We require a copy of your buildings insurance at the start of the tenancy. If there were an emergency and we are managing the property, we would pursue the claim on your behalf.

Mortgage

Please advise us of your mortgage due date at the start of the tenancy. We can then arrange for the monthly rental date, to ensure the rent is received in good time for your repayments.

Keys

We need 2 or 3 sets of keys upon instruction: for all the doors, windows, garages, and outbuildings.

Appliances

We recommend that you provide a fridge freezer, oven, hob, and washing machine. However, tenants sometimes have their own so it is easier to wait until we find you a tenant, and then make a purchase. Managing these appliances are left at your own discretion as to whether they are still under warranty, repaired by yourself, or repairs are to be done at the tenant's expense.

Welcome Pack

We thoroughly recommend that you leave a welcome pack at the start of the tenancy with: appliance manuals; guides to how the property works; information regarding utilities, waste disposal and recycling; bus routes and other local useful information.

PAT

The Electrical Safety Council's Guidance recommends portable appliance testing to satisfy the obligation to ensure that any portable electrical appliances which the landlord provides under the tenancy, are safe at the point of letting, and retested every 1-2 years after that.

Fire and Furnishings 1988 (1999)

Please ensure all furnishings have the legally certified fire resistant labels. The items will need to be removed if they do not have them. Please contact us to discuss your furnishings.

EICRs

Electrical Installation Condition Report (Fitness for Human Habitation 2018; Housing Health & Safety Rating System; Landlord & Tenant Act 1985).

Under various landlord legislations, an Electrical Installation Condition report is required as all electrical installations deteriorate over time. It is recommended that they should be inspected and tested every "3-5 years".

Contractors

We only choose trusted contractors who are professionally qualified, certified, thoroughly referenced, and deliver quality work. They must carry ID at all times and renew their public liability insurance (no less than £2 million) annually and provide us with a copy each time. We accept no liability for any damage caused by the contractor as they have their own PLI and are independent of Patrick Oliver.

Inventories

These are detailed written reports giving descriptions of the condition of the property, at the beginning of a Tenancy. They are supported by good quality embedded photographs which are date stamped.

Taking an inventory is a landlord's best friend. Whether you do this yourself or enlist the help of professionals, make sure your inventory list is thorough and detailed to avoid disputes with tenants at the end of their tenancy.

Evidence is King! If you need to deduct a charge from your tenant's deposit, the inventory and check out report will form the bedrock of evidence! If matters spiral into a dispute situation, then the onus is upon you the landlord, not the tenant, to provide evidence to the deposit protection dispute service.

For example, if carpets, curtains or bathroom flooring have been supplied with the tenancy and the tenant puts a hole in them, burns or dirties them, then a detailed inventory will support the landlord being able to withhold money from the deposit, in order to replace these items.

The cost of having a professional inventory compiled will far outweigh the cost of having to put things right. **Always** have an inventory including digital photographs, completed by a professional, alongside regular inspections. This will support your defence when the tenancy comes to an end should you need to withhold any of the deposit, or claim any further costs for damages.

Adjudicators also look for a clearly defined glossary of terms and guidelines. In the Check Out report they look for a clearly laid out report with a full list of the dilapidations.

Condition and cleanliness can often be subjective which is why the adjudicators are looking for a glossary of terms, particularly as disputes arising from cleaning are the most common.

We provide this service and compile a detailed digital report with colour photographs and comments on type, colour, and condition. We also ask the tenants for any amendments within 7-10 days upon receipt.

Deposits

We are registered with the Tenancy Deposit Scheme, an insurance based government scheme, which protects the deposit for the tenant during the tenancy. We hold the deposit in our Client Account until the end of tenancy. If we manage the property, we would submit a dispute to them if required to adjudicate. If we only introduced the tenant, we would await your instructions before doing anything with the deposit, but we must have an update within 10 days of the end of the tenancy.

Due to the Tenant Fee Ban, all deposits will be a maximum of 5 weeks' rent from June 1st, 2019.

Rent Collection

Our dedicated accounts team will keep monthly rental statements and can forward it to you at any point. Should the rent be late, we send three consecutive letters, along with a phone call every 48 hours. If it is not paid, we then proceed to take further action in line with current legislation. This service would cost extra if it were to go to court.

Deposit Disputes

Should the end of the tenancy result in the unfortunate situation whereby the tenant and landlord agree to disagree about the returned condition of the property, we can submit the dispute application for you to the DPS adjudication service. Please speak to Gemma Patrick for more information.

Selling your Investment

We can sell your rental investment by advertising on On the Market. With our guaranteed delivery of a premium service, please get in touch for a confidential and free valuation.



PATRICK OLIVER

Estate Agents



propertymark
CLIENT MONEY PROTECTION



**ONLINE LOCAL
SALES
LETTINGS
MANAGEMENT**

CONTACT US TODAY

**St Leonards on Sea
01424 390100
gpatrick@patrick-oliver.co.uk**

**Gemma Patrick
Owner & Director
MARLA**

**Karen Standing
Lettings Manager**

LETTINGS PRICE LIST

Tenant Sourcing 2 Weeks Rent

References per
Tenant/Guarantor £60

Tenancy agreement £100

Inventory £75 - £500

Deposit registration £60

Property management 10%

Fixed Term Renewal £150

Non-Managed Properties:

Check In (from) £75

Inspection visit £50

Check out (from) £75

Deposit dispute (from) £75

Serving Section 21 £75

Rent Review £75

Other Services (Subject to VAT):

EPC £100

GSC £90

Floorplan £50

**Please ask for a detailed quote tailored to
your requirements.**