

# PATRICK OLIVER



**01424 390 100**  
**patrick-oliver.co.uk**



**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**



*Registered Address: 31 West Hill Road, St Leonards on Sea, East Sussex TN38 0NA*



## 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 several freelance staff who carry out the appointments. Karen Standing is our Lettings Manager and our team members are flexible to meet you **any time** at your property.

\*

**Please contact Gemma Patrick to discuss your rental today.**

**Office - 01424 390100 / Mobile - 07398 578513  
Email - gpatrick@patrick-oliver.co.uk**

\*

### **5\* Customer Google Business Reviews**

***A Rana - Managed Landlord - Gemma is very easy to work with, and has great communication skills with timely updates, which takes away much of the stress related to the industry. 100% would recommend using her services***

***N Shirazi –Tenant Find Landlord - 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!***

***A Ruiz - Managed Landlord - Gemma and Karen have made the whole renting process smooth and stress-free. They are professional and efficient and always quick to respond.***

***R Stocks – Tenant Find Landlord - Gemma and her team were brilliant all throughout my rental experience. Gemma managed to find me a tenant for my property. I reached out to Gemma after she was recommended to me by a colleague after not having much luck with other estate agents. I will be recommending Gemma to people in the future just as she was recommended to me.***

## LANDLORD SERVICES CHECKLIST

With Patrick Oliver Estate Agency, our Introductory Tenant Find and the Full Managed Services provide you with a professional and friendly service taking 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'S GUIDE TO LETTING YOUR PROPERTY**



Patrick Oliver Estate Agents is owned and managed by Gemma Patrick. Gemma is a member of the Association of Residential Letting Agents and a member of Propertymark. These are the industry's regulating bodies which guarantee professionalism and up to date legislative knowledge. Our experience includes all aspects of lettings and management, and Gemma has worked in Essex, London, East Sussex, and Kent.

Karen Standing (Lettings Manager) and Daniel Baldwin (Experienced Property Professional), work freelance and are 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 or Dan to come and visit you at a convenient time.

Once we have discussed and agreed the plan for your rental property, we will book in professional photography and proceed to rent out your property.

## **Tenant Sourcing**

We advertise online on the leading portals, Rightmove and On the Market, which receive millions of visitors per day. We also have the option to register tenants automatically via our website for available and upcoming properties. We advertise on our popular social media channels, (Instagram, Facebook, & Threads), which have high google search optimisation features.

Our advertising provides as much detail as possible for tenants browsing online. With professional photography, we take eye-catching photos to attract quality applicants and to make your property stand out. We also take room measurements and highlight what makes each property unique. As an online agent, we know these are key to success in a competitive rental market.

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 the necessary information is given upfront.

After agreeing the tenancy terms with you, we conduct detailed referencing which includes: thorough social media review; credit checks; proof of residency and right to rent; income and bank statements; and ID checks. Once the references pass, we will update you and prepare the property for rental.

The referencing company we use is Canopy 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.

## **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.

## **Tenancy Agreements – Housing Act 1988 (amended 2026) Assured Tenancies and the end of the Assured Shorthold Tenancies from May 1<sup>st</sup>, 2026**

- Most existing fixed-term assured shorthold tenancies won't continue with a fixed end date from May 1<sup>st</sup> and they automatically convert into periodic "rolling" tenancies (typically month-to-month).

- As part of that change, the statutory notice regime changes: tenants generally must give at least 2 months' notice to end a periodic tenancy once the Act is in force.
- Certain grounds for possession available only under the new law will require the landlord to give four months' notice before starting a possession claim (for example, to sell the property or for owner occupation under Ground 1A).
- From 1 May 2026 onwards, your tenancy will function as an assured periodic tenancy under the Act (even if the old contract had a fixed end date that fell later).
- A landlord can only serve the new type of notice once the Act is in force and must give the requisite four-month period from the date they serve it. So it doesn't automatically start on 1 May just because that's the date the law changes — it starts when the statutory notice is issued.

**Landlords** cannot demand large upfront rent anymore.

New rule:

- They can only require up to 1 month's rent in advance for a monthly tenancy.
- If rent is weekly or shorter periods, they can ask for up to 28 days' rent.
- This payment can only be taken after the tenancy agreement is signed and before the tenant moves in.
- The tenant can still choose to pay more rent upfront voluntarily, but the landlord cannot request or pressure you to do it.

**Pets** - Tenants have a right to request a pet with RRA 2026.

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 daily. Pet owners can give pet C.V.s and references for the animals. Tenants must also professionally clean the property and steam clean the carpets at the end of the tenancy.

Rules:

- They must ask in writing to keep a pet.
- The landlord usually has 28 days to respond.
- They landlord cannot refuse without a reasonable reason.

Examples of reasonable refusal:

- The building lease bans pets
- The property genuinely isn't suitable (e.g., large dog in a tiny flat)

## **Children and Families**

Landlords cannot discriminate against tenants for having children.

Possible exception:

A landlord might refuse if the property genuinely isn't suitable (for example overcrowding rules, like several children in a tiny one-bed flat)

## **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 could be guaranteed to be paid directly from the local Council and they will still be subject to all the thorough reference checks.

Landlords can still check affordability (income vs rent). If the rent clearly isn't affordable, they may reject the application on that basis.

## **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 always remain objective and unbiased 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](mailto:gpatrick@patrick-oliver.co.uk). All areas are covered from drainage to parking and we can add special clauses wherever needed.

## **Cleaning**

A property should be professionally clean before a new tenant arrives. This sets the standard for how it must be returned. This process protects your property, helps justify deposit deductions if needed, and keeps new tenants happy.

## **Inspection Visits**

We strongly recommend that you include quarterly inspection visits in the first six months 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, 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.

### **Rent and Legal Guarantee Insurance**

Should you wish to have added peace of mind and take out rent and legal guarantee insurance, we can provide this for a monthly fee if we manage your property. It would cover any loss of rent and legal expenses. We strictly verify and reference all tenants, but if you want to have extensive protection we can give you more information on this service.

### **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 3 sets of keys upon instruction or before the start of the tenancy for all the doors, windows, garages, and outbuildings.

### **Appliances**

You will need to provide at minimum an oven and a hob. You may wish to consider offering a washing machine and/or fridge freezer when we find suitable tenants. 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 will 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 DS adjudication service. Please speak to Gemma Patrick for more information.



# PATRICK OLIVER

Estate Agents

**rightmove**  
find your happy



**PRS** Property Redress Scheme

**TDS**  
Tenancy Deposit Scheme  
member

**propertymark**  
CLIENT MONEY PROTECTION

**ONLINE LOCAL  
RESIDENTIAL  
LETTINGS &  
MANAGEMENT**

**CONTACT US TODAY**

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01424 390100  
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**Gemma Patrick  
Owner & Director  
MARLA**

**Karen Standing  
Lettings Manager**

**Daniel Baldwin  
Property Professional**

## 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%**  
(Rent and Legal Guarantee for an additional monthly fee)

**Additional Services not included in management:**

TDS Dispute submission                      £50  
Rent Increase S13/ Form 4A                      £50  
Serving Section 8/Form 3A                      £175

**Other Services (Subject to VAT):**

EPC                                              £100  
GSC                                              £100  
EICR                                              £175 +

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