

PATRICK OLIVER



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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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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.

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Please contact Gemma Patrick to discuss your rental today.

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

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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



Our approach

Patrick Oliver Ltd is owned and managed by Gemma Patrick MARLA and is a Propertymark member. Propertymark is a professional membership body rather than a statutory regulator; membership supports professional standards, continuing development and client money protection. We are also a member of an approved redress scheme. Copies of current membership and protection certificates are available on request.

We provide Tenant Find and Fully Managed services for residential property in England. This guide summarises the principal requirements applying on 15 September 2026. It does not replace property-specific legal, tax, mortgage, insurance, licensing or building-safety advice.

Marketing and selecting tenants

Advertising

We prepare accurate particulars with professional photographs and room measurements and advertise through Rightmove, OnTheMarket, our website and selected social channels. Written adverts state the asking rent and material information known to us. A landlord or agent must not invite, encourage or accept an offer above the advertised rent.

Fair selection

Applicants are assessed consistently against lawful, evidenced criteria such as affordability, references, intended occupation and suitability for the property. Blanket exclusions of applicants because they have children or receive benefits are prohibited. Disability and other protected characteristics must be handled in accordance with the Equality Act 2010, including reasonable adjustments where required.

Referencing and Right to Rent

Referencing may include identity, address, credit, affordability, employment, landlord and open-banking checks through Canopy or another disclosed provider. We do not describe referencing as a guarantee that a tenant will perform the tenancy. Routine social-media screening is not part of our standard process. All adults who will occupy the property must receive a compliant Right to Rent check before occupation, with follow-up checks where a time-limited status requires them.

Data protection

Patrick Oliver and, where applicable, the landlord process personal data under the UK GDPR and Data Protection Act 2018. Applicants and tenants must receive a privacy notice explaining the data collected, purposes, lawful bases, recipients, retention, international transfers where relevant, security, individual rights and how to complain to the ICO. Only necessary information should be collected, shared through secure channels and retained for a documented period. Data breaches must be assessed promptly and reported where legally required.

Assured periodic tenancies from 1 May 2026

The Renters' Rights Act 2025 ended assured shorthold tenancies and section 21 for the private rented sector in England on 1 May 2026. Most existing assured and assured shorthold tenancies converted automatically to assured periodic tenancies. New assured tenancies are periodic and do not have a fixed end date.

Before a new tenancy is agreed, the landlord must give the tenant the prescribed written tenancy information. The tenancy agreement and pre-tenancy documents used by Patrick Oliver are designed to record those terms. Each named tenant of a qualifying written tenancy created before 1 May 2026 should also have received the official Renters' Rights Act Information Sheet 2026 by 31 May 2026; evidence of service should be retained.

Ending a tenancy

A tenant normally ends an assured periodic tenancy by giving at least two months' written notice. A landlord must use an applicable statutory possession ground, the prescribed notice and the correct notice period. Grounds for sale or occupation by the landlord or close family generally require four months' notice and are subject to protected periods and restrictions after possession. Court proceedings are required if the tenant does not leave. Notice validity depends on the facts and the landlord's wider compliance record, so possession work should be checked case by case.

Rent and rent in advance

For a monthly tenancy, no more than one month's rent may be required in advance, and it must not be accepted before the tenancy has been agreed. A landlord or agent must not request or encourage a larger voluntary payment. Rent may normally be increased only once in any 12-month period by serving the prescribed statutory notice with at least two months' notice. The proposed rent must reflect the open-market rent and the tenant may refer it to the First-tier Tribunal.

Pets

A tenant may make a written request to keep a pet. The landlord must consider it and normally respond in writing within 28 days. Consent must not be unreasonably refused or delayed. Suitability, the animal, the property and superior lease terms may be relevant. Tenants can be required to return the property to the same standard of cleanliness recorded at check-in, allowing for fair wear and tear, but cannot be required to buy a professional cleaning service.

Money and tenancy documents

Permitted payments

The Tenant Fees Act 2019 limits payments that may be required from tenants. A holding deposit is capped at one week's rent and a tenancy deposit is normally capped at five weeks' rent where annual rent is below £50,000, or six weeks where annual rent is £50,000 or more. Referencing and administration fees are not charged to tenants. Any default payment must be expressly permitted by the Act and the tenancy terms.

Deposits

Patrick Oliver uses the Tenancy Deposit Scheme insurance-backed scheme and holds relevant stakeholder deposits in its client account where agreed. The deposit must be protected and the prescribed information supplied to the tenant and any relevant person within 30 days of receipt. Scheme rules, statutory deadlines and evidence requirements apply to repayment and disputes. The landlord remains responsible for ensuring compliance where the deposit is transferred to or retained by the landlord.

Inventory check-in and check-out

A detailed inventory and schedule of condition, supported by dated photographs, is prepared where instructed. Our service includes the check-in. The tenant is invited to identify amendments promptly so an agreed record can be retained. At check-out, deductions must reflect evidenced loss, allow for fair wear and tear and avoid betterment. Undisputed money is returned within the scheme timetable; unresolved deductions may be referred to TDS adjudication or the court.

Documents supplied before occupation

The tenant should receive the signed tenancy terms and all required documents at the correct time, including the current EPC, gas safety record where gas is present, electrical safety report, deposit prescribed information, scheme leaflet and evidence that smoke and carbon monoxide alarms were tested. Right to Rent and document-service records should be kept. The current government information requirement is separate from the former How to Rent process and must be followed as prescribed.

Property safety and condition

Gas safety

All landlord gas appliances, fittings, chimneys and flues must be maintained in a safe condition. A Gas Safe registered engineer must complete the statutory check at least every 12 months. The record must be given to an existing tenant within 28 days of the check and to a new tenant before occupation. Defects must be dealt with promptly and access attempts documented.

Electrical safety

The fixed electrical installation must meet the national electrical safety standards and be inspected and tested by a qualified and competent person at least every five years, or sooner if the report requires. A copy of the report must be given to a new tenant before occupation, to an existing tenant within 28 days of the inspection, and to the local authority within seven days of a written request. Required remedial or investigative work must normally be completed within 28 days, or sooner if stated in the report, and written confirmation supplied as required.

Portable appliances

Any electrical appliance supplied by the landlord must be safe. Portable appliance testing is a useful risk-control measure but there is no universal statutory annual or two-year PAT interval for ordinary private rented homes in England. Inspection and testing should be proportionate to the appliance, its use, condition and manufacturer guidance.

Smoke and carbon monoxide alarms

A working smoke alarm is required on every storey used as living accommodation. A carbon monoxide alarm is required in every room used as living accommodation that contains a fixed combustion appliance, excluding a gas cooker. The landlord must ensure the alarms work at the start of each new tenancy and must repair or replace a reported faulty alarm as soon as reasonably practicable.

Energy performance

A valid EPC is normally required before marketing and must be made available to prospective tenants and supplied to the tenant. It is generally valid for 10 years. A privately rented property must normally achieve at least EPC E unless a valid exemption is registered. Landlords should check the current register and future standards before letting or carrying out improvement works.

Furniture fire safety

Upholstered furniture supplied with the tenancy must comply with the Furniture and Furnishings Fire Safety Regulations 1988, as amended. Compliance labels and purchase records should be retained where available; non-compliant items must not be supplied.

Management responsibilities

Repairs fitness and damp

The landlord remains responsible for the statutory repair duties in the Landlord and Tenant Act 1985 and for keeping the home fit for human habitation. Reported hazards, leaks, heating failures, damp and mould must be investigated and remedied within a reasonable time according to risk. Management visits are visual checks and do not replace specialist inspections or the landlord's legal duties.

Access and inspections

Routine inspections are arranged at reasonable intervals. Except in a genuine emergency or where another legal right applies, at least 24 hours' written notice should be given and access must be at a reasonable time. A tenant's right to quiet enjoyment must be respected. Refused access and all reasonable attempts to obtain it should be recorded.

Water safety

Landlords must assess and control the risk of exposure to legionella. A separate laboratory test or certificate is not routinely required for every domestic tenancy. Sensible controls include maintaining hot and cold water temperatures, flushing after void periods, removing redundant pipework where appropriate and giving tenants relevant information.

Appliances keys insurance and consent

Supplied appliances must be safe and repair responsibility must follow the tenancy terms and the law; repairs cannot automatically be charged to the tenant. Before letting, the landlord should obtain any required mortgage-lender, freeholder or insurer consent and maintain suitable landlord insurance. Sufficient keys should be provided for the occupants and agent where instructed, with secure key-control records.

Licensing and local requirements

Before marketing, the landlord must confirm whether the property requires mandatory HMO, additional or selective licensing and whether planning, leasehold or local authority conditions apply. Licensing rules vary by address and occupation. The landlord must tell us about improvement notices, prohibition orders, licences and restrictions affecting the property.

Contractors and client money

We use appropriately qualified contractors and obtain evidence of insurance where relevant. Contractors act as independent suppliers and the landlord remains responsible for authorising work and paying properly due charges. Client money is handled through the designated client account and in accordance with our client money protection and accounting obligations.

Rent collection arrears and possession

For managed properties, we collect rent, issue statements and follow a documented arrears process. We cannot guarantee payment or possession. Formal notices and court action are separate services and depend on the facts, current prescribed forms and statutory preconditions. Legal advice, court fees and representation are not included unless agreed in writing.

Rent and legal protection

Rent and legal protection may be available under a separate insurer's policy and quotation. Cover, exclusions, qualifying criteria, excesses and claim decisions are controlled by the insurer. It should not be described as covering every loss of rent or legal expense.

Landlord readiness checklist

Before advertising or occupation, the landlord and agent should confirm the following:

- Ownership, authority to let, address for service, mortgage/freeholder consent and landlord insurance.
- Correct licence and planning status for the address and proposed number of occupants.
- Valid EPC and compliant marketing particulars showing the asking rent and material information.
- Current gas safety record, satisfactory EICR and completion evidence for required remedial work.
- Working smoke and carbon monoxide alarms in the required locations and recorded start-date tests.
- Safe furnishings, appliances, water systems and a property free from serious hazards.
- Right to Rent checks for every adult occupier and fair, documented applicant assessment.
- Prescribed written tenancy information supplied before agreement and all move-in documents scheduled for service.
- Deposit capped, protected and prescribed information served within 30 days, with evidence retained.
- Privacy notices, secure data sharing, retention rules, ICO registration/fee assessment and data-breach process in place.
- Current redress and client money protection memberships displayed as legally required.
- Financial-sanctions screening and reporting procedures completed where required for the agency's regulated activity.

Compliance depends on the property, occupants, local licensing area and the way each transaction is handled. This pack should be reviewed whenever legislation, prescribed forms or government guidance changes.



PATRICK OLIVER

Estate Agents

rightmove
find your happy



PRS Property Redress Scheme

TDS
Tenancy Deposit Scheme
member

ONLINE LOCAL RESIDENTIAL 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

Daniel Baldwin
Property Professional

LETTINGS PRICE LIST

Tenant Sourcing 50% of First
Month's Rent

References per
Tenant/Guarantor £60

APT and move-in paperwork £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
Statutory rent-increase notice £100
Housing Act possession notice £100

Third-party services:

EPC £100
GSC £100
EICR £175 +

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