

## How can I improve my chances of letting my property?

To have the best chance of letting your property it is important to listen to your agent's advice. Price is key and we have a detailed knowledge of the market and area and can advise you on what price you should expect to achieve. Making sure your property is well presented will also improve your chances of finding a good tenant quickly. Make sure your property is in good decorative order, in a good state of repair and is clean and tidy for the best chance in finding a suitable tenant quickly. Remember, the residential letting market is very competitive and your property will be up against several others so make sure yours stands out above the rest!

## Who pays for the utilities?

Unless it has been otherwise negotiated the tenant will be responsible for paying all utilities including electric, water, council tax and gas or oil where applicable.

## What is an Inventory and Schedule of Condition Report and why should I have one?

An inventory and schedule of condition report is a document that details the condition of the property along with any fixtures and furnishings that may be present. These are imperative in ensuring that deposit claims at the end of the tenancy are successful, you are unlikely to succeed in re-claiming monies from your tenant's deposit for damages or dilapidations without a professional inventory.

## How do I receive my rental income?

You will receive your rental income on a monthly basis via a BACS payment direct into your bank account less our fees and you will receive a statement detailing income and expenditure.



*An established family run independent company.*

*Traditional estate agency with modern methods.*

TRURO:  
01872 242425

ST AGNES:  
01872 552560



# goundrys

ESTATE AGENTS

01872 242425

[www.goundrys.co.uk](http://www.goundrys.co.uk)

## About us

Goundrys have been successfully letting and managing property across Cornwall since 2007, we are one of the fastest growing lettings agents in the area. We now manage a portfolio in excess of 300 properties.

As one of the fastest growing letting agents in Cornwall our property management service ensures that the letting process for landlords is as stress free and simple as possible from the moment you instruct us, we'll manage all aspects of renting your property and ensure you stay compliant with the ever-changing legislation. We're on hand to deal with any issues that arise ensuring your tenants and property are well looked after.

Accurate valuation is key. Our aim is to let your property at the best possible price in the shortest possible time, and this is where our extensive local knowledge of our market place comes to the fore.

Another key part of what we do is ensuring we find the right tenant that fits your circumstances, and not necessarily the first prospective tenant that shows interest in your property. We understand how important a decision this is and are there to help every step of the way. We pride ourselves on our honesty, integrity and straight forward approach.

The marketing of your property is the next step to finding your perfect tenant; we give your property maximum exposure across a wide range of media including all the major property portals such as rightmove, onthemarket, etc.. as well as our own website. If you want to manage the property yourself, we are still on hand to help provide a service to find you the right tenants, before handing the management back to you.

Lastly, the peace of mind of having professional ARLA qualified personnel to look after your property.

## Frequently asked questions

### How much rent can I charge?

The amount of rent you can ask for your property will depend on several factors. The market is often dictated by the supply of and demand for properties to rent. Rental prices can fluctuate depending on the current market trends, the property location, condition, presentation and size amongst other factors.

### Do I have to use an agent?

There is no legal requirement to use an agent when letting out your property, however the lettings industry can be complicated and the advice and services of an experienced, qualified letting agent can turn letting your property into a much more hassle-free experience.

### Should I let my property furnished or unfurnished?

You can let your property either furnished or unfurnished. There is a higher demand from tenants for properties that are unfurnished and furnished properties also have to meet other legal requirements that an unfurnished property may not.

For example, all furniture supplied by a landlord within a property to let must comply with The Furniture and furnishing (fire) (safety) Regulations 1988.

### Who chooses the tenants?

We will always advise the landlord on which tenants may be suitable for the property but the final decision is always the landlords.

### How does Goundrys Estate Agents ensure I get good tenants?

At Goundrys Estate Agents we take every step to ensure you get the right tenants for your property. We recommend that any potential tenant that wants to apply for a property should undergo a referencing procedure. This will normally include a credit and affordability check, employment references sought and previous landlord references/rental history looked at.

### **Gas safety**

The gas safety (installation and use) regulations of 1994 mean that it is a legal requirement that all rented property with gas appliances must be checked by a Gas-Safe Engineer on an annual basis and have a valid Landlords Gas Safety Record which must be supplied to a tenant before the tenancy begins. We would be happy to arrange one of these on your behalf.

### **Smoke and carbon monoxide alarms**

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 mean that it is a legal requirement to have a smoke alarm installed on each floor and a carbon monoxide alarm in any room where solid fuel is burned (i.e. open fire or stove). These can be battery operated.

### **Electrical safety**

New regulations introduced in 2020 mean that all properties rented from 1st July 2020 will require an electrical safety test. This will have to be carried out at least every 5 years. Any properties that already have a tenant living in them will need to have one by April 2021.

### **Furnished property**

Under the Furniture and Furnishings (fire) (safety) Regulations 1988 any upholstered furniture supplied in a let property must meet current fire resistance tests and be labelled accordingly. Any upholstered furniture purchased from a retailer after 1990 should comply with these regulations.

### **Immigration checks**

It is a legal requirement to carry out right to rent immigration checks on all tenants, whether they are a UK citizen or not. The penalty for not carrying out these checks is £5000. Don't worry, we can do this for you!

### **Deregulation Act**

This legislation was brought in to protect tenants from unfair eviction. It means that certain documents relating to deposits, tenancies and gas safety must be provided to the tenant at the start of a tenancy. We are here to make sure that all legislative requirements are complied with preventing any possible future issues.

## *Why choose us?*

At Goundrys we pride ourselves on our independent, transparent and honest family values. As a family run business we know how important it is to deliver the best service we can offer to all of our clients. Here are a few areas that we think make us different:

- **Long established and family run independent business.**
- **An experienced local and dedicated team ensuring the best advice and continuity for our clients.**
- **Competitive fees.**
- **A service tailored to your needs and wants.**
- **Various management packages to cater for all needs.**
- **A dedicated online repair reporting tool for tenants and landlords to keep track of maintenance issues.**
- **Emergency out of hours services for tenants.**
- **ARLA propertymark qualified and regulated to ensure only the highest standards.**
- **No Commissions charged on works carried out by contractors on your property.**
- **Relationships with dedicated, local and competitive maintenance contractors to ensure your property is well cared for.**

COST (ALL PRICES INCLUDING VAT)	60%	12%	15%	18%	24%
	FIND ONLY	BRONZE	SILVER	GOLD	PLATINUM
PREPARE MARKETING	✓	✓	✓	✓	✓
MARKETING (INCLUDING ONLINE PORTALS)	✓	✓	✓	✓	✓
ACCOMPANIED VIEWINGS	✓	✓	✓	✓	✓
TENANCY AGREEMENT AND PAPERWORK	✓	✓	✓	✓	✓
INTRODUCTION OF TENANTS	✓	✓	✓	✓	✓
COLLECT FIRST MONTHS RENT AND DEPOSIT	✓	✓	✓	✓	✓
DEPOSIT PROTECTION AND PAPERWORK	£50	✓	✓	✓	✓
PERIODIC PROPERTY VISITS/INSPECTIONS	✗	✓	✓	✓	✓
TRANSFER OF UTILITIES	✗	✓	✓	✓	✓
ARRANGING MAINTENANCE AND REPAIRS	✗	✓	✓	✓	✓
TENANT CHECK IN	✗	✓	✓	✓	✓
TENANT CHECK OUT	£120	✓	✓	✓	✓
EMERGENCY OUT OF HOURS CONTACT	✗	✓	✓	✓	✓
PRODUCE MONTHLY STATEMENTS	✗	✓	✓	✓	✓
RENT COLLECTION	6% per month	✓	✓	✓	✓
OBTAIN TENANT REFERENCES	from £48	from £48	✓	✓	✓
INVENTORY & SCHEDULE OF CONDITION	from £100	from £100	from £100	from £100	✓
RENT GUARANTEE*	✗	✗	✗	✓	✓
UP TO £50K LEGAL EXPENSES COVER*	✗	✗	✗	✓	✓
ADVISING ON DEPOSIT DEDUCTIONS	£120	✓	✓	✓	✓
ANNUAL TAX SUMMARY	✗	£36	£36	✓	✓
DEPOSIT ARBITRATION	£150	£150	£150	£150	✓

\* TERMS & CONDITIONS APPLY

## Key information

### Deposit

Tenants will be required to pay a deposit. The legal maximum deposit that can be taken is equivalent to 5 weeks worth of rent. This deposit is protected with a government approved deposit scheme as required by law.

### Energy performance certificate

All properties that are advertised for let will require a valid energy performance certificate with a minimum rating of E (39 points). Any property that does not meet the minimum requirements and does not have a valid exemption registered will not be able to be let. We can assist and advise on these regulations and obtaining property exemptions where required.

### Mortgage

If the property is mortgaged then it is your responsibility to obtain the necessary consent to let the property from your mortgagee. The may require additional clauses within the tenancy agreement of which you must inform us.

### Leaseholds

If you are a leaseholder you should check your lease and obtain any necessary consent to let the property.

### Insurance

You should ensure that you are suitably covered for letting under bothy our buildings and contents insurance. Your tenant will be responsible for insuring their own contents if they wish to do so. Failure to inform your insurers may invalidate your policy.

### Income tax

When resident in the UK, it is entirely the landlords responsibility to inform the Revenue & Customs of rental income that is received and to pay any tax due. Where the landlord is resident outside of the UK during a tenancy they must obtain an exemption certificate from Revenue & Customs before they can receive rental balances without the decution of tax.

## Tenant referencing

Carrying out referencing checks on potential tenants is crucial in order to minimise your risk and help ensure you find suitable tenants for your properties. Following the introduction of the Tenant Fees Act 2019 it was made unlawful to charge tenants any fees for referencing and administration checks. We out source our checks to a third party partner company who are an industry leader in this area. This ensures that the highest quality and most thorough checks are carried out. The references carried out and the costs associated will depend upon the level of service that you have selected. There are credit check only options, full reference which will include income and affordability checks, current/previous landlord checks and fraud database checks and an optimum reference which includes legal expense cover\*. The costs of these are below:

- Credit check only (up to 2 tenants): **£48**  
Additional tenant/guarantor: **£24**
- Full reference (up to 2 tenants): **£72**  
Additional tenant/guarantor: **£36**
- Optimum reference (up to 2 tenants): **£96**  
Additional tenant/guarantor: **£48**

## Peace of mind

We are members of the regulatory body Propertymark, meaning that we approve to strict industry codes of practice and guidelines. We have Client Money Protection, to ensure that your money is always protected and we are a member of The Property Ombudsman Redress scheme as we are confident in our abilities to always provide the highest levels of service and satisfaction to our clients.

## Our services explained

- **Fully Managed Bronze - 12% of the monthly rental income (10% +VAT)**

*Our most popular package that includes all the benefits of a fully managed service with some optional extras available.*

- **Fully Managed Silver- 15% of the monthly rental income (12.5% +VAT)**

*The same as our popular Bronze package with the inclusion of unlimited tenant referencing and legal expenses cover\**

- **Fully Managed Gold- 18% of the monthly rental income (15% +VAT)**

*Our premium package that includes unlimited tenant referencing, rent guarantee and legal expenses cover to ensure that you get paid your rental income even if your tenant defaults\**

- **Fully Managed Platinum- 24% of the monthly rental income (20% +VAT)**

*Our most inclusive premium package. Everything in our gold package plus all optional extras included.\**

- **Tenant find only - 60% of the first month's rent (subject to a minimum fee of £500) (50% +VAT)**

*For the more experienced landlord who wishes to manage their own properties.*

*\*Terms & Conditions Apply*

## Other fees explained

At Goundrys we feel its important to have total transparency on what we feel are very reasonable and competitive fees. These additional fees will vary dependant on you're the package that you select and additional services that you require. We don't believe in making our clients pay for something that they don't want (please note that for the platinum service no other fees apply.) **All Inclusive of VAT:**

- Renewal of lease with existing tenants: **£75**
- Additional inspection requested by landlord: **£36**
- Serving of legal prescribed notices by hand  
( i.e section 3,8,13,21 notices): **£40 per notice**
- Annual tax summary statement: **£36**
- Supervision of major works or insurance claim– **12% of cost of work or claim**  
(Major works deemed to be over the value of 1.5 months rent)
- Energy performance certificate: **£90**
- EPC exemption applications: **£120**
- Deposit Statutory declaration: **£40**
- Deposit dispute arbitration: **£150**
- Administration of overseas landlord tax return: **£180 per annum**
- Supervision of accelerated possession order: **£200**
- Hourly rate for any other agreed work: **£30**

## Inventory & schedule of condition reports

This is a vital part of any lettings service and we recommend to all landlords to ensure that they have an in-depth inventory and schedule of condition report carried out, without one the likelihood of retaining any deposit in any dispute is negligible. We offer this service and utilise professional industry approved inventory software and qualified inventory providers to ensure that the highest quality inventory and schedule of condition reports are provided. Please see our prices below. **All Inclusive of VAT:**

### Unfurnished

- 1 Bedroom: **£100**
- 2 Bedrooms: **£100**
- 3 Bedrooms: **£120**
- 4 Bedrooms: **£140**
- 5+ Bedrooms: **£160**

### Furnished

- Up to 3 Bedrooms: **£175**
- 4 Bedrooms: **£200**
- 5+ Bedrooms: **£225**