

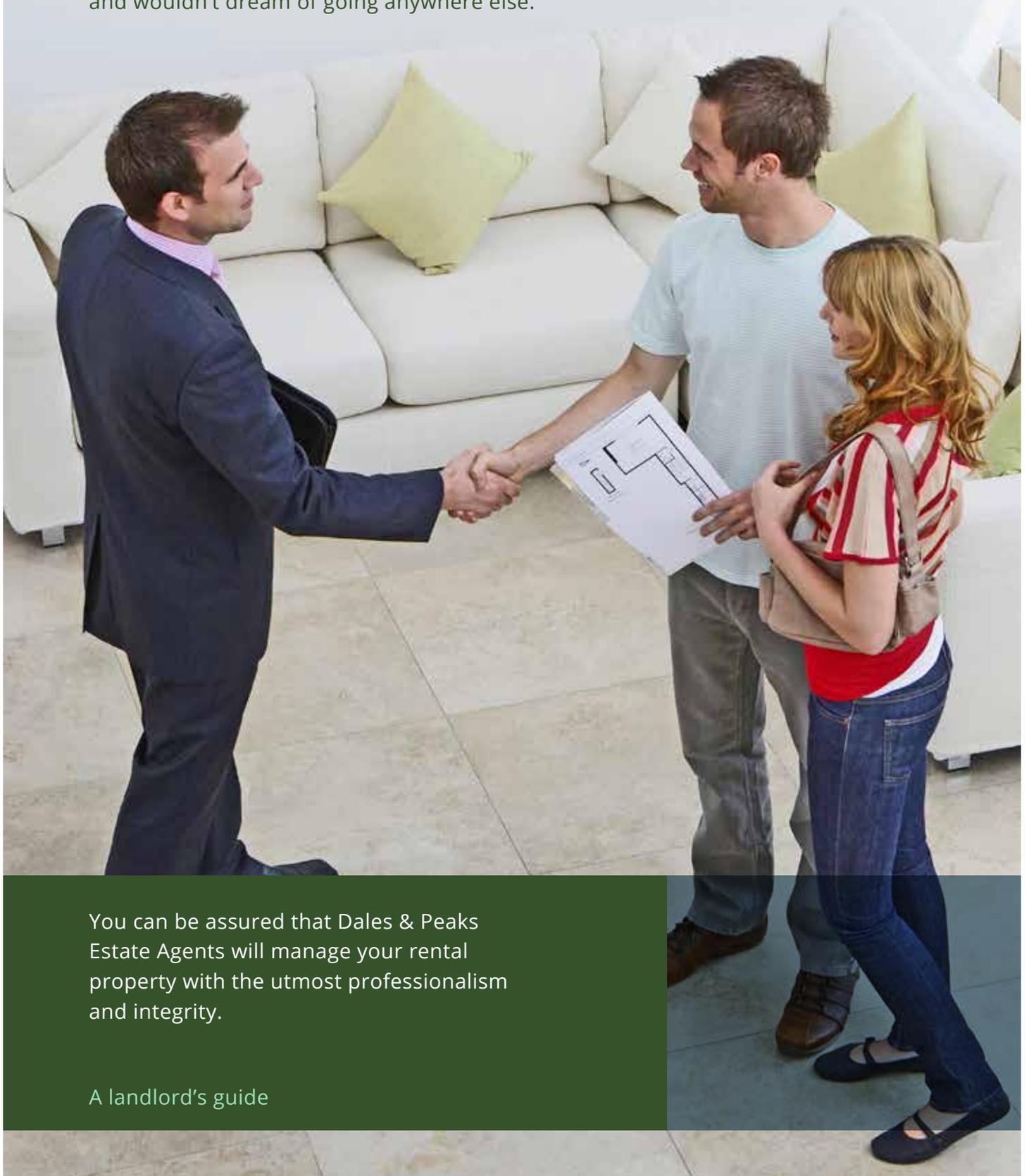


Your property is in safe hands

A landlord's guide

www.dalesandpeaks.co.uk

Property management is a core element of our business. We look after properties for buy-to-let investors; homeowners who are temporarily relocating; wealth and asset managers; expats and trust companies. Many of our clients have been with us for years and wouldn't dream of going anywhere else.



You can be assured that Dales & Peaks Estate Agents will manage your rental property with the utmost professionalism and integrity.

A landlord's guide

Our aim at Dales and Peaks Estate Agents is to rise above our competitors by offering you the best service possible at a reasonable price – whether you're looking to buy or rent a home, invest in property or manage your portfolio.

This dedication comes from being a family run business and has been the main reason for our success since the company was formed in 2006.

We have a background in property development, commercial banking and property management; meaning our level of industry knowledge is second-to-none. When this is combined with the efficiency of our ARLA-trained office staff and our team of in-house tradesmen and cleaning staff, it is easy to see why we are the landlord's perfect partner for property lettings and management, buy-to-let, commercial property and development finance.

Why use an Agent?

There are so many reasons why it makes sense to use an Agent to let your property:

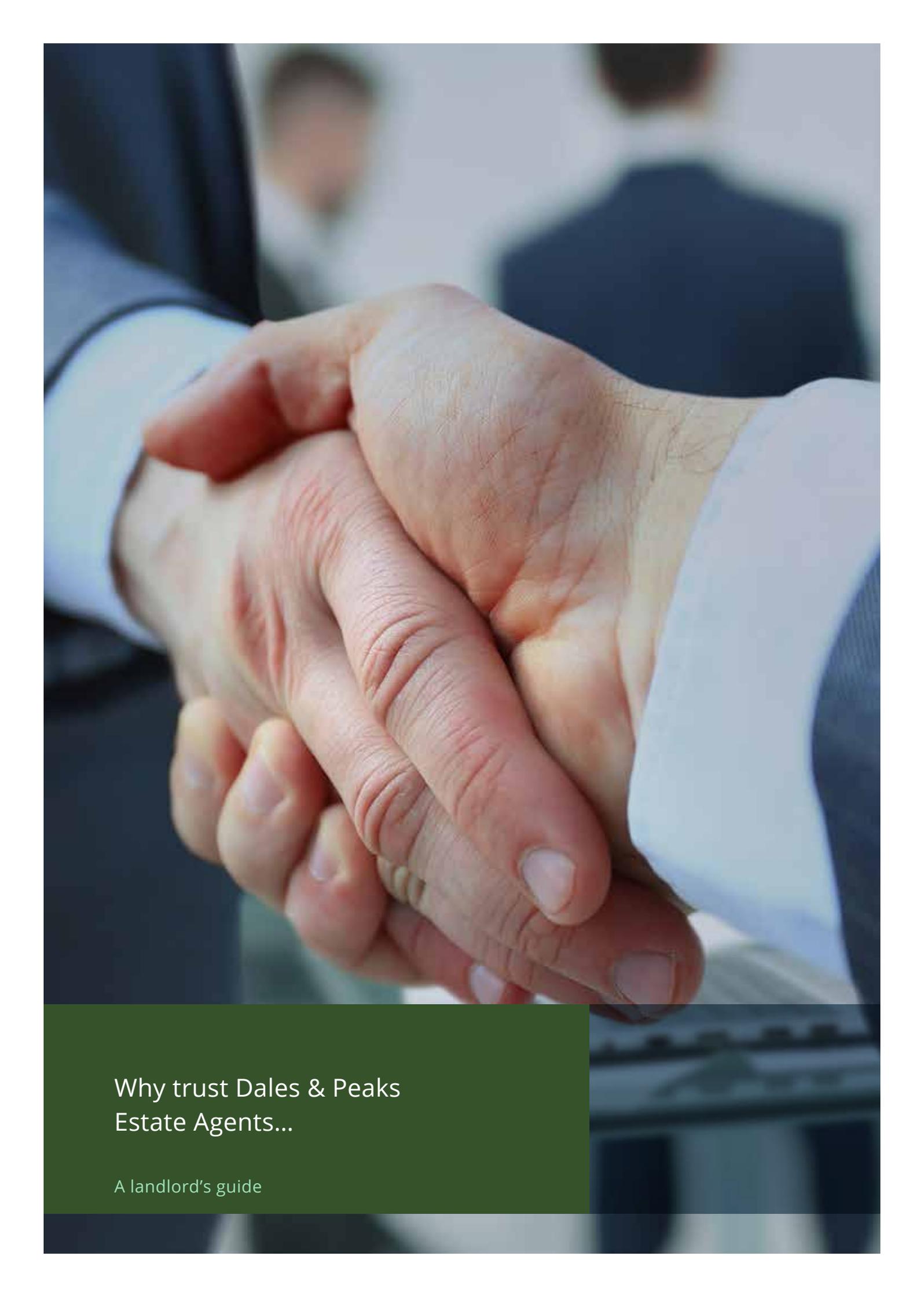
- **We can advise on all the current legislation** and ensure you fully comply whilst also checking that the property is fit for purpose.
- **An Agent will fully credit reference the tenant and obtain all other relevant checks.** Private landlords do not tend to do this.
- **We will place the bond in the Deposit Protection Scheme** which gives the tenant peace of mind. If the bond is not placed in such a scheme within 30 days, the landlord must repay the tenant three times as much.
- **Agents have access to powerful marketing tools** such as Rightmove and Zoopla to make sure the property can be seen by the widest possible audience.
- **Accompanied viewings take all the hassle away from the landlord and ensure the property is let as soon as possible.** Dales and Peaks will even conduct viewings at evenings and weekends if needed.



Dales and Peaks Property Limited are regulated and licensed by The Association of Residential Letting Agents (ARLA). We provide Client Money Protection (CMP) through ARLA. We are also members of The National Approved Lettings Scheme (NALS). This gives both landlords and tenants peace of mind that correct and compliant procedures are always followed in line with the high standards imposed by both bodies.

As members of The Property Ombudsman Scheme (TPOS) we provide an independent redress scheme.





Why trust Dales & Peaks Estate Agents...

A landlord's guide

Our reputation

Over the years we have built up an excellent reputation for our levels of knowledge and service. This is why the majority of our business comes from referrals and recommendations from happy customers.

Professionalism

Dales and Peaks Estate Agents is a licensed member of the Association of Residential Letting Agents (ARLA) and provide Client Money Protection (CMP) through them. We are also members of the National Approved Lettings Scheme (NALS) and independent redress is provided by The Property Ombudsman Scheme (TPOs).

Website

Our website receives 50,000 visitors, on average, every month. This means your property is highly visible and potential tenants can find all the information they need and make an enquiry quickly and easily.

Marketing

We are proactive and will market your property across our extensive list of waiting tenants as soon as you're on board. Your property will also be advertised on all the main portals including Rightmove, Zoopla and Primelocation.

Local knowledge

We have local knowledge and expertise so we can give you accurate marketing information which helps you gain the best possible rental figure in the shortest possible time.

Regular training

We have an exceptionally strong team who are kept up to date with all legislation through continuous training which is carried out in-house and with ARLA. This enables them to guide your tenant smoothly through the letting process to completion.

We understand that every landlord's needs are different. We'll tailor a property management package that suits your needs. Then we'll look after every detail of your rental property as if it was our own.

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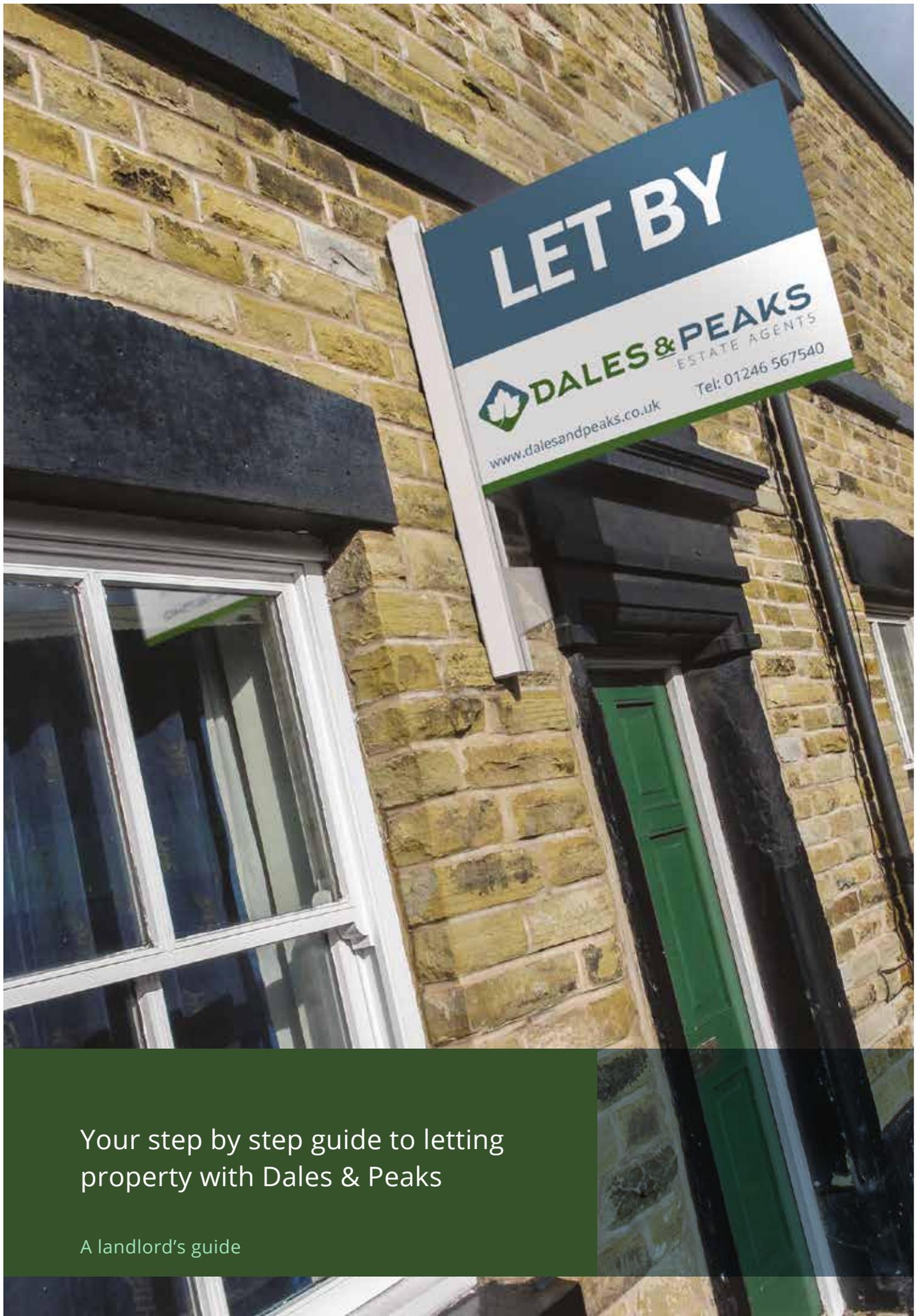
Corporate clientele

We are the region's premier provider of corporate short-term lets and serviced apartments and are trusted by a number of major local businesses. All of our properties are fully managed, so you have the peace of mind that if any problems occur they will be dealt with quickly and efficiently by a professional property manager.

Property management

If your property is fully managed by us, we will inspect it to ensure it is being looked after properly and report back to you on a regular basis. We make sure that we are aware of the tenants' intentions if they wish to leave as we want to minimise any rental voids. An excellent team of tradesmen is also on hand for you so that any issues are addressed as quickly as possible.





Your step by step guide to letting
property with Dales & Peaks

A landlord's guide

1. Valuation

Our team of expert valuers carry out a high volume of property valuations every week, which gives them intimate and unparalleled knowledge of properties in the area. Our valuation of your property will be done so we can give you the best advice and gain the maximum rental figure in the shortest possible time.

2. What kind of let?

Furnished or unfurnished, short or long-term? There are several options available to you, which we will discuss with you in detail in relation to the property location, its size and the rental valuation.

3. Presentation is key

First impressions really do count and are absolutely critical for a successful let. We will give you advice and explain what a tenant will expect in the property and once we are all happy, we'll organise photographs and produce a comprehensive property description. If any work needs doing to the property then we have a dedicated team of tradesmen who can carry out the work at extremely competitive prices.

4. Getting fully prepared

If you are letting your property for the first time you will require an Energy Performance Certificate (EPC) as well as a Gas Safety Certificate and an Electrical Check. We are able to organise all of these for you at competitive prices. Details of your insurances will be required along with your mortgage lenders consent to let (if applicable). We will also complete an inventory and a schedule of condition report for your tenant in preparation for when they move in.

5. Marketing your property

We guarantee to get your property onto our web site within 24 hours of receiving your instruction. All prospective tenants from our extensive database will also be contacted immediately either by phone, email or SMS text alert. Within 48 hours we will have added it to the main portals such as Rightmove and will erect our distinctive 'To Let' board outside your property.

6. Accompanied viewings

We like to give you an unparalleled viewing service and will conduct these in the evenings or at weekends if it suits prospective tenants better. We ensure that our team have detailed knowledge of your property so they can present it in the best possible way and will provide you with feedback throughout.

7. Receiving an offer

As soon as we receive an offer we will communicate this to you and collate all the relevant information from the tenant.

8. Offer agreed

When you are happy to accept the offer we will begin our tenant screening process which includes full credit searches and the collation of employer, bank and character references. Once this is completed, we will advise you in writing with all the relevant details including the proposed move in date. Regardless of whether the property is managed we will:

- Organise the signing of Tenancy Agreements
- Collect the first month's rent and bond
- Carry out the check-in inventory
- Organise all accounts to be set up for utilities and Council Tax

9. Completion

Upon completion, the keys will be released to the tenant on their move in day. If the property is managed then the tenant will be given the contact details for their dedicated property manager, or if non-managed we will provide the landlord's contact details. All tenants are provided with a welcome pack which includes copies of all correspondence with utility companies and the Council. We will also ensure that your rent balance is provided to you within 48 hours of completion and will send out your landlords pack with a comprehensive statement and any other documentation.

If you have any questions then please speak to one of our team today.

Call us on 01246 567 540.

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Property management

Property management can be crucial to reaping the maximum rental return on your property. As specialists we will also ensure smooth running tenancies as well as compliance with the latest landlord and tenancy legislation.

Many tenants prefer fully managed properties as it gives them peace of mind and they will very often pay a premium for this. If you choose to have your property fully managed then you know that your tenant will be looked after 24/7. Our dedicated property manager will be responsible for the management on a day to day basis, including rental monitoring and any more complex issues should they ever arise.

There are a team of experienced valuers on hand who can advise how to get the most income from your property whilst pricing competitively within the market to minimise void periods. We have three main service levels available, although we can also create bespoke packages as we appreciate that all landlords' requirements are different.

Property finance

The team at Dales and Peaks Estate Agents have over 15 years of commercial lending experience which has evolved through senior managerial positions in the banking and finance industry. This means we are able to provide a bespoke financial package for your specific needs, whether you are a private investor or a limited company.

For residential and investment properties we can help you with:

- Buy to let
- Residential mortgages
- Bridging finance
- Property renovation finance
- Development finance
- Investment mortgages

And for commercial property we can advise you on:

- Commercial mortgages
- Property development
- Healthcare funding
- Agricultural
- Sector lending
- Small firms loan guarantee scheme
- Asset finance
- Trade finance
- Factoring

We have close associations with several local property developers and some of the leading Derbyshire estate agents. This gives us preferential information on any properties that are being sold off-plan or those that will soon come on to the open market. If you let us know what type of property you are looking for and the preferred area then we will be happy to source a property that meets your needs.



Preparing your property to let

Before you begin the process of letting your property, you need to be thoroughly prepared. There is a lot to do and plenty to think about before you can contemplate getting your new tenants through the door.

First impressions count for everything when it comes to property, so it is vital your home looks its best for potential tenants. Maintaining this condition for all your viewings will give you the best chance of letting your home and achieving the best possible price.

Here are some preparations you should make:

The interior

As well as the physical standards of the property itself, there are a number of other standards that will need to be met, including safety standards for gas and furniture.

- Declutter - create more space by moving some furniture into storage, tidy away or remove unnecessary objects, books and knick-knacks. Clear out cupboards and wardrobes of non-essential items
- Make minor repairs - fix leaky taps and cracks in the walls, replace broken or crooked tiles, replace burned-out light bulbs and make sure everything works
- Clean thoroughly from top to bottom - carpets, floors, windows, fixtures and fittings
- Eradicate unpleasant odours like pet smells and cigarette smoke
- Decorate rooms if required - a lick of paint can re-energise the appearance of a room
- Is the property clean, tidy and presentable?
- Is the property free from damage such as damp?
- Is the property free from serious disrepair?
- Is the property structurally sound and not suffering from conditions such as subsidence?

The exterior

This is the first view your potential tenants will have of your property, so you should focus on optimising its appearance.

- Tidy up the front and back garden (weeding, trim hedges, add some new plants if necessary, clear any dead or unsightly plants, mow and fix any damaged lawn)
- Repair cracks, holes or blemishes in the driveway or walls
- Give the window frames and door a lick of paint if they need it
- Make sure the house number is clearly visible
- Keep rubbish bins out of sight



If you have any questions then please speak to one of our team today.

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Agency agreement for letting and management

We have a number of service levels on offer depending on your needs:

Let only: £145 (incl. VAT)

- Collect and remit initial month's rent received
- Agree collection of any shortfall and payment method
- Provide the tenant with method of payment
- Deduct any pre-tenancy invoices
- Make any HMRC deduction and provide tenant with NRL8 (if relevant)

Rent collection: 9% of rent (excl. VAT)

- Collect and remit the monthly rent received
- Deduct commission and other works
- Pursue non-payment of rent and provide advice on rent arrears actions
- Make any HMRC deductions and provide tenant with NRL8 (if relevant)

Fully managed: 12% of rent (excl. VAT)

- Collect and remit the monthly rent received
- Deduct commission and other works
- Pursue non-payment of rent and provide advice on rent arrears actions
- Advise all relevant utility providers of changes
- Arrange routine repairs and instruct approved contractors (providing two quotes)
- Hold keys throughout the tenancy term
- Make any HMRC deductions and provide tenant with NRL8 (if relevant)

Management plus: 17.5% of rent (excl. VAT)

- All of the fully managed features
- £150 contribution for full rental guarantee for a minimum of 12 month tenancy, providing full protection from day one, with Nil excess
- Two inspections and one renewal per annum
- Rent payable until vacant possession even if this runs beyond the end of the Tenancy Agreement
- Legal costs to obtain possession of the property if the tenant fails to pay the rent
- Total claims limit £100,000

There are also various non-optional fees irrespective of your level of service:

Set up fee: £360 (incl. VAT)

- Agree the market rent and find a tenant in accordance with the landlord guidelines
- Advise on refurbishment
- Provide guidance on compliance with statutory provisions and letting consents
- Carry out accompanied viewings
- Market the property and advertise on the property portals
- Erect a board outside the property in accordance with Town and Country Planning Act 1990
- Advise on non-resident tax status and HMRC (if relevant)

Inventory fee:

- 1/2 bedroom £130 - £200 (max) inc. VAT
- 3/4 bedroom £170 - £275 (max) inc. VAT
- 5 bedroom plus £190 - £300 (max) inc. VAT

Tenancy fees - £120 inc. VAT per applicant/guarantor

- Tenant referencing including immigration, Right to Rent, employment and landlord checks.
- Advising council and utility providers of commencement of tenancy.

Deposit registration fee: £45 (incl. VAT)

- Register landlord and tenant details and protect the security deposit with The Deposit Protection Service (DPS)
- Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of tenancy

Additional property visits: £40 (incl. VAT)

- To attend for specific requests such as neighbour disputes, if more visits are required to monitor the tenancy, or any maintenance-linked visits

Submission of non-resident landlords receipts to HMRC: £90 (incl. VAT)

- To remit and balance the financial return to HMRC quarterly and respond to any specific query relating to the return from the landlord or HMRC

Arrangement fee for works: 20% of net cost

- Arranging access and assessing costs with the contractor
- Ensuring work has been carried out in accordance with the specification of works
- Retaining any warranty or guarantee as a result of any works

Obtaining more than two contractors quotes: £30 (incl. VAT) per quote

Rent review fee: £100 (incl. VAT)

- Review rent in accordance with current prevailing market condition and advise the landlord
- Negotiate with tenant
- Direct tenant to make payment changes as appropriate
- Update the Tenancy Agreement
- Serve Section 13 Notice if tenancy is on a rolling monthly basis

Property inspections: £65 (incl. VAT)

- Arrange a mutually convenient appointment with tenant to undertake periodic inspections
- Produce inspection report for landlord
- Liaise with landlord and contractors for any remedial work
- Issue care and attention letter if further visits require due to negligence of the tenant

Renewal fee: £80 (incl. VAT)

- Contract negotiation, amending & updating terms and arranging a further Tenancy Agreement

Notices served under mandatory and discretionary grounds under the Housing Act 1988 as amended by The Housing Act 1996: £150 (incl. VAT)

- Section 8
- Section 21 - Notice 6A

Check-out fee: £125 (incl. VAT)

- Agree with tenant check-out date and time appointment
- Organise move out inventory
- Negotiate with landlord and tenant any disbursement of the security deposit
- Return deposit as agreed with landlord and tenant to relevant parties
- Remit any disputed amount to The Deposit Protection Service (DPS) for final adjudication
- Unprotect the security deposit
- Instruct contractors, obtain quotes, organise repairs/replacement cost of any broken or missing items

Court attendance: £110 (incl. VAT) per hour. Full day £300 (incl. VAT)

Withdrawal fees:

- If you decide to withdraw your property after we have conducted a full write up and marketed the property, you will be liable for a fee of £350 (incl. VAT)
- Withdrawal of property after we have appointed a tenant you will be liable for a fee of £500 (incl. VAT)

Sale of property:

- In the event of the tenant or a prospective purchaser introduced by the agent completing the purchase of the property at any time, a commission will be payable by the owner the equivalent of 1.5% (Plus VAT) of the selling price

Our fees are reviewed annually on 1st March

If you have any questions about our fee structure then please speak to one of our team today.

Call us on 01246 567 540.

www.dalesandpeaks.co.uk

Client Money Protection
propertymark.co.uk



Independent Redress Scheme
tpos.co.uk



Deposit Protection Service
depositprotection.com



Notes and general terms

1. If a mortgage exists on the property, the Owner must obtain the lender's consent to let.
2. If the Owner is a leaseholder the terms of the lease must be checked and any necessary consent obtained to let.
3. The Owner must ensure that adequate cover exists under both building and contents insurance and must inform the insurers that the property is to be let.
4. The Agent's service does not include supervision of the property whilst unoccupied although visits may be made by staff in the process of re-letting.
5. The Owner hereby agrees to ratify all lawful actions taken by the Agent under this Agreement.
6. It is hereby agreed that the Agent may deduct from the rental received all fees commissions, charges and expenses payable or reimbursable to the Agent under this Agreement.
7. The Agent will not accept responsibility for frost or cold weather damage to water systems or subsequent damage caused thereby at any time and the Owner should therefore ensure that such risks are covered by insurance. It is recommended that adequate arrangements are made with the third party to protect water systems from cold weather.
8. Where the Owner is resident in the UK, income tax on rental property is entirely the Owner's responsibility. However, where the Owner is deemed to be resident overseas, unless exemption has been agreed, the Agent must deduct tax from the rental received and forward the same to the Inland Revenue.
9. Whilst the Agent shall use their best commercial judgement in the selection of tenants and the execution of their Service hereunder, the Agent shall not under any circumstances be liable for non-payment of rent or any other outcome of the tenancy or for any legal costs resulting therefrom. Insurance policies are recommended to cover such risks.
10. This Agreement will remain in force until terminated by the service of three months' notice by one party on the other, provided that the Agent may terminate this Agreement forthwith and without service of notice in the event of any action or omission by the Owner or the Owner's representative which frustrates the continued performance of the Agent's service hereunder.
11. The Agent shall be entitled to deduct from any deposit that may be paid by a Tenant of the Landlord's Property any fees or other monies properly due and payable by the said Tenant to the Agent.

Complaints procedure

At Dales and Peaks Estate Agents we aim to provide the best possible service, but if you do have a complaint then we will aim to deal with this as quickly and effectively as possible.

We are regulated and licensed by The Association of Residential Letting Agents and are members of the National Approved Lettings Scheme. We are also members of the Property Ombudsman for Lettings and Sales and therefore aim to provide the highest of standards to all landlords, tenants, vendors and purchasers alike. In order to safeguard your interests we offer these options to you.

If you believe you have a grievance, please write in the first instance to:

Alice Martin, Lettings Manager
Dales and Peaks Property Ltd
131 Chatsworth Road
Brampton
Chesterfield, S40 2AH

If you wish to make a written complaint to us then:

- We will email to acknowledge this within three working days
- You will receive a full written outcome within 15 working days after we have had a chance to thoroughly investigate with our in-house procedures.
- You will be offered an independent review report within 15 working days if then you are not satisfied
- Receive a final offer from us.

If you remain dissatisfied with the result of the internal investigation, then please contact:

Sarah Currey, Managing Director
Dales and Peaks Property Ltd
Unit 2, Old Brick Works Lane
Off Sheffield Road
Chesterfield
S41 7JD

Following the conclusion of our in-house review of the complaint we will write to you with a final written statement.

If you remain dissatisfied with the conclusion of the in-house review of the complaint, then you can refer the matter to:

The Property Ombudsman
43 - 55 Milford Street
Salisbury
Wiltshire SP1 2BP

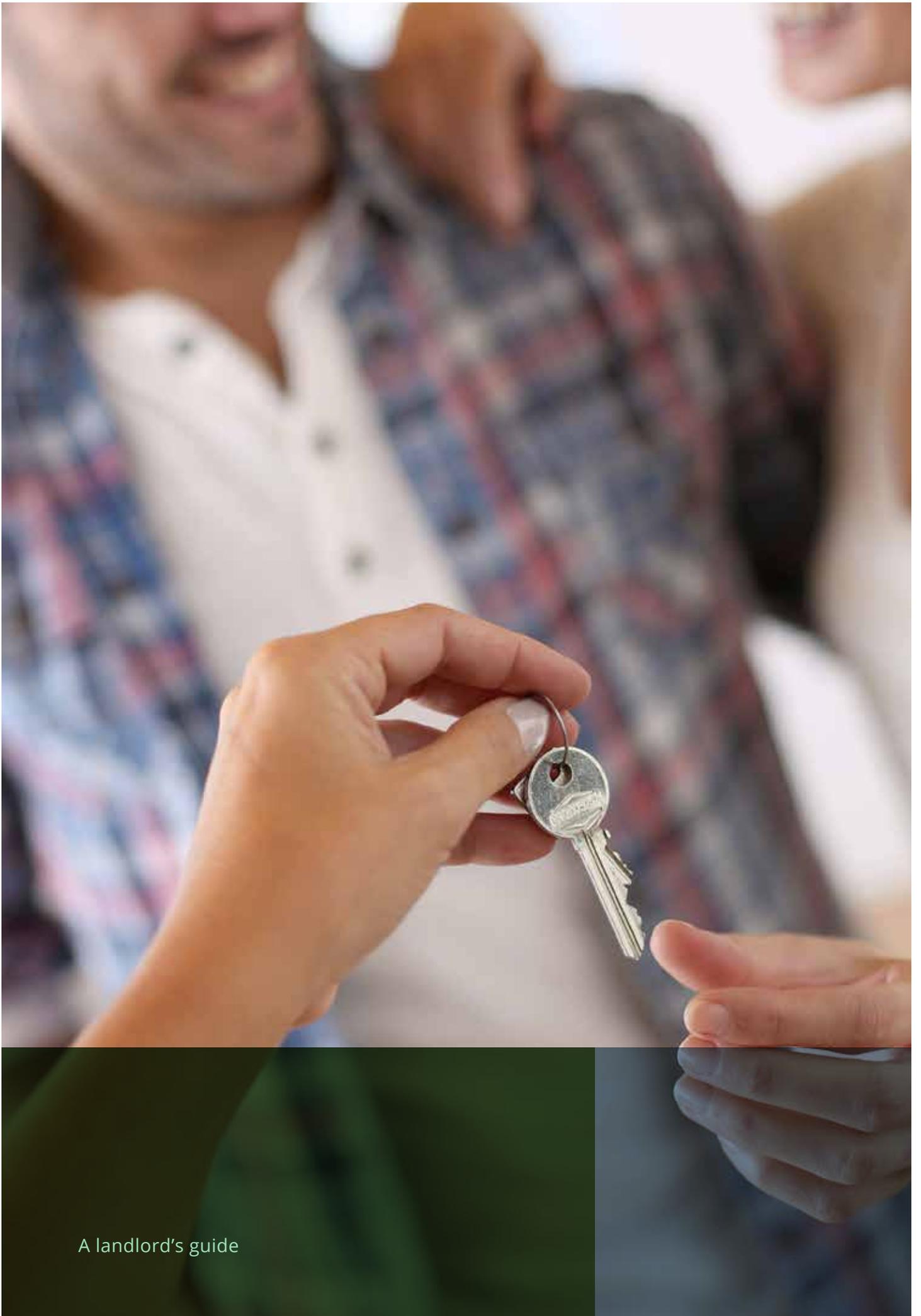


For help and advice when you need it, we're always happy to help.

Call us on 01246 567 540.

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A landlord's guide

Service Level Agreement

Full Management

Rent Collection

Let Only

I/We confirm that I/we have read this Agreement and wish to appoint The Agent to act on my/our behalf in accordance with the Service, Notes and General Terms and Fees as herein laid out.

I/We further confirm that I am/we are the sole owner/joint owners of the property.

I/We have also been advised that it is our full responsibility to ensure that all gas, electrical safety, furniture and fire safety legislation is fully complied with.

Full address of property: _____

Signed: _____ Date: _____ / _____ / _____

Print name(s): _____
(IF THE PROPERTY IS JOINTLY OWNED ALL PARTIES SHOULD SIGN)

Signed: _____ Date: _____ / _____ / _____

Print name(s): _____

Signed by or on behalf of the Agent

Signed: _____ Date: _____ / _____ / _____

Print name(s): _____

If you have any questions about the information we require please speak to one of our team.

Call us on 01246 567 540.



Management information and instructions

The information requested in this form is to enable us to efficiently perform our service in your absence.

OWNER - Name:

Address of property to be let:

.....

Post Code: Telephone number at property to be let:

Your correspondence address:

.....

Post Code: Home telephone number:

Mobile telephone number(s):

Email address:

Bank details for rental balance credits

Bank name:

Branch address:

Bank account number: Sort code: - - Name on account:

Insurance details - buildings & contents

Company: Policy number: Expiry date:

Address:

.....

Existing service or maintenance contracts

General maintenance - we have reliable tradesmen who we can recommend. However, if you wish to nominate your own please provide details below.

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.....

Mains services

In case of emergency please provide the exact location of the following:

Water stop cock INTERNAL: EXTERNAL:

Electricity consumer unit: Gas stop cock:

Any other relevant information that the tenant needs to be made aware of (eg; alarm systems etc).

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Water meter location:

Gas meter location:

Electricity meter location:

Gas safety certificate available? YES / NO

Gas Safety Regulations 1998 make it a mandatory requirement.

Electricity safety certificate available? YES / NO

Landlord & Tenant Act 1985 and the Consumer Protection Act 1987 make it a recommended requirement.

Energy performance certificate available? YES / NO

A mandatory requirement by law since 1st October 2008. If you do not have these certificates already we will organise them for you. Failure to comply with these regulations can result in a fine and/or imprisonment. Copies of all certificates to be returned with this management information and instruction form.

Utility information

Gas provider: Reference:

Electricity provider: Reference:

Water provider: Reference:

Telecoms provider: Reference:

Council Tax provider: Reference:

Council Tax band:

Misc:

Inspections: Monthly / Quarterly Half Yearly / N/A Inventory: YES / NO

What's allowed in your property?

Smokers: YES / NO Housing Benefits: YES / NO

Outdoor smokers: YES / NO Students: YES / NO

Pets: YES / NO Children: YES / NO

Shares: YES / NO Professionals: YES / NO

Comments:

.....

.....

Signed: Date: / /

NB: Please fill this form out to the best of your ability. The information is required to enable us to manage your property efficiently and smoothly. In particular, please make sure you tell us who your energy/utility providers are to prevent any unwanted bills.

If you have any questions about the information we require please speak to one of our team.

Call us on 01246 567 540.





Old Brick Works Lane, Chesterfield, Derbyshire S41 7JD

T: 01246 567 540

E: info@dalesandpeaks.co.uk

www.dalesandpeaks.co.uk