



LET

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Landlord Guide

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1842

You can depend on us

We've been providing trusted property advice to satisfied clients across the country for more than 175 years.

WELCOME

Thank you for your interest in Humberts Lettings.

Founded in 1842, Humberts has provided trusted residential, rural and commercial property advice to our clients for 175 years. Our heritage brand is important to us as it's what makes us who we are: experts in our field, with long established service levels and an in depth knowledge of our local areas.

With Humberts you don't just get an agent, as we are committed to providing you with the advice and service you deserve. Unlike many agencies, we don't get hung up on processes and statistics, instead we concentrate on delivering a quality service that is tailored to you and your property. Whether it's a quirky two-bedroom town house, an apartment block or a large country house, our expert teams can help you with letting and managing your property.

Our core values set out in 1842 from our first office based in Watford have held true, and all of our staff are passionate in ensuring these continue throughout the generations. Today we are as ambitious as ever and look to be innovators within the market.

So, if you're looking for property experts who combine in depth national and local knowledge with international contacts and brilliant service, Humberts is the perfect choice for you.





Client Experience Rating

Given a 4.7/5 star rating by our clients, we can make a big difference in smoothing the way to successful lettings. We're here to help in every way we can...



Why Choose Us?

Our People

We are proud that all members of staff share Humberts characteristics of being experts in our field, active and enthusiastic members of our community and passionate about giving you the very best service we can.

Local Offices

Our network of offices ensures that we have our finger on the pulse of both national and local property markets, which means that you will always benefit from up-to-the minute advice.

Our technology

As innovators within our industry we are providing our clients with a range of technological solutions that allows you a greater choice in service delivery and also enables us to look after your property in a reliable and professional manner.

Our Professional memberships

We are licensed members of The Association of Residential Lettings Agents (ARLA) which is the professional and regulatory body for lettings agents in the UK. Members must adhere to their code of practice and commit to always operate at the correct standard. Only by working with a licensed member will you know that you are properly protected. So, by using Humberts Lettings, you can be reassured that you are in safe hands.

Company in numbers

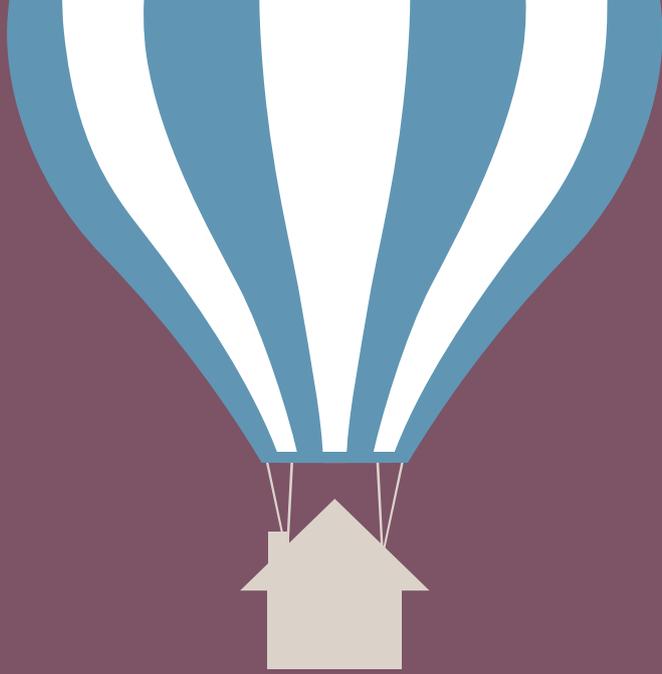
 4.7¹/₅
Feefo rating

 £5 million
PR generated

 20%¹
more web traffic

 170
employees

¹ 20% more than industry average



Tailored to you

Not every landlord has the same requirements. This is why we have 5 service levels for you to choose from.

Preparing to Let

At our initial visit we will offer advice on how best to prepare your property for the rental market. This will cover practical aspects, such as how to present your property for the most positive impact, enabling you to achieve the highest possible rental return. We will also cover your legal obligations, such as obtaining the necessary consents and safety certificates (this topic is covered in more detail later in this brochure).

Our various levels of service allow you to choose as much or as little assistance from us as you feel will be required to prepare your property for letting.

Once you are ready for us to commence marketing your property we will arrange a second visit to discuss our proposed plan of action in detail, take photographs and allow our team to become familiar with your property.

We would request for our terms of business to be signed and returned at this time, and a set of keys provided for ease in arranging viewings.

Our Services

We appreciate that our client's requirements are as varied as the properties we manage and unlike many agencies we do not believe that one solution fits all. We therefore offer a variety of service levels to suit your particular needs and we can even personalise these further should you have any specific additional requirements.

Outlined are our standard services but you will have an opportunity to discuss your needs when we meet with you at your property.

Humberts Lettings Direct

We are currently one of the only high street agents in the UK that offers an online self-serve option for landlords who want to find a tenant but are happy to do the majority of the work themselves. Our platform allows you to advertise your property on major portals, and arrange viewings and agree offers directly with potential tenants, whilst still providing you with the reassurance that you are dealing with a reputable, high street based agent. Should your circumstances change and you find that it is too time consuming looking after your property, you can upgrade to another level of service at any time.

Let Only

This option is best suited to landlords that have some lettings experience and have the time to look after their property on a day to day basis. Once we have found acceptable tenants for you and after preparing a suitable tenancy agreement, you will then take over all aspects of the running of the tenancy. Our fee would be due in full prior to the commencement of the tenancy.

Rent Collect

This is similar to the 'Let Only' option but we will collect the rent each month and send you a statement. We will chase any arrears should they occur* and our fee is deducted monthly from the rent as we collect it. We will also register and hold the tenants deposit with the TDS on your behalf.

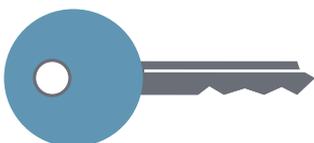
Rent Collect Plus

Rent collect plus is for landlords that require a little more support at the beginning and end of the tenancy but are happy to manage the property on a day to day basis whilst it is in progress. We will make the necessary pre and end of tenancy arrangements but you will be responsible for any maintenance issues, arranging renewal of safety certification, conducting inspections and liaising on the deposit return.

Fully Managed

This is ideal if you do not live locally, have no previous lettings experience or if you have a busy life and little spare time to get involved in the inevitable day to day requirements of letting a property. It can provide peace of mind that your property is being looked after and legislation is being complied with. You can let us know just how much you wish to be involved in the process and our highly experienced property managers will keep you up to date accordingly. You are not tied into using our own contractors and we are happy to use your own preferred tradespeople subject to them having suitable insurance.

We understand that circumstances can change so if you find that you are in need of more assistance do please contact us and we can arrange for you to move to a higher level of service. On occasion we are asked by landlords to do things outside of the level of service that we have been instructed on and regrettably, whilst we pride ourselves on our outstanding service, we are only able to arrange work that is within our agreed terms. However, we have a variety of additional services on offer that we would be very happy to discuss with you and accept instruction on to help make your life easier.





What do you require?

Decide what you need most, and compare that to the service levels we offer.

Any questions? Let us know, and we will talk you through any queries you might have.

Service levels to suit your requirements

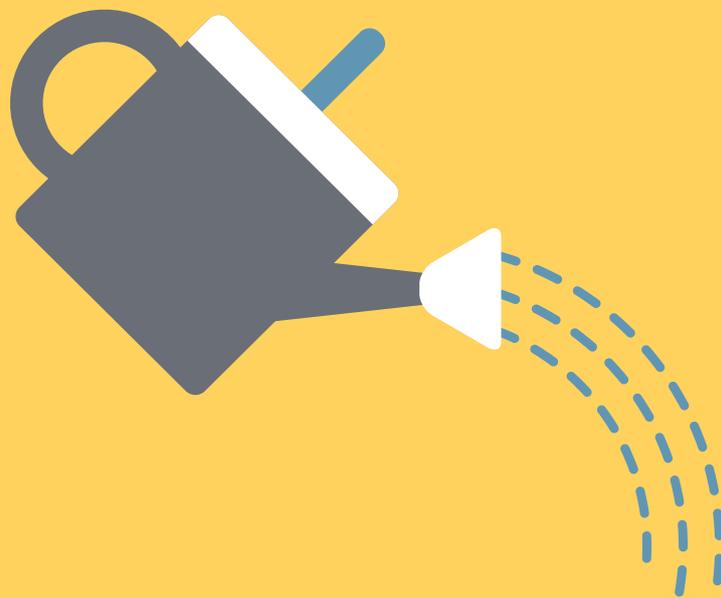
Included within service level	Humberts Lettings Direct	Let Only	Rent Collection	Rent Collect Plus	Fully Managed
Property appraisal		✓	✓	✓	✓
Advertising on major property portals	✓	✓	✓	✓	✓
Advertising on www.humberts.com		✓	✓	✓	✓
To let board		✓	✓	✓	✓
Tenant enquiry management	✓	✓	✓	✓	✓
Pro active tenant matching		✓	✓	✓	✓
Accompanied viewings & regular feedback		✓	✓	✓	✓
Offer negotiation		✓	✓	✓	✓
Comprehensive independent referencing of tenants	✓	✓	✓	✓	✓
Right to rent checks		✓	✓	✓	✓
Legal insurance cover*	✓	✓	✓	✓	✓
Drafting of a tenancy agreement	Self prepared agreement	✓	✓	✓	✓
Deposit registration	✓		✓	✓	✓
Pre tenancy arrangements				✓	✓
Transfer of utilities		✓	✓	✓	✓
Rent collection			✓	✓	✓
Monthly itemised statement			✓	✓	✓
Day to day property management					✓
Inspections					✓
Arrange mandatory safety checks					✓
Renewal negotiation		✓	✓	✓	✓
Serving notices				✓	✓
End of tenancy arrangements				✓	✓
Deposit return negotiations					✓

*Full terms and conditions apply. Subject to satisfactory references.

Additional Services

To personalise things further, we also offer a selection of additional services. Please note, any additions will incur a charge as outlined in our Landlords Terms of Business.

- ❖ Empty property management. We can visit your property weekly and ensure that you comply with the terms of your insurance policy during void periods.
- ❖ Professional photographs and a floorplan can be arranged to enhance your properties marketing presentation.
- ❖ Arranging and overseeing refurbishment work.
- ❖ Booking of safety certificates can be arranged during tenancies for non-managed properties.
- ❖ Additional property inspections.
- ❖ Interior design service.
- ❖ Rent guarantee insurance.



Those little extras

We passionately believe that little extras make a big difference in smoothing the way to successful lettings. We're here to help in every way we can... (including watering the geraniums).

Your obligations

Lettings legislation is constantly changing, making it increasingly difficult for landlords to comply even when they have the very best of intentions. Compliance is crucial, as you could potentially face a large fine or even imprisonment should something go wrong. As an ARLA licensed agent we keep up to date with all legislative changes to ensure that we can advise our clients on how to remain fully compliant at all times.

Gas Safety (Installation and Use) Regulations 1988

It is essential that you have a valid Gas safety certificate in place at the commencement of and throughout all tenancies. If you do not comply you are breaking the law, and can be prosecuted often resulting in a fine or even imprisonment. An annual inspection of the property should be conducted by a qualified Gas Safe Engineer, in addition to a further inspection after every gas installation. A copy must be provided to the tenant and we will need to hold a copy for our records.

Electrical Safety Regulations 1994/Landlords and Tenants Act 1995

Having an annual safety check on electrical equipment and wiring is not currently mandatory unless your property is an HMO (licensed or unlicensed), but you do have an obligation to ensure that your property is safe. We believe that the only way to be confident that your property is safe is by having a full inspection conducted and following any recommendations made by the electrician. It is also recommended that electrical appliances are PAT tested annually.

In the UK there are typically 30 deaths and 4,000 accidents involving electrics annually, so to protect yourself from being held liable for such an incident it is vital that you can show that you have taken all necessary precautions to protect the tenants' safety. Tenants should also be left copies of operating and safety instructions for ALL equipment left in the property. If you do not have them then you can obtain copies via the internet.

Oil Safety

Whilst there is no requirement to obtain an oil safety certificate, oil storage tanks and supply pipework should be checked regularly and in accordance with BS5410: Part 1. Oil fired appliances should be serviced in accordance with the manufacturer's instructions.

Smoke Alarms

It is now essential for smoke alarms to be fitted on every habitable floor of a property and should the property have been built post 1992 or is let as an HMO then they must have mains operated smoke detectors/alarms fitted on every floor. These must also be tested to ensure that they are in working order on the first day of any new tenancy.

Carbon Monoxide Alarms

It is a legal requirement for a carbon monoxide alarm to be fitted in any room which contains a solid fuel burning appliance. We also recommend in the interest of safety that an alarm is fitted by any gas or oil boiler.

Legionnaires Disease

Landlords are required to carry out a risk assessment at their property for the legionella bacteria and to maintain control

measures to minimise the risk throughout the tenancy. Written records of these assessments must be kept.

Immigration Act 2014

All landlords in the UK are obliged to check their tenants status and right to rent. As part of our service, we undertake these checks on your behalf at the commencement of all new tenancies, but non managed landlords are then responsible to ensure that their tenants immigration status does not change. Landlords who let their property to illegal immigrants will be liable for a fine or even a prison sentence.

The Furniture and Furnishings (Fire) (Safety) Amended Regulations 1993

All upholstered furniture and furnishings supplied by the landlord must be fire retardant and carry a fire retardant label. Generally most furniture purchased within the UK after March 1990 should comply with the regulations and will be labelled accordingly. Antique furniture is an exception to this rule but evidence will be required of their genuine antique status.

Energy Performance Certificate

All properties must legally have a valid EPC prior to marketing commencing although listed properties are excluded. From the 1st April 2018 any unlisted properties will have to have a minimum energy performance rating of E.

How to Rent Guide

The landlord must provide the tenant with a copy of the governments 'How To Rent Guide'. We will do this on your behalf at the commencement of all new tenancies.

Consent to Let

If you have a mortgage on your property it is important that you receive consent to let from your lender. Depending on your mortgage company this can sometimes take a few months to arrange and we therefore advise that you start arranging this as early as possible. Your mortgage provider may also give some stipulations on the type of tenancy that you may enter into and it is important that we are aware of any such conditions.

Landlords Insurance

It is important that you have a specific landlord insurance policy which will cover your building, contents and an element of public liability. If you like, we can put you in touch with a broker for a quotation.

Tax

You will be liable for paying tax on your rental income. If you are a landlord that lives overseas for more than 6 months of the year then we must comply with the governments non resident landlord scheme and deduct 20% tax at source unless you have a valid non-resident landlord exemption certificate. If your tenant pays the rent directly to you and you're overseas, they will be responsible for paying the tax to HMRC and forwarding the remaining rent to you. Further details can be found at www.gov.uk.

Whilst we appreciate that this may all sound quite overwhelming, by using Humberts Lettings we can guide you through the whole process to help make it as simple as possible.

