



# Landlord Information

A fully comprehensive guide  
to letting your property



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LARN:-1807014

# Guideline to Our Property Management

Thank you for choosing **ritehome** letting to market your property. There are a number of requirements that you must comply with in order to let your property.

This document will outline and detail everything that you need to know about being a landlord, what is required of you and the service that we offer.

## Property Management



- Landlords with one to six properties
  - Private residential property - 12% monthly inclusive of VAT (Subject to minimum of £60 per month inclusive of VAT)
  - Houses of Multiple Occupancy (HMO) – 15% inclusive of VAT
- Landlords with seven or more properties
  - Private residential properties – 8% monthly inclusive of VAT (subject to min of £60 per month inclusive of VAT)
  - Houses of Multiple Occupancy (HMO) – 10% inclusive of VAT

## Advertising



Your property will be advertised for let on the dedicated websites listed below as well as advertising window posters, v-board or garden boards. Our daily property list is also available from our office and issued to every viewer and emailed to potential tenants.

- [www.rightmove.com](http://www.rightmove.com)
- [www.gumtree.co.uk](http://www.gumtree.co.uk)

## Viewings



We will arrange and follow up viewings. Feedback will be phone or email where applicable to keep you up to date.

## Vetting Process



We will fully vet all potential tenants using an external referencing company.

## Guarantor



If a tenant requires a guarantor, we will ensure the guarantor is fully vetted via an external referencing company.

## Tenancy Agreement



We will draw up the Tenancy Agreement on behalf of you, the landlord and the tenant. A new type of tenancy called a private residential tenancy has replaced assured and short assured tenancies. Every new tenancy from 1 December 2017 is a private residential tenancy. This will be completed with the approval of both parties.

## Inventory



We will carry out photographic and written inventory of the property prior to the tenants moving in. The inventory will note everything in the property from the doors to the door mat and will indicate any marks, scuffs or areas of wear and tear to allow us to accurately monitor the tenants' upkeep.

## Deposit



We will take a deposit equal to a minimum of one month rent and this will be registered with a tenancy deposit scheme (Safe Deposit Scotland- Registration Numbers are available on request) to indemnify any repairs, cleaning or other costs left outstanding by the tenant when they vacate. The deposits are not returned to the tenant until we have inspected the property and are happy with its condition on vacation and a forwarding address is provided for the tenant.

## Utilities



We will advise utility companies of the new tenants and provide them with meter readings. It is the tenants' responsibility to keep any payments up to date and to finalise any accounts. If the property is unoccupied for any period of time between the tenancies, the landlord will be liable for any payments up until the start date of a new tenancy.

## Council Tax



We will inform the council of the new tenancy and provide proof of tenancy by supplying a copy of the signed Tenancy Agreement. These documents by law must document the landlords' home address so it is important that you ensure that your Landlords Registration is up to date prior to the tenant moving in.

## Council Tax Exemption



We will inform the council of the exact date that the tenant has vacated. At this point, they will also be informed of whether the property is furnished or unfurnished. If your property is furnished, you may be entitled to a discount during the period that the property is vacant. If it is unfurnished then an exemption will apply up to 6 months of the property being vacant, in which case they will forward you an exemption form to complete and return to them.

## Rent



We will collect and monitor rent payments closely. You will receive your rent payments within five working days of in receipt of the rent. Your rent payments will be followed with an e-statement which provides a breakdown of any deductions for maintenance works etc. Please note that no deductions will be made without prior authorisation from you. If you require the statement to be posted to you, then please let us know, however a postage surcharge may apply.

## Maintenance



We will organise any repairs as required with the landlords' authorisation. In the first instance we will always aim to establish if a repair or callout will in fact be necessary. On some occasions we are able to talk the tenant through some minor repairs that they can deal with themselves. In the instance that a repair is required, we will make every endeavour to make contact with you by phone or email to seek your authorisation before commencement of any work. In the event of an emergency we are obliged to have these carried out within 24 hours. If we are unable to get in contact with you for any reason, or have not received a timeous reply we will instruct and have any emergency work carried out, to avoid further potential damage.

## Inspections



We will carry out property inspections on a regular basis and give feedback to you in the form of a written report, even if it is just to let you know that everything is fine. As a landlord, you are responsible for the general upkeep of the property providing the tenant is upholding their end of the agreement. You may occasionally be contacted regarding minor repairs caused by general wear and tear. If a repair occurs due to negligence or misuse by the tenant, then the tenant will be liable for any costs.

## Check Out



We will arrange the checkout or final inspection when the tenant is due to vacate the property to ensure we are justified in returning their deposit. We will issue the tenant a 'Vacating Letter' which details their move out procedure, the date and time of their final inspection, and a very comprehensive checklist of cleaning requirements that MUST be carried out before they vacate. If the tenant does not adhere to this checklist, then we will apply to the tenancy deposit scheme to retain part or all of the deposit to cover the cost of cleaning and repairs which we deem necessary.

## General Upkeep



On checkout, if there is any general maintenance required to 'freshen up the place', with your instruction, we can arrange to have quotes and work carried out.

## Landlord Registration



As a landlord, you must register with the local authority in which the property to be let is situated. This can be done at [www.landlordregistrationscotland.gov.uk](http://www.landlordregistrationscotland.gov.uk). You will also require our Letting Agent Registration Number in order to complete this process which is **LARN1807014**. Your registration must be renewed every 3 years.

# Legal Requirements

Prior to marketing the property, landlords must obtain the following:

- **Landlord Registration Number** – All landlords must be registered to with the local authority to let a property. The registration lasts for 3 years. This is your responsibility to apply for and renew the registration every 3 years.
- **An Energy Performance Certificate (EPC)** -This requirement was introduced by the Government in 2009 to improve the emergency efficiency of buildings. We require this prior to the property being marketed and it is valid for 10 years. From 1<sup>st</sup> April 2020 all properties must have an EPC rating of E at the change of tenancy.
- **A valid Gas Safety Certificate** – In 1996 the government passed law that all landlords who rent part or all of a property must have all gas pipework and appliances checked every twelve months certified to make sure the installation meets gas safety regulations. This is valid for one year. Please note that the Gas Safety Certificate does not include a boiler service. To check the efficiency and safety of the boiler a separate check must be carried out.
- **Smoke AND Heat Alarms – From 1<sup>st</sup> March 2019** The Scottish Government has agreed to allow long life sealed unit battery smoke/heat detectors in place of mains powered ones in all tenures, which will significantly reduce the cost and difficulty of fitting detectors. Detectors must be powered by a sealed-in battery with a 10 year lifespan. Detectors will still need to be interlinked with others in the property and conform to British Standards.
- **Carbon Monoxide Alarms** – From December 1<sup>st</sup> 2015 a carbon monoxide MUST be installed and appropriately placed next to any gas appliances including boilers, hobs, fires etc.
- **EICR and PAT Report** – From the 1<sup>st</sup> of December 2016, any let property must have an Electrical Installation Condition Report (EICR) and a Portable Appliance Test (PAT). A copy of each must be provided for any tenants.
- **Legionella Risk Assessment** – As a residential landlord, recent changes to Health and Safety at Work Act 1974 (HSWA) has imposed further duties on same in respect of the risks associated from legionella bacteria.  
Those responsible for the water system(s) in their premises, have duty to ensure that the risk of exposure to legionella in those premises is properly assessed and controlled.  
It should be reasonably expected that tenants should play their part in the control of Legionella and to that end, we will provide same with an advice sheet advising of control measures and precautions that can be put in place to ensure the risk is kept to minimum.  
Whilst it is the legal responsibility of you as landlord, to take precautions to prevent Legionella being present, we can assist where requested in the initial and ongoing risk assessments in respect of your property.  
For further information please visit the Health and Safety Executive website at [www.hse.gov.uk/legionnaires](http://www.hse.gov.uk/legionnaires)

If you would prefer RITEHOME can arrange any of the above services on your behalf.

## Emergency Repairs

From 3 September 2007, the law ([prhpscotland.gov.uk](http://prhpscotland.gov.uk)) states that the following items are a list of repair works which constitute an emergency and should be carried out within 24 hours:

- no heating or hot water
- no heating or hot water any time of the year if there is vulnerable person in the property – a young baby or someone who is elderly or disabled
- heating system giving off fumes
- no cold water
- a burst, leak or water penetration that is affecting electrics
- complete or part power failure to the property
- electrical fitting smoking or scorching
- leaking soil pipe
- blocked toilet – only when there is not another operational toilet in the property
- blocked drain with sewage coming up
- rain coming in through the windows or roof
- flooding into the property
- lock broken, door broken or window broken – only when it makes the property insecure

**\*All other repairs should be carried out within 7 days.\***

## Additional Information

### TV, Phone Lines, Sky or Cable

As the Managing Agent for your property, we have previously stated that we will set up all utilities and Council Tax. This does not include Television Licence or aerials, phone lines or any internet/cable/sky packages or connections. If you have any of these accounts set up, please ensure that you either cancel existing accounts or transfer them to your new address. It will be the tenants' responsibility to set up any new accounts in their name. If there is no existing line in the property or the tenant wishes to change the provider, they must request this in writing and wait for authorisation before going ahead.

### TV Licence

If you have a furnished property that we are letting out for you, it is advisable that no televisions are left in the property to ensure that you are not left with the responsibility for the TV Licence.

## Buy To Let Mortgages

If you're looking to let out a property and need to arrange a mortgage to buy to let you will need to speak to a mortgage broker. Our in house team of dedicated mortgage professionals are on hand to deal with the simplest to the most complicated of transactions. With the banks ever changing criteria it makes sense to speak to a broker to get the best advice and cheapest rates, improving your yield and securing a positive return on your investment. Mortgages are also available into retirement, for HMO's and Limited Companies.

## Property Insurance

Protecting your investment is a necessity. If you have a mortgage, buildings insurance will be a requirement of the lender but not all policies are created equal and even if you think you have cover through a Factors policy, landlords rental cover is often not included especially if let to DSS or students. If you are letting your property furnished consider contents as well as legal and rent guarantee. We have independent insurance brokers available to provide quotes on everything from block commercial properties to grade A listed buildings.

## Useful information for the landlord to leave to help a tenant

It is beneficial to leave any appliance and boiler manuals, instructions and other relevant information in relation to the property in a folder for the tenants to refer to if necessary. Information such as the factors name and contact number, the day the bins are collected, where the main fuse box is etc may come in handy for them.

### Factoring

If the property you are letting out is a flat and you currently pay a factors fee, you will still be liable to cover this cost throughout the duration of the tenancy.

### Overseas Landlords

If you are an overseas landlord, you will be obliged to inform the Inland Revenue and declare the property as being Let Out. There may not be amendments to your tax depending on your individual situation. Information can be found at: [www.hmrc.gov.uk/cnr/nr\\_landlords.htm](http://www.hmrc.gov.uk/cnr/nr_landlords.htm)

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