



CHARLES CARTER

LETTINGS & PROPERTY MANAGEMENT

Specialists • Personal Service • Independent

Landlord's Guide

COVERING THE THREE COUNTIES

An independent established company specialising in residential lettings and property management across Worcestershire, Gloucestershire and Herefordshire



Proud to be members of these professional bodies:



Promoting your properties on:



Specialist | Personal Service | Independent

charlescarterlettings.co.uk

Hello ...

I understand that you are entrusting us with one of your most valuable assets and I realise that you expect a professional and effective management service at a competitive price. Simply put, you expect the best possible rental available from reliable, referenced tenants.

We deliver.

Charles Carter Lettings is a professional and traditional service, maximising client experience by utilising all the latest cutting edge online property portals and software. You will meet me, the owner, Eddie Carter, and I will be your main point of contact throughout your time as our client. I have extensive knowledge of the local markets as I have devoted my career to focussing purely on lettings and property management.

Our experienced team is fully aware of all current tenant/landlord legislation and is well equipped to deal with any eventuality. You can trust us to provide a trouble-free letting experience. This brochure has been designed as a preliminary guide to letting property for prospective landlords.

If you have any further questions do not hesitate to ask me.



Eddie Carter
Company Director

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Charles Carter Lettings, a company passionate about client satisfaction. Under the direction and management of Eddie Carter, we are assured of a high level of experience and knowledge in a changing market. Attention to detail and a truly personal service assure peace of mind for landlords and tenants.

Hilary & Tony
Landlords - Worcestershire
(Multiple Properties)

—”—



CHARLES CARTER
LETTINGS & PROPERTY MANAGEMENT
Specialists • Personal Service • Independent

Why Choose Charles Carter Lettings?

Trust has to be the paramount factor.

Your property must be in the hands of a Lettings Agency you can trust. Established in 2009, Charles Carter Lettings is proud to be one of the leading regional property management firms, with an expanding portfolio covering the three counties of Worcestershire, Gloucestershire and Herefordshire. I take great pride in offering a personal service **as well as** experienced and professional advice.

When you let your property, I am your Personal Lettings Manager. I will find an appropriate tenant for your property and will always try to achieve the best rental return for your investment.

Together with my experienced team, I offer a Property Management Service whose main focus is to relieve landlords of the worries and stresses of renting a property. I will personally deal with all your tenancy and property related issues.

Take a look at the Charles Carter Lettings website for a full understanding of my Personal Management Service by visiting the Lettings & Management page, or alternatively, contact me directly on 01684 292154.

Marketing Your Property

Charles Carter Lettings uses a variety of comprehensive marketing campaigns to ensure your property will be seen by as many potential tenants as possible. We also advertise in publications local to your area.

Your property will be showcased on the Charles Carter **Lettings** property portfolio, as well as on the country's leading property portals, **Rightmove, On The Market, Prime Location & Zoopla**. Our website will carry comprehensive details of your property, including professional high resolution photos and **benefits applicable**. **We will also provide a high visibility 'To Let' board, helping to raise immediate awareness of your property to potential tenants.**

Our offices are situated in the centre of Tewkesbury and from there we cover the three counties of **Worcestershire, Gloucestershire and Herefordshire**.



Video Tours

Not only do we use high resolution photos taken with quality cameras, we also market your property with Video Tours.



Your “Personal” Property

Our Personal Service options are specifically designed to provide you with complete peace of mind and a hassle free property investment. Charles Carter Lettings is built on customer service, so quality of service is at the very heart of everything we do.

All services are personally overseen by me, Eddie Carter (Company Director). I am always available directly when required. All pricing is negotiable depending on property type and location. Charles Carter Lettings also offer ‘multiple property’ discounts on all our services. For more details please contact me directly on 07929 589667.

Take a look on both this and the following pages at just some of the benefits of our various management and lettings services.

Specialists in lettings and property management ... it’s personal.

I understand that you are entrusting us with one of your most valuable assets and I realise that you require and expect a professional and dedicated service.

Charles Carter Lettings is not an estate agent – we are 100% dedicated lettings and property management specialists. This ensures that at all times your rental property is our number one focus and priority.

Covering the three counties from our central Tewkesbury office, we currently manage in excess of 500 million pounds worth of property and have carried out over 2000 lettings since we were established back in 2009.

As an independent specialist, we offer bespoke services to ensure that all your individual needs are met. We provide an unrivalled personal and dedicated property management service across the three counties from our central office.

Legally, we are fully compliant and insured, ensuring that your property investment is cared for to the highest standard. Being a member of the Property Ombudsman and the government approved Client Money Protection Scheme gives you the peace of mind that you need.

We have a self-imposed limit on the number of managed properties that we care for, thus ensuring you are never just a number and that the team will personally know you, your property and your tenants. Just ask for more details.

- ✔ **Letting and Management Services**
- ✔ **Guide to Preparing for Letting**
- ✔ **Important Considerations**
- ✔ **Legal Requirements**
- ✔ **Insurance Policies**
- ✔ **Mortgage Advice**
- ✔ **Property Sales**

Manager...



Finding The Right Tenant

I will personally meet you at your property and carry out a market appraisal for you.

We will discuss what type of tenant you are seeking, what sort of tenancy agreement you would prefer and the rental that might be achieved. Your property will be widely advertised and introduced to all suitable applicants on our existing mailing list. We have excellent existing contacts with various companies and personnel departments and will also introduce your property to them.

All prospective tenants will be accompanied by a member of staff **when viewing your property**. Prospective tenants will always undergo a rigorous application process. We will obtain and evaluate references and carry out detailed credit checks. This applies to every member of the potential household aged 18 or over. It is possible for you to impose certain conditions on the tenants such as no smoking, no pets or no children. If you are unsure about any aspect of the letting please ask me – I'd be happy to help.



Ask about my Easy Switch Service!



MANAGED SERVICES

Our Personal Service options are specifically designed to provide you with complete peace of mind and a hassle free property investment. Take a look below at just some of the benefits of our various management and lettings services ...



'PLATINUM' - Personal property management Rent Guaranteed

Our personal 'Platinum' package is available for all our property rentals, large or small. **It provides our landlords with complete peace-of-mind property**

management, by guaranteeing your rent and covering any non-payment of rent the month it is due. There is no excess and legal assistance is also included in the event of having to evict a tenant.

This service is the ultimate in financial security **regarding your rental income returns and concerns about potentially costly legal fees.**

You will have a direct and local Personal Property Manager throughout the service with Eddie Carter, the company director, available whenever required.

A full independent professional inventory and check-out report **is** carried out on every new letting, **ensuring** maximum cover and deposit deduction ability.

24/7 property management care and our 'best value' property maintenance guarantee

We will always be available to deal with your property needs and ensure each maintenance job is carried out in the most cost effective way. Deposit **is** protected in a government approved scheme.

Monthly management fee

12% + VAT (**14.4% ???** incl VAT) deducted from the gross monthly rental + £20.00 per month for rents under £1000 (including VAT £24.00), + £25.00 per month for rents over £1000 (including VAT £30.00)

New tenancy set up fee For each new tenancy we charge 60% + VAT (minimum fee £400 + VAT) of the first month's rent.

This includes everything you require at the commencement of the letting process and during the lettings process, right up to the **check-out** and deposit deduction negotiation.

We do not charge extra for property management inspections or our independent professional inventories and **check-out** reports. All inspections and management **are** carried out from our central branch so all your needs are under one roof **in one location.**



'GOLD' – Personal property management

Our personal GOLD package is available for all our property rentals, large or small. It provides our landlords with a hassle free, personal property management service they can rely on.

You will have a direct and local Personal Property Manager throughout the service with Eddie Carter, the company director, available whenever required.

A full independent professional inventory and check out report is carried out on every new letting, ensuring maximum cover and deposit deduction ability.

24/7 property management care and our 'best value' property maintenance guarantee

We will always be available to deal with your

property needs and ensure each maintenance job is carried out in the most cost effective way. Deposit is protected in a government approved scheme.

Monthly management fee

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This includes everything you require at the commencement of the letting process and during the lettings process, right up to the check-out and deposit deduction negotiation.

We do not charge extra for property management inspections or our independent professional inventories and check-out reports. All inspections and management are carried out from our central branch so all your needs are under one roof in one location.



'Silver' – Professional rent collection

Our professional rent collection service requires your tenants to pay their monthly rent to Charles Carter

Lettings directly. Experience

shows that tenants are less likely to fall into arrears or pay late if they are required to pay us directly. We will chase any late rent and send reminders and chasing correspondence where required.

We will also provide you with a monthly statement and annual statement for your tax return and accounting needs.

Monthly management fee

4.5% + VAT (5.4% incl VAT) deducted from the gross monthly rental.

New tenancy set up fee For each new tenancy we charge 60% + VAT (minimum fee £400 + VAT) of the first month's rent.

More Info?

Just get in touch with any questions, I'd be happy to help. Call today on

**01684
292154**

Letting & Management Services

At a glance ...

Details	Platinum	Gold	Silver	Let only	Online only
Free rental assessment valuation and letting advice with Eddie Carter	✓	✓	✓	✓	✓
Advising on current legislation and general advice on marketing your property	✓	✓	✓	✓	✓
Market the property on all major websites, including Rightmove, Zoopla, On The Market and of course our own site	✓	✓	✓	✓	✓
Accompanied professional viewings and regular feedback	✓	✓	✓	✓	✓
Charles Carters 'to let' board	✓	✓	✓	✓	✓
Negotiate the terms of the tenancy to suit your requirements	✓	✓	✓	✓	✓
Notification to utility companies of meter readings at start and end of tenancy, to include council tax, water and energy suppliers	✓	✓	✓	✓	✓
Obtain full detailed references on all prospective tenants and guarantors if necessary, copies of which are available to on request	✓	✓	✓	✓	✓
Preparing and signing and of tenancy	✓	✓	✓	✓	✓
Agreement and guarantor deeds (where required)	✓	✓	✓	✓	✓
Charles Carter Quarterly Regular Newsletters	✓	✓	✓	✓	✓
Collection of the deposit and lodging with The Deposit Protection Service (DPS)	✓	✓	✓	✓	
Collect the first month's rent and tenancy deposit prior to the tenancy start date	✓	✓	✓	✓	
Collect the monthly rent with prompt payment to a nominated account and supply a monthly covering letter detailing the property activity and landlord's rental statement along with any contractors invoices for essential works carried out	✓	✓	✓	✓	
Pursue late rental payments from tenants when required	✓	✓	✓		
Conduct a personal and professional check-in with the tenant at the beginning of the tenancy at the property	✓	✓	✓		
Organising all legally required certification (if required) for energy performance, gas and electricity etc	✓	✓			
Conduct periodic property inspections on the property and create an inspection report along with pictures and recommendations	✓	✓			
Professional independent Inventory and checkout at end of tenancy	✓	✓			
Maintenance issues management and dealt with by qualified tradesmen (costs for work apply)	✓	✓			
HMRC audit as per section 23 of the Tax and Management Act	✓	✓			
Service of Section 21 Notice when landlord requires possession	✓	✓			
Regular rent reviews and service of section 13 notice (rent increase) letter to tenant where required.	✓	✓			
Arrange the annual gas safety certificate and electrical certificate where necessary along with any insurances and scheduled works	✓	✓			
Annual tax statements on request	✓	✓			
Negotiation of deposit at end of tenancy	✓	✓			
Rent guarantee to cover non payment of rent (terms apply)	✓				
Legal fees cover (terms apply)	✓				

NON MANAGED SERVICES

Whilst offering a managed service, we are aware that some landlords prefer the option of a non-managed service. Take a look below:

► Professional Tenant Finding Service

Using all major portal websites such as **Rightmove, Zoopla** and **On The Market**, Charles Carter **Lettings**' 'Professional Tenant Finding Service' is perfectly designed for landlords who like to manage their property themselves but are looking **elsewhere** for the marketing of their property, **including** professional accompanied viewings, full tenant referencing and all required legal paperwork.

We are able to legally protect the tenant's deposit, carry out personal check-ins and provide **an** independent inventory at a additional charge.

This service is designed for landlords who do not wish to become involved with the marketing, administration or referencing when securing a tenant, but wish to manage the property themselves once the tenant has moved in. We will advertise your property, find you a tenant and handle all the necessary legal paperwork – we would also advise the preparation of an inventory, even on unfurnished properties, which can be arranged at a small additional cost.

Fee: 90% of the first month's rent, **inclusive of VAT**, subject to a minimum fee of £500 (inclusive of VAT).

During the tenancy, we are able to provide many additional services at extra cost, such as property inspections, rent chasing assistance, organisation of compliance certificates, general help and advice and check-out services.

- In depth rental valuation with local market rent review
- Extensive marketing including full property portal coverage i.e. Rightmove & Zoopla
- High **resolution** quality photography
- Professional accompanied viewings
- Thorough tenant referencing
- Personal negotiation to achieve the best rental practice
- Personal property tenant check-in if required
- Regular marketing updates, feedback and recommendations
- Tenancy agreement and all required legal documentation
- Tenants deposit legally protected
- Collection of the first month's rent and deposit



NON MANAGED SERVICES

► Online Only Marketing – tenant finding services

Using all major portal websites such as **Rightmove, Zoopla** and **On The Market**, Charles Carter **Lettings** 'Online Only Marketing' service is perfectly designed for landlords who like to carry out their own viewings and manage their property themselves, but still require a local professional tenant finding service **which advertises their property on ALL major web portal sites, and which offers the security of fully referenced tenants alongside all required legal paperwork.**

We are able to legally protect the tenant's deposit, carry out personal check-ins and provide an independent inventory at an additional charge.

- Dedicated personal agent throughout
- In depth rental valuation
- High resolution quality photographs
- Extensive marketing including full property portal coverage
- Professional accompanied viewings
- Thorough tenant referencing
- Personal negotiation to achieve the best rental price
- Personal property tenant check-in if required
- Regular updates & recommendations
- Tenancy agreement and all required legal documentation

- Tenancy deposit protection
- Collection of the first month's rent & deposit

Fees from £195.00 + VAT (£234.00 inc.VAT)

► Refurbishment management

With many years of experience with property management and property refurbishments, Charles Carter **Lettings** is able to provide professional refurbishment project management **from** start to finish. Using local trusted contractors we can ensure your property is refurbished to the highest **standard** your budget permits. Full details and examples of our recently projects can be provided on request.

Our charge for the service is 10% + VAT of the total refurbishment cost.

► Investment property sourcing

Using our years of local experience, Charles Carter **Lettings** is able to provide you with a service that assists you in sourcing and purchasing the perfect property investment that meets your needs and budget. We are able to cover the three counties from our central Tewkesbury office. Full details and examples of our **recent** projects can be provided on request.



► Full investment property health check

To ensure that your property is running at optimum performance Charles Carter has designed a service that looks at your investment in a holistic way to ensure that every aspect is running in the most cost effective and efficient way. This will ensure that you get the very most out of your investment property.

Full details and examples of our **recent** projects can be provided on request.



Preparing Your Property for Market

Our experience has shown that the key to a smooth-running tenancy is a good relationship between the managing agents and the tenants.

A well-presented and maintained property in good decorative order is an excellent start to such a relationship and should also help to achieve a higher rental figure. Tenants are also more inclined to treat such a property with greater respect.

General condition

Electrical, gas, plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established. Interior decorations should be in good condition and preferably **be** plain, light and neutral.

Furnishings

Your property can be let fully furnished, part furnished or unfurnished. We are happy to advise you as to which of these is most appropriate, depending on the type of property and local market conditions. As a minimum, you will need to provide decent quality carpets, curtains and light fittings. Remember that there will be a degree of natural wear and tear on the property and any items provided.

Personal items, ornaments etc

Personal possessions, ornaments, pictures, books etc. should be removed from the

premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the tenant's own use.

Gardens

Gardens should be left neat, tidy and rubbish free, with any lawns mown. Tenants can be required to maintain the gardens to a reasonable standard, provided they agree and are left the necessary tools. Few tenants are experienced gardeners, however, and we will be happy to arrange visits by our regular gardener, especially if it is a particularly large garden.

Cleaning

At the commencement of the tenancy the property must be clean throughout. At the end of each tenancy it is the tenant's responsibility to leave the property in a similar condition. Should they fail to do so, we will arrange for cleaning to be carried out at the tenant's expense.

Information for the tenant

We find that it is always helpful **to leave practical** information for the tenant, such as how to operate the central heating and hot water systems, **as well as** any washing machine or alarm system. This allows them to use the relevant system efficiently and may well reduce maintenance costs. It is also useful if you can provide details such as the day refuse is collected.

Keys

You should provide us with one set of keys for each tenant. If we **are** managing the property, we will arrange to have any duplicates cut as required.

What are tenants looking for in a property?

Your property does need to appeal to a wide range of people. You want to attract potential tenants, both for the first tenancy and any subsequent tenancies. There are some things that most of us want – for example, a home which looks good and is nice to live in.

Unsurprisingly, tenants want the same!

Generally speaking you should try and have:

- A clean, fresh, bright **and** modern kitchen in good condition with matching units and worktop
- Appliances which match and **are** in good condition
- Clean, fresh, bright **and** modern bathroom(s), with good showers
- A central heating system which is cheap to run, ideally **a** gas fired boiler with radiators;
- Space for a large TV
- A garden in good condition at the start of the tenancy and which is as low maintenance as possible

It is important to remember that the quality of rental properties has improved tremendously over the last few years. Your potential tenants can often be spoilt for choice.

A good looking, well maintained property will compete well against other properties on the market and will result in both a better selection of tenants and shorter void periods.

For more information, please feel free to get in touch, I would be more than happy to advise – just call 01684 292154.



Safety First

There are a number of statutory requirements that you need to be aware of and some recommendations that we find help the tenancy go more smoothly.

Gas Safety (Installations and Use) 1998

Every property for let that is equipped with gas must have an up to date gas safety certificate as a legal requirement. An annual gas safety check should be carried out on every gas appliance/flue. These checks ensure that appliances are safe for tenants to use. Any installations, maintenance and safety checks to gas equipment at your property must be carried out by a Gas Safe registered engineer.

Electric (Safety) Regulations 1994

Under these regulations, all landlords have a duty of care to their tenants to make sure that all electrical appliances within the property are safe to use and are regularly checked by a qualified electrician.

Furniture and Furnishings (Fire (Safety) Regulations 1998

If there is any upholstered furniture in the property it must comply with the Furniture and Furnishings (Fire) (Safety) Regulations, 1998. Any item that does not have the appropriate labelling may not conform to the regulations and should therefore be removed from the property.



Smoke Detectors

By law, smoke detectors are a statutory requirement and must be fitted on every floor of the property. It is the sole responsibility of the landlord to carry out logged tests.

Carbon Monoxide Detectors

Also a legal requirement and we recommend that all properties that have gas equipment should have a carbon monoxide detector fitted. This also applies to a solid fuel fire. For more information, see the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 at www.gov.uk. It is the sole responsibility of the landlord to carry out logged tests.

Energy Performance Certificate (EPC)

Any property marketed as available to let must have an Energy Performance Certificate prior to marketing as a legal requirement. The certificate outlines the property's energy use and estimates typical energy costs, as well as making recommendations on how to reduce energy and save money. The certificate lasts ten years but can be updated if the property is significantly improved.

Minimum Energy Efficiency Standards (MEES)

In England and Wales, under the new legislation, from 1st April 2018 any commercial property that has an EPC of lower than an 'E' cannot be rented out to new tenants, or renew any existing tenancy contracts until at least an 'E' rating is obtained. From April 2023, MEES will apply to all existing commercial leases.

Fair Wear & Tear

What is fair wear & tear?

I know that this is a contentious issue for both tenants and landlords. It is estimated that 90% of independently adjudicated cases are awarded to the tenants and it is often the case that a landlord has unrealistic expectations of what constitutes fair wear and tear. There are four main factors that affect wear and tear:

1. The length of the tenancy

Landlords should expect more wear and tear from long term tenancies.

2. The type of tenants

Generally speaking, there is likely to be more wear and tear from a family with young children than a single professional occupier.

3. The quality of the items involved

The trend with new developments is to use materials noted for efficiency, such as recycled plastic and bamboo, rather than longer lasting traditional products such as stonework or concrete. The result is that redecoration is likely to be needed more frequently.

4. Frequency of use of items

It is obvious that items such as carpets, wallpaper and worktops that are in constant use are likely to become worn. However, a carpet worn by frequent use is a different matter to one that has burns or stains. In the latter case it is damage, not wear and tear.

The upshot is that wear and tear is part of the life of a tenancy and should be expected by the

landlord. To avoid any disputes, it is sensible to have a thorough inventory of the property's condition prepared at the beginning of the tenancy, including photographic evidence, which can be checked when the tenancy ends.

Easy Switch

I would like to let you know about **Easy Switch**. It's just possible that you are with an agent that you're not entirely happy with but feel that it's too much trouble to change. Well, that's where my 'Easy Switch' service comes in.

Do you think changing agents will upset your tenants?

Are you thinking that there will be cancellation fees if you change agents or that you simply don't want the bother?

Think again!

I believe in giving my landlords the very best service possible and if your letting agent is not providing that for you then you should be thinking about making an Easy Switch to my personal property management service.

Just let your current agent know that you are switching agents and we will deal with everything else. Visit our website for more details or call me direct on 01684 292154 and I'll be happy to explain.



Charles Carter Lettings Support

We are pleased to support the following causes:

Funny Blood

Raising awareness on

Platelet Function Disorders

Funny Blood was founded by

Ruby Edwards in 2009 when her son, Noah, was diagnosed with a number of complex PFDs as well as Thrombocytopenia. Since then, Ruby has dedicated her time to raising awareness of PFDs in order to help Noah and others living with the condition.



Breakspear Medical

Treating a variety of allergy
& environmental illnesses

Breakspear Medical Group Ltd

(formerly known as Breakspear Hospital) was founded by Dr Jean Monro. Dr Jean Monro started her career as a hospital doctor with a special interest in paediatrics and neurology, and moved on to general medicine.



Breakspear
Medical

BOOK YOUR FREE PROPERTY VALUATION:

Visit the Charles Carter Lettings website and request your **FREE** property valuation:

charlescarterlettings.co.uk/property-valuation



CHARLES CARTER

LETTINGS & PROPERTY MANAGEMENT

Specialists • Personal Service • Independent

Worcestershire

Worcester 01905 388776 Evesham 01386 426183

Gloucestershire

Tewkesbury 01684 292154 Cheltenham 01242 279666

Herefordshire

Hereford 01886 853676



102 Church Street, Tewkesbury, Glos GL20 5AB



info@charlescarterlettings.co.uk



charlescarterlettings.co.uk

Proud to be members of these professional bodies:



Promoting your properties on:

