

PROPERTY LETTING SERVICE

We list below details of the services that we provide for clients wishing to instruct us to let and manage their property.

Dove Davies and Partners have been specialising in the complex field of Residential Letting since 1974. From a family based background we have grown and developed into one of Edinburgh's leading firms.

As Chartered Surveyors we are members of the Royal Institution of Chartered Surveyors, we are also members of the Association of Residential Letting Agents (ARLA propertymark) and Safeagent. We are therefore governed by strict rules of professional conduct and client accounting procedures. In short, this means that any rent we hold on your behalf will always be kept in a separate account from our own business accounts. You therefore have the guarantee of professionalism.

Listed below are some of the areas that need to be addressed when letting out a property. There is a myriad of legislation that the private landlord and their agent require to consider. We will guide you through this process.

As Chartered Surveyors this not only means that Routine Inspections are carried out by qualified personnel but our membership of professional organisations allows us to stay up-to-date with the changes in legislation and practice which, in turn, will help protect your interests and your property. Many banks and building societies may insist on the use of a professionally affiliated company to manage the property.

PLEASE NOTE: Where appropriate all costs quoted are subject to VAT at the prevailing rate.

- **Advice on furnishings** - We will provide advice on whether to let the property on a furnished or unfurnished basis and what items to include or remove from the property prior to your departure.
- **Carbon Monoxide Alarms** – Carbon monoxide (CO) is a colourless, odourless and tasteless gas. Low levels of CO gas can be present in the atmosphere, however it is highly toxic and dangerous to humans and animals in higher quantities. The gas is produced in high levels from appliances where incomplete combustion of a carbon based fuel occurs. Incomplete combustion could occur in appliance installations that are defective, lack proper maintenance or have inadequate provision for combustion air.

On 1 December 2015 the "Scottish Government Statutory Guidance for the Provision of Carbon Monoxide Alarms in Private Rented Housing" came into force. Carbon monoxide detectors must be fitted in all properties containing a combustion device (gas, oil or solid fuel – except those used solely for cooking): In each space containing an appliance (if in a cupboard they may be located outside the cupboard); In each bedroom or living room where the flue from an appliance passes through; Detectors should be powered by batteries designed to last the life of the alarm; Detectors can be mains powered but not plug in types; Detectors must be fitted to meet the relevant British Standard.

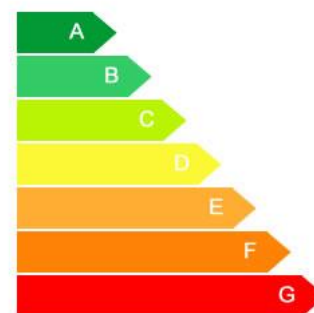
- **Check in/Check out** – We will conduct these meetings at the start and end of any tenancy to familiarise the tenant with the property, hand over keys, statutory documentation, agree meter readings, etc. We will also meet the tenant at the end of the lease to collect keys, etc.
- **Deposit** – Legislation dictates that all deposits are transferred to a custodial approved scheme. We presently use Safe Deposit Scotland and will therefore transfer all deposits paid to them in line with the prescribed timescales allowed. The deposit is not returned until such time as the Inventory has been fully checked at the end of the tenancy. Damages will either be agreed with the tenant directly or settled by the adjudication processes of Safe Deposit Scotland.

- **Electrical** - It is important that all electrical wiring and appliances within your property are safe. We can arrange for these to be checked by a competent electrician. A Portable Appliance Test (PAT) of every appliance within the property is required each year and the cost of this test through our preferred electrical contractor is £2.50 per appliance. In year 1 an Electrical Safety Check will be carried out of the mains wiring within the property. The cost of this is £180, in years 2 to 5 inclusive a visual check of the mains wiring will be carried out at a cost of £25 during the annual PAT testing. In year 6 a full mains test will again be required, along with the annual PAT test.



- **Email** - We have direct email to all employees.

- **Energy Performance Certificates** – Any property on the market to let must have a valid Energy Performance Certificate. We can instruct a firm of surveyors to carry this out on your behalf at a cost of £70.83 if you don't already have one. This is valid for 10 years so you may already have one as part of your Home Report if you have purchased the property within this timescale. There are also minimum energy performance rating standards so we can provide advice in obtaining an energy audit so that you can determine how best to make the property compliant.



- **Emergency Phone Line** – The tenant is able to make contact with us in case of emergency and we will arrange repairs, if required.
- **Factoring** – If the property is factored and you arrange for the quarterly Statements to be sent to us we can settle these from the rental funds collected on your behalf. These payments will appear on the Statements you receive from us.
- **Financial Services** – We have links with Malcolm Ramsay of Ramsay Asset Management who can provide advice and expertise on the wide spectrum of financial services as well as specialist knowledge of the buy-to-let mortgage market. He can be contacted at 81 East London Street, Edinburgh, EH7 4BQ or by telephone on 0131 220 7717 or email at mr Ramsay@ramsayassetmanagement.com
- **Fire & Furnishings** – All soft furnishings must comply with the latest fire safety legislation and we will advise you fully on the implications of these.
- **Gas Safety** - Each gas appliance within a let property requires an annual Landlords Safety Certificate issued by a Gas Safe Registered installer.



- For servicing the appliance and issuing the Landlords Safety Certificate our preferred gas engineers charge as follows – Gas c/h boiler - £58, Fire - £49.50, Cooker - £39 or Hob £28. Second or subsequent appliances are charged at £28.

- Should you wish to take out a contract for the service of the boiler we use a company called Lothian Gas and the cost will be £176 per year. This is for the service of the boiler, including any cooker or hob within the property and the issuing of the Landlords Gas Safety Certificate. It gives labour and parts cover for not only the boiler but the entire central heating system. If you wished them also to look at the fire there would be an additional cost of £40.

- **Houses in Multiple Occupation (HMO)** – Legislation exists for properties occupied by more than two unrelated people. Where appropriate, we will provide advice on this legislation and the implications for your property. We can deal with the application for a new HMO licence including any works required to bring the property up to standard as well as licence renewals. Please note additional fees will be payable here.
- **Inventory** - We will take a detailed inventory, including photos covering the interior of the property and all items within it at the beginning and end of every tenancy. This agrees a true condition of the property at the start and end of each tenancy and will form the basis of assessing any damages that the tenant is due.
- **Inspections** - These are carried out by our Chartered Surveyors ensuring that any maintenance issues are raised early and minimising any future damage that might occur to the property.

- **Insurance** – When letting a property it is of the utmost importance that both the buildings and the contents are fully insured. Many insurers will either reduce your existing cover or increase your premiums and excess. Some may refuse cover completely.

As one of the leading firms dealing with the letting and management of residential property we have, through our Insurance Broker (Allan Johnston and Company FSA ref 309972), effected a Block Policy with Allianz. This policy offers many advantages to our clients, as it has been designed to cover the major risks associated with the letting of residential property.

It should be noted that Loss of Rent is only available if either Buildings cover is taken out (where it is inclusive) or if you are tied into Buildings cover as the property forms part of a factored building. If this is the case you would be able to take out Contents and can add Loss of Rent cover separately.



Cover includes –

- Accidental Damage to Building and Contents
- Malicious damage caused by tenants.
- Trace and repair cover for water leaks.
- Alternative accommodation (where a property is uninhabitable due to the failure of a central heating boiler).
- Insect nest removal.
- Cultivation of Drugs and Tenants Debris Removal Costs.
- Low excess level of £150. Many insurers have a minimum of £250 with a higher level for water leaks.
- Losses arising from acts of terrorism.
- Loss of Rent cover - when a property is uninhabitable (including partial loss).
 - non-payment by the tenant (limited to the first £1500).

Most of these risks would not be covered under a standard household policy.

As this is a block policy the rates have been specially negotiated with the insurance company to provide competitive premiums for the type of cover provided. The block policy is renewed on the 30th of April each year. If you would like a premium quotation please see - "Quotation Request Form".

It is imperative that your levels of cover for both Building and Contents are in accordance with realistic and up-to-date market figures. Insurers recommend that this is carried out every 5 years. This applies particularly to stone-built properties where reinstatement costs have risen considerably in recent years, especially in terms of listed buildings. It should be borne in mind that the market value of a property is not an indicator of the rebuilding cost. We can arrange an insurance valuation if required.

- **Leases** – It is of the utmost importance that the lease is created and signed in the correct manner in order to protect any rights of tenure that a tenant may have within the property. Our legal advisors constantly review our lease to ensure you have maximum protection afforded by current legislation. Almost all properties are let on a Private Residential Tenancy which came into force in December 2017, details of this type of agreement can be found here - <https://www.mygov.scot/tenancy-agreements-landlords/>
- **Legionella** – It is a requirement that landlords carry out a risk assessment of the property to protect against legionella. We can arrange to have this carried out by a suitably experienced firm and they will provide a report on any actions required or precautions to be taken. The cost of this is between £45 and £55 plus VAT depending on whether the same company is carrying out a Landlords Gas Safety Certificate at the same time. This risk assessment needs to be updated from time to time and especially if the tenant should fall into a vulnerable group.
- **Legal Services** – Should you wish the services of a solicitor in relation to a property transaction or with regard to other legal services please get in touch as we have reliable contacts in this field.
- **Letting Agent Code of Practice** – The Scottish Government created the Letting Agent Code of Practice (Scotland) Regulations 2016. This means that anyone carrying out activities in relation to letting or managing a property requires to be registered and approved by the Scottish Government. Our Letting Agent Reference Number is **LARN1907018**. You can find a copy of the Code of Practice at the following link - <https://www.gov.scot/publications/letting-agent-code-practice/> In order to be approved to carry out letting business in Scotland we require to comply with the Code of Practice set out in the legislation.

- **Maintenance** – Your Property Manager will deal with all matters relating to general and emergency maintenance. Repairs are only instructed through reputable contractors that we deal with on a regular basis. This avoids any unnecessary work and expensive emergency call out charges.



Lettingweb.com
The UK's internet letting portal

- **Marketing** – It is a competitive letting market and there are a number of ways that we promote your property.
 - We are a long established professional company and as such have a reputation for providing quality property. We also extensively advertise within Yell.com, etc to attract potential tenants.
 - We can usually place a "To Let" board to attract local interest.
 - We have a web site (www.dovedavies.com) for the promotion of properties. This allows tenants to conduct a search for the property most suited to them and to look at external as well as internal photographs and location maps. The properties are also duplicated on the www.Rightmove.co.uk, www.Zoopla.co.uk and www.Lettingweb.co.uk web sites.
 - We have an office in the West End of Edinburgh and this includes a prominent TV display to attract interest from anyone passing our office on foot, by bike/car/bus or even tram!

The cost of this advertising is £85.

- **Portal** – You will receive a monthly Statement by email showing all income and expenditure as we as the balance of funds transferred to your bank account. You are also able to log-in to our portal that gives you access to these statements and allows you to run an annual statement so that when it comes to tax return time you can view all the transactions on one statement.

Within the portal you will also be able to see documents that we share with you such as safety certificate, tenancy agreements, etc. You are given a secure log-in and password to use that ensures this remains confidential to you.

- **Professional** - We are members of the Royal Institution of Chartered Surveyors, RICS, (www.rics.org.com) the Association of Residential Letting Agents, ARLA (www.arla.co.uk) and the National Approved Letting Scheme, NALS, (www.nalscheme.co.uk). These organisations have strict rules of membership, professional conduct and client accounting procedures, which therefore protect you, your property and any funds that we hold on your behalf by way of a Clients' Money Protection Scheme. We also hold professional indemnity insurance.



- **Registration of Private Landlords** – Anyone letting a property in Scotland must register in the council area in which their property is located and this number must be included in any advertising. You have responsibilities as a private landlord and although we can deal with a number of these on your behalf you will remain legally responsible. Please see details at - <https://www.mygov.scot/renting-your-property-out/your-responsibilities/>
You can register at www.landlordregistrationscotland.gov.uk and you will require to add our Letting Agent Registration Number. This is LARN1907018.
- **Rental** - We collect the rental on a monthly basis from the tenant and this is forwarded by bank transfer to your bank account. You will receive a detailed monthly statement showing any income and expenditure.
- **Refurbishment** – We can provide a project management service for any upgrading work that may be required either now or in the future.
- **Regular review of rental** - The monthly rental is normally reviewed annually or whenever there is a change of tenant.
- **Property Sales** – We have contacts in this sector that can provide a quotation should you wish to consider selling the property in the future. We can arrange for the removal of furnishings and any upgrading required prior to a sale.
- **Services** - The gas and electricity services will be changed into the name of the tenant at the commencement of the lease. We will also advise the council of each change of tenancy.
- **Smoke Alarms** – It is now a requirement that there is a smoke alarm in the hall and all landings, the main living area and a heat alarm in the kitchen. These alarms all require to be interlinked and are normally mains powered, however there is now an option to link lithium battery ones. This can be useful if the layout is difficult or there is decorative cornicework that needs to be preserved. Any House in Multiple Occupation (HMO) requires to meet the separate provisions of the licensing procedure.
- **Staff** – You will be allocated a Property Manager that will be your main contact during the letting process.
- **Taxation** – Income tax is payable by all owners of the property regardless of whether they are resident in the UK or overseas. Landlords have a legal responsibility to declare any income in their Tax Return. We only need to become involved in taxation matters if you are normally resident abroad. If you are going to live abroad you require to complete form NRL1i at www.gov.uk. Please advise us when you do this. Our FICO Reference Number is NA002400 and you should include this where requested in the form. Please note that from time to time HMRC will require us to produce a list of all our clients and their forwarding address. They will also treat as resident abroad anyone who gives us a “Care Of” address. We can provide an additional Letting Computation Service if required, please contact us for further details and costs.
- **Valuations** – Although we are Chartered Surveyors we do not carry out valuation work. We can however arrange for valuations to be carried out on your behalf in connection with a market valuation, reinstatement cost assessment for insurance purposes, for mortgage or probate purposes.
- **Vetting** - Tenants are fully vetted with a credit reference taken prior to their application being accepted