

Letting Only

- We will accompany ALL viewings and will never request that you show a prospective tenant the property yourself or send anyone into the property unless accompanied by an employee of Garton Jones
- Once an acceptable offer is made to you we will take an administration fee from the tenant equal to a week's rent. This is paid in good faith and on the basis the property is removed from the market. This will include you being expected to inform any other agents to also withdraw the property from the market. We will then commence referencing the prospective tenants with a view to moving them into your property on the agreed date.
- Whilst referencing is underway, our 'Lettings Progressors' will start to produce and execute the legal tenancy agreement between both parties - landlord and tenant.
- We will liaise with you about organising a pre-tenancy clean (if required) as well as arranging for a check in and inventory, unless you organise these yourself. These services are subject to additional fees so please ask us about these costs. Note, a landlord typically pays for the check in inventory and the tenant pays for the check out.
- Once references are passed and contract terms are agreed, both parties will sign the tenancy agreement. Before the tenant can take possession of the property they will be required to pay us a security deposit against dilapidations, equal to six weeks rent. This deposit has to be held independently and, unless you instruct otherwise, we will register this with the TDS scheme. Ask us for details of this scheme if you are not familiar with it.

As well as the security deposit, unless the tenant has agreed to pay their rent in greater instalments (it's not uncommon for them to pay six monthly if they are students), we will also take at least one month's rent in advance and once these funds are cleared in our account, the tenancy can commence.

- Garton Jones will collect our agency fee from the initial monies paid to us by your tenant up to the break clause in the agreement. For example if there is a 12 month agreement with a 6 month break clause, we will deduct 6 months' worth of fees from the tenants initial monies before transferring the balance

to you. We will then invoice you at 6 months for the balance of fees for the remaining term. We will also ensure your tenant sets up a standing order to pay your rent direct to you, thereafter.

Unlike most other letting agents, we do not take fees for the full term of the contract unless it is a straight 12 month tenancy, without a break clause.

- Pre-tenancy checks by a member of the Garton Jones team will assist in alerting you to any issues that require your attention prior to the tenancy starting. These can include such things as cleaning, replacement of missing keys or car park entry fobs, light bulb replacements, re-decoration and so on

We have contractors that can take care of all issues relating to your property should the need arise so don't hesitate to ask if you need assistance in any way.

- At the commencement of the tenancy we will write to your utility suppliers and the local council to assist in the transfer of the utility services in to your tenants name. Please note once we write to the providers, we do not chase this up so it will be your responsibility to check this is in order and your tenant is meeting their obligations.

- Typically, two to three months before the tenancy is due to end, we will contact you and your tenants to determine if both parties wish to renew the tenancy agreement for a further term. We are happy to negotiate the renewal for you unless you request otherwise.

- When the tenancy comes to an end we will arrange for the tenant to be checked out and met by an inventory clerk, as per the check in.

It will be your responsibility to discuss any dilapidations, cleaning etc with your tenant and to agree any compensation for any damage caused, if highlighted by the inventory.

- At the end of the tenancy we will alert the utility suppliers as well as the local council in order for them to update their records - either into a new tenant's name or reverting to your name, whichever is appropriate at the time.

- If the tenancy renews for a further term, we will prepare and execute all renewal tenancy documentation.

Please note we do not chase any late rent payments under the Letting Only service. This is solely the responsibility of the landlord.

Letting Only with Rent Collection

- This service will include everything outlined with Letting Only. The key difference is the tenant will pay their rent to Garton Jones, rather than to you. Consequently, we will chase any late or problematic rental payments on your behalf.
- As we would be collecting the rent on your behalf, we would collect our fees as we collect the rent. For example if the rent is paid monthly, we will collect our fee monthly, if it is paid six monthly, we will collect it every six months, and so on.

Letting & Full Management Service

- The fees will cover all of the services for Letting Only and Letting & Rent Collection.
- Garton Jones will also be the point of contact for your tenant at all times, not you. In effect, it's your name at the top of the contract, care of Garton Jones.
- We will carry out inspections twice a year on your property to ensure it is being looked after. Typically, the first visit is after the first three months and then again, six months after that. The management team will prepare a basic report including photography, where deemed necessary, to highlight any issues that we feel need to be addressed and we will inform you accordingly.
- We will deal with any maintenance issues reported by your tenant and we will liaise with you at all times so you have no nasty surprises. You will have the option to approve all works required before any works commence – unless of course it's an emergency where an out of hours contractor has been called.

- If you have requested that we pay service charges on your behalf, usually on the basis of your property being an apartment, we will pay these charges promptly when we receive the statements from the block managing agents and assuming we have funds to do so. If we do not have sufficient funds on account, we will simply ask you to transfer the relevant amount or the costs can be taken from incoming rent, if the rent is due in time to meet the service charge statement date.
- We would typically request a reserve fund of £500 to be retained on account in order to deal with any emergency maintenance issues but this can be discussed at the point of a tenancy commencing.
- We hold a spare set of keys for all our management properties and would expect a full spare set to always be made available to us prior to a tenancy commencing.

The Next Step

Hopefully you will see from the above that all of our services are pretty thorough but we are always prepared to go the extra mile, if it is required.

Please don't hesitate to ask us about any specific requirements you may have over and above our usual service. Within reason, we are happy to accommodate you and help make your life easier if we can. That is what we are here for.

If you are reading this, I am confident you are about to instruct Garton Jones to act for you on the letting and hopefully the management of your London property. I know you will be impressed with our common sense and straight talking approach and the honest and professional way we run our business.

We are here to build long term relationships and we look forward to looking after you and your property.