



# LETTINGS LANDORDS

A guide to Landlord Services

Packages and services we provide, along with information about us.



# ABOUT US

Founded in 1996, we've built and maintained a reputation for knowledge and excellence within Bath and the surrounding areas. Remaining independent for almost three decades has allowed us to continue our personal and honest approach to lettings, while being able to swiftly adapt to the fast paced and ever-changing property industry.

Our team comprises of experienced professionals who are passionate about property and dedicated to providing exceptional service. Each member brings a unique set of skills and insights, ensuring that we can address a wide range of needs and concerns. There's not much we haven't seen in nearly thirty years!

With over 50 years of combined local experience, our partners and staff are ready to provide you with honest and knowledgeable advice. Don't hesitate to stop by or give us a call.

## SAY HELLO

Our office is a well-known presence on the bustling Widcombe Parade, conveniently located within walking distance of the main railway station, bus terminus, and city centre.



“

**Stephen H - Landlord**

We let our flat with BPS for 10 years and I cannot recommend them highly enough.

Always very friendly, proactive and super-efficient. They handled the switchover of tenants seamlessly and have taken all the hassle with managing a rental property off our hands.

The service they consistently provided over the years has been absolutely first class and the whole team have been a pleasure to deal with. Thank you.

”



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# YOUR LOCAL EXPERTS



As a World Heritage City, Bath offers everything from wonderful historic homes to vibrant newly-built developments. All properties are different and can have their own unique quirks.

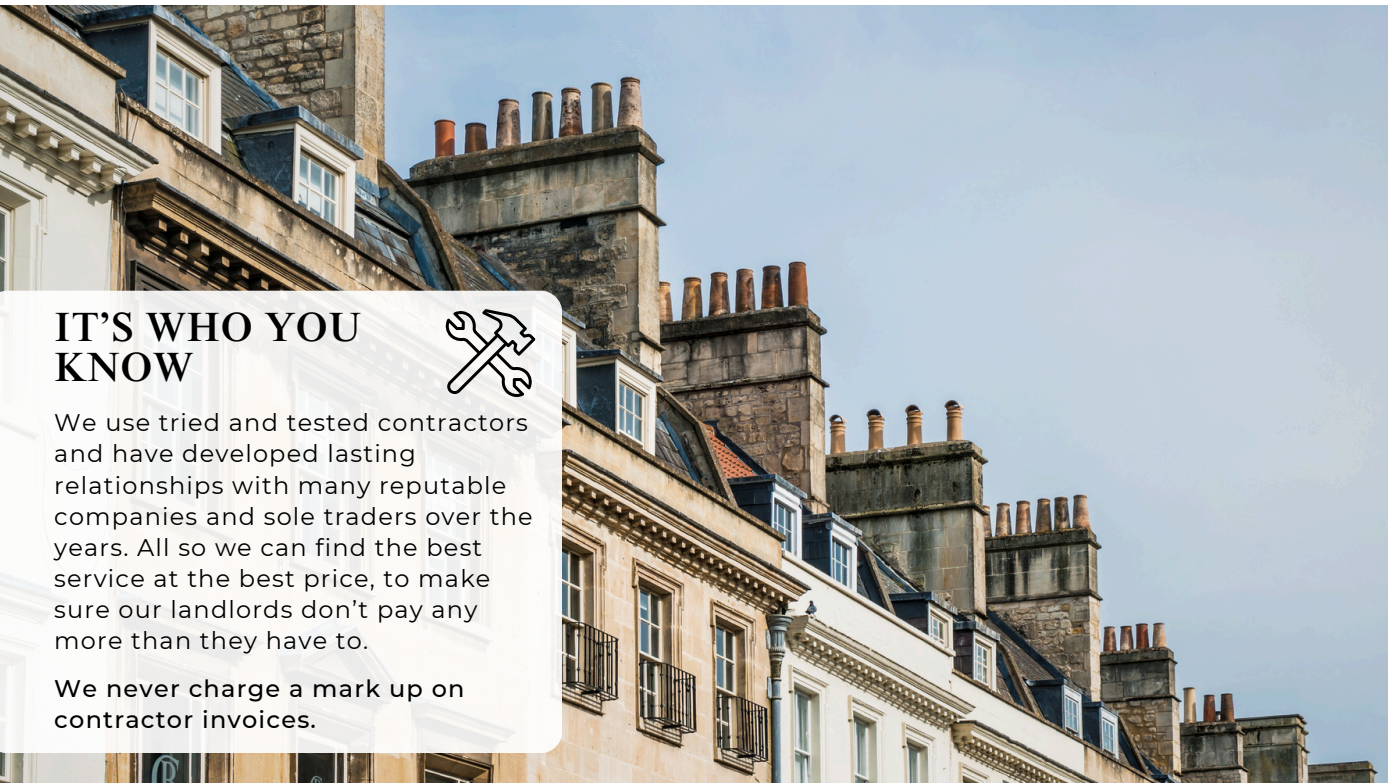
Specialising in lettings and property management within Bath and the surrounding areas for almost 30 years, we've developed our expertise across all types of homes, so we can hit the ground running with any new addition.

Whether it's a 200-year-old listed Georgian apartment, or a newly built house, we've got the experience and knowledge to help you.

## PROPERTYMARK PROTECTED

Lettings agents are not all the same. As propertymark members, we are independently regulated, have to meet strict qualification standards and must adhere to a Code of Conduct.

All so we can offer protection and peace of mind to our Landlords and tenants.



### IT'S WHO YOU KNOW



We use tried and tested contractors and have developed lasting relationships with many reputable companies and sole traders over the years. All so we can find the best service at the best price, to make sure our landlords don't pay any more than they have to.

We never charge a mark up on contractor invoices.



You are Propertymark Protected because this agency works to a higher standard than the law demands.

“

There is no mandatory regulation of estate or letting agents.

Unlike the financial services sector, property agents do not currently have to be qualified. The idea that 'anyone can become a property agent' is not far from the truth, but only Propertymark Protected agents offer true protection and peace of mind. ”

# PEACE OF MIND



- Member firm of arla propertymark - the UK's leading professional body in the property sector
- Professional Indemnity and Public Liability Insurance
- Accredited by safeagent
- Client Money Protection
- Members of the Tenancy Deposit Scheme
- Member of the Property Ombudsmen



## SAFE AND SOUND

It is estimated that there are more than 170 rules and regulations that apply to the private rented sector, and these are often amended and updated – sometimes at relatively short notice.

We offer the peace of mind that your property is being looked after by accredited, experienced professionals, so that you can sit back and relax.



## REASSURING QUALITY

✓ Your property, advertised on all of the major property portals, to give you more choice of quality tenants from the outset.



✓ Robust referencing and background checks on all tenants including employment, credit and previous rental history.

✓ Regular inspections to ensure your property is being looked after and to forewarn you of any maintenance works required.



# LASTING PARTNERSHIPS



We're committed to building lasting relationships with our landlords and are privileged that some have been partnered with us for over **twenty years**.

Buying a property is one of the largest investments you can make in life. It's more than bricks and mortar and should be treated with the respect and importance it deserves.

We are dedicated to ensuring that the right tenants are matched with your property, and that your investment is properly cared for.

From the first viewing to the final checkout, Landlords can enjoy the peace of mind, knowing their investment is safe and sound.

## HERE TO STAY

Having a good relationship with your agent is important.

On average, each of our team members have been with us for nearly 10 years, so you always know who you'll be speaking with.



The Bath Property Shop

4.9 ★★★★★ Google reviews ⓘ

what they say about us...

## OUR LANDLORDS

“ **Adrian J**

BPS have taken excellent care of my property for three years - with attention to detail, regular contact and sensitive handling of tenants. During the process of selling they have gone the extra mile to ensure that the moving out of tenants and the clearing of the flat were done in good time and in good order. Highly recommended. ”

“ **Nick M**

Ben and the team have been looking after my property for a number of years now. Living away from Bath, I need someone to take on all responsibility and give me peace of mind that my property was being looked after. I have always had 100% trust in BPS doing this and continue to do so. ”

## OUR TENANTS

“ **Will D**

I don't often write reviews, but was so impressed by Matthew, Ben and the team at the Bath Prop Shop, it felt wrong not to. Very professional, great communication, and always went above and beyond when possible. Thanks for making our first tenancy experience a smooth one. Myself and the guys appreciate your assistance. ”

“ **Benjamin F**

Throughout the 9 years we were tenants, Bath Prop Shop have been flawless. Supportive, generous and helpful at every turn. We would highly recommend them! ”



# HOW WE CAN HELP

Our top priority is to find the right tenants for your property, maximise your rental income, and navigate the many regulatory requirements in today's industry, so that you can feel secure and protected when it comes to your investment.

We provide a comprehensive range of services and packages to suit your needs, supported by our accredited team who have many years of local experience. Simply let us know the best way we can help you.

We offer three packages that cover most of our landlords requirements, but let us know if there's anything else we can do to help.



## FULL MANAGEMENT

Leaving all matters in our capable hands, we will take care of everything from introducing the tenant into the property, to the continued smooth running of the tenancy throughout its term, to remarketing the property again to avoid gaps in your rental income.

We will do everything that is necessary to make sure your property is safe and compliant and will be the first point of contact for your tenants from the tenancy start, to the final check out discussions.

## TENANT INTRODUCTION

For the hands-on Landlord who is confident in managing their own property and dealing with their tenants. The Bath Property Shop will quickly find you new tenants and thoroughly vet them.

We will take care of the Tenancy Agreement and register the deposit so that you can be sure your interests are well looked after.

## TENANT INTRO + RENT ACCOUNTING

You may wish for us to introduce a tenant into the property and collect rents as they fall due, but would still like to deal with the day to day running and maintenance at the property.

This service is essentially the same as our Tenant Introduction Service, but additionally we will be responsible for the rent collection and accounting for the property as well.

# OUR SERVICES

## Marketing



- Property visit, valuation and consultation
- Advice on marketability and regulatory requirements for your property.
- Arrange or find Energy Performance Certificate for the property
- Professional internal and external photography
- Digital and printed marketing materials
- Property listing on major online portals, including Rightmove, Zoopla, On The Market, Prime Location and our website.
- Full colour shop front listing - We have a dedicated shop front with good foot traffic.
- Accompanied viewings carried out by experienced team members
- Feedback and general updates on prospective tenants and property performance.

## Tenant Vetting



- Negotiation of all offers, as well as fact finding prior to presenting them to you, so you can make an informed decision.
- Full referencing and vetting of all tenants and guarantors, including income, credit checks and previous rental history.

## Pre-Tenancy




- Collection of first month's rent and deposit in preparation for tenancy start.
- Register deposit with a regulated and approved body.
- Preparation of Tenancy Agreement and arrange signing.
- Arranging a professional Inventory and Schedule of condition.
- Meter readings will be taken and utility companies notified of a change of occupier.

## Rent & Accounting



- Collection of all subsequent rent and providing monthly summary statements, emailed directly to you.
- At year end, on your request, supplying a detailed year end statement incorporating any additional expenditure incurred throughout the year - perfect for hassle free accounting to the Inland Revenue.
- Ensuring the correct administration of any tax scheme that you are liable to, as the result of being a non-resident in the UK.
- Managing the rental account and ensuring everything is within ARLA Propertymark guidelines
- Notifying tenants in writing of any rent arrears and demanding rent if required.
- Review the rent of existing tenancies, to make sure your property is achieving the best market value possible.
- Return deposit to tenants at the end of the tenancy, on your instruction.\*

\*Tenant Intro included 

## Maintenance, Safety & Aftercare






- Dedicated property manager for your property, ensuring all routine maintenance is completed in a timely manner, so that your property is well looked after.
- 24/7 emergency contact numbers for your tenants in case of high priority issues, such as leaks.
- Regular property inspections, to ensure the property remains in a good state and pre-empt any issues that could occur in the future.
- Guidance on all safety and regulatory requirements for your property to ensure your property is fully compliant.
- Comply with and arrange when necessary regulatory checks, such as Landlord's Gas Safety Record and Electrical Installation Condition Report (EICR).
- Liaising with block management companies to notify them of issues effecting the building, if applicable.
- Helping with insurance claims where required.
- Recommending any property improvements and arranging quotations and works if agreed.

## End of Tenancy



- Full check-out procedure and recording of utilities.
- Arrange deposit return at the end of the tenancy to the tenant, when we are satisfied that any issues have been resolved in accordance with the Tenancy Deposit Scheme guidelines.
- Negotiating deposit disputes if required
- Re-listing property to find replacement tenants and minimise void periods

-  Full Management
-  Tenant Introduction
-  Tenant Intro + Rent Accounting



# SERVICES AT A GLANCE

SERVICES	TENANT INTRODUCTION	TENANT INTRO WITH RENT COLLECTION	FULL MANAGEMENT
MARKETING	✓	✓	✓
TENANT VETTING	✓	✓	✓
PRE-TENANCY STEPS	✓	✓	✓
RENT COLLECTION & ACCOUNTING		✓	✓
MAINTENANCE AND SAFETY			✓
END OF TENANCY STEPS			✓
DEPOSIT RETURN PAYMENT	✓	✓	✓
<b>Cost of Package</b>	<b>75% + VAT</b> of first month's rent	<b>8% + VAT</b> of monthly rent + tenant set-up fee	<b>12% + VAT</b> of monthly rent + tenant set-up fee

For further details on any additional fees or charges, please see the 'fees & charges in detail' section, your agency agreement, or ask a member of staff.



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# PROJECT MANAGEMENT

Designed, by demand, for the Landlord who does not have the time to dedicate to renovation and upgrading projects. This service is tailor made to suit your needs. When a property is vacant, the landlord is losing valuable rental income; our job is to ensure the property is only vacant between lets for the shortest period possible, if at all. In the case of a property requiring an upgrade or a major renovation, time is of the essence. Experience has shown that if we manage the project, we reduce the vacant period considerably.

We arrange the following:

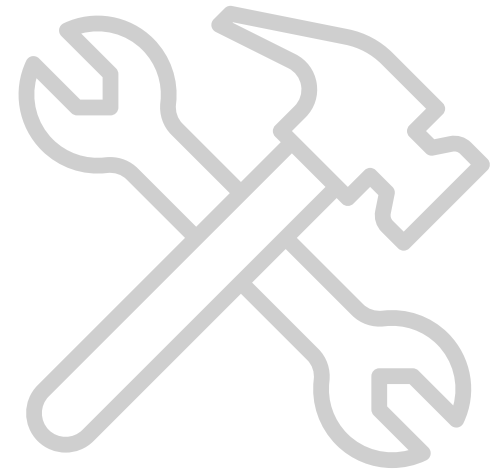
- During the outgoing Tenant's notice period, we inspect the property and make our recommendations.
- We request that you accompany us on an inspection, if possible (if overseas we send you a report with detailed photographs) to discuss the details.
- We gather competitive quotations from contractors and forward to you with a work plan and time scale for the completion of the work involved.
- We are able to organise the contractors to start work immediately upon the outgoing tenant's vacating, once again saving valuable time.
- We oversee the work and keep you informed as to the progress, if you so wish.
- We are able to start marketing the property prior to completion, when we consider the property safe and presentable to view.
- If the property has a garden, we use this time to assess if there is any tree surgery required and make the necessary arrangements.
- We organise professional cleaners to complete the job.

We do NOT receive a commission from any contractor in arranging works.

We have a selection of different contractors, painters, carpenters, plumbers, electricians, roofers, gardeners and general handymen whom we use on a regular basis. They have been tried and tested and found to be courteous, reliable and most importantly their charges are a fair market price.

**Cost: 10% + VAT of total cost of works\***

\*Full Management: Charge only applies for projects valued at over £500.



# FEES & CHARGES IN DETAIL

The Bath Property Shop Limited  
7 Sussex Place,  
Claverton Street,  
Bath BA2 4LA

Registered in England No. 3174033  
VAT Registration No.692 0779 04

Full Management Service	<b>12% + VAT of monthly rent (14.4% inc. VAT) - UK Landlords</b> <b>13% + VAT of monthly rent (15.6% inc. VAT) - Overseas Landlords</b> <b>+ Tenancy Set-up Fee</b>
Tenant Introduction + Rent Accounting Service	<b>8% + VAT of monthly rent (9.6% inc. VAT)</b> <b>+ Tenancy Set-up Fee</b>
Tenancy Set-up Fee	<b>£300 + VAT (£360 inc. VAT) - for 1-2 adult tenants</b> <b>£450 + VAT (£540 inc. VAT) - for 3 or more adults</b>
Tenant Introduction Service	<b>75% + VAT of first month's rent (90% inc. VAT)</b>
Project Management of Works:	<b>10% + VAT of total cost of works</b> For our Full Management Service, this charge only applies to projects valued at over £500.
Landlord withdrawal fee:	<b>£300 + VAT - per tenancy</b> In the event that the Landlord withdraws before a new tenancy has started. This covers costs related to advertising, marketing, viewings and any pre-tenancy processes.
Renewal of tenancy/new contract:	<b>£150 + VAT - per tenancy renewal</b> To draw up a new fixed term assured short-hold agreement
Sale of property to tenant	<b>1.0% + VAT of net sale price</b> <b>1.5% + VAT of net sale price for Tenant Introduction Landlords</b>
Issuing Notice Seeking Possession	<b>£90 + VAT</b> In the event that the Landlord wishes to regain possession of their property.
Change of Tenants / Tenant Swap (if required)	<b>£200 for 1 new applicant.</b> <b>£300 for 2 or more new applicants.</b>
For attendance at court or rent tribunals and arbitrations:	<b>Fees on time basis (charged at £30 + VAT per hour)</b>
Duplication & Testing of extra keys:	<b>Cost of Keys</b>
Deposit Dispute Arbitration	<b>Fees on time basis (charged at £30 + VAT per hour)</b>
To arrange Inventories & Schedule of Condition:	<b>Arrangement is inclusive. Landlord to pay cost of Inventory and checkout charge</b>
To arrange Energy Performance Certificate for property:	<b>Arrangement is inclusive (Landlord to pay cost of EPC)</b>
Helping with insurance claims	<b>Fees on time basis (charged at £30 + VAT per hour)</b>



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