

# House of homes

Residential Lettings and Property Management



## *Information For Landlords*

*House of homes*

*Professional and dedicated*

*Torquay Office 01803 227833*

[Info@houseofhomesdevon.co.uk](mailto:Info@houseofhomesdevon.co.uk)

# House of homes

## **Who are we?**

House of homes is a Residential Lettings & Property Management Company, highly skilled and experienced with a wealth of expertise in property. We are a registered member with The Property Ombudsman, details can be found at [www.tpos.co.uk](http://www.tpos.co.uk). House of homes is also a member of a CMP (Client Money Protection) scheme.

We are based in Torquay, in the heart of Torbay and offer a full rental package to Landlords for complete peace of mind. We are extremely motivated and offer a high level of professionalism coupled with a friendly service and modern approach to ensure your property is looked after as if it were our own.

## **What will we do to let your Property?**

We offer a full marketing package to ensure your property reaches as many potential applicants as possible and receives the best coverage. This will include our full colour window displays at our offices as well as our modern and very user friendly web-sites that will show your property to its full potential.

All of our viewings at your property will be accompanied by one of us from our offices (we never allow potential applicants to look around your property on their own), allowing us the opportunity to interview prospective Tenants as we show them around. Detailed application forms will be required from interested applicants and then submitted to an independent professional referencing company. Full references will be undertaken including credit checks, employer/income references to verify affordability, previous and/or current Landlords reference and character references if required. Should the Applicant fail any part of our referencing process, we would insist on the support of a Guarantor - the Guarantor is usually a UK property owner with a provable income capable of meeting our referencing company's criteria and they will sign an agreement to pay in the event of a default by the Tenants.

Once the references have been confirmed, a moving in date will be agreed and a Tenancy Agreement will be drawn up together with a Guarantor Agreement if applicable.

Shortly before the commencement of the Tenancy we will carry out a thorough inventory of the property to include a written/text description - backed up photographic evidence of the condition of the property which will be held on file at our offices.

Our Assured Shorthold Tenancy Agreement has been written in conjunction with our Solicitors and offers protection in accordance with the Housing Act 2004. Additional clauses can be added if required, as we appreciate that each property and Tenancy may differ slightly. We will also issue the relevant Notices to Tenants in accordance with the Housing Act 2004 once a Tenancy has commenced.

Once the Tenancy Agreements have been signed, the initial rent payment will be taken along with a security deposit - usually equivalent to 1 calendar month's rent. Unless specifically advised to the contrary, one of us from our offices will sign the Tenancy Agreements on the Landlord's behalf and provide you with a copy.

As part of our fully managed package, we will undertake collection of monthly rental payments usually by standing order set up by the tenants, which will then be paid into your designated account and usually within 3 working days of receipt by us. Our software package will then generate a detailed statement to be posted or e-mailed to you. Copies may also be sent on request to any other party.

Also, as part of our fully managed service a visual inspection will be carried out at the property on a quarterly basis - not only for peace of mind that your property is being kept in good order by the Tenants but to also advise of any suggested maintenance and upkeep that may be required at the property. We will write a brief report to you after each visit detailing our findings.

Maintenance and ongoing repair issues at the property will be dealt with as and when they occur. We will appoint one of our trusted independent contractors or check with you first dependant on the scale of the problem.

At the end of the Tenancy Agreement, we undertake a check out inspection of the property – usually as soon as possible after the vacating date and when the keys have been returned, in order to determine any dilapidations that may require attention in order to achieve optimum re-letting potential or to highlight any damages that may be chargeable against the outgoing tenants. At this point we would also record the current meter readings in order to assist the outgoing Tenants in closing their final utility accounts.

### **Which type of service is best for me?**

We offer Landlords a Fully Managed Package OR for the more experienced Landlord, we are happy to undertake a Tenant Finding Service.

As part of our Full Management Package, we will undertake all of the items as detailed in this information pack, deducting our management fees from the monthly rents paid directly to us from the tenants. Should you wish to manage the Tenancy yourself, we will undertake all of the items as mentioned above, excluding the collection of rental payments, we would not carry out periodic inspections on the rental property and any maintenance issues/problems during the Tenancy would be addressed direct between the Tenant & Landlord. For this service we would deduct our fee from the first month's rental payment.

### **Scale of fees:**

#### Full Management Service:

A Set-up fee of £400 (NO VAT) will be deducted from the first month's rent paid to the agent at the beginning of each new tenancy & then 15% (NO VAT) of the monthly rental amount as a monthly Management Fee.

**EXAMPLE** - If the monthly rental amount is £..... you will pay a monthly fee of £..... inclusive of VAT.

- PLEASE NOTE THAT IF THE MONTHLY RENTAL AMOUNT IS HIGHER OR LOWER THAT THE ABOVE EXAMPLE CHARGE, THE COMMISSON WILL BE CORRESPONDINGLY HIGHER OR LOWER.

#### Tenant Finding, Let Only Service:

- For this service, a fee equivalent to 1 Calendar month's rent will be charged (NO VAT).
- Minimum fee £500 (NO VAT).

## Important Information relating to Assured Shorthold Tenancy Deposits.

Upon signing the Tenancy Agreement, a dilapidations deposit will be paid by the Tenant(s) in addition to any rent due. The purpose of the dilapidation deposit is to protect the Landlord's interest and the property against potential damage caused during the tenancy itself. Under legislation introduced in April 2007, a dilapidations Deposit taken in relation to an Assured Shorthold Tenancy Agreement must be secured in accordance with a Government approved 'Deposit Protection Scheme' as required by the Housing Act 2004. There are two types of Tenancy deposit protection scheme available for Landlords and letting agents - Insurance-based schemes and Custodial schemes. All schemes provide a free dispute resolution service.

House of homes will use the **Deposit Protection Service (DPS)** ([www.depositprotection.com](http://www.depositprotection.com)) unless otherwise requested by a Landlord in writing.

Within 30 days of receiving a deposit the Landlord or agent must lodge the deposit in one of the approved schemes and give to the Tenant the details about how their deposit is protected including:

1. The contact details of the Tenancy Deposit Scheme selected
2. The Landlord & Agent's contact details
3. How to apply for the release of the deposit
4. Information explaining the purpose of the deposit
5. What to do if there is a dispute relating to the deposit

The dilapidations deposit is held by the chosen scheme/Landlord for the life of the Tenancy and cannot be released OR collected until both parties are in agreement.

### What happens at the end of the Tenancy?

Once an agreement is reached about how the deposit should be divided, the scheme, Landlord or agent returns all or some of the deposit divided in the way agreed by both parties. If there is a dispute, the scheme will hold the deposit until the dispute resolution service or Courts decide what is fair.

Full details of the three Government approved schemes can be found at [www.direct.gov.uk/en/TenancyDeposit/DG\\_066383](http://www.direct.gov.uk/en/TenancyDeposit/DG_066383) and links to each of the websites are as follows:-

- The Deposit Protection Service: [www.depositprotection.com](http://www.depositprotection.com)
- Tenancy Deposit Solutions: [www.mydeposits.co.uk](http://www.mydeposits.co.uk)
- The Dispute Service Scheme: [www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk)

If the Landlord wishes to protect the Tenants security deposit in a scheme other than The House of homes DPS account, the Landlord must confirm to House of homes in writing which scheme they wish to use in addition to signing a disclaimer stating that they absolve House of homes from all liabilities regarding penalties for not adhering to the Legislation. The Landlord must also agree to protect the deposit within the 30-day time deadline. Should the Landlord not provide House of homes with the required information prior to the commencement of the Tenancy, the Tenant's deposit will be lodged in our DPS Account until such time as the requested information is received.

**Please note that the Landlord only has 30 days to protect the Deposit from the date the deposit is received by the Agent or Landlord.**

## **The Gas Safety (Installation and Use) Regulations 1994**

Under this regulation it is the Landlord(s) responsibility to ensure that gas appliances, boilers, flues and related pipe work comply with the regulations and the annual inspection is carried out by a certified Gas Safe registered engineer.

The Landlord(s) or his agent must keep a record of the gas appliances in the property, along with the dates of inspection; any defects identified, and undertake any required remedial action. These records should be available to any tenant upon occupation or within 28 days of the inspection if they are already in residence, with a copy of the certificate being held on the file at our offices.

It is recommended that the Landlord supplies instruction booklets for gas appliances to the Agent or makes them available within the property.

Where House of homes are managing your property under our “Full Management Service” we will arrange for the initial gas safety inspection to be carried out by one of our trusted Gas Safe registered contractors, and annually thereafter whilst the property is still under our management.

Where House of homes are providing a “Let Only Service” we can arrange for the initial gas safety inspection to be carried out on the Landlords behalf if requested, however if you have chosen to self-manage your property, you (the Landlord), will be responsible for the renewal or annual testing thereafter. Should the most recent certificate still be valid, we will require a copy of the certificate before the Tenancy can begin regardless of which ever service you choose.

## **Electrical Equipment (Safety) Regulations 1994**

### **Consumer Protection Act 1987**

## **Plug and Sockets (Safety) Regulations 1994**

Landlord(s) are reasonably expected to be responsible for keeping the electrical(s) installation(s), at the particular dwelling in good and substantial working order. These being fixed appliances (i.e. cookers, showers, immersion heaters and central heating boilers etc.) and also portable appliances (i.e. electrical goods that are plugged in to the electrical system), including low voltage appliances.

The landlord(s) must have good reason to believe that his/her electrical installation supply, fittings and appliances are safe.

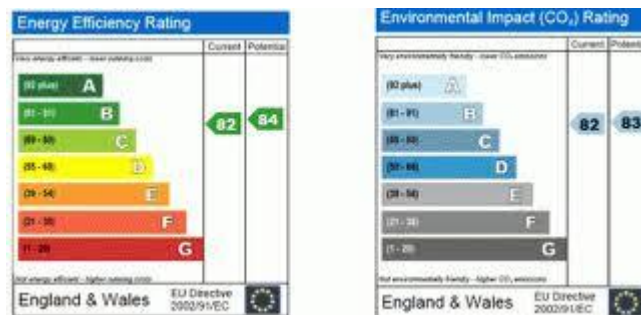
It is therefore extremely important that testing of the electrical circuits, consumer unit and all other electrical items supplied should be visually inspected as well as tested at regular intervals.

Failure to comply with the regulations may constitute an offence of the Consumer Protection Act and may subsequently result in prosecution of the Landlord(s).

## Energy Performance Certificates

From the 1<sup>st</sup> October 2008 it has been a legal requirement that a landlord is to provide an Energy Performance Certificate (EPC) when offering a residential property for let or re-let. This is defined as having a roof and walls and uses energy to condition the indoor environment, in addition to having its own facilities which are not shared. An EPC gives information on the buildings' energy efficiency. An EPC which was provided when the property was purchased may be also used for lettings, as EPC's are currently valid for 10 years from the date of issue.

EPC's look similar to the energy labels found on domestic appliances like fridges and washing machines. The energy efficiency and environmental impact on your rental property will be rated on a scale from A to G (where A is the most efficient and G the least efficient). Current running costs for heating, hot water and lighting will also be shown on the certificate, together with a list of recommended energy saving improvements.



House of homes are able to organise an EPC on the landlord's behalf but the cost of this will be for the landlord to pay directly to the EPC company. we use Tom Le Gallez on 07863 254599 or you can visit the website, which is [www.legallez.co.uk](http://www.legallez.co.uk) The charge for a domestic EPC is £55.00 + VAT

If the property doesn't make an E grading, it will be calculated to provide the most cost effective to achieve it. We will be sent a draft of this from the EPC company to prove that it will achieve the desired rating. When the landlord(s) carries out the recommended changes, the EPC company will re visit the property again to verify the changes and send via email to the agent a lodged EPC. There is an additional cost for the return visit of £40.00 +VAT.

Please be aware that the Landlord(s) remain the responsible party even if an agent is appointed to let the property. In the event that the EPC has been carried out as per your instructions and you subsequently withdraw the property from the market with us, House of homes will still pass on the cost of the EPC for you to pay.

## Landlords Building Insurance

This is an area that is often overlooked when landlords decide to let or rent a property.

The risks associated with let properties are significantly different to owner occupied properties therefore you are well advised to use an insurer who specialises in this type of property insurance. An existing, standard, buildings insurance policy on a property that has been owner occupied may not cover the property once it is let and may restrict the cover and/or increase the premium.

It is essential that you advise and obtain consent to let your property from your existing insurer and head lessee (for leasehold properties). Failure to obtain written consent from these parties may render your insurance void in the event of a claim. Sadly there have been instances where buildings claims have been totally rejected because the insurer/mortgage lender was not advised the property was let.

Please do not hesitate to contact our recommended insurance broker Mr Mark Hayman on 01626 363376 or 07855 954092 - [mark@haymaninsurance.co.uk](mailto:mark@haymaninsurance.co.uk)

## **Fire & Furnishings (Fire) (Safety) (Amendment) Regulations 1993**

Where a property is to be let furnished or part furnished, these regulations apply to all rental properties and include items such as:

- Beds , headboards of beds & mattresses (of any size)
- Pillows, nursery furniture & scatter cushions as well as seat pads
- Sofa beds, armchairs & loose covers
- Beanbags, futons & other convertibles
- Garden furniture, settees & conservatory furniture

It is the Landlord(s) responsibility to ensure that (where supplied) these items comply with the regulations. In order to ensure these items do comply, the Landlord must check that the furniture carries the necessary regulatory display label. Furniture manufactured between 1950 and 1990 cannot be supplied for a tenant's use unless it has been professionally re-upholstered with conforming materials. It is not acceptable to use fire retardant treatments.

## **Smoke Detectors Act 1991 (c.37)**

This act came into force on 25 July 1991 and made provision for the mandatory fitting of mains-powered smoke alarms in new residential buildings. The minimum requirement is for one smoke alarm on each level of the building. Whilst the act only applies to new buildings, the absence of an alarm in a tenanted property could suggest that the Landlord failed to meet a "duty of care".

Therefore we recommend that you fit one smoke detector correctly to each level of your property.

## **Complaints Handling Procedure**

House of homes aim to provide the highest standards of service to all Landlords and Tenants, but to ensure that your interests are safeguarded; we have the following procedures in place.

- If you believe you have a grievance, please write in the first instance stating the nature of the problem and some basic background information to Mrs Kerry Wales (Owner) at the address below:

### **House of homes, 185 Queensway, Torquay, Devon, TQ2 6DE**

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with our established "in-house" procedures. A formal written outcome of the complaint will be sent to you within 15 working days. If we require more than 15 working days we will advise you in writing and confirm our revised response date.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to: The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP.
- [www.tpos.co.uk](http://www.tpos.co.uk)
- Complaints; [enquiries@tpos.co.uk](mailto:enquiries@tpos.co.uk)
- 01722 333306

## Terms & Conditions Disclaimer

I/we confirm that we are the owners of the said property & that I/we have the right to rent it out under the terms of my/our mortgage or the head lease. I/we give House of homes (The Agent) permission to take and hold deposits on behalf of the Landlord and agree that the agent may earn from time to time commissions on insurance policies issued. The Landlord agrees to indemnify the Agent against any costs, expenses or liabilities incurred or imposed on the Agent provided that they were incurred on behalf of the Landlord in pursuit of the Agent's normal duties. To assist the Agent in carrying out his duties effectively, the Landlord agrees to respond promptly with instructions, where necessary, to any correspondence or requests from the Agent. Landlords should ensure that they are able to make any mortgage payments due, even if the rent monies have not been received. Bank charges, interest etc. cannot be charged against the Agent in the event of late or non-payment of rent by a Tenant.

The Landlord warrants that the property is made available in a good and tenantable condition and agrees to make the agent aware of any ongoing maintenance problems. The agent will appoint and administer contractors for repairs required to the property on behalf of the landlord with payment for smaller invoices being deducted from the following month's rental payment. Larger invoices, once received will be forwarded to the Landlord direct for payment and it is expected that these invoices will be paid promptly. The Agent endeavours to select competent tradesmen but is unable to personally guarantee the standard of workmanship or subsequent liabilities. We are happy to use contractors recommended by the Landlord should they so wish. The Landlord agrees to indemnify the Agent against any expenses, penalties, proceedings and claims (whether civil or criminal), that may be suffered or incurred as a result of non-compliance of the property to fire, electric and gas safety standards.

The Landlord agrees that the agent can place a "TO RENT" board at their own expense outside the property, provided this complies with the local authority regulations.

The Landlord shall provide the Agent, in writing, with any requirements for return or repossession of the property at the earliest opportunity. Landlords should be aware that any tenancy agreement entered into on the Landlord's behalf is a binding legal agreement for the term agreed. Details of any proposed tenancy agreement or extension will be communicated to the Landlord as soon as possible for approval.

### **Legal Proceedings:**

Any delays of payment or other defaults will be acted on by the Agent in the first instance. Where the Agent has been unsuccessful in these initial actions, or there are significant rent arrears or breaches of the tenancy agreement, the Landlord will be advised accordingly. A solicitor would then be appointed and instructed by the Landlord (except where the Agent is unable to contact the Landlord, in which case the Agent is authorised to instruct a solicitor on the Landlord's behalf). The Landlord is responsible for payment of all legal fees and any related costs. The Agent is not responsible for any unpaid rent due to the Landlord.

We suggest that Landlords insure against unpaid rent. This can be done via our referencing agency **RENT4SURE or Mark Hayman Insurance Services Ltd** who will contact Landlords direct to offer this insurance at a very competitive rate.

It is agreed that any instructions to the Agent from the Landlord regarding termination, legal proceedings, deposits, major repairs, payment details or other significant details regarding the letting must be confirmed to the Agent in writing.



# House *of* homes

Residential Lettings and Property Management



## *Terms, Conditions & Property Information*

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*Torquay Office 01803 227833*

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## **Terms of Business – Sole Agency**

Name of

Landlord(s): \_\_\_\_\_

Address of Rental Property: \_\_\_\_\_

\_\_\_\_\_

Rental Price to be quoted: £ \_\_\_\_\_ Deposit to be requested: \_\_\_\_\_

This agreement forms a contract between us the Agents and you the Landlord(s), please read it carefully.

House of homes will promote and market the property as necessary in order to find suitable tenant(s). We will arrange viewings with prospective tenants carry out accompanied viewings and erect a 'To Rent' board. Carry out referencing of prospective tenants through an independent referencing agency. Prepare an inventory & schedule of condition. The inventory will include all removable items such as carpets, curtains, mirrors etc. The record of condition will be a report on the condition, colour and decoration of ceilings, walls, doors and door fittings etc. Both are considered vital should there be a dispute regarding the return of the tenant's deposit monies. Preparation of the Tenancy Agreement and corresponding notices in accordance with rent and Housing Acts. The Landlord being the sole/joint owners of the above property authorise House of homes to sign the Tenancy Agreement on the Landlord's behalf. Collecting the rent on a monthly basis and paying over to the landlord (normally within 5 working days of collection) less any fees or expenses due. Co-ordination of repairs or maintenance to the property as detailed in our Landlord's Information pack.

House of homes use 'The Deposit Protection Service' when we are requested to take a tenant's deposit on behalf of the Landlord. The deposit will be sent in full to 'The Deposit Protection Service' [www.depositprotection.com](http://www.depositprotection.com) on the Landlord's behalf unless otherwise advised by the Landlord in writing, and only returned to the tenant once all criteria of the tenancy agreement has been met. Full details of the deposit schemes available to Landlords may be found at: [http://www.direct.gov.uk/en/TenancyDeposit/DG\\_066383](http://www.direct.gov.uk/en/TenancyDeposit/DG_066383)

House of homes will arrange an annual Landlord gas safety certificate and service of the boiler at the property unless advised to the contrary. Electrical equipment/safety - Landlords have been informed of the requirements for electrical equipment in our Landlords Information Pack. It remains the Landlords responsibility to ensure that his property meets with the current regulations and in signing this agreement he confirms that the property is safe and fit for purpose.

If you should wish to dis-instruct us once the property has been let, you will be liable to pay our dis-instruction fees being 3 months commission with the final rental payment being retained as a release fee. If a tenancy commences within six months of terminating this agreement either:

- With a tenant introduced by us directly or indirectly during the period of our agreement, or with whom we had negotiations about your property during that period, OR
- With a tenant introduced by another agent during that period, including yourself or any other person, you will be liable to pay us the equivalent of 1 month's rental as an introduction fee. Introductions also include those generated by internet sites or browsing, either on our own internet site or any other site.

In the event of the property being withdrawn from the market once the agent has been instructed to commence referencng of prospective tenants, a charge of £300 will apply.

### **Right to cancel**

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of the conclusion of the contract. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post fax or e-mail). You may use the attached model cancellation form ("MAF"), but it is not obligatory. If you do not use the MAF then you must insert your name, geographical address and, where available, your telephone number, fax number and e-mail address. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

If you cancel this contract, we will reimburse to you all payments received from you subject to the following:

- (i) if you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.
- (ii) We will make the reimbursement without undue delay and not later than 14 days after the day on which we are informed about your decision to cancel this contract.
- (iii) We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise, in any event, you will not incur any transaction fees as a result of the reimbursement.

### **Model Cancellation Form**

To House of Homes,

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of letting of property(ies) ordered on [\*]:

Name of Consumer:

Address of consumer:

Signature of consumer(s) (only if this form is notified on paper):

Date:

[\*] Delete as appropriate.

I/we wish for House of homes to: -  
(delete as appropriate)

**Provide a Full Management Service**

Set-up Fee: £400.00 (NO VAT)

Monthly Commission Fee: 15% of the monthly rental amount (NO VAT)

**OR**

**Provide a 'Tenant Find Service' only**

Tenant Find Fee 1 Months' rent (NO VAT)  
(Minimum fee £500.00)

I/we confirm that I/we are the sole/joint owners of the above named property and have read, understand and agree to comply with the Terms and Conditions of this contract and wish for House of homes to undertake the letting of the property as described in this agreement.

Signed \_\_\_\_\_ Dated: \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

**Protection of Deposit**

I/we wish for House of homes to secure the tenant's deposit in Deposit Protection Service under their account.

**OR**

I/we wish for the Deposit monies in relation to this property to be paid to me and I confirm that I will protect the deposit as per the Housing Act 2004 within 30 days of the Deposit being paid over by the Tenant.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

## Property & Landlord Information Schedule

This Agreement is intended to create Sole letting rights and if you do not wish to be bound by this Agreement you should not sign it. This means that House of homes is the only concern entitled to deal with the letting of the property and shall do so in accordance with the terms contained in Termination of Agreement clause contained within our terms & conditions.

### Landlord Information

Full Name(s) of Landlord(s): \_\_\_\_\_

(If the property is jointly owned details are required for all owners)

Landlord correspondence / contact address once the property is let:  
(Address at which you are currently living or will be moving to once the property is let)

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

Address 3 \_\_\_\_\_

Landline Number \_\_\_\_\_ Mobile \_\_\_\_\_

E-mail \_\_\_\_\_

### PROPERTY SCHEDULE

The Property Address: \_\_\_\_\_

Period the property will be available for: \_\_\_\_\_

Availability Date: \_\_\_\_\_

Minimum Rental Amount: \_\_\_\_\_

#### Preferred Property Rental Restrictions: -

DSS – YES / NO

Smokers - Yes / No

Pets – YES / NO

Children - Yes / No

The Agent will agree the terms of letting on the Landlord's behalf in accordance with specifications detailed within this schedule. Any further variation will be discussed with the Landlord for approval.

**Tax Office**

Legally House of homes are required to inform the Inspector of Taxes of the details of all Residential Lettings arranged by us. We therefore require tax details for all the Landlord(s) of the property to which rent will be credited and the tax office dealing with your earned or unearned income.

**Landlord's Tax Office:** \_\_\_\_\_

**Next of Kin / Local Contact in case of Emergency**

Please provide us with the Name & Contact details of someone who could be contacted in case of an Emergency or if the Landlord cannot be contacted after a reasonable period of time: -

Name of Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**Repairs and Maintenance**

As part of our Fully Managed package, House of homes will appoint trusted contractors on the Landlord's behalf to carry out basic property maintenance issues. We will instruct contractors to a maximum repair limit of £100.00 without the Landlord's specific permission. Should specific works be estimated at above this amount, we shall wherever possible consult with the Landlord to discuss options and gain approval. The general exception would be in case of emergency repairs.

Should the Landlord wish to use his/her own contractors, please provide their contact details and instructions in the box below.

**Utility Services**

Does the property have a water meter fitted?                      Yes     / No

Local Authority responsible for the property?

Are the Electricity & Gas Services quarterly billed or on Keys / Cards.

Electricity supply:-                      Quarterly Billed                      /                      Key Meter

Gas Supply:-                                      Quarterly Billed                                      /                                      Key Meter

Please supply any further information below that you believe may be relevant to the letting of the property, such as peculiar boundaries, location of allocated parking spaces etc. Feel free to sketch a diagram if this is easier.

## Landlord(s) Bank Details

Please provide full details of the Bank Account into which you require your rental monies to be paid:-

**Bank** (Nat West, Barclays etc.): \_\_\_\_\_

**Banks Full Address & Postcode:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Name on Account** (e.g. Mr A Smith): \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Sort Code:** \_\_\_\_\_

### **Important Note:**

Under the Taxes Management Act 1970 (as amended by the Income Taxes Management Act 1988) it is a requirement that you inform House of homes if you are non-UK resident. The agent is obliged to deduct monies as income tax at the appropriate rate (currently 20% of the net rental amount) to cover any tax liability, which will be paid to H M Revenue & Customs quarterly on the Landlords behalf. Failure to do this could result in penalties, interest and other consequences. If you are a non-resident landlord and wish your rental payments to be made 'gross' then you must obtain the relevant authorization from the H M Revenue & Customs by completing an NRL1 form and supply House of homes with the completed form or exemption certificate & fico number.

Please circle the appropriate Statement:

I/We are UK Resident(s)

I/We are Non UK resident(s) and require my/our tax to be deducted

I/We are Non UK resident(s) and will supply the H M Revenue & Customs certificate before any tenancy commences

Signed: \_\_\_\_\_ Print: \_\_\_\_\_

Signed: \_\_\_\_\_ Print: \_\_\_\_\_

Date: \_\_\_\_\_