

Quality lettings,
decent homes



Lettings
Waltham
Forest



Landlord Lettings Pack



Welcome to Lettings Waltham Forest

Our Landlord Lettings Pack is a comprehensive guide to our range of services for letting and managing your property. You just have to choose the service that best suits you.

We are a professional lettings agency working as part of Waltham Forest Council. Our service has been creating, supporting and sustaining tenancies in the private sector for over 15 years, and we are delighted to offer you the security of working with an organisation that has a reputation for a cost effective and considered approach to lettings, coupled with a vision for 'hassle free' lettings. We work with individual private landlords and portfolio landlords.

Our commitment to you

We understand that letting your property can be a risky and complicated business in an ever-changing market with increasing legislative burden for landlords.

At Lettings Waltham Forest we understand the concerns landlords have when letting their properties. Our commitment to you is to protect your investment through excellent tenancy management, whilst providing you with a secure regular income and hassle-free service.

Our dedicated Tenancy Managers are highly skilled, experienced and passionate. We will provide you with a high quality lettings and management service and support tenants to build sustainable tenancies.

We welcome you to Lettings Waltham Forest – providing the best council backed local lettings and management service.



Market Rent Product (MRP)

Our latest product launched in October 2016 with the principle aim to help keyworkers access suitable accommodation in or close to the London Borough of Waltham Forest.

We aim to provide decent accommodation for key workers who provide essential services in the borough. Key workers include people who work in services such as health, education, local government and emergency services. We believe that people who make such important contributions to the Waltham Forest community deserve secure, quality accommodation that they can afford. As we do not charge tenant fees we attract many potential tenants.

What we offer our landlords

Unlike most high street agents, Lettings Waltham Forest charge **no extra set up fees** for the first year of your management agreement. We also aim to beat any high street agent on the fee charged for renting your property

The Market Rent Product offers services very much like your high street agent but with the added peace of mind of working with the council. We provide our landlords with current market valuations and pay market rents on all of our properties. All properties types and sizes are accepted starting from single rooms up to larger properties and developments.

Some added benefits of working with us include

- Key workers prioritised i.e. NHS staff, teachers, council workers, police officers and all other emergency services
- Comprehensive credit and reference checks on all tenants
- Easy access to our Servicestore which has a range of landlord services including: Handy Person, Large Item Collection, House and Garden Clearance, Pest control and many more
- Ongoing promotional offers
- Reliable and trustworthy council owned service
- A range of professional tenants on our waiting list seeking suitable accommodation



INTRODUCTION ONLY SERVICE

This is our basic tenant finder service. Having found you a tenant, you are in control of everything after that

Property appraisal

- We aim to view your property within one working day of you contacting us

Rent

- We will give you advice on the rent level for your property

Marketing

- We will agree the rent with you and market your property at that price
- We will take and retain photographs of the property for marketing
- We will advertise the details of the property on our own website and third party property portals
- We will accompany all prospective tenants when viewing your property
- We will provide feedback on the viewings

Tenant references

- We will interview all prospective tenants before showing them your property to ensure they are suitable for your property and can afford to pay the rent
- We will check for any history of rent arrears, anti-social behaviour, or damage to property
- We will carry out comprehensive credit checks
- We will carry out current employment and residency checks
- We will carry out Right to Rent Checks

Tenancy agreement & Service agreement

- We will draft and supervise the signing of the Assured Shorthold Tenancy agreement and the Service agreement

Deposit

- We will collect one months rent as a deposit before signing the tenancy
- We will handover the deposit to you upon signing of the tenancy agreement and provide you with advice on how to register the deposit

Landlord responsibilities

- You will be responsible for managing repairs and maintenance to the property*
- You will be responsible for liaising with the tenant
- You will be responsible for collecting rent payments
- You will be responsible for the renewal of safety certificates

*The servicestore can help with any repairs and maintenance works



RENT COLLECTION SERVICE

This is a good option for you if you wanted regular income but want to retain control over repairs, maintenance and tenancy management

Property appraisal

- We aim to view your property within one working day of you contacting us

Rent

- We will give you advice on the rent level for your property
- **We will collect the rent from the tenant and pay it in to your account each month**
- **We will manage the rent account and deal with any late payments or arrears**

Marketing

- We will agree the rent with you and market your property at that price
- We will take and retain photographs of the property for marketing
- We will advertise the details of the property on our own website and third party property portals
- We will accompany all prospective tenants when viewing your property
- We will provide feedback on the viewings

Tenant references

- We will interview all prospective tenants before showing them your property to ensure they are suitable for your property and can afford to pay the rent
- We will check for any history of rent arrears, anti-social behaviour, or damage to property
- We will carry out comprehensive credit checks
- We will carry out current employment and residency checks
- We will carry out Right to Rent checks

Tenancy agreement & Service agreement

- We will draft and supervise the signing of the Assured Shorthold Tenancy agreement and Service agreement

Deposit

- We will collect one months rent as a deposit before signing the tenancy
- **We will register the deposit with the Deposit Protection Service (DPS)**
- **We will handle any deposit claims at the end of the tenancy**

Property inspection

- **We will carry out a property inspection at the beginning and end of the tenancy which may include a photographic record**



Our Services

Landlord responsibilities

- You will be responsible for managing repairs and maintenance to the property*
- You will be responsible for the renewal of safety certificates
- **You will be responsible for liaising with the tenant on all matters not relating to rent payments or rent collection**
 - *The servicestore can help with any repairs and maintenance works

Notices

- **We will serve the required legal notice for the timely removal of tenants if necessary**

FULL MANAGEMENT SERVICE

This is the best option for you if you want a hassle-free life. This service is the same as the Rent Collection Service but also includes a full tenancy management, repairs and maintenance service

Property appraisal

- We aim to view your property within one working day of you contacting us

Rent

- We will give you advice on the rent level for your property
- We will collect the rent from the tenant and pay it in to your account each month
- We will manage the rent account and deal with any arrears

Marketing

- We will agree the rent with you and market your property at that price
- We will take and retain photographs of the property for marketing
- We will advertise the details of the property on our own website and third party property portals
- We will accompany all prospective tenants when viewing your property
- We will provide feedback on the viewings

Tenant references

- We will interview all prospective tenants before showing them your property to ensure they are suitable for your property and can afford to pay the rent
- We will check for any history of rent arrears, anti-social behaviour, or damage to property
- We will carry out comprehensive credit checks
- We will carry out current employment and residency checks
- We will carry out Right to Rent checks

Tenancy agreement & Service agreement

- We will draft and supervise the signing of the Assured Shorthold Tenancy agreement and Service agreement



Our Services

Deposit

- We will collect one months rent as a deposit before signing the tenancy
- We will register the deposit with the Deposit Protection Service (DPS)
- We will handle any deposit claims at the end of the tenancy

Property inspection

- We will carry out quarterly inspections on your property and provide you with a full report

Inventory

- We will carry out a full photographic inventory at the start of the tenancy to note the condition of the property

Management of repairs and maintenance

- We will attend to any general repairs and maintenance and advise you what is needed and provide you with a quote. We can also arrange and oversee these works if required
- We can arrange for works to take place and deduct costs from your rental payment (optional)
- We will provide you with all invoices for works
- We will ensure all safety certificates are renewed and kept up to date

Tenant liaison

- We will liaise with the tenant throughout the tenancy, providing them with any support required.

Landlord responsibilities

- You will be responsible for making decisions on how major repairs and maintenance to your property are carried out
- You must ensure that the property is maintained to the agreed property standards, which comply with the necessary Health and Safety regulations.

Notices

- We will serve the required legal notice for the timely removal of tenants if necessary



Our Fees

We understand that each individual has different needs, so we commit to developing a package which truly works for you

The table below gives a brief summarised version of the different services we offer and our fees. It is always worth picking up the phone and speaking with us as we also offer bespoke packages tailored to meet specific requirements. So if you would like to discuss this and find out more about our services then please contact us.

Service	Intro Only – 9% upfront	Rent Collection – 11% monthly	Management Fee - 13% monthly
<ul style="list-style-type: none"> • Provide a suitable tenant, with priority given to Key Workers • Carry out all reference and credit checks • Collect any initial payment and transfer it to you • Draw up management and tenancy agreements • Accompanied and flexible viewings • Advertising on the Lettings Waltham Forest website and Rightmove • Carry out Right to Rent check 	✓	✓	✓
<ul style="list-style-type: none"> • Collect the rent each month and pay it directly to you • Register the deposit in the DPS scheme • Monitor and manage rent accounts, including dealing with arrears • Act as the first point of contact for tenants for rent queries 		✓	✓
<ul style="list-style-type: none"> • Carry out a full inventory of the property at the start of the tenancy • Provide quarterly inspections • Deal with any issues of repair, maintenance or tenancy management, using the Council’s in-house handyperson service and our dedicated team of tenancy managers 			✓



Other Services

We offer a range of services and are the ideal one-stop shop for landlords. Whether you are looking for a small handy person job, a garden clearance or a pest control treatment, the Servicestore is the place for you

The Servicestore provides a unique platform offering a range of reliable and value for money services to landlords and residents. The following are some of the services currently available.



To find out more please visit www.servicestore.co.uk