

Abbott & Abbott

Estate Agents, Valuers and Lettings





ABBOTT

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ABBOTT

Abbott & Abbott Sales Specialist solutions for sellers

Abbott and Abbott Estate Agents have been established since 1937 and are the most successful Estate Agents in Bexhill. We are a dedicated team of experienced professional qualified negotiators and progressors.

What we offer you

- ✓ Buyers hot list - Active buyers on our database
- ✓ Extensive advertising on social media
- ✓ Outstanding internet and website exposure of your property including Rightmove, Zoopla, Prime Location, and On The Market
- ✓ Competitive commission that is clearly presented from the outset
- ✓ Regular feedback following viewings and constant market review
- ✓ The reassurance of mature, experienced personnel
- ✓ Accompanied viewings by dedicated experienced staff
- ✓ Quality sale particulars with floor plans done by professionals
- ✓ Members of Property Ombudsman



How we sell your home

We use a wide variety of media platforms to help market your property to give you the best results and a faster sale.

We have a strong social media presence including Instagram, Facebook, and Twitter. We regularly undertake accurate mail outs and targeted flyer drops. We market our properties not only on our website but also on Rightmove, Zoopla, Prime Location and On The Market. Abbott and Abbott also have an extensive database of applicants who are actively seeking a property. We use more marketing avenues than any other agent within our area.

rightmove 

ZOOPLA

 PrimeLocation



Managing your sale

The marketing campaign begins immediately upon receiving your instructions and completed photographs and details. Firstly, we contact suitable buyers registered on our 'Hot List'. All properties get an automatic upload onto all the national platforms such as Rightmove, Zoopla, Prime Location, and On The Market. Full details will be uploaded onto our website and all details are distributed to all our team members.

Guide Price

After visiting your property, we will follow up our discussion on the potential value of your home and our recommended asking price in writing for your consideration.

Viewings

All viewing appointments will be made at your convenience. We suggest for best results that we provide accompanied viewings with our experienced viewing staff. We would also recommend that you leave keys with us, especially if you are working or often out, so that immediate viewings may take place and no opportunities are lost.

Commission

Our commission rates are competitive and will be made clear from the outset, there are no hidden charges. We are all committed to providing a quality service and the highest standard of customer care.

Keeping you informed

We will obtain feedback from all viewings and keep you informed in a manner tailored to your needs. Furthermore, we will be in regular contact giving an assessment of your progress and recommending any change of approach which may be necessary. These progress reports are designed to keep you fully aware of the current situation.

Market Conditions

The property market is constantly changing, and we carefully monitor the residential marketplace through recent sales in the area, as well as the Land Registry reports. In assessing a guide price for your home, we will endeavour to be realistic, while at the same time ensuring we generate the best possible price in prevailing market conditions. When we have quoted the correct asking price our proactive marketing programme should achieve good results.

Offers

All offers we receive will be communicated to you at once. We will confirm each prospective buyer's financial status and buying position. Before recommending you proceed with a sale, we will carefully check each link in the chain of sales through each agent in the chain.

After Sales Service & Support

From the start of the sale to the exchange and completion we will stay in regular contact, monitoring the progress of the chain through agents and solicitors, keeping you fully informed and ensuring as far as possible, a smooth and successful completion.



Our team, in your community

Always ready to assist

Our team at Abbott & Abbott are always on hand to answer any questions you may have or give you assistance through your Lettings or Sale journey. Combined, they have years of experience and expertise to make the process as simple as possible for you. We are a locally based business, with a locally based team.



Our knowledgeable team has combined industry experience of over **150 years**



Abbott & Abbott Lettings

Specialist solutions for busy landlords

Abbott & Abbott offers a comprehensive letting and property management service to take the stress out of letting your property.

Why Choose Us

Would you like peace of mind and convenience of a comprehensive, round-the-clock letting and property management service that takes care of everything? Whatever level of support you need, we can provide the service that is right for you.

Founded in 1937, Abbott & Abbott are the longest Independent established estate agents in the Bexhill-On-Sea area and enjoy an unrivalled reputation for personal service and integrity our clients range from private landlords with one rental property to buy-to-let investment landlords with a property portfolio.

We don't make it complicated!

As standard we have 2 different levels of service:

 **LET ONLY**









 **FULL MANAGEMENT**

All our services can be tailored to suit your individual needs and we will provide a written quote with absolutely no obligation.

We understand that becoming a Landlord can be a daunting experience. Please take a look through this booklet for a step by step guide to what's involved in letting a property. We have included information on your legal obligations and practical matters as well as an overview of all the services we offer.

So whether you are thinking of letting your property for the first time or you're an experienced landlord looking for a new letting agent service, please get in touch to discuss your requirements.

Why busy landlords choose Abbott & Abbott

-  Experienced and knowledgeable, local team
-  Competitively priced. Open and transparent fees with no hidden charges
-  Up to date legal documents and advice on property matters
-  Independent property appraisals and achievable rental valuations
-  Full marketing exposure including all major national portals, Rightmove, Zoopla & OnTheMarket. Full social media coverage with over 1200 followers
-  Comprehensive tenant referencing process
-  Database of reliable, well priced trades people with out of hours emergency service
-  Independent agents with a personal and trustworthy approach to letting your property





Getting Started

Our knowledge of the local rental market coupled with a tailored approach to marketing, we will help you set an achievable rent and find the right tenant.

Free property appraisal and valuation

We offer an independent assessment of your property by one of our trained and experienced team.

This is free of charge and with absolutely no obligation.

We will visit the property and advise you on rent achievable.

Our rental valuation will take into consideration the location, size, standard and condition of the property and whether it will be let furnished, part furnished or unfurnished.

**We tailor
our marketing
approach to the
type of tenant
you are looking
for!**



We will also offer advice on any other actions you need to take before you let the property including necessary repairs or refurbishment.

During the assessment we will be happy to discuss the lettings process with you and answer your questions.

Effective advertising and marketing

At Abbott & Abbott we use the very latest technology and proven marketing techniques to secure the best professional tenants possible.

We tailor our marketing approach to the type of tenant you are looking for to attract genuine interest. Once instructed, one of the first things we do is to match a property with our list of waiting tenants.

High quality professional photographs are fundamental to presenting your rental property in the best possible way. We take the time to capture the best picture of each room and show off its best features, ensuring every picture looks professional.



Securing the most suitable tenant

As a landlord, you will need peace of mind that the right tenants will be living in your property. All potential tenants are qualified by us before they apply to rent the property to ensure that they will be suitable.

All property viewings are accompanied and conducted by a fully trained member of our team and we provide prompt and honest feedback.

We carefully check all tenants suitability and complete full references before agreeing any tenancy, including credit checks, income checks, previous landlord reference (if applicable) and their right to rent a property in England. This vetting process is a critical step in securing a reliable tenant for you.

Preparing your property to let

The legal essentials

Our experienced lettings team will provide the latest information and guidance to ensure you meet all your legal obligations as a Landlord.

Energy Performance Certificate

All properties for rent must have an energy performance certificate (EPC) meeting the minimum legal requirement before any marketing or viewings can take place. Abbott & Abbott can arrange an inspection for you.

Safety

Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998, landlords have a legal obligation to make sure all gas pipework, appliances, fittings and flues are safe to use and maintained in a safe condition. Every gas appliance and flue must be tested for gas safety every 12 months. We can arrange this for you.

Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2010

Upholstered furniture and soft furnishings supplied in a rented property must comply with current regulations. This includes, but is not limited to, bed frames, mattresses, headboards, sofas, pillows, cushions, seat pads and any garden furniture that may be used indoors. Items which comply will have a suitable permanent label attached. All non-compliant items must be removed before a tenant moves in. Bedding, carpets, curtains and any furniture made before 1950 are exempt.

Electrical Installation Condition Report (EICR)

Landlords are required to ensure that the electrical installation in a rented property is safe. Landlords with private rental properties in England must legally provide a copy of the Electrical Inspection Condition Report (EICR) to the tenant within 28 days of the inspection (or before the tenancy begins for new tenants). EICRs must be carried out at least every 5 years or sooner. We can arrange this for you.

Smoke and Carbon Monoxide Detectors

Regulations state that landlords must ensure at least one smoke alarm is equipped on each floor of the property, that a carbon monoxide alarm is equipped in any room which contains a fixed combustion appliance (excluding gas cookers), and smoke alarms and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty. We can arrange installation and replacement alarms for you.

The Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System (HHSRS) is a risk assessment system used by local councils to tackle the hazards that are most likely to be present in housing, to make homes healthier and safer to live in. A HHSRS risk assessment looks at the likelihood of an incident arising from the condition of the property and the likely harmful outcome. There are 29 areas of potential hazards that council inspectors look at when carrying out a HHSRS risk assessment. Our experienced and knowledgeable team can offer advice and guidance in preparing your property to be rented out, to ensure it meets the required standard.

Consent to Let

If your property is mortgaged, you must obtain written consent to let from your mortgage lender. If it is leasehold, your lease may require written consent from your landlord before you can sub-let.

Houses in Multiple Occupation (HMO)

If your property is let to at least three tenants who share toilet, bathroom or kitchen facilities but are not from one household or family - sometimes called a 'house share' - it is a House in Multiple Occupation' (HMO). Depending on the size of the property, the number of tenants and the area, you are likely to need an HMO licence from your local council plus an HHSRS inspection. We can advise you on this.

Buildings Insurance

Landlords are required by law to take out buildings insurance for rental properties. We advise our clients to also consider contents insurance and policies to cover rent guarantee and legal expenses.

Please do not hesitate to give one of our team a call if you have any questions or need advice on preparing the legal essentials to let your property.





An inventory provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy

Letting your property Moving your tenants in

Our professional lettings service ensures everything is in place for a smooth and trouble-free start to renting out your property.

Tenancy Agreement

This is a legally binding agreement, setting out the rights and obligations of both Landlord and Tenant. Most residential property is let on an Assured Shorthold Tenancy (AST) for an initial fixed term of 6 or 12 months. We can advise on all options available to help you make an informed decision on areas of responsibility, conditions of tenancy, how and when the rent will be reviewed and notice terms. We will prepare all the paperwork and draw up a comprehensive legal document for signing. If we are fully managing your tenancy and rental property for you, then the tenancy agreement will include those activities we will be responsible for on your behalf.

Inventory/Schedule of Condition

All of the inventories produced for Abbott & Abbott clients contain a full written description of the property, its contents and schedule of condition inside and out including the walls, flooring and all fixtures, fittings and furnishings provided with photographic evidence. This provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy.

Utilities & Council Tax

Usually, it is the tenants responsibility to pay utility bills and council tax. When a tenant moves in, you will need to bring your accounts to a close, transferring liability to the new tenant

with utility providers, council tax, telephone/broadband providers, and TV licencing. We can assist by providing the new tenancy agreement as proof of new occupancy if requested.

Deposits Schemes

A deposit is paid by the tenant at the start of a tenancy to safeguard against damage. Since April 2007, all new Assured Shorthold Tenancies must be registered with a government-backed tenancy deposit protection (TDP) scheme within 30 days of receipt of the deposit. If we are not providing our Fully Managed Letting Service to you, then you would need to register the deposit with a TDP scheme yourself. Landlords should be aware that there are significant penalties for failing to comply with deposit protection requirements.

Keys

You should provide at least one set of keys for each tenant. Where we will be managing the property for you. We will also require a full set which will be coded for security purposes. We can arrange to have duplicates cut.

Letting your property

Day to day management

Once your tenant has moved in we can take care of your property, tenancy arrangements and your landlord duties throughout the tenancy and beyond.

Collecting Rent

We collect rent monthly unless the Tenancy Agreement specifies otherwise. Occasionally, tenants may experience financial difficulties and our rent collection service includes chasing any late payments. We will notify you at the earliest opportunity of any rent arrears. You can protect against loss of rental income with an insurance policy; we can offer this as part of our managed service. We pay the rent to landlords monthly by BACS (net of our fees and any disbursements, bills and income tax if appropriate) and provide monthly income and expenditure records.

Rental Income and Taxation

As a landlord, you are responsible for assessing your own tax for rent received. Below is some basic guidance on taxation matters relevant to landlords; however we would always recommend you seek independent financial advice from an accountant on tax matters.

1 Income Tax

Rental income is liable to tax, although a number of expenditure items can be offset against rental profit. You would also need to pay Class 2 National Insurance if the work you do counts as running a property business.

2 Overseas Landlords

Under the Non-resident Landlord (NRL) Scheme, your lettings agent will need to deduct tax from the rental income and pay the tax directly to HM Revenue & Customs. If you choose not to use a lettings agent to collect rent, then your tenant will be legally responsible for collecting and paying the tax to HMRC. Alternatively, landlords living overseas can apply for approval to receive rental income with no tax deducted. Full details of the NRL Scheme are available from HMRC.

Inspections, Maintenance and Repairs

The practicalities of being a landlord can be very time-consuming. With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property so you don't need to worry about it.

We will carry out periodic inspections, at a mutually convenient time agreed with the tenant. This will involve visual inspections, assessing any wear and tear, and organising maintenance and compliance checks. If we identify any problems we will advise you and, depending on our agreement with you, we can arrange for repairs and any work to be done on the property and pay for this out of the rent received. We have a network of reliable and trustworthy contractors we can call on to deal with routine repairs or emergencies at very competitive rates.

Tenancy Renewals, Reviews and Notice

We will handle all tenancy renewals, including rental reviews, for you. If you decide to increase the rent we will issue the relevant notice informing your tenants. If you wish to end a tenancy, we will serve notice to your tenants in line with all legal process and timing requirements and manage all the end of tenancy administration.

End of tenancy checks and deposit returns

At the end of a tenancy the landlord should ensure the property is in a good, clean condition before the tenant checks out, take back the keys and formally take possession of the property. Also take all meter readings. Assuming there are no issues and all paperwork is completed, utility companies notified and you have a forwarding address for the tenant, the landlord should return the tenant's deposit. This is all included as part of our Fully Managed Letting Service.

Remarketing

No landlord wants a vacant property. If a tenancy is not renewed, we offer landlords who take our Fully Managed Letting Service an automatic property appraisal, rental valuation and remarketing service and get to work straight away on a new tenant.



Service levels to suit you

Abbott & Abbott offers landlords a choice of 3 levels of service.

The option you choose will depend on how hands-on you want to be, the level of risk you are prepared to accept, and the time and energy you have available to manage your property investment and tenancy.

● LET ONLY

Perfect for landlords who have the time and experience to manage their own investment but want the reassurance and convenience of a professional marketing and tenant vetting service with a property portfolio.

● FULL MANAGEMENT

Perfect for landlords who have limited time, or are travelling/ living overseas, and want to out source the entire day to day tenancy management and upkeep of their property investment to a professional property management agent.

We can offer Rent & Legal Protection as well as Home Emergency Breakdown Cover as part of our optional extras.

● OPTIONAL EXTRAS

Our fully managed service has two optional extras.

Rent & Legal Protection and Home Emergency Breakdown Cover. Key features of these optional extras are opposite.

Rent & Legal Protection

- Making sure your investment is better protected
- Your rental income is protected so you don't have to worry about your tenant not paying the rent
- It provides up to £60,000 legal cover to defend you against legal actions brought by a tenant
- 100% of rent paid for max 12 months
- 75% of rent paid following eviction for 2 months
- Claims and tenant eviction process handled for you, up to a value of £100,000.

Home Emergency Breakdown Cover

- Swift and effective for domestic emergencies
- 24/7 emergency helpline (even on Christmas Day)
- No excess
- Unlimited number of claims (up to £500 per claim)
- Full coverage with approved tradesman
- Covers boilers up to 15 years old
- Plumbing and drainage - leaking pipes, blocked drains, water tanks and blocked toilets
- Pests - professional extermination including cellars and adjoining outbuildings
- Roofing - damage to the roof of your home caused by storm, fallen trees or branches
- Heating and/or Hot Water

	Let Only	Full Management	Optional Extras
Property appraisal and rental valuation	✓	✓	
Marketing and advertising	✓	✓	
Source suitable tenants	✓	✓	
Accompanied viewings and feedback	✓	✓	
Take up references and credit checks	✓	✓	
Draw up tenancy agreement	✓	✓	
Arrange inventory and statement of condition	✓	✓	
Collect deposit and first month's rent	✓	✓	
Register deposit with TDP scheme	✓	✓	
Oversee tenant check-in		✓	
Transfer utility supplier accounts		✓	
Rent collection and payment to landlord		✓	
Deal with any arrears		✓	
Conduct periodic property inspections		✓	
Arrange routine servicing and maintenance		✓	
Advise on any repairs required		✓	
Arrange emergency repairs		✓	
Arrange mandatory safety checks		✓	
Handle insurance claims		✓	
Monthly itemised statement to landlord		✓	
Deal with tenant issues and queries		✓	
Tenancy renewals and rent reviews		✓	
Serving and receiving notices		✓	
End of tenancy inspection		✓	
Oversee tenant check-out		✓	
Arrange deposit return		✓	
Remarketing at end of tenancy		✓	
Rent & Legal Protection			✓
Home Emergency Breakdown Cover			✓



Peace of mind For busy landlords

Choose our Fully Managed Letting Service and all you have to do is sit back and enjoy the rent. Our experienced and knowledgeable team will take care of everything and keep you fully informed.

Once your property is let the work doesn't stop there. Today's tenants can be quite demanding, expecting maximum value for their rental. Whether it is fridge failure or a leaking shower, you can be sure any tenant will want a swift repair, however inconvenient the timing may be for you.

This is why our clients value our full property management service where our extensive network of reliable and trustworthy contractors, lead by our experienced team can

look after any repairs and tenancy issues for you.

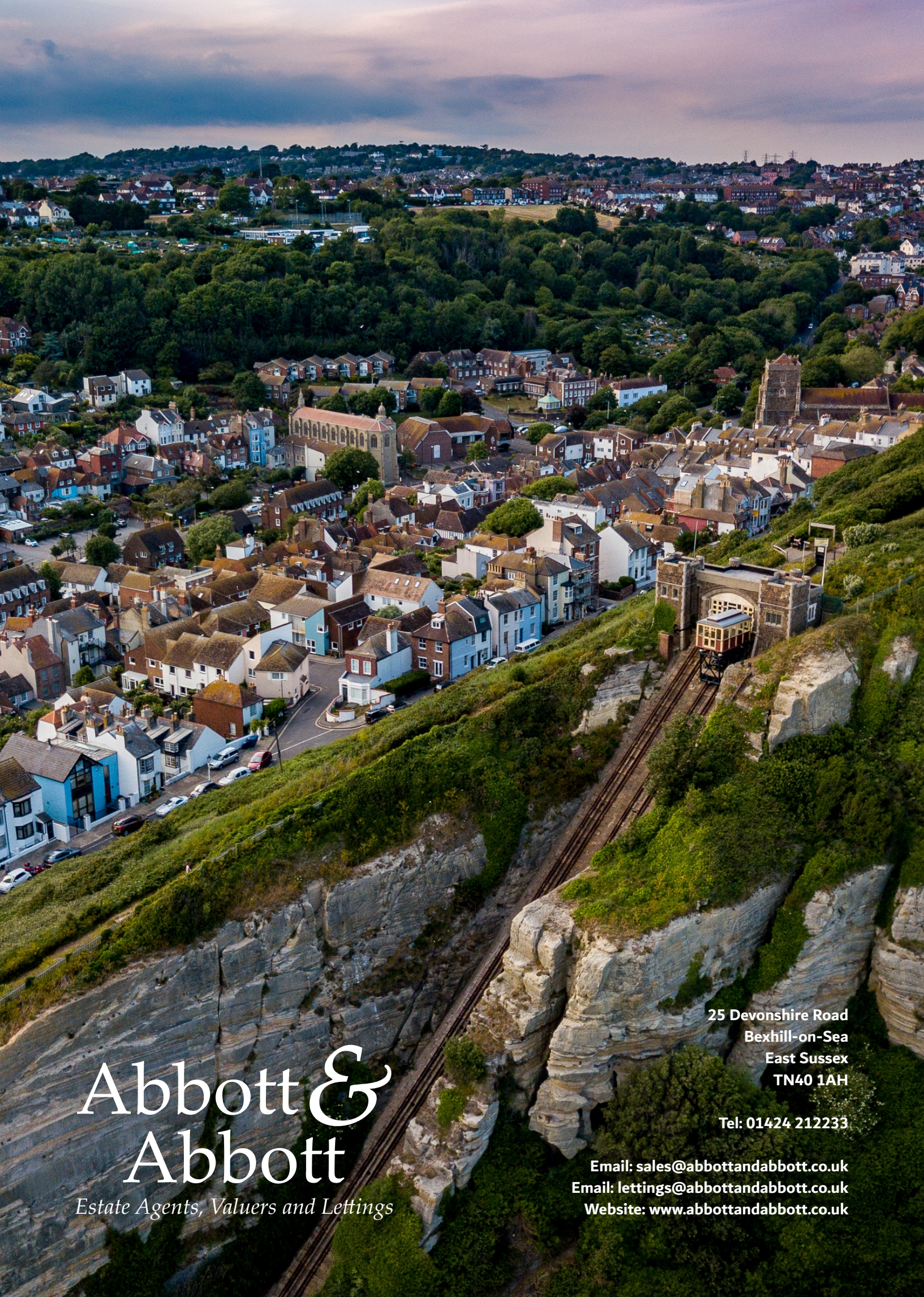
Furthermore, our inhouse paralegal team can look after any tenancy issues for you. For your peace of mind, we also visit the property regularly and organise any maintenance and safety compliance checks, assuring you that your property remains in sound condition and your legal obligations are met.

Landlord checklist

When preparing to let your property you don't want to overlook something important. If you feel comfortable with organising and managing the tenancy yourself, use our checklist to help you. While this is not comprehensive, it should give you a basis for planning the letting process.



- Ensure you have a valid energy performance certificate before any tenant viewings take place
- Obtain consent to let from mortgage lender or lease holder and arrange suitable buildings insurance
- Check that your Gas Safety certificate is up to date and provide a copy to your new tenants before they move in
- Ensure any furniture and soft furnishings comply with current fire safety regulations
- Ensure the electrical system is safe and fit for purpose, and arrange PAT testing of any portable appliances you are providing
- Check with your local authority to see if you require an HMO (House in Multiple Occupation) licence for your property
- Ensure the tenancy agreement covers all the required terms and obligations, is legally binding and signed by all parties
- Prepare a comprehensive inventory and schedule of condition, with photographic evidence
- Ensure smoke alarms and carbon monoxide detectors are fitted and all are working properly
- Notify your local authority of the new tenancy details for Council Tax purposes
- Arrange for all meter readings to be taken and transfer utility bills to the tenant
- Get a duplicate set of keys cut for each tenant plus an extra set for your own use for property inspections, maintenance checks and repairs
- Arrange for post to be forwarded on for any previous tenant or occupier of the property
- Ensure you have registered the deposit with one of the government-backed tenant deposit protection schemes
- Contact HMRC with any questions about self-assessment, or for details about the NRL Scheme if you are living or working overseas



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