



HOLLAND  
BROADBRIDGE

# Residential Landlords Welcome Pack

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RESIDENTIAL LETTINGS

# Welcome to Holland Broadbridge

## Residential Lettings

Holland Broadbridge is an established Estate and Letting Agent located in a prime and central location in the town of Shrewsbury. Operating since 1994, we've earned a reputation as one of the largest, most innovative and well known independent letting agents in Shropshire, offering a wide range of services and having an instantly recognisable brand.

We can assure you, as landlords, that when you instruct us and hand over your keys, you will have the full knowledge that you will be kept ahead of changes in legislation, that your property will be proactively managed and that any problems are dealt with promptly and cost effectively ensuring continuity of rent and effective maintenance.

We strive to offer peace of mind to our clients, achieve the best possible rents and to do so professionally and efficiently with an attention to detail.

We have acted on behalf of many individual and multiple landlords, UK resident and non-UK resident landlords, and offer the full management service if required, thus ensuring that the day to day supervision of the property is undertaken.

We work closely with many high profile companies and liaise with their relocation departments or directly to assist with their rental accommodation needs.

Property letting is a highly complex field and can, if handled correctly, be a pleasant and stress free experience for both landlord and tenant. Holland Broadbridge has maintained quality tenancies successfully over the last quarter of a century and continues to work with many of our original clients.

We never forget that your property is your most important asset. Instructing us to act as your letting agent, your property will be in professional hands.

If you are letting your property for the first time we realise this can be a new experience and with this in mind we provide you with a quality service and quality tenants for your property.



# Services for landlords

## The services we offer...

- Free market evaluation of your property
- An a La Carte choice of full or part-management or finders only service
- Advice on buy-to-let
- Full marketing together with local and national advertising
- Free subscription to major property portals including the UK's No.1 property website Rightmove and OnTheMarket.com.
- Full referencing of tenants
- Preparation of tenancy agreements and inventories
- Regular management visits
- Our tried and tested professional local contractors are available for both emergency and general repairs
- Ensuring that our clients' properties comply with the latest safety regulations
- Communicating with the tenants and solving problems
- Handling insurance claims, where insurers allow
- Arranging annual gas safety certificates
- The reconciliation of deposits with the Deposit Protection Scheme

## Marketing

In the first instance your property details will be mailed to all prospective tenants registered with us whose requirements match the accommodation on offer. Using a sophisticated computerised system, tenants' requirements can be analysed more precisely and our marketing efforts can therefore be specifically targeted.

Our database of applicants also includes many local companies and major employers in the area who have a regular influx of staff either on short term contract or relocation packages.

Your property will also be extensively advertised with photographs in the press and details of your property will also be on display in our office, on our website and on Rightmove and OnTheMarket.com. In addition, an eye-catching 'To Let' board can be erected outside your property to ensure effective 24 hour advertising.

## Tenant selection

Once we have interested prospective tenants, we will then arrange viewings which will be accompanied by an experienced member of staff.

When we receive an application for the tenancy we will apply for references in order to ascertain the prospective tenant's suitability.

References obtained will confirm the tenant's financial position by investigating and confirming his/her employment status, financial position, credit history and previous landlord where applicable. In certain circumstances we require a Guarantor to stand for the applicant's suitability.

On receipt of satisfactory references a 'moving in date' is agreed and a holding deposit is taken from the tenant at this point to secure the property. The necessary documentation is also prepared for signing.

## How much rent can you charge?

The rent charged is determined by several factors, including the size and condition of the property, the level and standard of furnishings and location. The tenants will pay the Council Tax, gas, electricity and water rates.



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# Services for landlords

Please note: the following services may not apply, according to which service you require - please see our terms & conditions/lettings charges

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## Inventory

An experienced member of staff will compile a detailed inventory and property condition report. This will include all furnishings, together with a schedule of fixtures and fittings. This is a very important document which forms part of the contract, as the tenant signs this to agree that all items are in the property at the commencement of the tenancy and in the condition stated. Photographs are also taken internally prior to the commencement of the tenancy.

Before a tenant moves into the property gas/electricity and water meters (where applicable) are read and the readings are confirmed in writing to relevant utility companies together with details of the new occupier. Details are also forwarded to the Council Tax Office.

It is important that you inform a member of staff whether your property has an electric/gas card meter or your meter uses a smart key, so we may contact the utility companies in advance of the new tenant's details.

## Tenancy Agreement

We will draw up an Assured Short-hold Tenancy Agreement (AST) which we hold on file. We will arrange a date for the tenant to sign the agreement, and Holland Broadbridge will sign the agreement on your behalf.

## Deposits

All tenants are required to pay a deposit of one month's rent + £100 before moving into the property unless otherwise stated. Where a tenant has a pet we recommend securing a higher deposit.

New laws have come into effect in regard to the surety deposits taken on all assured short-hold tenancies, whether the property is managed or unmanaged, or whether an agent is handling the tenancy, or a private Landlord.

The Tenancy Deposit Protection (TDP) aims to avoid disputes going to court, and each scheme will be supported by an Alternative Dispute Resolution service (ADR), whose aim is to make disputes faster and cheaper to resolve. TDP also aims to ensure good practice in

deposit handling, so that when a tenant pays a deposit, and is entitled to get it back, they can be assured that this will happen.

Landlords will be able to choose between two types of schemes; a single custodial scheme and two insurance-based schemes.

**The Deposit Protection Service (The DPS)** - the custodial deposit protection scheme is free to use and will be run by Computershare Investor Services Plc. This scheme is entirely funded by the interest earned from deposits held in the scheme. An independent Alternative Dispute Resolution (ADR) service, run by the Chartered Institute of Arbitrators, will help resolve any disputes quickly and without the need for court action. For further information, visit [www.depositprotection.com](http://www.depositprotection.com)

**Tenancy Deposit Solutions (TDSL)** - a partnership between the National Landlords Association and Hamilton Fraser Insurance. The insurance-based tenancy deposit protection scheme is designed primarily to enable landlords to continue holding deposits. Landlords will be required to pay a joining fee to the scheme, which will provide membership for a 12 month period. Further fees are payable for subsequent membership periods of 12 months thereafter. Once you have paid to be a member of the scheme, each deposit you protect with the scheme will attract a protection fee, which will cover the cost of insurance and administration of that insurance. For further information, visit [www.mydeposits.co.uk](http://www.mydeposits.co.uk)

**The Tenancy Deposit Scheme (TDS)** - is an insurance backed deposit protection and dispute resolution scheme run by the Dispute Service. It is designed primarily to enable letting agents to continue holding deposits, but landlords can also join the scheme. Fees will apply for this scheme. For more information, visit [www.tds.com](http://www.tds.com)

**Please note: Holland Broadbridge operates the custodial option, in regard to all surety deposits. Should you wish to choose an insurance-based scheme please ensure you provide these details to us prior to when the tenancy commences.**

# Services for landlords

## Maintenance & Repairs

During a tenancy, if the property requires any maintenance or repairs we will contact you before authorising such works. We reserve the right however, to instruct contractors to carry out emergency repairs if required.

## Inspections

An initial inspection of your property will be carried out within the first 6 months of the tenancy. Here we will be able to establish the general condition and report back to you with feedback. We then will assess when to carry out the next inspection according to how well the tenant is looking after the property. Thereafter your property will be inspected on an annual basis unless otherwise instructed.

## Final Inspections

Once the tenant has vacated the property we will conduct the final inspection. We check the property thoroughly and if required arrange for quotations to take place for any cleaning/decorating/gardening work etc.

## Before Letting A Property...

### Insurance

We strongly advise our landlords to inform their insurance company of their intention to let so that any subsequent claim will not be jeopardised. This applies to both building and contents insurance. The tenants will be responsible to insure their own contents.

### Leasehold Properties

We suggest that you check that the terms and conditions of the lease do not have a covenant which forbids sub-letting.

### Safety Legislation

A number of important pieces of legislation have been introduced which relate to landlords' obligations when letting their property. We have provided a brief precis of these following, but if you require any further information on a particular subject please contact us.

### Gas Safety

The British Gas Safety regulations now state that Landlords are required to ensure that all gas appliances left in their property i.e. gas fires, cookers and central heating boilers must be serviced at least annually and that a Gas Safety Certificate must be provided to the tenants. Failure to comply with this legislation carries severe penalties.

### Energy Performance Certificates

An Energy Performance Certificate (EPC) is legally required to be available on all rental properties and will be given to the ingoing tenant. An EPC will last for 10 years and we are able to arrange this for you on your behalf.

### The Electricity Equipment (Safety) Regulation 1994

The safety of consumer goods is controlled by the requirements of the Consumer Protection Act 1987. These requirements extend to consumer goods supplied in rented accommodation. The Landlord is responsible for ensuring that safety rules are complied with, in particular that all electrical appliances must be safe for use. The safest way to avoid prosecution is to have all electrical appliances checked and serviced by a competent electrician.

### The Furniture & Furnishings (Fire) (Safety) Regulations

These regulations affect all landlords in the private and public sector. They apply to furniture and furnishings included in homes and residential furnished accommodation, which are let in the course of business. In essence, all furniture, whether new or second hand, must be fire resistant. The regulations relate to all soft upholstered furniture, including mattresses, cushions, etc.

**We trust we have covered all aspects of our service and the letting of your property. Please do not hesitate to contact us if you have any questions and would like to discuss the above matters further, or if you would like a free, no obligation, valuation.**

**We look forward to hearing from you...  
[lettings@hbsdrop.co.uk](mailto:lettings@hbsdrop.co.uk)**



## Meet the lettings team

Our experienced team collectively have in excess of 150 years of experience within the industry and know full well what it takes to meet client expectations.



Gary Holland



Sandra Broadbridge



Fiona Kavanagh



Jenna Lofthouse



Jo Bourne



Natalie Riley



Sabrina Davies



Join our lettings team

**We have a proven and respectable reputation,  
due to our high standard of professionalism,  
innovative marketing and careful selection of tenants.**



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**Holland Broadbridge** Agriculture House, 5 Barker Street, Shrewsbury, Shropshire SY1 1QJ  
t 01743 357000 | e [lettings@hbshrop.co.uk](mailto:lettings@hbshrop.co.uk) | w [www.hbshrop.co.uk](http://www.hbshrop.co.uk)

