

richard james

We let, *you* relax

Our promise to you

At Richard James we are dedicated to providing exceptional service and creating a seamless experience for our valued clients. Our commitment is rooted in transparency, professionalism, and a genuine passion for helping you find the right tenants to look after your investment.

We believe in open and honest communication at every step of the letting process. From property listings to contract negotiations, we keep you informed, ensuring that you have all the details you need to make informed decisions.

We are extremely proud of our Lettings Team which comprises of experienced and knowledgeable professionals who are well-versed in the ever-evolving residential lettings landscape. You can trust us to navigate the complexities of the lettings market with professionalism, competence, and a commitment to your best interests.



Caroline Schaefer & Rebecca Barrett
Directors





1 | The Valuation

The first step to letting your property - the valuation. This is our opportunity to give you that all important rental figure, bearing factors such as the property condition, size and location in mind. It's your chance to really get all the information you need, so please feel free to come armed with as many questions as you can.

Every client is unique, and we understand that your requirements may differ. Our team works diligently to tailor our services to match your specific needs. You may be looking for a fully managed service, where we take the full responsibility out of your hands, leaving you with complete peace of mind. Or perhaps you are looking for a more basic service, with initial advice to let the property, while maintaining a 'hands on' approach throughout the tenancy. Either way, we'll ensure you get exactly what you need from us.

The valuation usually takes between 30-60 minutes, therefore, please allow enough time to ask as many questions as you need. During this time we will tour the property, then lead onto the property valuation and your chance to obtain all the information you need to make an informed decision.

We also recommend prepping the property in readiness, as this could be a great opportunity to take professional photographs.

2 | Marketing

Next up, the marketing appointment. We will arrange professional photographs of the property for advertising on property portals such as Rightmove, as well as any social media and email marketing, should we need further advertising.

The number of properties available to let is increasing, and therefore in order to realise the true potential of a rental property, it is imperative that the property is maintained and decorated to a high standard. First impressions really count when it comes to property.

During this appointment, we will also go through all the necessary paperwork to ensure all I's are dotted and T's are crossed. We also ask that you provide us with 3 full sets of keys to take away.

For our top tips on how to prepare your home for photos, scan the QR code.





3 | Viewings & Let

Once the property has been photographed and advertised on our portals, viewings will commence. We will actively nurture our extensive list of pre-qualified, prospective tenants, and book viewing appointments. Where possible, we will book appointments in blocks to minimise disruption and give the maximum opportunity for multiple offers to be made on the property.

All viewings are accompanied by ourselves and ideally, the property will be vacant for viewings, allowing applicants to speak freely.

As soon as a suitable prospective tenant has been found, we will negotiate the terms and once happy, commence the vetting procedure. The referencing process is carried out by an independent specialist referencing agency. Our ultimate goal is to negotiate the best tenancy for you.

4 | Compliance

There are many statutory regulations which apply to the lettings industry, which are ever changing. It can be hard for some landlords to keep up with the changes in legislation, which is why the vast majority of our landlords favour our fully managed service.

Once a let has been agreed, we need confirmation of the following certificates before move in can take place:

- Gas Safety Certificate
- Electrical Installation Condition Report
- Energy Performance Certificate
- Smoke alarms
- Carbon monoxide alarm
- Cleats for blinds

We can of course assist with all of the above. For more information on statutory regulations please contact a member of the team.



01793 520 721





5 | Week of move in

We use an independent specialist to produce a detailed Inventory and Schedule of Condition with photographs on each occasion a new tenancy takes place. This document is vitally important, as it is used as accurate evidence to represent the landlord and tenant fairly and will be used as part of the move out process at the end of the tenancy.

The inventory is usually completed 2/3 days before move in. It includes a cleaning checklist as well as taking meter readings, this is an extensive document and will be fundamental at move out.

6 | Move In

The Tenancy Agreement

Properties are currently let on the basis of an Assured Shorthold Tenancy. Since 1st March 1997 agreements can be entered into for short periods, we encourage clients to enter into agreements for an initial minimum period of at least six months.

Thereafter, a new fixed period can be established or the tenancy continues as a Contractually Periodic Assured Shorthold Tenancy, whereby at any stage the landlord can give two months' notice, or the tenant one month notice.

If possession of the property is required at the end of the initial six months period, the landlord must give two months' notice prior to the end of the fixed term.

Corporate lets are governed by our Company Tenancy Agreement. In this case the tenancy cannot continue as a 'Periodic' Tenancy, therefore Landlord and Tenants in this circumstance must always commit to a 'Fixed Term'. Corporate terms vary depending upon the Clients requirements. We will always be on hand to guide you.





6 | Move In

Deposit Monies

The tenant is required to pay certain monies in advance, i.e. one month's rent in advance, and a security deposit equal to 5 weeks rent.

From 6th April 2007, all tenancy deposits taken (e.g. tenants' money held against possible damages and dilapidations etc) by landlords (or agents on behalf of landlords) in connection with an Assured Shorthold Tenancy, must be protected by law under one of two types of statutory Tenancy Deposit Protection Schemes – a single custodial scheme, or one of two insurance based schemes.

We are members of the Tenancy Deposit Scheme (TDS) (www.tenancydepositscheme.com), which is the Insurance based Scheme backed by the three professional bodies for letting agents in the residential property sector: Propertymark, NARLA, and RICS. This means that Richard James register the deposit monies with the TDS and hold these monies as Stakeholder for you.

7 | Post Move In

Utilities and Taxes

In respect of services the tenant is responsible for gas, water, electric and council tax charges. We will ensure that all utility supplies including council authorities are updated and all utility meter readings provided (with the exception of television and broadband).

Payment of Rent and Rent Guarantee

The rent is usually payable monthly in advance. We try to pay rental monies over to landlords within five working days of receipt of cleared funds. Occasionally this can be later during periods such as Christmas or bank holidays.

We will always use our best endeavours to collect the rent on time. Should a tenant be late we will advise you at the earliest opportunity and our chase process will commence. Letting agents, cannot be held liable for non-payment of rent.

With our Full Management service a Rent Guarantee and Legal Expenses cover is available in the event that a tenant who has been successfully referenced by our specialist referencing agency fails to pay the rent. Please see our Service Level Comparison Chart and Table of Fees or speak to a member of the team.





7 | Post Move In

Maintenance and Property Inspections

We have a dedicated, caring team of Property Managers who are allocated properties giving you one point of contact throughout your property journey. Your Property Manager will oversee the tenancy and any maintenance that arises and will liaise with you as and when required. As part of our Management Service, we will provide full digital Inspection reports including photographs and any advisories we feel are necessary.

Maintenance requirements tend to fall into three categories:

If as the result of an inspection or a report by the tenant that maintenance is required, details will be forwarded to the landlord for consideration with a suggested course of action via our sophisticated online platform.

With minor maintenance, we would kindly request that we be authorised to spend up to a fixed amount (usually £150) without reference to yourself to make good minor repairs, e.g. leaking taps, sticking doors etc. However, this is of course optional.

If an emergency situation arises we, as managing agents, would take whatever action necessary to secure the property and effect the repair as quickly as possible, again always acting in your best interest.

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SALES | LETTINGS | NEW HOMES



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