



RENTLEASE

Landlord Information Pack

FIND ALL OUR PROPERTIES ON





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Welcome to Rentolease – your comprehensive letting and property management service.

Established in 1993, Rentolease offer a first class service for our landlords and with over 20 years experience and unrivalled knowledge of the Ayrshire Letting market, we can help guide landlords through the many laws and regulations that come with letting a property.

Based in our Troon and Prestwick Offices, the Rentolease team, comprises professional letting negotiators, administrators and an accounts officer. We are always well placed to offer practical advice on how to achieve the best return from your property in rental income and we *never* underestimate the importance of excellent customer service.

It's important to know that your investment is protected. Rentolease are members of ARLA (Association of Residential Letting Agents), The Property Managers Association Scotland, the Property Ombudsman Scheme and IRPM (Institute of Residential Property Managers and are regulated by the FSA. We are also a certified and regulated APIP (Association of Professional Inventory Providers) company. In fact, we are *still* one of the few regulated letting agents in Ayrshire.

Free valuation and advice

We will conduct a free, no obligation valuation and advise you on your properties letting potential, based upon current local market trends and our experience of the Ayrshire Letting market.

No Let No Fee

At Rentolease we operate a completely transparent no upfront fees and **No Let No Fee** service. If for any reason you decide to remove your property from Rentolease prior to a tenancy being agreed you will pay **NO FEE**.

Marketing your property

The moment your property is listed with Rentolease, it will appear on all the major IT marketing portals, such as Rightmove (the UK's largest property portal), Primelocation, Globrix. It will feature on our handouts, our website and your property will display our distinctive 'To Let' board. We also invest in advertising on local radio stations WestFM and West Sound. All this ensures that prospective tenants are informed quickly of your property's availability, creating an urgency to view. Your property will also appear on our unique e-listing to all registered companies and tenants.

I hope this covers the basics of our service and I look forward to speaking with you soon.

David Toner

www.rentolease.co.uk

 **rightmove**.co.uk
The UK's number one property website
VAT Reg No 653 0931 46

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SERVICE LEVELS

	FULLY MANAGED	LET ONLY	ADVERTISING ONLY
<p>Rental Assessments</p> <p>We will assess the potential rental value of your property and agree with you restrictions, terms and marketing.</p>	✓	✓	✓
<p>Marketing</p> <p>We will market your property on our rentolease.co.uk website and on other property portals. Details of your property will be sent out on our e- list and to our database of applicants, employers and businesses. Your property will also be marketed in both of our town centre offices. Where appropriate we will erect a To Let board.</p>	✓	✓	✓
<p>References</p> <p>In so far as is possible, we will conduct identity and residence checks on all applicants, obtain a full credit reference and employers and if applicable current landlord reference. We deal with many companies looking to take a tenancy on behalf of the company. We will take a reference on companies. At additional cost</p>	✓	✓	
<p>Gas and Electric Safety</p> <p>If your property has gas we will arrange for a gas safety check to be carried out annually by a Gas Safe Engineer. We will arrange for the gas safety check prior to tenancy. We will also arrange an Electrical earth cross bonding and portal appliance check on an annual basis. This would be at the landlords cost.</p>	✓	✓	
<p>Furnishing, Fire safety and smoke alarms</p> <p>We will help you identify what items do not comply with current Fire Safety legislation and help you identify if your smoke alarm meets current legislation.</p>	✓	✓	
<p>Tenancy Agreement</p> <p>We will draw up a fully detailed tenancy agreement between you and your tenant.</p>	✓	✓	
<p>Gas, Electric and Council Tax</p> <p>We will arrange to transfer all utility accounts into the tenant's name at the beginning of the tenancy</p>	✓	✓	
<p>Deposit</p> <p>We collect from the tenant a deposit equal to one month's rent that will be paid prior to the tenant moving in. We will transfer and register the deposit with an approved tenancy deposit scheme provider(FOR FULL MANAGED PROPERTIES ONLY)</p>	✓	✓	
<p>Inventory</p> <p>We will arrange for a fully detailed Inventory and Schedule of Condition of the property including contents and fittings. Meter readings will also be taken.</p>	✓		
<p>Mid term Inspections</p> <p>We will arrange to visit your property within the first six weeks of the tenancy starting and then on a regular basis.</p>	✓		
<p>Maintenance</p> <p>We will agree financial limits with you in advance (except for emergencies to keep your property and tenant safe) and will handle routine maintenance on your behalf.</p>	✓		
<p>Management</p> <p>We will deal with all day to day contact with your tenant and routine matters arising during the tenancy.</p>	✓		
<p>Exit Check</p> <p>We will arrange a full inventory of the condition of the property at the end of tenancy, report to you on work required and any deductions that may be claimed from the tenant.</p>	✓		

OTHER SERVICES

Low cost full cover landlord insurance by Allianz exclusively for our clients
Property Refurbishment Service **P.O.A**
Empty Property Management. **£10 per week**



Inventory only Service -
INVENTORY INCLUDED IN FULLY MANAGED AND LET ONLY PACKAGES
Prepared by fully accredited APIP (Association of Professional Inventory Providers)
firm .

Number of bedrooms	Unfurnished	Fully Furnished
One bedroom	£45	£55
Two bedrooms	£55	£65
Three bedrooms	£65	£75
Four bedrooms	£75	£85
Five Bedrooms	£85	£95
Six bedrooms +	P.O.A	P.O.A

At Rentolease we will prepare a full detailed inventory of contents for your property including digital photographs on our IPAD inventory system.



All the above subject to VAT at 20%



LANDLORDS GUIDE TO REGULATIONS

MORTGAGE

Make sure you have obtained permission from your bank or building society for authority to let out your property. Rentolease can help with any paperwork they send or information they need.

INSURANCE

You must check your insurance policy to ensure that you are fully covered for leasing out your property and for public & employers liability. If you are having difficulty, Rentolease can obtain a competitive quote to cover your property from a specialised insurance company who specialise in leased accommodation and give you a 5% discount on the quoted price.

TELEPHONE

Rentolease cannot deal with the telephone companies so please ensure that the phone line is disconnected before handover.

OTHER SERVICES

For let only and fully managed we will take meter readings at the start and end of each tenancy, advising the utility providers of any information that they require. We will also deal with the local council tax office.

FIRST IMPRESSIONS

Please ensure that you leave your property clean and in a tidy condition, because first impressions are crucial. If you have repairs outstanding it is better that these are carried out before marketing starts.

LANDLORD REGISTRATION

Please ensure you register at www.landlordregistrationscotland.gov.uk or direct to the relevant local authority. We will need to provide this number for the tenancy agreement and when we register your tenants deposit. If you require help registering please contact us.

At Rentolease we can help you with all or some of the above so please let us know if you need any assistance.

- ② **The Fire and Furnishings (Fire) (Safety) (Amendment) Regulations 1993**
- ② **The Gas Safety (Installation and Use) Regulations 1994**
- ② **The Electrical Equipment (Safety) Regulations 1994**
- ② **The Housing (Scotland) Act 2006**
- ② **Landlord Registration**
- ② **Energy Performance Certificate**
- ② **Tenancy Deposit Scheme (Scotland) Regulations 2011**

This guide explains the implications and requirements of the various legislation that currently applies to rented residential property. It is intended for guidance purposes only and is not an authoritative statement of the law. Should you require further clarification you are advised to contact the appropriate authorities direct.

The Fire and Furnishings (Fire) (Safety) Regulations

The above regulations were amended in 1993 and have set new levels of fire resistance for domestic upholstered furniture and furnishings. It is now an offence to “supply” in the course of a business any furniture that does not comply with the regulations. This includes supplying furniture as part of a let residential property. We understand that it does not strictly apply to a landlord letting his own home for a “temporary” period and not in the course of a business although the regulations do not specifically clarify this point. It does apply to landlords letting a “second property” or any other letting as an investment.

The regulations apply to: sofas, beds, bedheads, children's furniture, garden furniture suitable for use in a dwelling, scatter cushions and pillows, stretch or loose covers for furniture and other similar items.

The regulations do not apply to: curtains, carpets, bed-clothes (inc. duvets) and mattress covers.

Any furniture manufactured after March 1990 is likely to comply but if the appropriate labels are not on the furniture, compliance is in doubt then checks should be made with the manufacturer.

FAILURE TO COMPLY WITH THE REGULATIONS MAY JEOPARDISE THE LIFE OF YOUR TENANT AND LEAD TO PROSECUTION WITH PENALTIES OF IMPRISONMENT OR FINES UP TO £5,000.

The Gas Safety (Installation and Use) Regulations 1994

These regulations came into effect on the 31 October 1994 to ensure that gas appliances are properly installed and maintained in a safe condition so as to avoid the risks of carbon monoxide poisoning. It is the responsibility of landlords of domestic properties that ALL “Gas Appliances” and “Gas Installation Pipework” owned by him are checked for safety at least once a year by British Gas or a member of the Council for Registered Gas Installers (CORGI) and that accurate records are kept of those safety inspections and any work carried out. These records must be available, upon request, for inspection by any tenant.

“Gas Appliances” - include any fitted gas appliance, for example;-

- Central Heating System
- Gas Heaters
- Gas Fire
- Gas Cookers

“Gas Installation Pipework” - includes gas pipework, valves, regulators and meters. Faulty equipment can lead to death and conviction of unlawful killing on a landlord. Under the regulations any appliance that does not conform to the regulations can be disconnected.

FAILURE TO COMPLY WITH THESE REGULATIONS MAY JEOPARDISE THE LIFE OF YOUR TENANT AND LEAD TO A PROSECUTION WITH PENALTIES OF IMPRISONMENT OR FINES UP TO £5,000.

The Electrical Equipment (Safety) Regulations 1994

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The above regulations impose an obligation on the landlord to ensure that all electrical appliances left as part of a let property are tested for earthing, insulation and leakages. Cabling, fuses and plugs should also be inspected and replaced where necessary to the correct rating for that particular appliance.

Other legislation covering electrical installations is currently in force and in order to avoid prosecution, we recommend that all electrical appliances in let properties are regularly checked and serviced.

The Housing (Scotland) Act 2006 - Smoke Alarms

In terms of the housing Scotland Act landlords must ensure that the property has satisfactory provision for detecting fires and giving warning in the event of fire or suspected fire.

Any smoke alarm fitted must be mains powered, even if it is replacing a battery powered alarm. Existing smoke alarms installed before 3 September 2006 can continue to be used provided they are in good working order. Landlords should ensure that smoke alarms are regularly maintained and tested.

The Housing (Scotland) Act 2006 - Standards

The landlord's duty to repair and maintain applies to any tenancy of a property let for the purpose of human habitation.

A property meets the repairing standard if: -

- (a) It is wind and water tight and in all other respects reasonably fit for human habitation (i.e. it meets the tolerable standard);
- (b) The structure and exterior of the property including drains, gutters and external pipes are in a reasonable state of repair and in proper working order;
- (c) The installations in the property, the supply of water, gas and electricity, sanitation, space heating and water heating are in a reasonable state of repair and in proper working order;
- (d) Any fixtures, fittings and appliances provided by the landlord are in a reasonable state of repair and in proper working order;
- (e) Any furnishings provided by the landlord are capable of being used safely, for the purpose of which they are designed; and
- (f) The property has satisfactory provision for detecting fires and giving warning in the event of fire or suspected fire.

Tenancy Deposit Scheme Scotland (Regulations) 2011

On 7th March 2011 the Tenancy Deposit Scheme (Scotland) Regulations 2011 came into force. These Regulations will change the way in which you deal with deposits. From 2nd July 2012, you will be required to hand over the deposit to one of the approved Government Schemes who will hold the deposit until the end of the tenancy. At the end of the tenancy you will need to agree with the tenant how the deposit should be allocated and advise the Scheme holding the deposit. The Scheme will then repay the deposit in accordance with the agreement unless there is a dispute between the parties over the deposit allocation.

In these circumstances the Scheme will ask for evidence from all parties as to how they feel the deposit should be allocated and the Scheme will then carry out an adjudication process and issue a draft report for review by all involved. Once comments have been received then there will be a final decision and the Scheme will pay out the deposit in accordance with that decision. This means that there will be delays in landlords and tenants getting their deposits back, particularly if there is a dispute.

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LANDLORDS GUIDE TO REGISTRATION

Landlord Registration: Since 30 April 2006, all private landlords in Scotland are required to register with their local authority.

This guide explains the implications and requirements of landlord registration in Scotland. It is intended for guidance purposes only and is not an authoritative statement of the law. Should you require further clarification you are advised to contact the appropriate authorities direct.

What is Landlord Registration?

All landlords (with a few exceptions) are now required to register with their local authority, to ensure that they are a "fit and proper person" to let property. It is an offence to let any house without being registered.

How do I apply?

Registration is simple.

You will be able to register online at www.landlordregistrationscotland.gov.uk, or get an application form from your local authority.

Which local authority should I register with?

You must register with each local authority in whose area you let property. If you own properties in more than one area, you will be able to apply online to register in all authorities in one application, and this will reduce the total fee that you will have to pay.

Rentolease manage my property what should I do?

Rentolease is an accredited letting agent and also an ARLA (Association of Residential Lettings Agents) agent. When registering you should provide our registration number relevant to each local authority.

There will be a separate reference number for each local authority your agent is registered with. Please enter the correct one for the local authority where your property is located.

Our registration numbers are

SOUTH AYRSHIRE	24574/370/10160
EAST AYRSHIRE	24574/190/21280
NORTH AYRSHIRE	24574/310/21280

From here to registration

Complete registration form or apply online at www.landlordregistrationscotland.gov.uk

Pay fee

Reply to any queries from the local authority

Sign and return printed application details received from the local authority

Receive confirmation of registration from the local authority

(valid for 3 years)

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ENERGY REPORT FOR RESIDENTIAL PROPERTY

Why are EPCs (Energy Reports) required?

Under Article 7 of the European Performance of Building Directive (2002/01/EC) an Energy Report is to be made available to all prospective tenants in residential property from the 4th January 2009.

The aim of the Energy Report is to provide tenants with the energy efficiency rating of the property and ultimately lower fuel bills and CO2 emissions.

What is an Energy Report?

The Energy Report will provide a rating from A – G and will show the current rating and the potential rating. The certificate will be similar to the style widely used at present to show energy efficiency of items such as fridges.

The Energy Certificate is a one-page document that requires to be positioned in the property where it can be readily accessed but not obscured. The best position is likely to be a gas or electric meter cupboard.

An energy report will last for a period of 10 years.

Who can prepare an Energy Report?

Energy Reports can only be provided by suitably qualified persons who are members of a professional organisation/institution that has signed a protocol with the Scottish Government.

Rentolease will instruct only surveyors who have undergone detailed training to provide you with the correct information and ensure that you comply with your legal requirements as a landlord.

What happens if I don't have one?

The local trading standards office has the power to fine the landlord £500 for failure to have a valid EPC and thereafter insist that the correct document is obtained.

How can I get an Energy Report?

Obtaining an Energy Report is simple. All you need to do is contact Rentolease and we shall instruct an Energy Report on your behalf with prices starting at only £50. Likewise if you have any questions please do not hesitate to give us a call.

TENANCY DEPOSIT SCHEME (SCOTLAND) REGULATIONS 2011

Regulations for Tenancy Deposit Schemes were laid before the Scottish Parliament on 24 January 2011 and came into force in July 2012. The Regulations apply to tenancies where the landlord requires to register as a landlord under the Antisocial Behaviour etc (Scotland) Act 2004.

The Tenancy Deposit Scheme will operate on the basis:

- No fee is payable to participate ;
- The Scheme administrator must pay deposits into an account kept for holding deposits and may only pay them out in accordance with the Tenancy Deposit Regulations.
- The Scheme must be available to all landlords and their tenants and provide a customer service facility for landlords, tenants and the general public.
- The Scheme must have safeguards for deposits.
- The Scheme administrator must publicise the Scheme and its operational date.
- Landlords must provide tenants with information about the Scheme.

Paying in the Deposit

A landlord must pay a deposit into a scheme within 30 working days of the start of the tenancy and give the tenant information about the scheme. Transitional arrangements will apply to deposits paid before the Regulations came into force.

A deposit paid after the date the Regulations apply but before a scheme is operational must be paid in within 30 working days;

Deposits taken before the Regulations apply must be paid in within 30 days;

If a tenancy is renewed (expressly or by automatic renewal) in the period three to nine months after a scheme becomes operational, the deposit must be paid in within 30 days of the renewal.

If the landlord does not comply a tenant may apply to the Sheriff and if the landlord is in breach the Sheriff may order the landlord to pay the tenant an amount up to three times the deposit.

On receiving the deposit the administrator will issue confirmation to the landlord and tenant and give the tenant the name and contact details of the landlord and the administrator.

Reclaiming the Deposit

The landlord must apply specifying the date the tenancy ended and the amount of the deposit which he considers should be paid to the tenant. The tenant may also apply but if the landlord has applied or does so within 30 working days of the tenant's application, the administrator cannot progress repayment to the tenant.

Where the landlord applies, the administrator will notify the tenant requiring the tenant to confirm (a) if he agrees or wishes to dispute the claim (b) whether tenant wishes to use the resolution mechanism (c) to advise of the sum the tenant considers should be repaid.

Time-limits are built in to protect tenants and landlords if one party fails to reply to the Scheme administrator's requests for information.

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Dispute Resolution

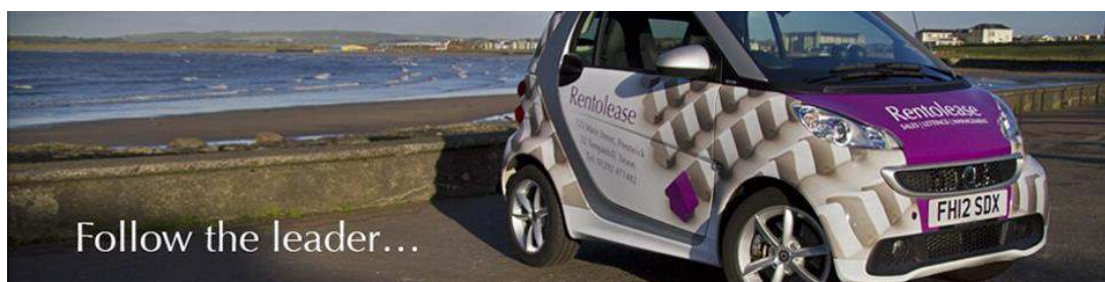
If landlord and tenant agree to use dispute resolution mechanism the dispute is referred to an adjudicator. The adjudicator must determine the dispute and issue his decision within specified time-limits.

If the resolution process is abandoned (which needs the consent of both parties) the administrator must within 5 working days either pay the deposit in accordance with any agreement reached or otherwise in accordance with the landlord's original application.

The dispute resolution process will be free of charge. It will not be compulsory but must be used if a tenant requests it. Landlords may request a referral but it will only be made with tenant 's consent.

Tenancy Scheme Provider

At Rentolease our chosen scheme provider is Letting Protection Service Scotland. For fully managed clients will take care of transferring your tenants deposit to the scheme provider.



Established 1993

Rentolease



Here at Rentolease we believe in teamwork. Right from the first introduction through to the point of moving in, our professional and friendly staff are working hard with clients to provide the highest levels of customer care, ensuring that their experience is always a positive one. Because when you look at it, **you're part of our team too.** Maybe that's the secret to our success and why we have been making homes in Ayrshire for twenty years...

team effort



Residential Letting

With a large selection of quality properties throughout Ayrshire let your local fully regulated agent find you a perfect home.



Residential Sales

We can match investors and home movers to the perfect property. FREE valuation and advice. No sale no fee. *Contact us today.*



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INVESTORS IN PEOPLE

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Rentolease
Property Management

Tron Office: 01292 317507
Prestwick Office: 01292 471482

SUMMER 2013

Established 1993
Rentolease
NEWSLETTER



Our 20 year celebrations are in full swing as our series of events aimed at raising funds for Clic Sargent get underway.

Our open day was a great success with clients, press, councillors and passers by all coming in to buy many of the items on display and share a glass of bubbly! The event raised over £500 for Clic Sargent in one afternoon!

The Rentolease girls completed the Race for Life 5K in Irvine and Donna, David and guest runner Marcus Ross completed the Tron 10K!

Rentolease employees, friends and family took the first ferry of the day to Arran for a Bike or Hike around the island. The cycle covered 56 long and hilly miles and the hike covered 874m up to the peak of Goat Fell.

The total amount raised to date is an amazing £2500!



A big thank you to everyone who has taken part so far and to those who sponsored us.

If you would like to join us for future events or to sponsor us please contact us. For all photos and updates visit our Facebook page: Facebook/Rentolease.

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