

# Landlord Guide

## Mundys Residential Lettings

**BEST LETTINGS AGENCY; LINCOLNSHIRE, UK\***

**2011 - 2012 - 2013**

\*5 Star awards as voted 2011, 2012 & 2013 International Property Awards.

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# Welcome to our Award Winning Residential Lettings Department.....

You may be considering letting your property for a variety of reasons, perhaps you are relocating, finding it difficult to sell your home or simply purchasing a property as an investment.

Whatever your reasoning if you have a residential property to let, it makes economic and practical sense to put the letting in the hands of experts.

We understand that letting your property, especially for the first time, can be a worrying and stressful experience. With this in mind, the team at Mundys Residential Lettings strive to deliver the best possible service, never forgetting that your property is your most important asset. We will at all times seek to find you the best tenant, and indeed give you the confidence that your asset will be in professional and caring hands.

At the recent 2013 International Property Awards, Mundys Residential Lettings was identified to be the **Best Lettings Agency, Lincolnshire** receiving the five star, top award. Receipt of the 2013 award was in addition to receipt of the same award in 2012 & 2011. We are proud of these awards which are a testament to the standards which we continue to achieve for our clients.



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*Qualified, Experienced, Property Professionals....*

## **The best advice.....**

There are a number of factors to consider with the letting of your property. Our qualified and experienced team aims to provide you with the best advice and can tailor our services to meet your personal needs.

### **The Property Appraisal**

A free, no obligation service where we will meet you at the property and take account of current market conditions to provide advice upon;

- Maximising your rental income

*All properties and Landlord situations vary. Our advice will identify actions to allow the maximum rental return to be achieved and minimise the time taken to achieve it.*

- Your home presentation

*The presentation of your home is vital for its marketing and will impact upon the rents achievable. Let us guide you through what is best for your property.*



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## Finding the correct tenant....



### Property Marketing

The marketing of your property is key to generating interest from potential tenants.

Our marketing initiatives include the provisions of **'to-let boards'**, **extensive internet coverage**, **social media advertising**, **Mundys App** and **local media advertising** to ensure the best exposure for your property.



### Tenant Referencing

Any experienced letting agent will identify that there is an element of risk involved with letting a property. We seek to reduce the level of risk for you by conducting detailed referencing of tenants prior to occupation.

Further protection against risk can be provided by Landlord insurance products; just ask a team member for more information.

### Experienced Staff

Our experienced and professional staff work to ensure that the most is made from initial enquiries and provides an opportunity for us to get to meet the tenant at an early stage. Where possible we will endeavor to match the tenant's requirements with your own to ensure the most suitable relationship between parties can be generated.

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## What's next.....

Once the tenant has been found and fulfilled reference requirements, we turn our attention to protecting you and the property.

### **The Tenancy Agreement**

A tenancy agreement is a legal document signed by the Landlord (or agent) and tenant that identifies the rights and responsibilities of each party in line with the occupation of a property. Mundys Residential Lettings will prepare the tenancy agreements for the letting of each property, tailoring it to match your requirements and protect you as a Landlord. Most commonly an Assured Shorthold Tenancy Agreement is used, with a minimum term of six months.

### **The Inventory**

An inventory and condition report details the contents and condition of a property at the start of a tenancy. This is vital for the protection of you, your property and its contents.

As a landlord, it is important to ensure that an up to date and suitably detailed inventory or schedule of condition is provided to the tenants at the commencement of each tenancy. Without a good inventory/schedule of condition, it is difficult to assess and justify any deductions for damage from the tenant's deposit at the end of the tenancy.

### **The Deposit**

The deposit is paid by the tenant to the Landlord / agent prior to taking occupation in the property. The Housing Act 2004, introduced Tenancy Deposit Protection for all deposits paid from 6<sup>th</sup> April 2007. Mundys Residential Lettings currently utilise the Deposit Protection Service (DPS) in line with this legislation. Further information about deposits, affective legislation and the TDS is available at [www.mundys-uk.com](http://www.mundys-uk.com), or ask a member of the Mundys Team.

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# What's next.....

## Collection of Rent

Mundys Residential Lettings operate a computerised accounting system that allows payment dates to be readily identified and paid over to you after clearance and charges, along with a detailed statement.

## Property Inspections

Property inspections are carried out on a three monthly basis during the tenancy to allow the condition of the property to be monitored.

## Property Maintenance

Maintenance issues are the responsibility of the Landlord during the tenancy. Mundys Residential Lettings are always on hand to deal with maintenance issues, oversee essential repairs and arrange payment of the completed works. Please advise us if you have any preferred contractors in the event that maintenance is required.

## Moving Out

At the end of the tenancy a full check out procedure is required to check the contents and condition of the property, with deductions being made from the deposit in the event of damage being caused to the property. Depending upon your requirements Mundys can remarket the property to find another tenant or help to advise upon the sale of the property. Alternatively you may be moving back into the property yourself.



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# Landlord obligations.....

It is important that a landlord meets their legal responsibilities at all times.

## Energy Performance Certificate

An Energy Performance Certificate (EPC) is required for a property to be marketed to let, from 1<sup>st</sup> October 2008. Mundys Estate Agents have qualified Domestic Energy Assessors to produce these certificates, which will remain valid for ten years.

## Lender Consent

If the property is mortgaged consent to the letting of your property must be obtained from your lender, to avoid breach of mortgage terms.

## Taxation on Lettings Income

As a Landlord you will be required to pay tax, but the exact amount will be dependent upon if you are classified as a UK resident or not.

## Compliance with Safety Regulations

The following regulations must be adhered to before the property can be let;

- *Gas Safety (Installation and Use) Regulations 1998 (as amended).*
- *Landlord and Tenant Act 1985.*
- *The Electrical Equipment (Safety) Regulations 1994.*
- *The Furniture and Furnishings (Fire) (Safety) Regulations 1988.*
- *Consumer Protection Act 1987 and Housing Order 1997 - General Product Safety.*
- *Smoke Alarms- recommended that at least one is fitted to each floor of your property.*



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# Mundys Residential Lettings Services

As earlier identified, Mundys Residential Lettings are able to tailor our services to ensure that we meet your personal requirements. The following standard services are available;

- Full Property Management
- Rent Collection
- Let Only

## Why should you choose Mundys?

**Established Agent;** Mundys has been letting and Managing property in Lincoln for over 50 years. This experience in conjunction with our drive and determination enables Mundys to provide the best advised to Clients.

**Regulation;** Mundys conforms to the highest levels of regulation for the protection of its customers and Clients. We are an RICS Regulated Agent, registered with ARLA and the Property Ombudsman.

**Award Winning Service;** Mundys has been identified to be the best Letting Agent in Lincolnshire for the last three years running at the UK & International property awards supported by the NAEA, ARLA & RICS. Our lettings team has also received regional recognition at the 2010 Letting Agent of the Year Awards.

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**The Best Advertising Coverage for your Property;** Mundys utilizes a range of advertising publications, websites and technology to ensure that available properties reach the widest target market. Our property marketing includes the Lincolnshire Echo, the largest property websites including Rightmove, Zoopla & Find-a-property in addition to social media including facebook, twitter and Mundys iPhone app.

**Open 7 days a Week;** there are few letting agents that they are open every day. Mundys lead the way opening 7 days a week to provide the best service to landlords and tenants.

**Service Levels Tailored to Meet Your Requirements;** our service levels provide a range of options from simply finding a tenant for a Landlord, through to a comprehensive full management service. Each service can also be tailored so that it meets your requirements to ensure we have the perfect service for you. We are there to work for you. To provide our professional guidance, knowledge and expertise tailored to you and your property every step of the way.

**Experienced and Qualified Team;** Mundys Residential Lettings has the luxury of having a fantastic team of qualified and experienced staff, including RICS chartered Surveyors, ALRA members and dedicated full time accounts clerk.

**City Centre & South City Offices;** We have two offices located in Lincoln, our main office at Silver Street in the City center and our second office located on Doddington Road to the south of the City.

**Plus much, much more;** tailored advice to maximize the return of your property, accompanied viewings, 24hr emergency maintenance line, tenancy negotiation, tenant referencing, comprehensive tenancy agreements, detailed inventories...**to mention only a few.**

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## Client Testimonials

**100%** of people asked agreed that Mundy's Residential Lettings are  
**above average or excellent** in relation to

**“the trustworthiness of your agent during the  
property management process”**

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*“The level of service provided by Mundys, in my experience, is outstanding. I have found the staff to be trustworthy and they deal with any problems in a very efficient manner, showing speed of response. Communications are sent with regularity, necessary attention to detail is provided where appropriate and potential problems are minimised. I am extremely happy with the assistance provided and I cannot recommend Mundys highly enough.”*

**Mr Duff**

*“The staff were always polite and professional. I liked that I was regularly informed of progress.”*

**Mrs T**

*“The speed in which you found our tenant was fantastic, Many Thanks.”*

**Mr L**

*“We were impressed with the personal service from all the Mundys staff, and the particular dedication and professionalism of Emily. We would recommend Mundy's to all of our friends and business colleagues. Well Done!”*

**Mr & Mrs C**

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## What now?

We hope that this guide has provided some useful information about letting. If we have not visited your property, we would be happy to provide further professional advice for you and your property via a no obligation, free property appraisal. Please do not hesitate in contacting a member of the Mundys Residential Lettings team to schedule your appraisal or if you have any questions or queries. **We look forward to hearing from you.**

## ...Think Mundys... for all your Property Needs

Mundys have over **100 years experience** in professional service to offer the people of Lincoln.

In 2006 Mundys were rewarded by the Award of Midlands Estate Agents of the year 2006. In years 2007 and 2008 Mundys were shortlisted in the top ten. We were voted the best Estate Agent in Lincolnshire in the Daily Mail UK Property Awards in 2008, 2009, 2010, 2011 & 2012.

### Our services include:

- **Mundys Residential Sales**; Considering the sale of your property/ looking to purchase Call our dedicated sales team on 01522 510044.
- **Mundys New Homes**; Specialist services for New Homes and development proposals. Call 01522 510044.
- **Mundys Surveyors**; providing a range of survey products our RICS qualified surveyors are here to help. Call on 01522 556088.
- **Mundys Commercial**; Our Commercial department deal with acquisitions, disposals, lease creation and renewals for all types of commercial property. Call our Commercial department on 01522 556088.

**Mundys Residential Sales/ Mundys Commercial / Mundys Surveyors/ Mundys  
New Homes/ Mundys Residential Lettings**

[www.mundys-uk.com](http://www.mundys-uk.com)

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Regulated by the RICS. Mundys is the trading name of **Mundys Property Services LLP** registered in England NO. OC 353705. The partners are not partners for the purposes of the Partnership Act 1890. Registered office 29 Silver Street Lincoln LN2 1AS.

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