

WELCOME TO REGENT ESTATES



**REGENT ESTATES PROPERTY
LETTINGS AND PROPERTY MANAGEMENT**

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INTRODUCING REGENT ESTATES

Regent Estates opened as a partnership in January of 1991 and we are proud to have maintained our position as one of Berkhamsted's most established independent Estate and Lettings Agent. Our office is located in the heart of the town, at 141-143 High Street and is open six days a week.

With over 30 years' experience covering Berkhamsted, Tring and the surrounding villages as well as Hemel Hempstead, Chesham and Buckinghamshire, the founder and owner of the business, **THOMAS LEECH (MARLA)**, specialises in Land, New Homes and Property Development.

The every day running of the lettings department here at Regent Estates is operated by our Lettings Manager **ANGELA MILLS (MARLA)**, who joined us in January 2021 with over 20 years' experience in the local lettings market. Angela is assisted by **MARIA COOPER, EMILY HANNABY, MIA MEAD** and **NICOLA ANDREWS** who together manage our Lettings Administration and in house property management.

Throughout our time as one of Berkhamsted's leading Letting Agents, we recognize that a successful let requires an honest, professional and focused approach, a high level of service to our clients and most importantly finding the right calibre of tenant for your property.

We will accompany all viewings, provide detailed feedback and offer thorough landlord care to ensure each client is aware of the current market and how their property is performing.



PRESENTATION & MARKETING

PROPERTY PARTICULARS

Property details are featured on our website and a downloaded brochure forms a small part of the overall premium listing on Rightmove. A hard copy is provided to applicants who view the property. The listing include colour photographs taken by a member of our team as standard, but we can arrange professional photographs and a floor plan if you wish, at an additional cost.

The draft of these particulars will be presented to you for your approval prior to launching. You are welcome to provide any amendments you may feel necessary. Once we receive the approved copy the particulars will in the first instance be circulated electronically to pre-registered applicants then fully launched on Rightmove and our website.

PHOTOGRAPHY

There is an additional cost should you wish to have photographs taken professionally to illustrate and highlight the salient marketing features of your property. These photographs will be taken by a professional photographer and will then be incorporated within the property particulars, displayed in our office window and form the basis for our advertising.

OFFICE DISPLAYS

Details of your property will be placed on display in our High Street window. Our office is ideally located in the heart of Berkhamsted, and we benefit from a high volume of footfall.

By marketing your property through Regent Estates you can ensure you are receiving maximum exposure. That said, we appreciate you may prefer discreet marketing and we would be happy to discuss your needs.



TYPES OF SERVICE

We offer two types of service, namely:

FULL MANAGEMENT SERVICE

As your Agent we are responsible for finding a Tenant for the Property and dealing with all aspects of the Tenancy before, during and after the term of the Tenancy and any extension of it. To avoid doubt between the parties our fees and commission remain payable for the duration of the Tenancy and any extension of it as a fixed term Tenancy or a periodic tenancy. If we are not instructed to continue managing the Property our fees will continue to be payable as shown in Schedule 4 of our Terms and Conditions.

RENT COLLECTION SERVICE

As your Agent we are appointed for the purpose of finding a Tenant for the Property and collecting the monthly rent only. The responsibility for looking after the Property and dealing with any problems falls on the Landlord once the Tenancy commences. To avoid doubt our fees and commission remain payable for the duration of the Tenancy and any extension of it for a fixed period or as a periodic Tenancy whether or not we are instructed to act on the Landlord's behalf.



RENT COLLECTION SERVICE

- We will visit the Property to advise you of the current market rent obtainable and once marketing instructions are agreed we will list the Property on our website and Rightmove.
- Outline all offers received from prospective tenants and negotiate between the parties until such time as an offer has been accepted.

Upon obtaining an acceptable offer for your Property we shall do the following:

- Take a holding deposit from the applicant equal to one week's rent to reserve the Property until references and checks are complete
- Ask that you withdraw the Property from all other agents' listings once we are in possession of this deposit
- Obtain references using an independent referencing agency, Vouch, which includes Home Office ID verification of nationality, anti-money laundering, full affordability checks, sanctions screening, plus employer and previous landlord references. Applicants are given the option of agreeing to Open Banking to verify income.
- Arrange for a full Inventory and Schedule of Condition to be carried out at the Landlord's expense
- Prepare Tenancy Agreements on your behalf for electronic signing



- Arrange for the Landlord and the Tenant to sign documents and collect the balance of the rent and Deposit due
- Provide monthly statements reflecting the incoming rent payment, deducting our fees and confirming remittance of the balance direct to your nominated bank account
- Arrange for a check out report to be undertaken at the Landlord's expense using the original inventory on the first working day after the Tenancy has expired, (or as soon as is convenient for the inventory clerk), and agree any claim for damage and any liability for a breach of the Tenancy Agreement on your behalf with the Tenant.

FULL MANAGEMENT SERVICE

The procedure will be the same as detailed in the Rent Collection service above. In addition we shall carry out the following:

- Liaise directly with the Tenant on your behalf on all matters relating to the Property. The Tenant should have no contact with the Landlord.
- Visit the Property approximately every six months to carry out a visual check of the Property and enquire whether the Tenant has any outstanding issues. This is not a survey or a detailed inspection and we can only ascertain visual defects in need of repair or maintenance. You will receive our Report and accompanying photographs.
- Arrange for all maintenance and repairs to be carried out. Landlords can specify certain contractors for all aspects of work to the Property and its contents or we can ask our own contractors to give estimates for the work. We will use a Landlord's specified contractor provided we hold a copy of any relevant professional qualification and public liability insurance and the contractor is readily available. After obtaining your permission to proceed with the work we will oversee its progress, although from time to time and depending upon the complexity of the work we may recommend that you instruct a surveyor or other expert. You will be liable for the fees of the surveyor or other expert.
- Inform the Landlord verbally, which can be confirmed in writing at the Landlords request, of any late or non-payment of rent by his Tenant, no later than thirty days after the rent due date or of any other damage, faults or breach of the Tenancy Agreement which has come to the Agent's attention, as soon as administratively possible.



FULL MANAGEMENT SERVICE

PAYMENT OF RENT

- The Tenant will pay the full rent to us, as your Agent, each month starting on the second month of the Tenancy by a standing order mandate, which we ask Tenants to set up with their bank.
- Our monthly commission and fees will be deducted from the first month's rent. The balance (if applicable) and a statement will normally be sent to you within six working days after the commencement of the tenancy. Thereafter, each month you will receive a BACS payment from us no more than six working days after the rent due date, provided we hold cleared funds. This payment will represent the rent less our monthly commission, VAT and any agreed expenses.
- A statement showing the rental income and expenditure throughout the tax year will also be sent on request to allow you to prepare your accounts.
- Either party may withdraw instructions to manage the Property upon giving three months' written notice.

LANDLORDS RESPONSIBILITIES

- The Landlord will be responsible at all times for settling any account for agreed works to the Property. We will email copies of all invoices to the Landlord for approval. Contractors may invoice the Landlord directly for payment if preferred.
- If any equipment is covered by a service contract or guarantee, we must have details in our office before the letting commences. The Landlord must appreciate that emergency or urgent repairs will have to be placed in hand at our discretion.



RENTAL PRICE

We would very much like the opportunity to let your property and will provide you with an achievable rental value dependent on current market activity.

We would like to confirm that no structural survey will be undertaken and this guide is based on our considerable knowledge of local property assuming that there are no onerous restrictions on the property.

FEES & EXPENSES

Full Management fee **18% incl VAT** of gross Rent received.

Rent Collection fee **12% incl VAT** of gross Rent received.

Tenant Find/Let Only – please enquire.

Further costs are additional and outlined in our Lettings Terms & Conditions provided.

We would be very pleased to discuss your requirements further.

CONCLUSION

We hope you find this information useful and look forward to hearing from you in due course. In the meantime if you have any questions please do not hesitate to contact me.

Angela Mills
Lettings Manager

REGENT
ESTATES

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