

**A unique, totally comprehensive,  
personal approach –  
covering every aspect of profitable  
property letting.**



LD Property Management



## WHERE TO FIND US

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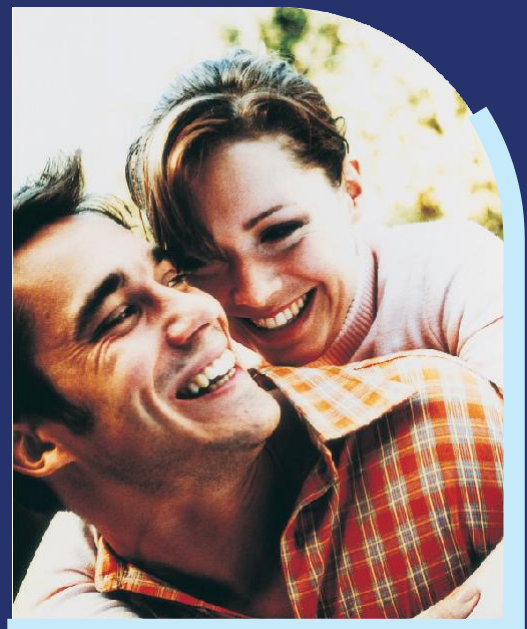
LD Property Management is one of the south's leading independent specialists in residential lettings. With a dedicated team of property consultants, we are the first choice for landlords letting their own home and for the residential property investor.

Founded in 1986, our business has developed steadily ever since. LD Property Management is staffed by a highly trained and experienced team of Property Consultant Professionals who really care about providing a highly personal and efficient service to our clients.

Testimony to our team's success is the fact that almost three quarters of our business comes via recommendations from satisfied customers. Proof that if you value your property, you will value LD Property Management's service.

## CONTENTS

- 4      **Secrets of Successful Letting**
- 5      **Buy To Let**
- 6 – 7    **Preparing to Let**
- 8 – 9    **Choosing the right Letting Agency**  
**LD Property Management Services**
- 10      **A word on Taxation/Conclusion**



You've decided to become a landlord. Perhaps you want to let a property you already own, or invest in residential properties.

Or maybe it's just an idea and you haven't made your mind up yet.

Here are a few points to consider first:

- Since 1988, there has been a 50% increase in demand for rented property throughout the UK. The private rented property sector now represents 12% of UK housing stock and is forecast to grow to 15-20% in the coming years.
- The 1988 Housing Act has dramatically improved landlords' rights over their rented property. The Government is keen to continue to encourage growth in the private rented sector.
- Demographic and economic changes such as rising property prices, shorter employment contracts and a need for greater mobility are all encouraging more people to rent rather than, or in addition to, buying a property of their own.
- Landlords find it reassuring and satisfying to be able to 'see' their investment and benefit from the rental income and capital gain that this provides.

## SECRETS OF SUCCESSFUL LETTING

### Tenant Referencing and Assessment

It is LD Property Management's standard policy and practice to thoroughly check and screen all potential tenants prior to any tenancy commencing. We use an independent referencing company to carry out detailed individual checks of all prospective tenants. These checks include checking their ID, credit history, employment and landlords' references.

### Tenancy Agreements

We make sure our Tenancy Agreements are clear and fully comply with the 1988 Housing Act as amended, or Contract Law if it is a company let and/or a let with a rental value of over £25,000 per annum.

All of our Tenancy Agreements are written in plain English and protect your rights as a Landlord and are subject to regular review to take account of new legislation.

### Inventory

Prior to the tenants moving into your property, we provide a detailed inventory to include details of all decor and contents of the property and its condition.

This document is then used to check the condition of the property when your tenants vacate.

### Rent Payments

Rent is paid monthly as per the terms of the tenancy agreement. We will pay this into your account after allowing time for clearing via a direct bank transfer. Rental statements will be sent out to you every three months.

You will be informed if for any reason there is a delay in rental payment and the rent will not be in your account on the usual day. Where a tenant fails to pay rent we will chase this by phone and letter and will provide you with regular updates. We will advise you if any legal action against the tenant is required.



## BUY – TO – LET

Since 1986 we have had hands-on experience in offering clients good, sound and local advice in the Buy-To-Let market, we can advise you on all aspects involved, including location, cost and rental income. We have helped and advised 100's of clients to ensure they buy the RIGHT property in the RIGHT area at the RIGHT price.

Our buy-to-let service offers clients the knowledge that we have the ability to source investment opportunities from the whole of the housing market, not solely restricted to an in-house sales department.

Your budget will, first and foremost, dictate your purchase. Factors to take into account are all encompassing and we will be very happy to advise you, however we know from previous experience that the following guidelines are always relevant.

Close proximity to towns and centres of employment are key. Tenants don't want to travel far to work. Amenities are also important. Good transport links, schools, shops and leisure facilities are all plus points. Tenants are increasingly safety-conscious.

Avoid run-down areas, with poor street lighting, or buying close to places of entertainment that may stay open until the small hours. Parking is a key benefit, particularly if the tenant can park close to the front door or has private parking.

Our offices are situated in areas where there is a high demand for rental property. We cover a choice between urban living, the countryside and the sea.

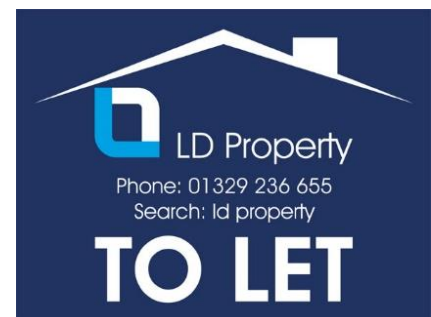
Again, consider your target tenants.

Corporate tenants look for good quality houses or apartments with parking. For families a house with a garden is desirable. Sharers like equal size rooms, and central locations. Where possible, aim for property that is in a good condition and that would appeal to as many tenant 'types' as possible. This minimises void periods, optimising long term return for your investment.

Avoid properties likely to have high maintenance needs, such as very old buildings and properties with large gardens. Lettable property differs greatly area by area.

So, before you buy, have a word with your nearest LD Property Management office. All our offices have consultants with local knowledge who can advise you on your investment choice.

Our fee is simple and straight forward per property, irrespective of the property purchase price. For this we will do everything necessary to secure the best possible property in your price range in the area of your choice. We select, view and offer on your behalf, liaise with solicitors until completion, collect keys and then let and manage your new property as per our normal terms and conditions.



We will arrange, if necessary, any decorations, cleaning and supply of appliances/furniture in order to prepare the property for letting.

**Satisfied clients:  
that's why 75%  
of our business  
comes from  
recommendations.**



You are going to be a landlord and you've selected LD Property Management as your agent. This is how we will work with you to ensure you receive the maximum financial reward for your investment with the minimum of worry and inconvenience.

## Landlord Arrangements

### Consents

In most instances, prior to renting out a property, a landlord must obtain permission, from:

- A lender whose loan or mortgage is secured against the property
- The Superior Landlord in respect of leasehold properties
- Any insurance company, covering the property
- LD Property Management can arrange all of your insurance requirements in-house at competitive rates with a specialist insurer

### Utility Companies

We will require details of the utility companies supplying your property. At the commencement of all tenancies, we will notify the utility companies of any change of occupier and the meter readings. No utility supply should be disconnected between occupiers since this can cause problems in cold weather and delays with reconnection. We will also notify the local council for Council Tax purposes.

It will be helpful if you can tell your property manager where the gas and electricity and/or water meters are and provide any necessary keys.

LD Property Management regrets that it cannot deal with any telephone accounts on behalf of clients. You must do this direct.

## PREPARING TO LET



### Property Keys

A full set of property keys for each occupant and a set for us as agent will be required.

All other keys left at the property should be clearly marked so that we can keep a record of which keys you have provided to the tenants.

### Burglar Alarms

As with all security systems covering your property, it is very important that clear instructions are provided to both ourselves and tenants. This also applies to maintenance and call centre cover arrangements.

### Property Instruction Manuals

Tenants find it very useful if a detailed set of instructions on your property is provided eg: how to light the gas fire, operate the boiler, where the stop clock is located. Also, that instructions manuals for the boiler and domestic appliances are left in the property.

To assist us with our management service please advise us of any current guarantees and/or service contracts on any of your appliances.

### Property Boundaries

Please inform us which boundaries you are responsible for (if known). This will assist us in the event of any damaged walls, fences and trees along your boundary.

## Property Preparation

### Decorations

It is very important at all times to present your property in a clean and tidy order with good quality fixtures and fittings and tasteful décor, preferably in neutral colours. Plain carpets or wooden flooring are the most popular.

We are happy to advise you on any work needed to make your property more appealing to potential tenants. Experience has shown us that a property offered in good condition will not only achieve a better rental figure and be occupied more quickly but is more likely to be better maintained by a higher calibre of tenant.

### Furnishings

Furnished or unfurnished, a well-presented property is naturally more attractive to prospective tenants when they view and can make the property easier to let. It's worth noting that even unfurnished properties still require carpets, curtains, light fittings and cooker in the kitchen, as an absolute minimum.

The Furniture and Furnishings (fire)(safety) Regulations 1988 cover all upholstered furniture and furnishings, including loose fittings, permanent and loose covers, but not carpets or curtains. Furniture in respect of all lettings must comply with this. Please ensure that all items are left in good order. We would be pleased to offer specific advice for your own property.

### Smoke Detectors & Carbon Monoxide Detectors

It is a legal requirement for all rental properties in England to adhere to The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

Carbon monoxide alarms must be installed and in proper working order in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers). There should also be at least one smoke alarm on every floor of the property where a room is used or partly used as living accommodation.

**Gas Safety Regulations and Certificates**

The Gas Safety Regulations first came into force during 1994 and have subsequently been revised.

The landlord of a rented property must have a gas safety check carried out prior to a let and annually thereafter. A copy of the appropriate record must be given to the tenants. Gas fittings and flues must be maintained in a safe condition.

The gas safety check can only be performed by an authorised Gas Safe registered engineer qualified to work on the particular type of appliances or systems.

**Electrical Safety Obligations**

In England, Wales and Scotland, you have a legal duty to ensure that any electrical items you have provided in your rental property are safe throughout a tenancy. As well as all appliances, you must also ensure all electrical systems such as sockets, switches and light fittings are safe.

All fixed cables and equipment will need to be inspected and tested by a qualified person in accordance with the 18<sup>th</sup> edition

of the wiring regulations.

This includes appliances that are fixed directly to the electrical supply, such as showers or fitted kitchen appliances. Once a qualified person has carried out their inspection and tests, they will provide an Electrical Installation Safety Report.

This report includes the results of the inspection and test carried out and will state the date of the next inspection and test.

Typically, an Electrical Installation Condition Report (EICR) is the type of safety report you will receive but there are alternatives.

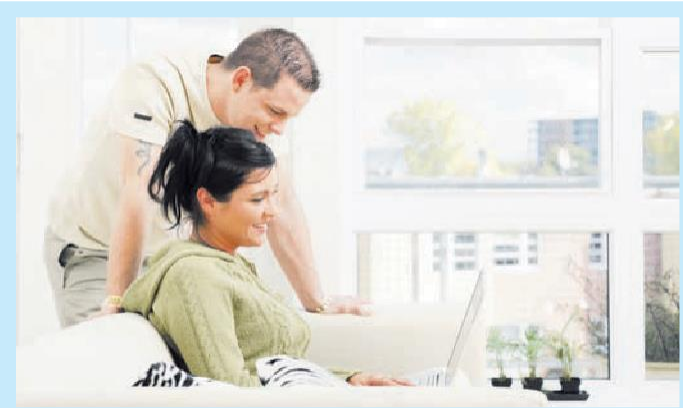
**Gardens**

Under the terms of the tenancy, your tenants are responsible for maintaining the garden. However, tenants cannot be held responsible for major pruning or tree lopping. If you have a large or special garden we highly recommend you employ a gardener.



**Energy Performance Certificates (EPC's)**

Since 1st October 2008 landlords offering a property for rent must provide prospective tenants with an Energy Performance Certificate (EPC) which details the property's energy efficiency rating. The EPC must be available when any written information about the property is provided or when a viewing is conducted. In addition, it must always be handed to the tenant at the commencement of the Tenancy. The Office of Fair Trading will impose a penalty for non-compliance with this legislation. Since April 2018 the Minimum Energy Efficiency Standard for a rental property is a rating between A – E.



The ideal letting agency will help you make the most from your investment, whilst at the same time reassure you that everything is being looked after legally and professionally on your behalf. Less reputable agents unfortunately do exist, and the consequences of entrusting your property to one of them can be unthinkable. Here are the reasons for choosing LD Property Management as Letting Agents for your property.

## CHOOSING THE RIGHT LETTING AGENCY

The key aspect which makes LD Property Management special and sets our company clearly ahead from the competition is that we devote 100% of our time to the rental market. We are dedicated letting agents – it is all we do and we remain resolutely “non-corporate”. We have always believed that personal, face-to-face contact with any client is a vital way to deliver an efficient, no-nonsense level of service in any business – especially when it comes to a business as intricate and potentially complex as property management.

### Landlord Legislation

LD Property Management staff are kept up to date with legal developments so that we can ensure you and your property comply with all current legislation.

### Finding Your Tenants

Your property will determine your tenants. From corporate lets, professionals to families relocating, we accommodate them all.

### Tenant Security Deposit

Since 6th April 2007 all new Assured Shorthold Tenancies where a deposit is taken must comply with “Tenancy Deposit Protection Scheme” under the terms of the Housing Act 2004. This does not apply to Assured or Contractual Tenancies such as company lets.

LD Property Management are members of both The Dispute Service Limited (TDS) and the Deposit Protection Scheme, both of which are supported by an Alternative Dispute Resolution Service (ADR).

## LD PROPERTY MANAGEMENT SERVICES

We offer our clients three levels of services. These are set out below with a complete and comprehensive summary of the services on the following page. Our property manager will be happy to discuss these and your requirements during your initial meeting.

### Full Property Management

The day-to-day management of a property can be a time-consuming affair. Our fully comprehensive service is there to free you of any worries or concerns in connection with the smooth letting and management of your property.

Some of our contractors offer a 24-hour emergency call-out service, covering your property when problems arise out of office hours. These are reported immediately to the office upon reopening and, if necessary, a full report will be issued to you.

### Tenant Find & Rent Collection

This service is designed for those landlords who do not require our full management service, but still require the services of a professional letting agent to source the tenant and collect the rent.

LD Property Management does not carry out periodic inspections of the property, so it is important that arrangements are made for you to inspect accordingly.

### Tenant Find Only Service

This service is designed for landlords who wish to have a hands on approach to property management but still require the services of a professional letting agent to source the tenant and prepare tenancy agreements.





## LD PROPERTY MANAGEMENT SERVICES SUMMARY

After carrying out an initial inspection of the property and providing a detailed property appraisal (including advising on all legal aspects of the property and the tenancy agreement) we will undertake and/or provide:

### Full Property Management

- Local and regional advertising and marketing of the property, state-of-the-art website coverage contacting all applicants currently registered with LD Property Management by e-mail and mobile phone.
- Initial discussions and vetting of potential tenants.
- Accompanied viewing of the property.
- Collection of a security deposit.
- Detailed reference enquiries.
- Preparation and signing of detailed tenancy agreements.
- Complete inventory and schedule of condition.
- Meter readings for closure and transfer of accounts with all relevant utility companies.
- Arranging the inventory check out and resolving any disputes.
- Collection of monthly rentals.
- Issuing detailed quarterly statements showing both income and expenditure.
- Serving the necessary Housing Act Notice to bring the tenancy to a conclusion, as and when required.
- Dealing with all property queries throughout the term of the tenancy.
- Making payments on your behalf in respect of necessary expenditure on the property.
- Carrying out quarterly inspections of the property and issuing detailed reports.
- Dealing directly with the landlord and tenant in respect of all aspects of property maintenance, repairs and the organisation of the necessary tradesmen.

### Tenant Find & Rent Collection

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### Tenant Find Only Service

- Local and regional advertising and marketing of the property, state-of-the-art website coverage contacting all applicants currently registered with LD Property Management by e-mail and mobile phone.
- Initial discussions and vetting of potential tenants.
- Accompanied viewing of the property.
- Collection of a tenancy deposit. (\*)
- Detailed reference enquiries.
- Preparation and signing of detailed tenancy agreements.
- Complete inventory and schedule of condition.
- Meter readings for closure and transfer of accounts with all relevant utility companies.
- Arranging the inventory check out and resolving any disputes.

(\*) Tenancy deposit must be protected in accordance with the Tenancy Deposit Protection Scheme.

### Charges and Commission

As set out above we offer different levels of service in respect of your property, individually tailored to meet your specific property management requirements. All of our fees are structured to meet these requirements. A comprehensive fee schedule is set out on the enclosed Fee and Information Sheet.



## A WORD ON TAXATION...



### Income Tax

Your rental income after deducting allowable expenses will be subject to UK tax, whether you are resident in the UK or not.

All our fees are 100% tax deductible.

If you live or intend to live abroad and have a good tax history you can apply to the CNRL for approval to receive rent without deductions.

LD Property Management will be happy to assist you with this.

### Examples of allowable expenses

- All our Agency Letting and Management Fees
- Repair and Maintenance of the property and its contents
- Ground rent and maintenance charges in respect of leasehold properties
- Insurance Premiums
- Utility bills whilst property is vacant

Allowable expenses can only be claimed whilst the property is let or available to be let. Please ensure you retain copies of your financial statements and receipts of bills paid directly to prove income and expenditure.



## CONCLUSION...

We trust you will have found this introduction to LD Property Management very useful.

You are probably already well aware that owning property can be a remarkably complex business. Ensuring that it doesn't take up a disproportionate amount of your time – whilst also generating competitive profit – offers a constant challenge.

With the wealth of in-depth, professional experience available at all our LD Property Management Offices, we are ideally equipped to meet that challenge on your behalf ... across the entire spectrum, from small residential lettings, to property management on a corporate scale.

Whatever your current level of property operation happens to be, we'd be delighted to discuss (without any obligation on your part) ways in which our no-nonsense management approach can make things simpler – and more profitable.

We look forward to meeting you ...





## LD Property Management A comprehensive guide to Profitable Letting in a nutshell...

- ❑ A personal, independent and professional service
- ❑ Acquisition consultancy for buy to let
- ❑ Lettings and property management
- ❑ Tenant selection, referencing and inventories
- ❑ Specialist landlord insurance policies



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