

BROWN & CO

LETTINGS



RESIDENTIAL | COMMERCIAL | AGRICULTURAL | DEVELOPMENT | INTERNATIONAL

BROWN & CO

MEET OUR TEAM



Henry Cockerton
Partner



Jeremy Baguley
Partner



Peter Hornor
Partner



Lee Shuardson
Partner



Lesley Levy
Lettings Manager
Associate Partner



Vicki Foreman
Lettings Manager
Associate Partner



Jacqui Marriott
Lettings Manager
Associate Partner



Tasca Kruse
Lettings Manager
Associate



Jessica Bolton
Lettings Manager
Associate



Rosie Croft
Lettings Coordinator
Associate



Josh Bailey
Senior Lettings Negotiator



Alicia Kingstone
Lettings Negotiator



Kenny Edmonds
Property Manager



Rhian Gammon
Residential Apprentice



Charlie Williams
Residential Apprentice

INTRODUCTION

Brown&Co is a dynamic independent firm of Chartered Surveyors and Consultants specialising in Residential, Commercial, Architecture & Planning, Agricultural Business and Land Agency.

As members of the Royal Institution of Chartered Surveyors (RICS), we are bound by its strict code of conduct and rules; particularly with regard to the holding and safe handling of landlords' monies.

We are also members of the Association of Residential Letting Agents (ARLA), the leading and most respected professional body in the private rental market.

Our accredited and experienced team have been building long lasting relationships throughout Norfolk for over 20 years and we pride ourselves on delivering an efficient, reliable and friendly service. Legislation is constantly changing and we will keep you abreast of how this applies to you and your property.

We will give you an accurate, honest rental assessment based on current market conditions to enable us to let your property quickly and efficiently.

If you are considering buying a property to let we will be happy to advise you about its suitability and advise you accordingly.





OUR SERVICE

We are here to support you as much or as little as you require to have a successful let.

Whether you are looking for simple marketing to find a suitable tenant or a comprehensive full management service for your individual property or portfolio we are fully resourced with the experience and skills to deal with every eventuality.

Our service is fully tailored to your needs so you can opt in for any or all of the following:

- An in person or video valuation
- A clear valuation report supported by comparable evidence
- Terms provided in writing
- We proactively contact tenants prior to the property going live on portals
- Targeted social media, print and press advertising including photos and videos
- Floor plan with room measurements
- For let board
- Virtual or in person viewings carried out by our experienced team
- Anti-money laundering checks where appropriate
- Commission an EPC if one is required
- Commission a PAT test if one is required
- Provide a GSC (gas safety certificate) if one is required
- Commission an EICR (electrical installation condition report) if one is required
- Register deposit with an approved Tenancy Deposit Protection Scheme
- Comprehensive viewing feedback provided
- Offers verified to ensure the tenant is able to proceed
- Obtain tenant references
- Right to rent checks
- Preparation of tenancy agreement
- Pre-tenancy safety checks
- Inventory and check in (condition reports)
- Deposit resolution service including negotiation
- Obtaining quotes from a trusted panel of insured professional contractors
- Arranging repairs and maintenance
- Property inspections
- Managing the check-out
- Renewal agreements for end of term tenancies
- Annual rental reviews for existing tenants
- Regular communication tailored to your personal preferences e.g: by telephone, text, WhatsApp or email

LETTING YOUR PROPERTY FOR THE FIRST TIME

Marketing

Once you have signed your contract, we will immediately start work on securing you a tenant. We will make contact with our prospective tenants to discuss your home and line up some viewings. Your property will be advertised to let on our website and Rightmove. Where appropriate, we will also put your home on our social media channels – an increasingly popular way to look at properties – and where needed, a ‘To Let’ board will be installed.

Viewings

Viewings can be done in person or virtual – maximising tenants who are moving to the area. All viewings will be conducted by a Brown&Co representative and you will receive feedback at the earliest possibility.

Choosing a Tenant

Once we have verified an offer from a tenant we will discuss and confirm with you prior to proceeding with referencing. All tenants have to pass stringent referencing through a specialist external company. We will also carry out our own checks where necessary and this will then be relayed to you prior to confirming and booking a moving in date.

Preparing the Tenancy Agreement

Prior to the commencement of the tenancy, it is essential a schedule of condition/inventory of the property and its contents are prepared by a third-party inventory clerk. We are happy to commission this for you along with checking in the tenant. Your property will likely be let to a private individual/s under an Assured Shorthold Tenancy (AST.) From time-to-time other types of agreement will be required and we will advise as necessary.

All right to rent and ID checks will be completed by Brown&Co and kept on file as per current legislation requirements.

We will arrange for the signing of the tenancy agreement, key hand over, collection of the first month’s rent and deposit.

Deposits

Five weeks rent is the legal maximum amount that can be collected from the tenant. This is registered by us with an approved Tenancy Deposit Protection (TDP) Scheme. We provide all parties with the required statutory information. At the end of the tenancy the deposit is returned to the tenant, less any deductions made to cover breaches of the Agreement. We are unable to refund all or part of the deposit to the tenant without your consent, and we are unable to deduct monies from the deposit without the tenant’s consent. We have a resolution procedure for dealing with deposit disputes and try to ensure that matters are settled quickly and satisfactorily.

Rent

If we are instructed in the management/rent collection of the property we will collect the rent one month in advance via standing order from the tenant. Should a tenant be late with the rent, we will advise you and we will contact the tenant to obtain the rent following the strict procedure set out by ARLA (Association of Residential Letting Agents.)

Payments to Landlord

We aim to process the rent to landlords within five working days of receipt of cleared funds depending on holiday periods such as Christmas & bank holidays. We will prepare a monthly rent account statement and send to you with a clear breakdown of fees and maintenance charges.





WHY BROWN&CO?

Brown&Co is a RICS regulated firm and ARLA bonded. Our fully trained staff have an in depth knowledge of the market and will endeavour to achieve the best possible rent and tenant for your property.

Legislation & Safety

The property must be a safe environment for tenants, and we will assist you in checking all safety aspects of the property prior to a tenancy commencing.

Legislation within the lettings sector is changing at a rate never seen before. It can be complex and represent high risks for landlords who don't comply with the law. Currently, there are over 150 pieces of legislation that affect the rental industry. We will always ensure your property is compliant with legislation and keep you updated on any changes.

End of Tenancy

If instructed in the management of your property at the end of the tenancy we will carry out the checkout procedures and liaise with you. We will negotiate on any dilapidations, cleaning or rent arrears etc, re-value and re-market the property unless otherwise informed.

Presenting the Property

First impressions make a big difference and cleaning the property to a high standard will really help. Make sure the garden is maintained and if required, carry out a programme of decoration and ensure all property repairs are completed. Professional tenants are looking for high quality rental accommodation. From our experience we can confirm that the higher level of decorative repair, presentation and overall cleanliness, a higher quality of tenant is generally found at a higher rent.

LANDLORD MAINTENANCE OBLIGATIONS

As a landlord you are legally responsible for keeping the property and the services, such as central heating, in good repair. Under our full management service, we will agree with you a provision for minor or routine repairs. For emergencies such as a burst pipe or loss of heating in mid-winter that must be resolved immediately, we will act on your behalf and notify you as soon as possible. When major expenditure is required in a non-emergency situation, we will always discuss with you and obtain a quotation from appropriately qualified contractors for you to authorise before proceeding with the works.

SAFETY - LEGAL REGULATIONS

The property must be a safe environment for tenants, and we will assist you in checking all safety aspects of the property prior to a tenancy commencing. Under current safety regulations it is the landlord's responsibility to ensure that the gas and electrical systems and appliances at the property are maintained in a safe condition and serviced by an appropriately qualified contractor.

Landlord Gas Safety Record (Certificate)

A gas safety check must be carried out to ensure that all gas fittings and flues are maintained in a safe condition and a safety record (certificate) is issued prior to the tenant moving into a property. This must be undertaken by a qualified registered gas safe engineer and a new check undertaken and certificate issued every 12 months. The failure to maintain appliances correctly could result in loss of life and failure to comply with the regulations can result in fines of up to £5,000 for each offence. There is also the possibility of an unlimited fine and/or custodial sentence.

Electrical Safety Check

It is a legal requirement for a full electrical installation condition report to be carried out by a qualified electrician and a 'Satisfactory' EICR report produced. These are valid for five years. If any appliances are included in the letting it is the landlord's responsibility to ensure the appliances are safe. Landlords must ensure that all plugs, leads and sockets are checked for safety and correctly fused before a tenant takes possession - known as Portable Appliance Test (PAT Test.) The law also requires that the landlord must repair or replace these items should they become defective.

Where electrical appliances are provided, there is a legal obligation to provide appropriate instructions for each appliance for the tenant.

Smoke detectors, carbon monoxide detectors and heat alarms

It is a legal requirement to have at least one smoke alarm on each storey of a property where rooms are used as living accommodation. These must be checked and working when a tenant takes possession. You must ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers.) It is also advisable to install a smoke detector in the kitchen.

Furniture and Furnishings Regulations

There are strict regulations relating to the fire resistance of furniture and soft furnishings that are included in the letting (there are some exemptions, such as antique furniture.) If you propose to provide soft furnishings, we will advise you on the appropriate regulations. The regulations make it clear that there must be only fire safe compliant furniture in any part of the property, including a garage and attic.





Chimney sweeping

If the property has working, open fireplaces or wood burner stoves, it is the responsibility of the landlord that these are swept prior to a tenant moving in. It is then the ongoing responsibility of the landlord to have them swept on an annual basis in order to reduce the risk of chimney fires.

Legionnaires Disease

There is a legal duty for landlords to assess and control the risk of exposure to legionella bacteria. The law is clear that if you are a landlord and rent out your property then you have a legal responsibility to ensure the health and safety of your tenant. As part of our Management Service we carry out a basic risk assessment and advise you of any potential risks that may need to be managed. Please note that you will need to provide the following documentation before we are able to market your property:

Energy Performance Certificate

Current Gas Safety Certificate

Current 'Satisfactory' EICR – electrical safety report

Please contact us if you require any further information.

WHAT COSTS ARE INVOLVED?

Brown&Co Fees and Charges

Full Management Service	11% of the monthly rent 75% of the first month's rent
Rent Collect Only Service	9% of the monthly rent 75% of the first month's rent
Tenant Introduction Service	100% INC VAT of first month's rent

*All fees are plus VAT unless otherwise stated.

Additional Fees

Provision of Tenancy Agreement only	
Provision of Inventory/Condition Report only	
Re-Let fee (for properties that are fully managed or under our Rent Collect Only service)	
Inventory Update	
Tenancy Renewal fee (Tenant introduction service only)	
Service of Notice	
Duplicate rent statements	
Empty Property inspections	
Major works fee	
Professional hourly rate	

The fees relating to the above services are payable when any individual landlord or organisation enters into an agreement to rent their property as a result of a promotion, introduction or viewing carried out by Brown&Co



Overseas Landlords

Where Brown&Co collects rent on behalf of a non-UK resident landlord, we are acting as the letting agent. All non-UK resident landlords are obliged to fill in the appropriate FICO form, which is available online. Unless a dispensation from the Revenue Service is provided, Brown&Co is required to deduct income tax from rents received.

Rental income is liable to tax whether or not a landlord is resident in the UK. If the landlord is not intending to live in the UK while letting out their property they are required, under The Finance Act 1995, to apply to HM Revenue & Customs for an exemption certificate. If a landlord does not obtain an exemption certificate, a tenant paying rent directly to a non-resident landlord's bank account is also required by law to withhold tax at base rate, and the landlord has a duty of care to make the tenant aware of this.

LANDLORD'S CHECKLIST

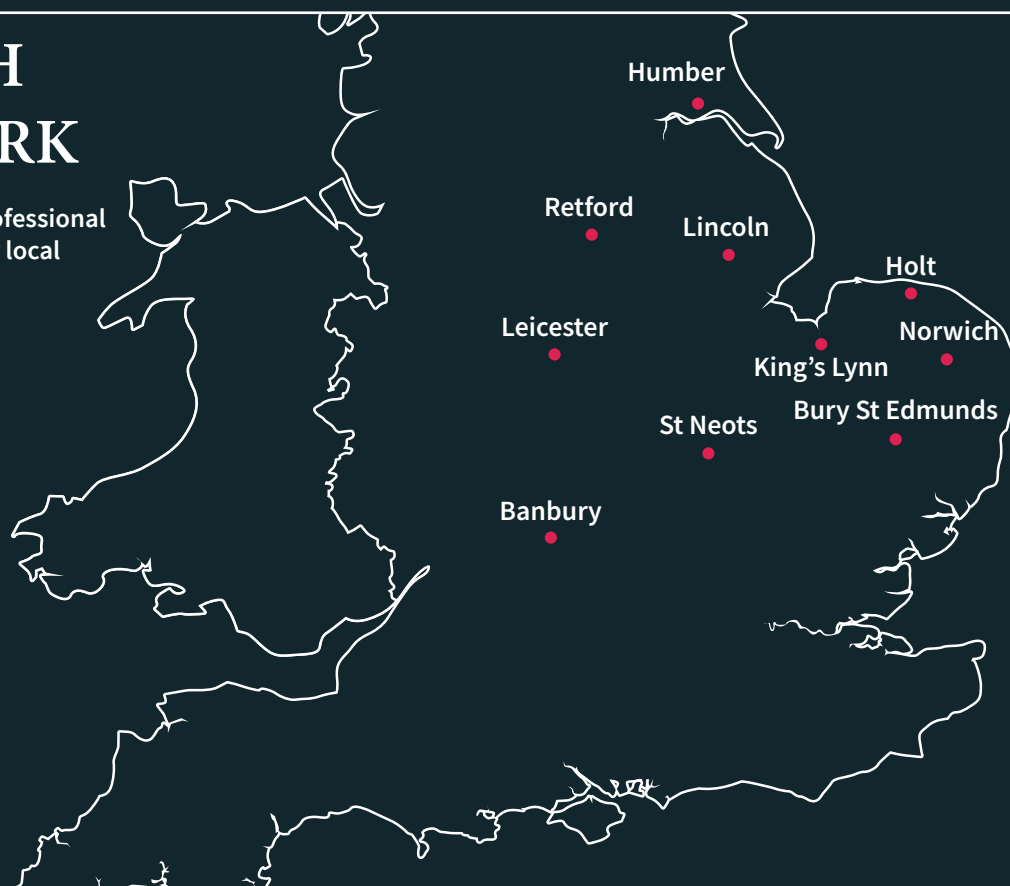
This simple checklist will ensure you have done everything you need help facilitate us in getting your property let and to aid tenants moving in...

Signed and returned terms of business	YES	NO
Given copies of ID	YES	NO
EPC (Energy Performance Certificate) completed or booked	YES	NO
Gas Safety Certificate	YES	NO
EICR (Electrical Installation Condition Report) completed	YES	NO
Legionnaires completed	YES	NO
Mortgage Lender informed	YES	NO
Insurance in place	YES	NO
Tax Exemption - if moving overseas	YES	NO
Furnishings all carry safety kite symbol	YES	NO
Gardens clear and tidied	YES	NO
Clearing & cleaning completed	YES	NO
3 x sets of keys	YES	NO

Notes

BRANCH NETWORK

For proactive and professional services contact your local experts



Norfolk:

Norwich

The Atrium, St George's Street,
Norwich NR3 1AB
E norwich@brown-co.com
T 01603 629 871

Holt

1a Market Place,
Holt NR25 6BF
E holt@brown-co.com
T 01263 711 167

King's Lynn

Market Chambers,
25-26 Tuesday Market Place,
King's Lynn PE30 1JJ
E kingslynn@brown-co.com
T 01553 770 771

Suffolk:

Bury St Edmunds

West Wing, Linden Square,
146 Kings Road, Bury St Edmunds,
Suffolk IP33 3DJ
E bury@brown-co.com
T 01284 725 715

Bedfordshire:

St Neots

The Fairways, Wyboston Lakes,
Great North Road, Wyboston,
Bedfordshire MK44 3AL
E wyboston@brown-co.com
T 01480 213 811

Leicestershire:

Leicester

5 Geoff Monk Way,
Leicester
LE4 3BU
E leicester@brown-co.com
T 0116 289 4719

Yorkshire & The Humber:

Humber

Unit 8 Melton Enterprise Park,
Redcliff Road, North Ferriby
East Yorkshire HU14 3RS
E humber@brown-co.com
T 01482 421 234

Lincolnshire:

Lincoln

5 Oakwood Road, Lincoln
Lincolnshire
LN6 3LH
E lincoln@brown-co.com
T 01522 457 800

Nottinghamshire:

Retford

29-33 Grove Street,
Retford DN22 6JP
E retford@brown-co.com
T 01777 709 112

Oxfordshire:

Banbury

Unit 6, Manor Park,
Banbury, Oxon OX16 3TB
E banbury@brown-co.com
T 01295 273 555