

One call letting

What we do (Landlords)

1. Conduct a no obligation visit to your property in order to assess its suitability for rent, at this visit we will advise the likely amount of rent to expect and an approximate timescale to find a suitable tenant.
2. Once you are happy to instruct us we take a series of internal and external photographs and compose a detailed description, which we will use to market your property.
3. We will take enquiries for your property and filter suitable candidates to view the property.
4. Once we have a suitable tenant we will take up relevant references depending on their circumstances, we will of course adhere to your wishes in terms of non-smokers, pets etc.
5. Assuming the candidate is successful we will take a reservation fee to secure the property, set a check-in date and prepare all the necessary legal documents.
6. At the check-in date we will walk the new tenant through the property and ensure they are aware of how everything operates. We will require a gas safety certificate and EPC (energy performance certificate), if you do not already have one we can organise these for you. We will do inventory.

7. Once the tenant has been handed the keys we ensure that they advise council tax, gas and electric accounts of their new tenancy and what the meter readings are.
8. Our accounts department ensure your rent is paid by the tenant each month and then pay you after deducting our management commission. we pay via the BACS system and email/post you a detailed statement at the same time.
9. We are the first point of contact for the tenant in all instances and we will deal with all of their enquiries. it is important that we have strict guidelines from you as to how you would like us to deal with maintenance as this will save time and also avoid any uncertainty in the event that you are unobtainable. Please be advised that we have our own in house maintenance team that can deal with all aspects of property maintenance and repairs.
10. We will inspect your property on a quarterly basis.
11. In the event that the tenant is late with rent we actively seek to obtain the payment by using necessary debt recovery tactics. If late payment persists or arrears are built up we will issue the relevant legal documents in order to have the tenant removed from the property and retrieve the outstanding sum due.
12. Once the tenancy coming to an end we will arrange a check-out time and go over the inventory and schedule of conditions document in order to ensure the property is returned in good order with no breakages or missing items. (please note ,reasonable wear and tear is allowable).if there are any items broken or missing or indeed any fixture or fitting is less than satisfactory we will take measures to have the problem rectified and ensure the cost is deducted from the tenant`s security deposit.

13. We will inform the relevant council tax and utility providers of the end of the tenancy and supply them with update readings.

14. We will close off the tenants account and begin the process again starting at point 3.

What we charge (per tenancy)

1. We charge a one off fee of £135.00 including VAT, payable once we have rented your property. This is to cover our initial outlays and time spent in preparing various documents, advertising your property and securing suitable tenant. We deduct this from the first month rent paid by the tenant.
2. We charge £35.00 including Vat fixed fee of gross rental received for your property. This covers management of your property.
3. If the tenant wishes to extend their lease we will charge you a fee of £30.00.
4. If we move to evict a tenant we will instruct our solicitors to serve the relevant papers. The cost for serving notice is dependent on the circumstances. The solicitor will attempt to recover this from the tenant, however if they do not pay the responsibility lies with you.

What we need from you

1. We will need your bank details.
2. We will need the full postal address of the property to be rented.
3. We will need to know the names of the utility providers and which council tax authority covers the property.

4. We will need all of your contact details. We need to ensure that you have paid all council tax and utility bills up to date..

5. We will need to know if your property insured.

One call letting,46 Louden hill road,Glasgow,G33 1GA-mob: 078779 33555.