

# Campbell & Graham

## LANDLORD GUIDE

[www.campbellandgraham.com](http://www.campbellandgraham.com)





## Campbell & Graham offer **2 services** for landlords

### Full Management

- Set Up fee of £200 to include:
- Advertising & Marketing including Rightmove & Campbell & Graham own website & Local press
- Digital Photographs
- Accompanied Viewings
- Full tenant referencing
- Preparation of Inventory
- Preparation of Tenancy Agreement
- Check in at the property
- Utility Transfer
- Arranging Gas & Electricity checks – £65 Gas £115 for Gas and Electricity (landlord can arrange their own certificates through preferred contractor)
- Arranging Epc – £65
- Monthly Management fee 9%

- Monthly statements
- Rental transfer
- Deposit protection (DPS)
- Maintenance / repairs
- Quarterly property inspection with written report
- Tenant Check out with independent clerk and full report
- Serving notices to regain possession
- Final Utility transfer
- Deposit Return/ negotiation on any wear and tear
- Ensure the property is ready for re-let or reoccupation for owner

### Tenant Find

- Fee – 50% of the first months rent
- Advertising & Marketing including Rightmove & Campbell & Graham own website
- Digital Photographs
- Accompanied Viewings
- Full tenant referencing
- Preparation of Tenancy Agreement
- Setting up Standing order mandate
- Full rental statement
- Payment of balance of first months rent and deposit
- Serving appropriate notice to regain possession if required – this is charged at £25

### What next

#### Consent to let

Prior to marketing, consent to let is required if there is a mortgage on the property. Buildings and Contents insurance must be valid for letting purposes – (Public Liability will normally be included in the policy). Campbell & Graham need to see proof of ownership and take identification to comply with anti money laundering regulations.



## Target Date

Ideally between 6–8 weeks notice is the optimum period we require in order to ensure that a suitable tenant moves in as soon as the property is ready. It is possible to complete tenant references, inventory and safety checks and move a tenant in within 72 hours of a viewing taking place (assuming the property is ready).

## Presentation

We will advise at valuation stage if anything can be done to make the property more presentable and appealing to tenants. Campbell & Graham will take digital photographs and upload to Rightmove, and [www.campbellandgraham.com](http://www.campbellandgraham.com). Once a property is live on our website it is automatically sent to Relocation Agents and Personnel Departments at various Blue Chip Companies in the Chester and surrounding areas. With the latest technology, once photographs have been taken then properties can be seen online within 2 hours. With permission, we will instruct a distinctive Campbell & Graham To Let Board.

## Viewings

Campbell & Graham accompany all viewings, but we are happy if landlords would like to meet potential tenants at the viewing stage. We will give feedback as soon as practically possible and quite often we are able to get it during or immediately after the viewing. If not then we will endeavour to get viewer feedback as soon as we can.

## Negotiations

All offers will be put forward to the landlord and we will negotiate on your behalf to get the best possible deal for you. Occasionally there will be more than 1 interested party, if this is the case we will present all the relevant information about income, employment, availability to move in and preferred tenancy duration. Armed with this information landlords can make an informed decision on the most suitable tenants for their property.



## Tenant Referencing

Once an offer is accepted, we take a holding fee from the tenant then submit the completed references to an external agency – “Let Alliance” – Based in Pulford. Let Alliance are the industry leading provider of Tenant Referencing and normal turnaround times for all checks including Right to Rent verification is 48 hours. Following satisfactory referencing we then proceed to the preparation of the Tenancy Agreement.

## Tenancy Agreements

We will send an individually created ARLA approved Tenancy Agreement for you to read prior to the commencement date and are available to answer any questions about the document. We ask for the document to be signed and returned to us and once received the tenant signs the counterpart document and the contract is legally binding. Copies of the agreements will be sent electronically and via the post.

## Compliance

Once a target date is set then Campbell & Graham will arrange for the necessary safety checks to be completed. If the landlord wishes to use their own contractors, they must hold the relevant certification and qualifications. Ideally we instruct contractors to carry out the checks 2 weeks prior to the tenancy start date – this ensures that landlords are gaining value for money as the certificates are valid for 12 months and also if there are any remedial works required, there is ample time to ensure these are done prior to the tenancy commencing.





## Inventory & Schedule of Condition

For managed properties we instruct an independent inventory clerk who is registered with the Association of Independent Inventory Clerks (AIIC). A full schedule of condition will be prepared and will contain written and photographic evidence along with dates. We outsource this service as this is a specialised field and in the event of any deposit dispute an independent report is seen to be more fair than an Agents own report. For Tenant Find only, we are happy to provide the details of our Inventory Clerk.



## Check in

We will meet the tenant at the property and go through the inventory with them and confirm the utility readings. If the tenants request not to go through the inventory at this time then they have 7 days in which to return an amended copy, if not the original Inventory stands. If there are any significant amendments then we will meet the tenants at the property to confirm these (there is no charge for this). For Tenant Find Landlords we strongly advise that Landlords meet the tenants on move in day at the property.



## Cleaning

Cleaning is the most sensitive and stressful issues in property rentals. Cleaning is the number one recurring issue both at the start and the end of the tenancy. Campbell & Graham insist that a property is cleaned to a professional standard prior to the commencement starting – landlords can and often do clean to a professional standard prior to letting their homes – we have a cleaning check list available upon request or can recommend a professional company in the area. Campbell & Graham will inspect the property prior to the tenancy commencement and check the cleaning and ensure that it is up to standard. Tenants deserve to move into a clean home, just as you as a landlord deserve to move back into a clean home. Cleaning is not subjective, its either cleaned to a professional standard or it isn't. With adequate planning we can help you to ensure a smooth seamless handover and get

the tenancy off on the right foot! If in doubt we will advise of professional companies that do a great job. Carpets, oven, extractor fan etc...windows inside and out.

**If you think you have cleaned it – then go back in and imagine you are moving in – try to find fault with the cleaning and look at it with a critical eye. More importantly give yourself enough time. Adequate planning can ensure the process is a lot smoother.**



## Utility Transfer

Campbell & Graham will notify the relevant providers and authorities of the change of tenancy – Council tax, water, gas and electricity . We advise landlords to cancel the broadband, phone line and TV licence .

## Payment

Payment is made within 72 hours of tenancy start date and we will provide a detailed statement of accounts and balance for the first months rent and fees.



## **Residential Lettings & Management**

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