

Lettings and Management

With Hurford Salvi Carr

“Whether you are a first time Landlord, or an experienced investor, our ARLA qualified staff will deliver an efficient service tailored to your requirements.”

A Personal Service from Experienced Professionals

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01 Our Services

Hurford Salvi Carr has dedicated Lettings, Management and Client Account teams to successfully let your property to reliable tenants, secure valuable income from your investment and help manage your property or portfolio.



We offer two comprehensive services for our Landlords. The majority choose our Property Management services: Option 2 that relieves them from the burden of property compliance, day to day management, and all communication with their tenants.

Option 1

LETTINGS & RENT COLLECTION

Our Lettings, Client Accounts and Tenancy Management teams work to secure you a reliable tenant, ensure rent is paid, that it grows over time, and provide support throughout the life of the tenancy,

The Landlord will have direct communication with their tenant, possess the time and experience to organise maintenance, tenancy deposit returns and ensure compliance with current property legislation.

Option 2

LETTINGS & PROPERTY MANAGEMENT

We handle all aspects of the letting, rent collection, property maintenance, property inspections, pay service charge and ground rents, organise annual gas safety certificates, boiler services, electrical tests, negotiate deposit returns and respond to all your tenant's requests.

The Landlord only has direct communication with Hurford Salvi Carr, leaving them the time and freedom to do what they enjoy.

02 What's Included

● ● Preparing to Let Your Property

- Marketing Advice including target market, presentation, relevant legislation & compliance requirements from ARLA Qualified Staff
- Arranging of Energy Performance Certificate (EPC), Gas Safety Certificate (GSC), Electrical Safety Certificate (EICR), smoke alarms, carbon monoxide alarm & blind cleats as required to Let the property

● ● Marketing your Property

- Professional photography, floorplans & virtual tours (where appropriate)
- Extensive online property marketing including Rightmove, Zoopla, & hurford-salvi-carr.co.uk
- Advertising at our local offices & To Let board outside building (where appropriate)
- Direct marketing to corporate contacts and relocation agents
- Fully accompanied viewings by experienced staff

● ● Agreeing the Tenancy

- Tenants that are fully referenced, credit checked & Right to Rent verified
- Register & insure the tenancy deposit
- Arranging fulfilment of pre-tenancy conditions such as professional cleaning, additional or removal of furniture items and redecoration
- Negotiation, agreement and execution of The Tenancy Agreement

● ● Rent Collection

- Rent Collection service including chasing late payment of rent, monthly and tax year financial statements and Client Money Protection
- Processing of tax for Non Resident Landlords (NRL)

● ● Tenancy Management

- Annual compliance review for property certification such as the GSC, EICR, EPC, Selective or Additional HMO Licensing
- Renewal of Right to Rent documentation for each tenant
- Negotiate with the tenant at the end of each term for the best possible rental increase and / or terms for the Landlord
- Administer and serve legal notices to end the tenancy (Section 8, 21 etc.)
- Customer Support from our Clients Account and our Tenancy Management teams throughout the life of the tenancy

● Property Management

- Designated Property Manager to handle all correspondence with your tenant
- Co-ordinate all maintenance & repairs via certified contractors
- Renew the GSC, EPC, EICR, Smoke and Carbon Monoxide Alarms as and when they expire
- Record, monitor and act upon expiry dates for boiler and cylinder servicing and warranties for white goods
- Management of expenses from rental income (including service charge, ground rent & other services)
- Full Income & expenditure reports for your tax return at the end of each fiscal year
- Annual property inspection with detailed report, photography and recommendations
- 24 hour emergency contractors for tenants
- Costing and recommendations for deposit deductions
- Negotiating the deposit return amount with your tenant
- Management during vacant periods (additional cost)
- Insurance Claim Administration (additional cost)
- Local authority licence application and renewal (additional cost)
- Additional Property Inspection with Asset Valuation Report (additional cost)

● Option 1 LETTINGS & RENT COLLECTION

● Option 2 LETTINGS & PROPERTY MANAGEMENT



03 Preparing to Let your Property

Our Lettings Managers will advise of all the necessary steps you need to take to prepare your property and ensure the required checks and documents are completed before the start of a new tenancy.



Presentation Tenants expect to move into a clean, tidy home. Windows, carpets, curtains, and furniture should all feel fresh and inviting. Freezers should be defrosted and kitchen appliances clean and in good working order. We recommend a professional clean at the beginning and end of each tenancy.

Furnished or Unfurnished Most tenants request properties that are furnished, however, we also let many unfurnished properties every year. There is no golden rule, but we do find that Landlords who are flexible with furnishing options, enjoy shorter voids and better rents.

Permission You must check to see if your lease requires the freeholder's permission before you let a leasehold property and if there is a mortgage then you should also inform your lender. Your insurance company, or whoever manages the buildings insurance for your block must also be advised. It is recommended to take out separate contents insurance for items left at the property.

Landlord Licencing Licensing schemes are now widespread across all the areas we cover. Penalties for non-compliance are severe and Landlords need to apply for a licence before accepting a tenant for their property. There are two licences that most Landlords need to be aware of: Additional HMO License - applies to any property rented to 3 or more tenants who are not related. Selective License - often required in specific wards within a borough, applies to any rental property within a designated ward.

Certifications An Energy Performance Certificate (EPC) is required before marketing a property, like an Electrical Installation Condition Report (EICR) and a Gas Safety Certificate (GSC) it must be provided to the tenant before they move in.

Health & Safety The Landlord must ensure that a smoke detector is fixed to each storey of a property and a Carbon Monoxide Alarm is fitted to any room with a gas combustible appliance (ie a Gas Boiler). Any property with blind cords must have cleats fitted at least 1.5m above the floor.

These are just some of the requirements you need to consider when preparing to let your property, our Lettings Managers will advise you on any other details and answer any queries you may have.

04 Marketing your Property

Unlike most agents, we do not impose a minimum contract period for marketing your property. We believe that the length of our contract should be measured by our performance and the expectations of our client.



Our letting teams tailor our marketing to meet your requirements and to suit the property, incorporating professional photography, floor plans, online and traditional advertising, and direct marketing campaigns that target key tenant groups.

Photography plays a key marketing role and our Lettings Managers work with our professional photographers to ensure your property is displayed and promoted to its full potential. The images will be used creatively online and in house to promote that all important positive first impression of your property.

Our Lettings Managers and online marketing team use their experience to ensure that your property appears on the main property portals, social media platforms including Instagram, Facebook Twitter and TikTok and property blogs. Our own website www.hurford-salvi-carr.co.uk and microsites that we own to promote local areas and individual apartment blocks receive hundreds of visits each day and have substantial databases of prospective tenants registered for email updates.

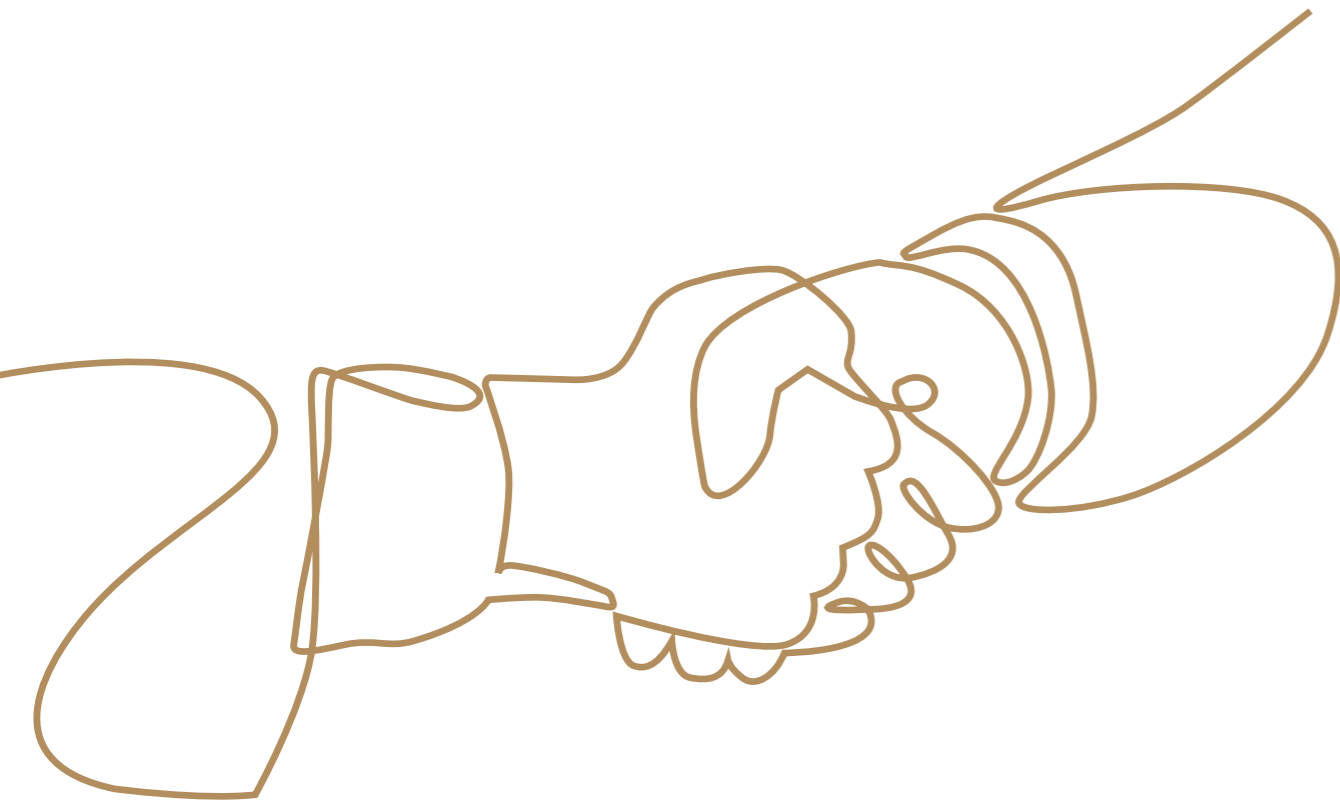
As the City's leading residential agent, we attract the City's best tenants. This includes relocation companies, corporate tenants and repeat customers who are looking for accommodation. When it comes to the tenant profile, we are proud of the company we keep, letting regularly to staff of Amazon, Facebook, Google, LinkedIn, UBS, Deloitte, HSBC, JP Morgan, Unilever, Goldman Sachs, Slaughter and May and Linklaters to name just a few.

Each of our offices have been carefully selected for their location, guaranteeing a prominent position from which to display your property. Our reputation and brand profile ensures a high level of tenant enquiries throughout the year.

We are looking to let your property as quickly as possible and for the best return. We believe in making it as easy as possible for tenants to view properties. Most lead busy, professional lives therefore we offer early morning, late evening and weekend viewings to fit around their diary. Prospective tenants are accompanied on all visits to your property by one of our experienced negotiators. You will be kept fully informed of feedback following viewings by our lettings team and of course we will refer all offers to you for approval and make recommendations

05 Agreeing the Tenancy

Accepting an offer is just the start of the journey. Our investment in market leading software and experienced lettings teams allow us to verify your tenant, maintain legislative compliance and agree the necessary paperwork within the shortest possible time.



Presenting the Offer Our Lettings team will report every offer to you, make recommendations and provide background information on each tenant. After you accept an offer, we will carry out a pre-reference check and ensure that each tenant has the Right to Rent in the UK.

The Holding Deposit A holding deposit equivalent to one week's rent is taken and in accordance with the Tenants Fees Act 2019, a 14 day Deadline for Agreement is established for Landlord and tenant to sign the Tenancy Agreement.

Tenancy Agreements Drawn up by industry leading property solicitors, our Tenancy Agreements are regularly updated to include the latest legislation affecting residential tenancies. The appropriate Agreement will be sent to your tenant including any special conditions agreed as part of their offer.

Referencing the Tenant We use the services of specialist referencing companies to make the necessary enquiries and credit checks. It is important to find out not just if the tenant can afford to pay the rent, but how they may behave and a previous Landlord's reference is just as important.

Inventories We recommend you commission a detailed inventory. Inventories include a master schedule of items provided by the Landlord and a schedule of condition which can form important evidence in the event of a later dispute.

The Security Deposit Once all necessary agreements are signed we will request a deposit equivalent to 5 weeks rent and the first instalment of rent. We will hold, register and insure the deposit with the Tenancy Deposit Scheme.

Certification & Compliance Documents such as the Prescribed information, How to Rent Guide, Deposit Certification, EPC, GSC, EICR and any Licencing conditions are provided to the tenant before they move in. The serving and order in which these documents are served is important as it could invalidate a Notice to Quit.

Utilities We offer a complimentary Change of Occupancy Service where gas, electric, phone, Council Tax, Water, TV licence, Satellite, Broadband and service contracts can be switched to the tenants' name (subject to tenant consent).

06 Rent Collection

Our Client Accounts team offer a more efficient and stress-free way to collect the rent. They monitor, receive, chase late payment of rent, and make same-day bank transfers to you.



Accounts Support Whichever service you choose, our dedicated in-house Client Accounts team offer support throughout the life of each tenancy. We know how important finance and accounts queries can be, all our Landlords have the email address and direct dials of our Client Accountants.

Rent Paid on Time To ensure you receive prompt payment every month, every day they reconcile all rents received the previous working day, assess whether individual amounts are correct and paid in full, and then transferred by same day payment to your chosen account.

Help with your Tax Return We can send you or your accountant a monthly financial statement, and at the end of each tax year we will send an income and expenditure report for your tax return. We also maintain digital records of all income and expenditure on your account providing a useful resource should you ever need to recover this information in the future.

A Comprehensive Rent Arrears Process If your tenant forgets to pay their rent or if there is a shortfall, our Client Accounts team begin a proven rent arrears process; If a payment not be received within 3 working days after the rent due date, a series of emails, phone calls, sms texts and letters are sent at specific intervals and we promise to keep you informed at every step along the way. If this process fails to resolve the situation and the tenant remains in the property our Clients Accounts & Tenancy Management departments will offer you comprehensive support, eviction advice and we will work with you during the legal process until possession is achieved.

Overseas Landlords If you live overseas you will need to log into the HMRC website to complete the appropriate Non-Resident Landlord form (for an NRL certificate) to prevent tax being deducted in the UK. Where we are not provided with a NRL certificate we are required to withhold NRL tax and administer a quarterly return to HMRC and we make a charge for this service.

07 Tenancy Management

Offering technical support throughout the life of the tenancy, our Tenancy Management team will update you on any legislative requirements, negotiate rental increases with your tenant and administer the legal notices required to end the tenancy



For Landlords who choose our Lettings & Rent Collection Service our Tenancy Management team will be their main point of contact after the tenancy has started. They will advise and administer any 'In-Tenancy' changes to the Agreement such as Tenant Swaps, Deeds or Addendums and help keep you compliant by alerting you of any upcoming legislative changes that you need to act upon.

If your tenant does not have a permanent right to reside in the UK, we will contact them prior to the expiry of their Visa or Residence Permit, conduct follow-up checks to obtain the necessary documentation or as required under the Immigration Act 2014 & 2016.

Our team will also conduct an annual compliance review where we check current certifications such as the Gas Safety Certificate, EICR, EPC, Selective or Additional HMO Licensing requirements, and alert you of any actions you may need to take.

Approximately 12 weeks prior to the end of a fixed term the Tenancy Management team will contact you to discuss your intentions for an extension or new fixed term. Working closely with our local Lettings Managers they will advise you on market conditions, the current rental level and whether any increase in rent is possible. They will negotiate with the tenant to achieve the best possible rental increase and / or terms for you. After reaching an agreement with your tenants we will prepare and execute the paperwork and renew the registration of the tenancy deposit.

At the end of every tenancy our Tenancy Management team act as the central point for all Notices. If Notice is received from the tenant, we will ensure it is valid and in accordance with the terms set out in the Tenancy Agreement. We then advise the Landlord and confirm the end of tenancy arrangements to both parties.

If the Landlord wishes to service Notice on the tenant, whether that be by a Section 21, Section 8 or any other grounds permitted under the Housing Act, we will serve required notices on the tenant (such as 6a Forms) and advise on the requirements, processes and offer comprehensive support until possession is achieved.

08 Property Management

Our Property Management team will be on call and on hand to ensure that from the moment the tenant moves in until the end of tenancy arrangements are finalised, all maintenance or repairs that need actioning are dealt with speedily and professionally.

Many Landlords have traditionally chosen a Property Management service because of their location; they live outside of London or overseas and attempting to look after a property from a distance and often in a different time zone is impractical. But there are many reasons why you may wish to consider our comprehensive management service:

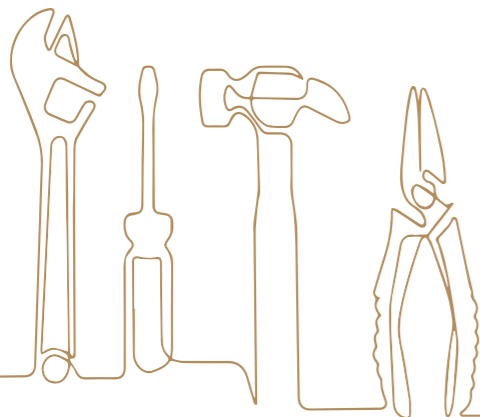
Time value for money On average we spend approximately 90 hours per year managing each property to ensure that our clients are fulfilling all their obligations as Landlords including:

- Statutory repairs and maintenance
- Compliance
- Responding to tenant queries
- Property Inspections
- Major works/insurance claims
- Costing and negotiating deposit returns

Professional distancing This is a key motivation for many. In an ideal world, an investment does not answer back but residential property is not like equities or bonds and there is a greater human interaction with property investments. We can manage all communication with the tenant and provide concise summary reports on your investment.

Access to contractors By instructing us to manage your property we give you access to our extensive network of vetted and experienced contractors with pre-agreed hourly rates.

Compliance guaranteed There are over 150 pieces of legislation in the Private Rented Sector, most of them introduced or updated in recent years. We make sure you do not inadvertently find yourself on the wrong side of the law.



Proactive & Reactive Action We don't just wait for tenants to report defects so that we can send someone out to rectify them, we arrange regular inspections on your behalf to spot any unreported issues and deal with them before they get any worse. It is not the case that no news is good news. A full report is provide after every property inspection.

Out of hours service We provide 24 hour assistance for your tenants should they experience any emergency maintenance issues after hours or at weekends. Our approved and certified contractors are able to attend and mitigate issues that may cause damage or compromise the security of the property.

Relationship Management You will be assigned a dedicated experienced Property Manager to look after your property. Our Property Management team know senior staff at block management companies, insurers, TDS and many other areas industry specialists.

Expertise in fighting your corner When a situation is presented to you by a tenant, it may not always be clear as to how it should be handled and where responsibilities lie. We have the experience to know how to handle these situations. We have processes in place to deal with rent arrears that provides a necessary audit trail should the matter go to Court.

Our Property Management team will be on call and on hand to ensure that from the moment the tenant moves in until the minute the end of tenancy arrangements are finalised, all maintenance or repairs that need actioning are dealt with speedily and professionally.

An experienced Property Manager will be assigned at the start of the tenancy and be available to you for the duration. They are also introduced to your tenant who appreciate that there's one single point of contact and someone they can get to know and trust.

Your designated Property Manager will conduct a pre move in property inspection and up to two further inspections each year to best ensure your property is being kept in good order. You will then receive a comprehensive report of each inspection including photographs.

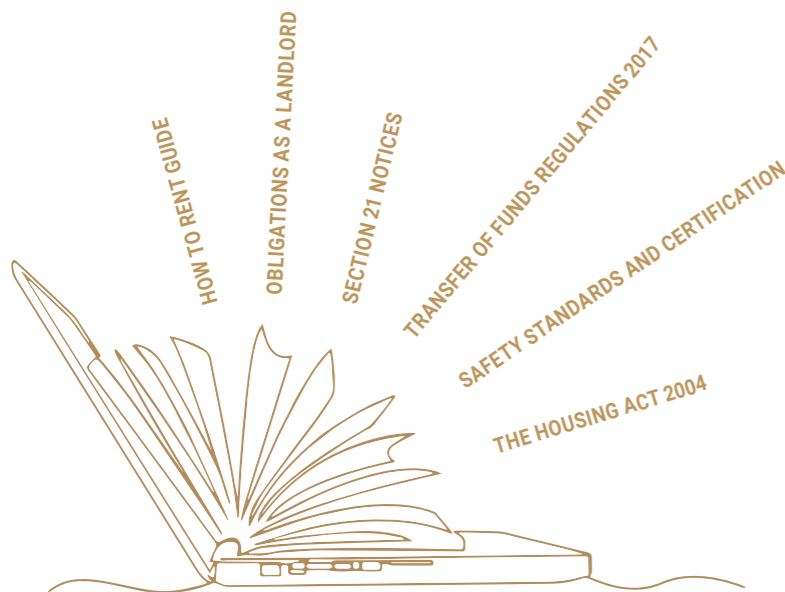
Hurford Salvi Carr have invested in the latest integrated technology to streamline the letting and management process, including apps that allow tenants to register and diagnose maintenance issues. If any repairs are required, we will usually visit the property to assess the works ourselves. All our contractors are vetted and carry public liability insurance and trade certificates and can solve most repairs or maintenance issues. For major works we will inspect the works prior to settling the contractor's invoice.

Most maintenance problems are straight-forward and can be solved within the working day. However, tenants have access to an out of hours emergency call out service if needed. We ensure that contact details for out of hours emergencies are provided to tenants at the commencement of the tenancy.

We also provide a Property Management service for empty properties where owners intentionally prefer to leave properties vacant for a period of time

9 Helping you Comply with Legislation

It's important to understand your rights and obligations as a Landlord, legislation can affect these at any point during the tenancy. Regardless of what service you choose, we won't stop advising you after the tenant moves in.



There seems to be a never-ending and bewildering amount of legislation that affects the private rented sector. There are over 150 separate pieces of lettings legislation that Landlords must ensure compliance with before, during, and at the end of the tenancy.

Pre-Tenancy As covered in earlier sections, your local Lettings Manager will help prepare your property to achieve the required safety standards and certification. When we find a tenant, we carry out checks to confirm their identity and ensure they have the Right to Rent in the UK. To comply with the Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017, we'll carry out further checks to ensure they are not on the Sanctions List or a Politically Exposed Person.

Our Tenancy Agreements protect the Landlord and experienced lettings teams ensure the conditions of the Tenant Fees Act are fulfilled and that deposits are registered, insured and protected in accordance with The Housing Act 2004. Critical documents such as the GSC, EPC, Prescribed Information and How to Rent Guide are served on the tenant at the right time and in the correct order.

During the Tenancy For Landlords who choose our Property Management services we action all necessary steps to ensure they stay 100% compliant, 100% of the time.

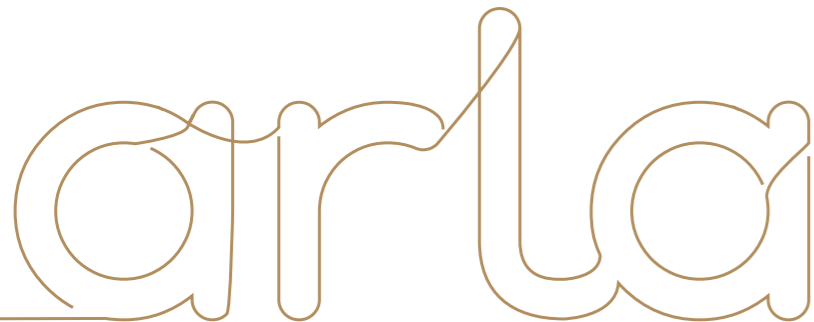
For Landlords on our Lettings & Rent Collection service we will always advise of any legislation where action may be required. We will send reminders when certification or licencing is about to expire.

End of Tenancy From validating notices and serving documents as required, to the completion of 6a forms and the physical serving of Section 21 notices, we help the Landlord achieve compliance during this critical time.

For Landlords who choose our Property Management services we will analyse and cost the check out report in accordance with the requirements as set out in The Housing Act 2004.

10 Professional advice you can trust

ARLA membership is only achieved after strict investigation and adherence to a Code of Conduct. As an ARLA bonded agent we offer Client Money Protection and ARLA qualified staff.



Since we opened our first office in 1996 Hurford Salvi Carr has been the City's leading residential letting agent.

Along with our first-class Lettings and Management services we also have leading sales, new homes and investment teams.

With five offices strategically positioned to cover the City's financial, legal, tech and media districts from Bloomsbury and the West End to Canary Wharf and Docklands in the East down to the River Thames, we attract a great mix of corporate and professional tenants. We are ideally placed to understand tenants' requirements and guide them through the legal processes.

Our teams are fully trained and accredited to the Association of Residential Letting Agents (ARLA) who are recognised by government, consumer groups and the media as the leading professional body in the private rental market. Membership is only achieved after strict investigation and adherence to a Code of Conduct. As an ARLA bonded agent we offer Client Money Protection and our staff are ARLA qualified.

Hurford Salvi Carr are founder members of The Property Ombudsman and members of the National Association of Estate Agents. Our Directors have a hands-on involvement on a day-to-day basis and have an established network of contacts and influence throughout the London property sector.

The importance of employing an estate agent with experienced and professional staff cannot be under-estimated. This has and always will be at the core of our business philosophy. Our staff have in-depth knowledge of the lettings market and can advise you on how to get the best rent for your property.

We are here to assist you find the right tenant and use our knowledge of London's property market to secure you a reliable income.

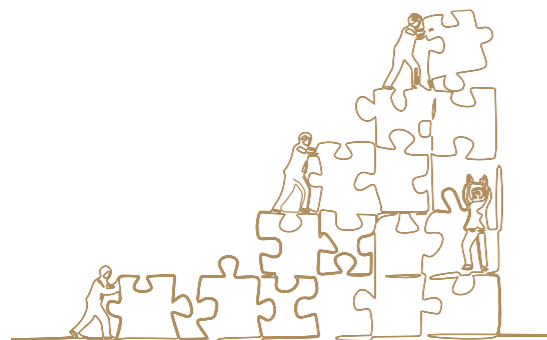
11 Market experts

Hurford Salvi Carr is an independent firm of experienced letting and managing agents specialising in the London rental market. We have a well-earned reputation as innovative estate agents who look after their client's property investments and provide a full spectrum of property services.

Hurford Salvi Carr let and manages over 1,500 individual properties across The West End, City and East London. We act for Landlords who have one property to multiple investments and corporate Landlords where we let and manage larger portfolios. Our Landlords respect our advice and particularly like the fact that we have great staff retention and make a positive difference to the performance of their property investment.

The company produces a comprehensive market report every 6 months that provides up to date data on rent levels, yields, regulatory changes and highlights the future direction of the residential market in Central London. This provide our clients with valuable market intelligence on the performance of their London investments.

Whether you're buying your first investment property or fiftieth, whether you are a private individual or professional investment manager, whether you are domiciled here or abroad, we can provide help and advice in managing and growing your property portfolio.



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HURFORD SALVI CARR

EXPERIENCED ESTABLISHED ESTATE AGENTS