

HANCOCK
AND PARTNERS

**Information
for Landlords**

Introduction

Introduction
Residential Lettings Overview
Tenant Selection - The number one priority
Advertising
Internet Coverage
Our Services
Setting up the tenancy
Preparing the property
Summary of Services
The next step



5 Northgate, Chichester, West Sussex, PO19 1BA
Telephone: 01243 531155 Fax: 01243 539233

lettings@hancockandpartners.co.uk

Opening Hours:

Mon-Fri 9.00AM-6.00PM And Saturday 9.00AM-4.00PM



We are an independent firm of property professionals specialising in letting and estate agency based in Chichester, West Sussex. We deal with all residential properties from studio flats to cottages to country estates, agricultural holdings to portfolios of tenanted dwellings, from first time buyer new developments to executive new homes.

At Hancock and Partners our business is based on a simple ideal: personal service supported by a wealth of experience.

Personal Service

Personal Service is ensured, because founding partners Richard and Jennifer Hancock oversee all aspects of the business that they founded in 1991.

A Wealth of Experience

A wealth of experience because the partners have an unrivalled knowledge of the property market in West Sussex where they have always lived and worked.

As an independent agent, we will not try to sell you a mortgage or any other financial service unless you want the advice. We simply concentrate on achieving the best possible results for our clients whether they are sellers or buyers, landlords or tenants.

The staff at Hancock and Partners reflect the partnership's values with the resulting reputation for professional and friendly service where we are able to deal with any enquiry. An integrated approach means a thorough knowledge of both selling and letting properties.

“ It's rare to find an agent with such a broad selection of properties ”

Residential Lettings Overview

- *Good quality property to let furnished or unfurnished*
- *Property Management dealt with in house at 5 Northgate, Chichester*
- *Links with tried and tested local maintenance contractors*
- *No need to deal with a distant regional office for local situations to be resolved*
- *Accounting services for Non-resident landlords*
- *Budgeting or financial advice available for investor landlords*
- *Proactive Marketing to minimise voids and maximise rental values*

Property Lettings and Management

As a landlord, you can expect advice on every aspect of letting and an unequalled level of service to the extent that we basically place ourselves in your shoes during our instruction and care for your property, as you would wish.

Our complete service includes expert advice on rental valuation to maximise the return from your investment, special care in tenant selection, and a reliable management service backed by experience in Housing Act legislation. We have an established reputation with multinational companies for executive rental accommodation.

Hancock and Partners was first opened in 1991 and is one of the most established lettings businesses in West Sussex. We believe in keeping things simple and concentrating only on providing the best service to our landlords.

Buy to Let Service

We are able to advise clients on which property we believe will be the best property for them. Our extensive portfolio of properties means we are usually able to provide an example of an achieved rent within a very close distance of any property you are thinking of buying.

Considering an investment property?

Hancock and Partners are delighted to advise impartially on any property that you are thinking of buying, whether through ourselves or another agent.

We are delighted to talk through any agent's property details with you and compare these to other properties you may have found and build a comparison of likely asking rents, the types of tenant the property might attract and how readily the property will let.



Tenant Selection - The number one priority

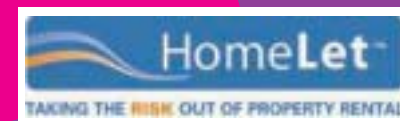
For letting purposes, it is imperative that the right quality of tenant is found. The property will then be occupied during the tenancy, in a way compatible with the high standards expected from a tenant introduced by Hancock and Partners.

Potential tenants are interviewed and assessed for their suitability. Appropriate references are sought and status checks made through referencing agencies.

Once a prospective tenant has been approved, they provide, at no additional cost to you, a rent guarantee for the first six months of the tenancy.

In the unlikely event the tenant fails to pay rent whilst in residency, the guarantee will cover this. Subject to all satisfactory replies, our legal department prepares a tenancy agreement under the Housing Act of 1988 (as amended).

“ We have used other agents in the past, our experience of Hancock’s has been exceptional ”



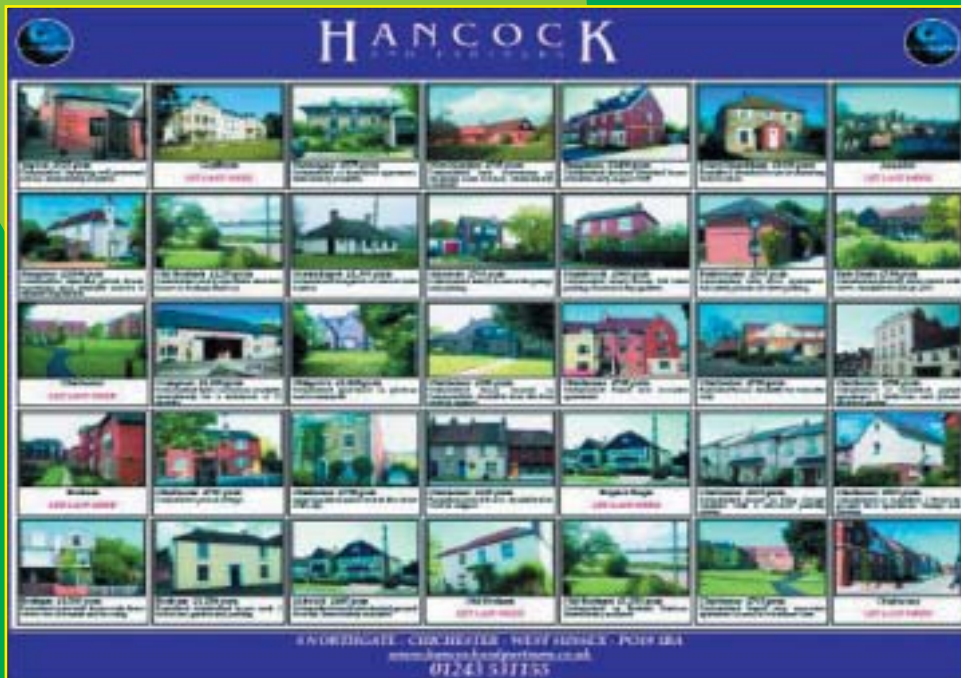
All tenants come with a 6 month rent and legal expenses insurance policy. (Please ask for details)



Advertising

Advertising: To create demand, the widest sphere of potential tenants must be attracted to the property. In addition to those already registered with us, many tenants are attracted by our advertising programme.

Currently we use several media including the West Sussex Observer Series of Newspapers in which we appear weekly with colour photographs, and where we also benefit from quality editorial features. Other publications include Country Life, Country Illustrated and broadsheet newspaper advertising. We also receive numerous enquiries from our various websites, which provide worldwide coverage, including our own at www.hancockandpartners.co.uk and others such as www.primelocation.com.



A typical Hancock and Partners newspaper advert.

Internet Coverage

In today's fast moving property market the internet is an essential tool for both letting and managing a property. More and more tenants and landlords lead busy lives and do not have time to look for properties or contact us during



normal office hours. Hancock and Partners' interactive website is an ideal tool for viewing details of available properties and requesting either further information or a property viewing outside office hours. The website also provides information on moving in and moving out procedures, helping tenants to return the property appropriately and enabling them to log a maintenance issue quickly and easily.



Hancock and Partners' home page.

“ A simple to use effective website ”

All properties are displayed on the websites primelocation.com and www.hancockandpartners.co.uk, with a photograph and description. In addition to being able to view properties on line and submit enquiries when your tenant has moved in, they can log any problems with us 24 hours a day through the website. Major companies now employ relocation agents, and we are in regular contact with all local relocation agents and personnel departments for all large companies in the local area.



We also work with the larger London and Surrey agents linking the City to Sussex through our extensive contacts.

Our services

Once we have found a tenant for you we can act in a number of capacities. Our services are divided into 3 different types to suit landlords, from the first time investor to the large portfolio landlord.

We try to keep our fee structure as simple and clear as possible. All Hancock and Partners will charge landlords is a one-off administration/legal fee and a percentage commission, which is set from the service level chosen.

Administration/legal Fee: Preparing an appropriate tenancy agreement for the first letting and any subsequent extensions with the same tenant, preparing a full schedule of condition along with an inventory as well as reference checking the tenant and at no extra cost to you, obtaining a 6 month rent guarantee and legal expenses insurance.

Our three services are as follows:

Full Management: This service is designed for landlords who would like the agent to take away the hassle of letting the property. It is quite normal when we are managing the property for the tenant to see us as the landlord and therefore we deal with all matters as instructed by you. Even though we are managing we still let you know about every maintenance issue that comes to light (unless otherwise instructed) and seek your instructions before carrying out any works. Likewise we have tradesman that will undertake any task at short notice. However, if you have tradesmen you would like to use we will be happy to contact them. We will also introduce the tenant, collect the rent and deposit, submit the account, serve legal notices, undertake an outgoing inventory and reconcile the deposit, obtain estimates and arrange maintenance on the landlord's behalf as well as periodically visit the property during the tenancy.

Tenant Introduction and Rent Collection: This service will include Hancock and Partners advertising the property, conducting viewings, negotiating the rent and terms of the tenancy, all the items provided with the administration/legal fee, introducing a tenant to you, and collecting and transferring all rents due for the duration of the tenancy, submitting an account and collecting a deposit. All other matters will be dealt with by the landlord.

Introduction Only: This service will include Hancock and Partners advertising the property, conducting viewings, introducing a tenant to you, collecting and transferring the first rent payment, negotiating the rent and terms of the tenancy, all the items provided with the administration/legal fee, submitting an account and collecting a deposit. All other matters will be dealt with by the landlord.

Setting up the tenancy

Prior to the commencement of the tenancy, a deposit against damage is obtained and held in a designated client account. At the time the tenant vacates, the inventory is checked (by whoever is managing the property) and a schedule of dilapidation prepared and priced.

The property will experience 'fair wear and tear' and will be subjected to the stresses of everyday living, although the type of tenant introduced will ensure this is kept to an absolute minimum.

A full inventory or schedule of condition is taken at the beginning of every tenancy. Meters are checked and all relevant statutory bodies informed.

General Notes: The property will be subject to the stresses and strains of everyday living; a suitable clause is provided in the tenancy agreement. All items not replaceable or expendable should be removed from the property. Banks require ten days for the clearance of a client's cheque. Net rents can be deposited directly into a designated account via the Bank's Branch Originated BACS Service (BOBS), which takes a few days less than cheques.

Your building & contents insurers should be advised regarding your intention to let the property. Our insurance experts can offer advise on this matter, should it be required. Any mortgage lender must also be advised of your intention to let. Please ensure that all water pipes, storage tanks are sufficiently lagged, all gas appliances tested by a qualified CORGI plumber, and the property thoroughly cleaned. We are happy to arrange any of these works on your behalf.

Fire and Furnishing Regulations: All landlords must be aware of The Fire and Furnishing Regulations. The Regulations apply to all upholstery, upholstered furniture and loose fittings, permanent or loose covers. You will be informed of any breaches of the terms of the Tenancy Agreement if we should become aware of any. Action will be immediately taken in order to comply with the terms of the Legal Insurance cover provided by our Management (if applicable) to ensure that any breach is short-lived.

Taxation: Your rental income will be assessable for income tax. You should speak to your tax advisor/accountant to see if there are any actions you need to take to minimise any tax burden. If your place of residence is going to be outside the UK we will need you to complete a taxation form in order for us not to deduct tax from you. Without authorisation we are legally obliged to deduct tax at the basic rate from any overseas landlord .

“ *It's nice to receive good old fashioned personal service* ”

Preparing the property

Useful things the landlord can do

- Clean the carpets
- Generally clean the property
- Tidy any gardens / outside areas
- Ensure internal and external decoration is presented as well as possible
- Ensure the property is well-ventilated

In order to attract the best rent and best quality of tenant it is imperative that the property is presented in the best possible way,

As part of our management service we will make sure the property is returned at the end of a tenancy in a condition appropriate to the way it was handed over at the beginning.

Before the property is let there are some useful things the landlord can do to help us to achieve the best tenant and the best rent.

Alternatively, you may decide to ask us to organise these things for you and we will be delighted to do so at no additional charge.

Summary of Services

Hancock and Partners are delighted to offer:

- A superior service in private residential lettings from one of the most experienced letting agents in West Sussex.
- An enhanced level of tenant selection, which is vital for good quality residential lettings.
- A service designed to meet landlord' needs from arranging a tenant introduction only service to full property management.
- Competitive commission rates.
- Internal property inspections at no extra charge when the property is fully managed.
- All tenants with guaranteed rental payments and a premier legal insurance policy (please ask for details).
- Experience on relevant legislation and a detailed knowledge of the Housing and Landlord and Tenant Acts.
- A close working relationship with local relocation agents and personnel departments representing employees of companies such as BMW Rolls Royce, IBM, The Body Shop, Wiley's and St.Richard's hospital among others.
- Weekly advertising in many newspapers including the Chichester Observer group of papers and Country Life magazine.
- All properties are listed on our website among others including www.hancockandpartners.co.uk and www.primelocation.com.

“ I found Hancock's the most helpful agent in the area ”



The Next Step

Thank you for reading our quick guide. For a more in depth discussion regarding lettings we would be delighted to meet with you either at our office or at the property you are thinking of letting.

Please remember there is no charge or obligation for our initial advice or consultation – if you do enter into the Residential Lettings Market we hope you will give us the opportunity to serve you and look after your property for many years to come.

Contact details

5 Northgate, Chichester, West Sussex, PO19 1BA

Telephone: 01243 531155

Email: lettings@hancockandpartners.co.uk

Office opening hours: Mon-Fri 9-6 and Saturday 9-4.

“ Consistent, clear newspaper advertising ”

