

# RESIDENTIAL LETTINGS

Landlord's Guide and Property Management

# Robinson & Hall, successfully maximising and protecting our clients' valuable assets for over 135 years.

We are specialists in Residential Lettings, offering expert advice and unbeatable service to our clients at all times. We tailor our packages to suit your property and circumstances, whilst giving you complete peace of mind.

We manage  
**300+**  
properties.



Let most  
properties  
in the first  
week.



Look after  
**350+**  
tenants.



Have a 95% client  
satisfaction  
rate.



## WHAT SETS US APART?

- + Personal service to suit your needs
- + A wealth of knowledge and expertise
- + A lettings team with recognised qualifications
- + Reputation for outstanding customer service
- + Bespoke property management
- + Compliant with the latest legislation and regulations introduced to the lettings industry
- + Rent and legal protection packages for landlords
- + Our range of additional in-house services include: Commercial, Auctions, Rural Property & Business, Planning & Development, Architecture & Building Surveying and Renewable Energy
- + We are professionally accredited by the recognised authorities, including The Royal Institution of Chartered Surveyors (RICS), ARLA Propertymark and Safeagent, adding reassurance that you are dealing with experts



# OUR MANAGEMENT PACKAGES

We understand that all landlords work differently and want different levels of service from their lettings agency. We therefore offer two different management packages to give landlords a choice. So which management package is right for you and your property?

	LET ONLY	FULLY MANAGED
Eye-catching digital marketing package with photos	✓	✓
Online advertising on our website, property portals and social media	✓	✓
Marketing your property to our extensive mailing list of potential tenants	✓	✓
Accompanied viewings with regular landlord feedback	✓	✓
Agreeing tenancy terms with all parties and arranging signing of the Tenancy Agreement	✓	✓
Prepare and serve all legal documentation required to the tenant	✓	✓
Tenant check in and hand over of keys	✓	✓
Registering deposit with the Tenancy Deposit Scheme		✓
Rent collection, statements and arrears management		✓
Dealing with all day-to-day property management		✓
Dealing with rent reviews and tenancy renewals		✓
Property inspections with full photographic reports and comments		✓
Full access to a team of trusted, insured and highly trained contractors		✓
Emergency contact available 24/7		✓
Carry out a comprehensive checkout inspection report		✓
Deposit return process including deposit dispute resolution		✓
Optional Rent and Legal Protection Insurance*		✓

\*subject to terms

# LETTING YOUR PROPERTY IN 6 EASY STEPS

## 1. Choosing your letting agent

Once you have decided that you would like to rent out your property, you need to choose the best letting agent that suits your particular requirements. At Robinson & Hall, we have over 100 years' experience letting a wide variety of properties and work hard to get the best possible rental return.

## 2. Choosing the right lettings package for your needs

Robinson & Hall offers two packages; fully managed and let only. Our bespoke property management packages are designed to suit your requirements, offering you full support along the way. Fully managed gives you the peace of mind that you can leave everything to us to deal with on your behalf, whilst in the knowledge that your property and tenancy will be fully compliant with all legislation. Let only allows you to have a more "hands-on" approach with the day-to-day running of your rental property once we have found a suitable tenant and put in place the Tenancy Agreement.

## 3. Marketing your property

Robinson & Hall will market your property in order to get maximum exposure by using various advertising platforms. Your property will be advertised on the leading property portals such as Rightmove and Zoopla as well as Robinson & Hall's own website and social media accounts.

## 4. Getting your property ready to let

First impressions are very important so it is crucial to ensure the property is as presentable as possible. With our extensive knowledge in the lettings field, we can work with you to ensure that your property meets the requirements for a rental and is appealing to potential tenants.

## 5. Moving in your new tenant

Prior to your new tenant moving in, Robinson & Hall will ensure:

- ⊕ your tenant has been properly referenced
- ⊕ the property is compliant with all essential regulations
- ⊕ properly signed contracts are in place
- ⊕ the first month's rent and deposit has been paid
- ⊕ the deposit has been protected

## 6. Completion

Upon completion, keys will be released to the tenant on moving in day. For managed properties, we will provide the tenant with contact details of their dedicated Property Manager.

# OUR FEES

Robinson & Hall are members of a Client Money Protection Insurance through ARLA PropertyMark, of which we are a Licenced Member and offer independent redress through the Property Redress Scheme (PRS). Please find below our fee structure which is offered on a no let - no fee basis.

Full Management	10% + VAT (12% inc VAT) monthly
Full Management (Non-Resident Landlord)	15% + VAT (18% inc VAT) monthly
Let Only	8% + VAT (9.6% inc VAT) (of the annual rent to be paid before the start of the tenancy)
Abortive Fee	6% + VAT (7.2% inc VAT) of the annual rent payable when the tenancy has been agreed by both parties but the landlord changes their mind.
Tenancy Set Up Fee	£295 + VAT (354 inc VAT) (includes marketing, referencing, preparing the tenancy and legal documentation, inventory and schedule of condition, Tenancy Deposit Scheme registration, check in and hand over of keys)
Renewal of Tenancy Fee	£75 + VAT (£90 inc VAT)
Purchase of the property by the Tenant	1.5% + VAT (1.8% inc VAT) of the sale price
Energy Performance Certificate	from £65
Gas Safety Report	from £70
Legionella Risk Assessment (optional)	from £85
Electrical Safety Certificate (EICR)	from £150
Pre-Tenancy Professional Clean	from £200
Checkout Report (Let Only)	from £120

# ADDITIONAL SERVICES

With eight departments under one roof, we offer a range of additional services that may suit you. Our unique in-house set up allows us to work on projects from concept through to completion.

These include:

- + Property Auctions
- + Commercial Sales & Lettings
- + Commercial Management
- + Rural Sales & Lettings
- + Planning & Development
- + Architecture & Building Surveying

## CONTACT US

Call us to book a free, no obligation market appraisal to find out how much rent your property could achieve.

### Bedford

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