



Residential Property Letting Services

Dear Sir or Madam,

Thank you for your enquiry regarding our residential property letting services. To assist you with your decision this brochure includes the following:

- 1. Details of the range of services we offer as part of our Tenant Finding and Full Management packages.**
- 2. Details of the property advertisement methods offered by Fairways.**
- 3. A brief resume of our letting procedure. We would of course wish to meet with you at the property to discuss this matter further and assist in catering for any of your own specific requirements.**

We hope that the enclosed information is of assistance to you but should you have any further questions or queries please do not hesitate to contact either Darren Copley or John McDonald (Jnr) at the above address.

Yours faithfully,

Darren Copley
Lettings Manager
Fairways Estate Agents

1) Property Letting Services

At Fairways we pride ourselves on the personal, friendly and professional approach we take to every tenancy and with over forty years of experience in the residential property sector of Sheffield we understand what landlords require from their letting agent. Naturally, some landlords will want greater involvement in the management of their property than others and Fairways cater for this by offering two main service levels for residential property letting; Tenant Finding and Full Managed.

	Tenant Finding Service	Full Managed Service
A meeting at your property to offer advice on potential rental value.	✓	✓
Advice and assistance in preparing your property for rental.	✓	✓
Arrangement of an Energy Performance Certificate (EPC) if required.	✓	✓
External and internal digital photographs taken for marketing purposes.	✓	✓
Arrangement and booking of advertisement (see Section 2).	✓	✓
Accompanied viewings (unless otherwise instructed).	✓	✓
Full tenant vetting, credit search and comprehensive reference checking.	✓	✓
Preparation of an Assured Shorthold Tenancy Agreement.	✓	✓
Collection of the first month's rent and deposit.	✓	✓
Registration of the deposit with the Deposit Protection Service (DPS).		✓
Preparation of an inventory and schedule of condition.		✓
Registering tenant's details and meter readings with utility/service providers.		✓
Arranging a Landlord's Gas Safety Certificate (if applicable).		✓
Collection of the monthly rent by Standing Order.		✓
Monthly payments to landlords by cheque or BACS.		✓
Full quarterly statement.		✓
Acting as the tenant's direct contact for any query or problem.		✓
Instructing professional repair and maintenance contractors.		✓
Arranging for repairs or replacement of any defective appliances.		✓
Emergency call out where essential.		✓
Co-ordinating the end of the tenancy including checking the property and inventory with the tenant and liaising with DPS in the return of the the refundable Deposit.		✓

Costs: **Tenant Finding:** A single charge of £350 (+ VAT) is payable upon sourcing a new tenant acceptable to the landlord. This service is operated on a no let, no fee basis*.

Full Managed Service: Our charges for fully managing your property would amount to 12.5% (+ VAT) of the rent collected. In addition, at the beginning of each new tenancy there is a set-up fee of £125 (+ VAT) which covers the initial administration work required prior to start of the tenancy.

**The cost of the EPC certificate and Landlord's Gas Safety Certificate are not included in either of the above.*

Should you have any questions about our services or would like to discuss how we could cater for any specific requirements then feel free to contact our office on **0114 274 9999** or email us at **enquiries@fairways.uk.com**

2) Property Advertisement

The following advertising methods are used as standard in the letting of all properties.

ZOOPLA Website

www.zoopla.co.uk

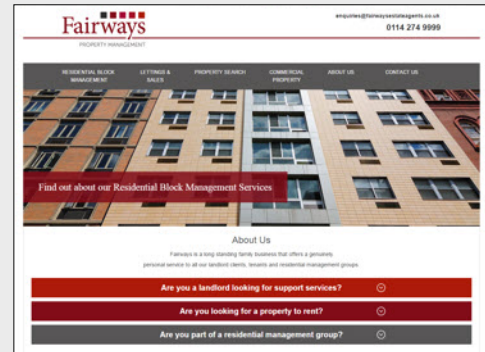
Upload to Zoopla.co.uk, one of the UK's leading property websites. By default this also places your property on a range of other websites including Sheffield Telegraph, Sheffield Star, Derbyshire Times, ebay, Yahoo, MSN, Sky, AOL and many more.



Fairways' Website

www.fairways.uk.com

Upload to Fairways' website.



Fairways' Office Display Window

Placement of a full colour advert in our office display window.



Flag Board



Use of a garden flag board (if requested/suitable).

3) Additional Information About Our Property Letting Procedures

Services included with the
Tenant Finding and Managed packages.

Tenant Vetting: Any interested prospective Tenant/s if deemed suitable will complete a full application form and provide details of at least two professional referees, confirmation of their employment and a landlord/agent reference if applicable. Copies of a recent bank statement and photo ID are also requested. A comprehensive credit report will be acquired based on the information provided. Housing benefit claimants, smokers and pet owners are usually discouraged unless otherwise instructed by the landlord. Whilst processing this information the Landlord will be informed of the progress of the application.

Completing the Paperwork with the Tenant: Once prospective tenants have been accepted arrangements are made for them to visit our offices to sign the tenancy agreement and complete all other associated paperwork. At this stage the first month's rent and deposit are collected in advance.

All client moneys held by Fairways Estate Agents are deposited in a "Clients Call Account" with Lloyds Banking Group PLC, Sheffield Branch, 14 Church Street, Sheffield S1 1HP. This account is duly regulated in accordance with the requirements of the Royal Institution of Chartered Surveyors. The account generates a nominal amount of interest which is retained by Fairways towards administration costs.

Services included only under full management.

Rent Collection: A standing order mandate is prepared and signed by the tenants and sent to the relevant bank or building society for future rent payments to be paid directly to Fairways' Clients Account.

Deposit Registration: A deposit equivalent to a month's rent plus £100 will be collected at the start of the tenancy. Where the property is managed by Fairways all deposits are paid into the Deposit Protection Service's (DPS) custodial deposit scheme and will remain in their possession until the close of the tenancy. The deposit will only be signed-off for release from DPS after a final inspection has taken place and the premises are found to be in good order and the final rent has been paid. More information about the DPS scheme can be found at www.depositprotection.com or by ringing 0330 303 0030.

Utilities: Tenants will ordinarily be responsible for payment of council tax and all utilities provided to the property. At the beginning of the tenancy the council tax department and the suppliers of water, electricity and gas are notified by Fairways of the new tenant/s and all relevant meter readings are also taken and submitted. All telephone, internet or TV service accounts are usually set-up and administered by the tenant including closure of accounts and payment of final bills.

Communication: We act as the first point of contact for tenants and keep the landlord updated on any matters which warrant their attention or which would require their qualified decision.

Repairs and Maintenance: Fairways work closely with a team of reliable local trades people and suppliers which allows us to respond promptly and effectively to repairs, maintenance or defective appliances that may require attention or replacement. Payment of any resulting invoices is generally arranged by Fairways with the amount being deducted from the rent collected. Naturally any work arranged by Fairways will be in accordance with any instructions provided by the landlord and any deduction would be itemised on the landlord's statement.

The above briefly summarise just some of the main aspects of our residential property letting services and so should you require any further information about our procedures or services then contact us today.

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