

# WINTERBROOK



Letting your property  
through Winterbrook



Winterbrook are committed to making letting as straight forward as possible.

We have built our lettings and management portfolio by offering a premium service, whilst retaining the personal touch that can only be found from an Independent agent



*Julian Walley M.A.R.L.A*



*Debbie Walley M.A.R.L.A (Inv)*

For your assurance and peace of mind Winterbrook are members of:





# Why choose Winterbrook?

## Trusted

Trusted to look after properties in the area for over 21 years we have an experienced team who will deal with issues locally. We strongly believe that your Interests are served best when the tenants are vetted by local experienced staff and the property is dealt with in Wallingford. Many agents base their services covering a wide area and this is against our clear philosophy of 'keeping it local' when there is an issue you know where to find us and who to deal with.

## Local & knowledgeable

Continuing this philosophy all our staff have a good knowledge of the properties we deal with and live locally often having a good knowledge of the area and the properties. We also have the flexibility to tailor a service to your needs as we realise that whilst many of our clients work abroad some stay local and would like a more 'hands on' approach to letting their property. We can offer different types of service or 'mix and match' and change our fees accordingly. We do however inspect all our managed properties regularly.

## Experienced staff

Winterbrook are ARLA registered and for your peace of mind keep up with the continual changing legislation in the rental market.

## Established

Over the last 21 years we have built up an excellent database of reliable, qualified local trades people who we have worked with for a long period time. We do not use large expensive corporate companies with ridiculous 'call out fees' and do not add any additional handling fees onto their service. Some are happy to give tenants advice over the phone on our managed properties. Our phones are answered 7 days a week and our website gives important additional Information to our tenants.

## Our marketing

Marketing of your property will be carried out in the same comprehensive manner as our sales properties. This includes professional photography, floor plans on all the major websites our own site Winterbrookpartnership.com, the local and national press and through our national network of over 750 agents. Our busy London office attracts tenants on a daily basis commuting into the city.

## Adapting to changes in the rental market

Over recent years changes in the Housing market and social patterns have resulted in an unprecedented rise in demand for rental property. Investing in buy to let properties is proving to be a prudent decision for many people looking for an alternative to stock markets or savings accounts.

## Buy to let advice

Winterbrook regularly hold 'Buy to let' evenings which are well attended but remember we are always available for free advice. Remember you don't need to buy through Winterbrook and we are always happy to give impartial, free advice.

## Our reputation is important to us

We are very proud of our reputation for professionalism, integrity and attention to detail, which has made us the natural choice for landlords and tenants in the area. We hope you find the information in this brochure helpful and Informative and hope we can help you.



# Preparing your property for letting

## Unfurnished or furnished?

By far the greatest demand from tenants is for properties that are let unfurnished, which traditionally includes carpets, curtains, cooker and white goods. (fridge, washing machine). This also suits landlords who avoid becoming responsible for soft furnishings and testing of electrical appliances.

## Decoration and presentation

We recommend these should be fresh and neutral in terms of colour and style.

## Domestic Appliances

These should be of good quality and condition and subject to regular servicing. It is important that Instructions are left on the premises to avoid unnecessary call-outs (these can often be downloaded from the Internet) and are included on an Inventory.

## Safety regulations and precautions

From 1994 it became compulsory for gas equipment in all rental properties to be serviced and checked annually by a registered gas safe engineer (previously Corgi). We can organise this on your behalf as the relevant certificate has to be in our receipt before we can commence a tenancy. This has to be kept up annually.

The electrical safety regulations 1994 state that all appliances, both fixed and portable in rented accommodation must be safe. The only sure method of this is to have them tested and labelled periodically by a qualified electrician.

## Mortgages

Permission is usually required from the mortgagee. We can give you advice in this aspect and our resident Independent Financial adviser is extremely knowledgeable in this aspect, her advice is free of charge.

## Cleaning

It is important that your property is cleaned to 'Inventory standard' prior to renting it out. This creates a 'benchmark' that will be recorded in the Inventory and schedule of condition; therefore maintain a high standard throughout subsequent tenancies as the outgoing tenant's responsibility.

## Gardens

The gardens should be kept in good seasonal order, as tenants will be responsible for its upkeep and maintenance. Some landlords (especially for larger gardens) like to provide a gardening service we are happy to advise on this aspect for you.

## Amenities

Gas, water & electric bills where applicable are usually the responsibility of the tenants. When we manage the property we arrange for the transfer into the tenants name. We will notify the council in changes for council tax. A working telephone line must be provided and a terrestrial TV Ariel capable of picking up a digital signal. We organise 3 sets of keys for your property and a spare is held by us for emergencies. Both offices are alarmed and the keys are coded.

## Insurance

It is important that your contents and Buildings Insurance are adequate for letting your property. Specialist rental Insurance for landlords is usually required and we can advise on competitive products and rent guarantee Insurance where required. It is important that you also comply with a property that is left vacant for an extended period of time.

## Referencing

We carry out a strict referencing service on all inbound tenants. This checks all employment and credit history. The company who carries this out on our behalf can also provide comprehensive rental guarantee Insurance for you; further details are available on request.

## Energy Performance Certificates

This came into effect in October 2008; all new tenancies are required to have an EPC by law. We must have this certificate prior to marketing. We can organise this on your behalf at a small competitive rate and it currently lasts ten years.

## Smoke and carbon monoxide detectors

The Department of the Environment have regulations governing the instillation of smoke detectors incorporated into the Building Regulations. We require that all our landlords install smoke alarms in their properties, it is also probably a requirement of your buildings Insurance. We also require you to install a carbon monoxide detector for each room with a gas appliance which complies to current British safety standards.

## Inventories & Deposits

At the outset of any tenancy a tenant will pay a deposit equivalent to six weeks rent. We strongly recommend that to protect our clients interests, in regard to the deposit at the end of any tenancy, all of our properties have an inventory and schedule of condition, carried out by an independent and accredited Inventory Clerk. The inventory is accompanied by a "check in" at which point the tenant will sign to confirm agreement with the report, and at the end of the tenancy a "check out" (paid for by the tenant) will take place to verify the property is left as it was found. Should any discrepancy between the reports occur, costing to repair will take place and then a written agreement between the Landlord and the tenant will be sought to achieve deductions from the deposit, via the Deposit Protection Scheme (full details are available through our terms of business).



## The three services that we offer:

# 1

### *Let only*

This is perfect for landlords who have the time and experience to manage their own Investment, but still want the reassurance and convenience of the following:

Comprehensive marketing through all the major websites, our own site, network of over 750 agents and London office. Our own apps and local and national press

Tenant referencing including financial or employment. This could be provided by a solicitor accountant or current landlord/agent. A credit check whether the applicant has any County Court Judgements or adverse credit.

Organising Gas safety, electrical and Energy Performance Certificates where required.

Collection of the first month's rent, to be paid as cleared funds prior to commencement of the tenancy. We then arrange all subsequent payments to be made to you.

Organisation of the deposit and registration according to the DPS.

# 2

### *Let and rent collection*

Includes all the services of our let only service, in addition Winterbrook will:

Arrange for the collection of the rent by standing order.

Submit a regular Statement of Account to the landlord and/or the landlord's accountant

Transfer the net monies to the landlord.

At the end of the tenancy arrange for the Inventory to be checked by the Inventory clerk and for a schedule of dilapidation (if any) to be prepared. Copies sent to tenant and landlord for approval before the registered deposit to be returned.

# 3

### *Management service*

Provides our landlords with a comprehensive and thorough administration service of your property.

Many of our prospective professional tenants ask for properties with a managed service.

In addition to the Let and rent collect service we undertake Inspections midway through the tenancy term.

Our full management service includes investigation of defects which come to our notice or are clearly and adequately brought to our attention by the tenant.

We oversee the day-to-day maintenance, repair or serving of appliances. Wherever practicable we will obtain estimates and submit them prior to the commencement of any works carried out. However in emergencies and where we consider necessary we will act to protect your interest without consultation.

Established in 1992 we have built up an extensive range of experienced reliable trades people on hand. We are equally happy to deal with the landlords preferred contractors if notified beforehand. The main consideration is that the repairs are dealt with swiftly and competently so that damage to your property is minimised and the tenant is spared, as far as possible, any distress or inconvenience.

Transferring legal responsibility of gas, electric, water and council tax to the tenant's name.



# Quick Reference

**3**      **2**      **1**

## Advertising

- Prepare full property details and floor plans
- Advertise property on major property websites and in local newspapers
- Email and text details to prospective Tenants and relocation agents
- Regularly produce property marketing update reports
- Interview potential Tenants
- Conduct and accompany all viewings
- Negotiate terms on behalf of our Landlords

## Move in Process

- Obtain references through a registered referencing company
- Arrange cleaning and gardening on request
- Arrange pre-tenancy general maintenance on request
- Obtain gas and electrical certificates on request
- Arrange an independent inventory and check-in on request
- Transfer council tax and services to the Tenant's name
- Register deposit with the Deposit Protection Scheme
- Produce tenancy agreements

## During the Tenancy

- Tenants welcome pack provided - instruction manuals, emergency advice

## Rent Collection

- Collect all monthly payments by standing order into our Client account
- Electronically pay net rental to Landlords (within 10 working days of receipt of payment)
- Chase rent arrears

## Deposit Holders

- Obtain Tenant's deposit to be held in a custodial scheme
- Deposits registered and covered by the 'Deposit Protection Scheme'
- ARLA bonding scheme - *ARLA deposits are covered in accordance with 2007 legislation*

## Overseas Landlords

- Pre-Tenancy inspection - hand over to Property Manager prior to departure
- Compliance with the Inland Revenue Overseas Landlord Scheme

## Tenancy Inspections

- Visit the property midway through tenancy
- Prepare on inspection report of the condition of the property
- Carry out any necessary actions arising from the inspection

## Repairs Management

- Agree a level of maintenance and any specialist contractors required
- Obtain quotation for repairs where necessary
- Manage repairs to the property
- Obtain approval for works over an agreed cost
- Settle contractor's bill from rent received
- Advise on property refurbishment and enhancement

## Maintenance Service

- Dedicated maintenance specialist available for small works at short notice

## Tenancy Renewals and Rent Review

- Seek agreement from Landlords and Tenant to extend tenancy term
- Review rent annually based on market conditions and comparisons
- Prepare renewal documents
- Service of section 21 notice upon Landlords written instructions
- Find a new Tenant at the end of the tenancy
- Serve section 13 notices

## End of the Tenancy

- Arrange the check-out with the independent inventory clerk
- Provide both Landlord and Tenant with the check-out report
- Obtain agreement from both Landlord and Tenant; instruct agreed works
- Disperse the deposit
- Confirm deposit return with Deposit Protection Scheme
- Transfer services with closing meter readings
- Prepare to remarket the property for the Landlord

## Disputes

- Transfer and prepare files to Deposit Protection Scheme for arbitration
- Disperse non disputed amount
- Confirm deposit return with Deposit Protection Scheme

	Full Management	Rent Only	Let Only
Advertising	✓	✓	✓
Move in Process	✓	✓	✓
During the Tenancy	✓		
Rent Collection	✓	✓	
Deposit Holders	✓	✓	✓
Overseas Landlords	✓		
Tenancy Inspections	✓		
Repairs Management	✓		
Maintenance Service	✓		
Tenancy Renewals and Rent Review	✓	✓	✓ *
End of the Tenancy	✓	✓	Intro fee
Disputes	✓	Optional	Optional
	✓	✓	Optional
	✓	Optional	Optional

\* On instruction subject to fee



Specialist Letting Agent

**To Let**  
*and manage*

We only let and manage property so our focus is not clouded by sales or other services

Local

**Wallingford**

We understand how important it is that our properties are looked after in town, so landlords and tenants can always pop in

Independent

Not a faceless corporate but an Independent firm run by local people offering a personal service

Thorough Tenant Screening

All tenants are subject to credit checks in addition to references from employers and previous landlords

Speed of Securing Tenant

VOIDS can be the downfall property - we pride ourselves in the speed of securing tenants

National Marketing

Advertising our properties on the major websites, a UK network of over 750 agents and our associated London office.

Fair Fees

We offer a range of service levels suitable for all landlords

Compliance

We will keep our clients informed of the current legislation concerning their property

Regulated

We are governed by ARLA DPS and the Property Ombudsman so follow strict codes of practice to ensure the highest level of customer service

Regular Property Inspections

For managed properties, we undertake property visits to ensure a pro-active service is provided

24 hour Emergency Service

**7**  
**DAYS A WEEK**

For managed properties, we answer calls 7 days a week

Limitation of Risk

We offer competitive rates for rent guarantee and legal insurance to reduce uncertainty

# WINTERBROOK

23 St. Martin's Street, Wallingford  
Oxfordshire OX10 0AL  
01491 824000



[winterbrookestates.co.uk](http://winterbrookestates.co.uk)

