



# Landlords Guide to Letting



**Our Full Service Lettings Team**



[www.ddmresidential.co.uk](http://www.ddmresidential.co.uk)



The Largest Independent Estate Agency in the Region for a Reason  
SALES ■ LETTINGS ■ MORTGAGE ADVICE ■ AUCTIONS ■ COMMERCIAL

Written for Landlords this brief guide is an overview of our service, the processes involved and an explanation of the main requirements.

## Introduction

**DDM Residential** is the Largest Independent Sales & Letting Agency in the Region with 5 Offices.....for a Reason.

We now manage and act for over 1400 properties throughout the Region. Our service is personal, professional and competitive. We take great care to understand your individual needs and we take seriously the need to establish and maintain long and trusted relationships.



### Letting Agencies spring up every day and as many close down.

Anyone can go into business and call themselves a letting agent leading people to believe they are experts. Astonishingly, around £1 billion of U.K. tenants' deposits and landlord monies are currently unprotected. Even some local long established agencies do not have 'Client Money Protection Insurance'. An Estate & Letting agency is still a business – so what happens if they close down, go into liquidation or run away with your money? **DDM – The Letting Centre** is a member of the National Approved Lettings Service, regulated by the Property Ombudsman, and most importantly holds your money in a regulated client account that is insured !



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## Free Valuation

We provide free rental assessments. One of our Regional Valuers or our Lettings Manager will be pleased to visit your property and give you general advice including an indication of a market rent. DDM – The Letting Centre is the most proactive agent in the Region. We can rent your property swiftly and efficiently.

## The Lettings Team

With a dedicated team of 7 in our Lettings department, DDM The Letting Centre can be in many places at once and offers a unique service. We take accounts, legal and administration seriously. Two full time fieldworkers cover the region carrying out inspections, check-ins and check-outs. The 5 branch offices with 20 employees also provide additional support when necessary. A weekend and bank holiday emergency call service is in place for tenants who have repair issues.

## Newspaper Advertising, 5 Offices, Internet & Rightmove

We are one of the only Agents to advertise rental properties every week in the local newspapers covering the whole region. We also place your property in our five branches, mail out to local companies and advertise it on the DDM Residential website that attracts over 10,000 visitors every month.



## Credit Search & Tenant References

We are one of the Agencies in the region to take full comprehensive references with a Credit Agency that also involves employment, credit check & previous landlord. We ask for guarantors also when necessary.

## Tenancy Agreement

We will prepare a comprehensive Assured Shorthold Tenancy. This is for a minimum period of six months. After this it runs on a month by month basis and is referred to as a 'periodic' or can be fixed again.

## Inventory

The typed inventory along with photographs, is used to compare the condition of the property at the start of the tenancy with the condition at the end of the tenancy. It is a professionally prepared several page document detailing the condition of the property, inside and out. We also record meter readings and assist the tenant to notify the utility companies and the local authority.

## Mortgage on the Property ?

We will help you obtain consent from your mortgage company to let the property if it does not have a buy to let mortgage in place. A DDM Financial Mortgage Advisor is also available to discuss this with you or to review your mortgage. DDM Financial can be contacted : glenn@ddmfinancial.co.uk or 01472 360094.

## Tenant Deposits

From April 2006 the Government introduced new Legislation stating that agents/landlords must register with a Government authorized scheme which involves a fee. We are registered with the TDS and we pay over £25,000 per annum for this scheme with no additional cost to landlords. With the fully managed service we will register the deposit. The deposit remains with DDM Residential and subject to no disputes it is returned to the tenant at the end of the tenancy. Should a serious dispute arise, this will be dealt with by an Independent Complaints Examiner. We again stress the importance of our thorough Inventories.



## Repairs, Council Tax & Utilities

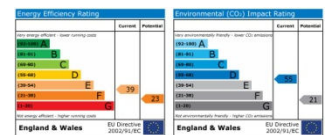
You are responsible for repairs to the property. For managed properties we arrange for contractors or ones nominated by you to carry out small day to day repairs. Charges will be deducted from your management account. We will always ask for instructions before commencing any large-scale repairs. The payment of water rates, council tax, gas, electricity and telephone bills are generally the responsibility of the tenant.

## Tax & Overseas Landlords

From the total rent received in a tax year you can deduct associated costs including our fees, buildings insurance, loan interest etc. We will provide you with a monthly detailed statement as well as an annual Income & Expenditure report to help you with your self assessment. If you live overseas, work abroad or are a member of the forces you will need to register with HMRC for exemption. We can provide you with this information. For a separate factsheet about Tax please call 01724 870 870.

## EPC – Energy Performance Certificate

From 1<sup>st</sup> October 2008 all rental properties have been required to have an EPC (Energy Performance Certificate) which will be valid for ten years. The requirement to have an EPC will come into force when the property is empty on or after 1<sup>st</sup> October 2008. For example: the first time your property is vacant or you let or re-let your property after 1 October 2008 an EPC is required.



## Building Insurance to save you ££££

Most standard home insurance policies will not provide protection for a tenanted property. We provide specialist policies that can also save you money. Some policies will protect your rental income should the place become inhabitable due to an insured risk, protect against accidental damage, theft, malicious damage and if your property is unoccupied for up to 90 days. Policies are available even if you are not a client. Call 01724 870 870 for a free quotation or visit [www.ddmresidential.co.uk](http://www.ddmresidential.co.uk).

## Tenant Insurance

We ask that all tenants have Insurance to cover for accidental damage to landlords contents, fixtures and fittings. This give you peace of mind knowing that if the deposit is not enough or has been used for arrears, a claim can be made.

## Rent Guarantee & Legal Insurance

Fact: No matter how thoroughly you check the tenant out you cannot be sure that they will be able to pay the rent in the future. Circumstances change. What if they lose their job, have an accident or suffer a marital breakup?



This cover is currently offered via HOMELET, (subject to a successful tenancy credit search) a specialist insurer who offers cover exclusively to the let property market. Legal costs and expenses are paid on your behalf in order to obtain vacant possession of the property.

## Gas Saefy & Electrical Checks

Gas Safety Certificates are required annually for all properties with gas appliances. Although not mandatory at present we also recommend an Electrical Safety which normally lasts for 10 years. Some building insurance policies are now requesting electrical checks.



## Most agents charge the same but offer only a fraction of our service

### Unique Managed Service - No Let : No Fee

Our fee for managing your property is based on a fixed fee or percentage of the gross rental (subject to vat).

- ✓ Advertising through 5 branch network, newspaper & internet advertising
- ✓ FREE 'To Let' Boards & accompanied viewings for empty properties
- ✓ Credit Agency references, (employment, credit check & previous landlord)
- ✓ Prepare a Tenancy Agreement with provision for deposit scheme
- ✓ Dedicated team of 7 in addition to the branch offices
- ✓ Check tenants in the property and run through inventory
- ✓ Collect the rent, send statement & pay to your account (we accept credit cards for rent payments !)
- ✓ Undertake regular inspections of the property and provide reports
- ✓ Instruct and coordinate any day to day repairs
- ✓ Organise annual gas safety checks, electrical safety checks and arrange EPC's
- ✓ Regular landlord newsletters
- ✓ Provide products for piece of mind : Rent Guarantee and Legal Insurance, Home Emergency Cover
- ✓ Specialist Landlord Buildings Insurance Cover quotes
- ✓ Provide information and help with tax information
- ✓ FREE 3D floorplans with EPC's

### Tenant Find Only Service

Our fee for finding a tenant for your property is based on a fixed fee (subject to vat).

- ✓ Advertising through our 5 branch network, regular newspaper advertising and internet
- ✓ Qualify and put forward a tenant for your acceptance
- ✓ Take up references with a Credit Agency (employment, credit check & previous landlord)
- ✓ Prepare a Tenancy Agreement
- ✓ Collect first months rent and surety deposit
- ✓ Provide products for piece of mind : Rent Guarantee and Legal Insurance, Home Emergency Cover
- ✓ Specialist Landlord Buildings Insurance Cover quotes
- ✓ Provide information and help with information

### Valuation & Fee Information (see our fee matching policy)

We would suggest your property is rented for £\_\_\_\_\_ per calendar month.

Management Fees \_\_\_\_\_ plus vat

Tenant Find Fees \_\_\_\_\_ plus vat

Arrangement Fee £ \_\_\_\_\_ plus vat

includes marketing, photographs, processing applicants, inventory document & photos, preparing legal documents check in a appointment

EPC (Energy Performance Certificate) including FREE 3D Floorplan £ \_\_\_\_\_ plus vat

Tenancy deposit registration & tenancy check-out fees may also apply



### COMPETITIVE FEES & MATCHING

Due to the large number of our retained satisfied clients we are able to provide a Unique Service. DDM Residential are so confident of our fees and service that we will match any other fee received in writing based on a like for like service.



### Existing Landlords ????

Transfer your management to DDM Lettings for a fixed 6 month fee and enjoy all the benefits we offer



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Fax: 01652 661167

□ 72 Wiauby Street  
Brigg DN20 8JE  
Tel: 01652 653666  
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□ 9 Church Street  
Gainsborough DN21 2JJ  
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□ 23 Osborne Street  
Grimsby DN31 1EY  
Tel: 01472 358671  
Fax: 01472 360095

□ 46 Oswald Road  
Scunthorpe DN15 7PQ  
Tel: 01724 868168  
Fax: 01724 870871

□ Letting Centre  
46 Oswald Road  
Scunthorpe DN15 7PQ  
Tel: 01724 870 870



web site [www.ddmresidential.co.uk](http://www.ddmresidential.co.uk) e-mail: [homes@ddmresidential.co.uk](mailto:homes@ddmresidential.co.uk)

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