



WHY SHOULD WE CHOOSE RIDGEWAY ?

Ridgeway has been established as a Letting Agent and Property Management business for many years in Swindon and following the recent merger with **Joy Sherwood Property Management** our service is based on **35** years experience of Property Management and Lettings. We have a long established reputation for professionalism combined with specialist up to date legal knowledge and experience.

Our offices are in Commercial Road, Swindon, at the heart of the commercial centre in Swindon and in the High Street in Wootton Bassett. We manage and let an extensive portfolio of quality property in both towns and our service covers a 25 mile radius of Swindon.

We believe in establishing good relationships with both tenants and landlords alike, as in our experience this is the best recipe for a trouble free tenancy. Finding good quality tenants and then managing the property successfully for often many years is our speciality and in view of the ongoing relationship with landlords and tenants, it is essential to provide a reliable, friendly and knowledgeable service. Problems need to be addressed quickly and efficiently, tenants need to feel that the agent is responsive because they then take good care of the property and landlords need to know that the agent is looking after the property and providing them with up to date specialist advice on all aspects of letting and renting.

We offer landlords financial security, peace of mind and the knowledge that we will look after your property as if it were our own. Whether you want a comprehensive Property Management Service or a Tenant Introduction Only Service, we can assure you of our best attention at all times and look forward to working with you in the future.



LETTING YOUR PROPERTY- HERE'S HOW TO START

1. THE PROPERTY APPRAISAL

The first stage towards putting your property up for let is to meet with a Ridgeway Letting Agent at the property for a free valuation appointment.

At this appointment we will discuss the level of Ridgeway Service that you wish to use. The different options are detailed in the following pages.

2. MAXIMISING RENTAL INCOME

Properties vary, as do the requirements of each landlord, so before the valuation appointment we will be doing our homework, compiling comparable rental details, a market overview, and current pricing trends for your consideration.

3. PRESENTATION

First impressions count! Experience tells us that the presentation of your property will increase the marketability of and the level of rental income that we achieve on your behalf.

It therefore follows that your property should be presented to the highest standard possible to secure an early tenancy. In order to attract a good calibre of tenant it is essential that your property is left thoroughly clean, and in an uncluttered well decorated and appealing condition. The garden, if you have one should be also be in good order and well tended.

We also recommend that carpets and floor coverings are in clean condition. Our experienced team will be happy to advise you on all aspects of decoration, cleaning, carpet cleaning etc. if required.



FULL MANAGEMENT SERVICE FOR PROPERTY OWNERS

OUR FULL PROPERTY MANAGEMENT SERVICE INCLUDES THE FOLLOWING:

- Viewing the property and advising rental valuation. The first viewing and rent assessment is free and without obligation.
- Advertising the property on our own website, Rightmove.co.uk, PropertyFinder.co.uk and Primelocation.com. We also have an office in Swindon town centre and High Street, Wootton Bassett where most Estate Agents are to be found and we have a great deal of passing trade. 78% of our business now comes from the Internet and the rest largely from the office window and recommendation.
- Introducing and screening prospective tenants including credit checking.
- Preparation of the correct form of tenancy agreement and counterpart.
- Taking complete and detailed inventory and schedule of condition of the property and contents and photographs are also taken.
- Collecting a deposit from the tenant equivalent to the rent for a calendar month plus £200.00 and holding such deposit in the Tenancy Deposit Scheme until the termination of the tenancy against dilapidations beyond normal wear and tear.
- Demanding of rent from the tenant and accounting to client on a monthly basis when rents are received. Payment will be made on-line into your bank account.
- Supervising the obligations of the landlord and tenant in accordance with the terms of the tenancy agreement.
- Inspection of the property on a regular three monthly basis and producing written report to the landlord.
- Reading meters and notifying appropriate authorities of readings and changes of occupancy. Taking oil level readings and ensuring level return at the end of the tenancy.



- At the termination of each and every tenancy to check the Inventory and Schedule of Condition and deduct from the deposit amounts for dilapidations beyond normal wear and tear.
- Organising and overseeing repair/maintenance works as necessary and making payment from incoming rents.
- Arranging for gardening services as appropriate.
- Dealing with routine expenses such utility bills etc as requested.
- Advising tenants to insure their own personal belongings.
- If the property is unoccupied at all during the winter months, ensuring that the water system is drained down or the central heating is maintained according to client instructions.
- Arrange Gas and Electrical safety certificates if required and organise necessary Energy Performance Certificate (see detailed information in following section)



The Tenancy Agreement

We will prepare the correct form of Tenancy Agreement and Counterpart. This will normally be an Assured Shorthold Tenancy Agreement under the provisions of the Housing Act 2004. This is a fixed term tenancy usually of not less than six months and the landlord cannot repossess the property until six months has elapsed. A new Tenancy Agreement can either be drawn up for a further six months at this stage or the original tenancy can continue to run on a month to month basis and is then called a Statutory Periodic Tenancy. The landlord needs to give **two** months notice to the tenant if he wishes to regain possession of the property.

When the original term of the tenancy has expired, the landlord has an absolute right to regain possession of his property should he wish to do so, providing that the correct notices have been given to the tenant at the end of the tenancy.

Company Lets

A letting where the tenant is a Company rather than an individual is excluded from the protection of the Housing Act. Since a Company cannot actually occupy the property, a company let in practice means that a tenancy agreement will be made with the company, which then houses one or more of its employees as "licensees".

We let many properties to companies in Swindon and we will only advise using a company let where the company concerned is a large established company to avoid any problems of rent recovery.

References

We use a Credit referencing company who will take references from the tenant's bank, employer and where possible previous landlord or Letting Agency. The search will also reveal any County Court judgements against the prospective tenant(s). We make every effort to ensure that good tenants are secured for each property and we will not proceed with an application if the references are not satisfactory. However, good references do not guarantee future performance and conduct of the tenants.



Deposits

The Agent is a member of the Tenancy Deposit Scheme, which is administered By:

The Dispute Service Ltd
PO BOX 541
Amersham
Bucks HP6 6ZR
Tel: 0845 226 7837
Email: deposits@tds.gb.com
Fax: 01494 431123

If you appoint us as your Agent, we will hold the Deposit under the terms of the Tenancy Deposit Scheme.

We will take a deposit from the tenant which is equivalent to one months rent plus £200 and this is held in a separate account against dilapidations to the property, normal wear and tear excepted and insured risks which are the landlord's responsibility. Once the tenancy comes to an end we will inspect the property against the inventory taken when the tenant moved in.

If there is no dispute we will keep any amounts agreed as deductions where expenditure has been incurred on behalf of the Landlord, or repay the whole or the balance of the Deposit according to the terms of the Tenancy Agreement with the Landlord and the Tenant. Repayment of the Deposit will be made within 10 working days of the end of the tenancy.

If the tenant or the landlord notifies the Dispute Service in writing within 10 working days after the end of the tenancy that they intend to dispute the deductions from the Deposit, then the Agent must attempt to resolve the matter within 10 days of the notification of a dispute. The ICE (Independent Case Examiner of the Dispute Service) reserves the right to decline to adjudicate on any disputes not notified within the 10 working day notice period. If after this time there remains an unresolved dispute over the allocation of the Deposit it will be submitted to the ICE for adjudication and both the Landlord and the Tenant agree to cooperate with any adjudication. There is no charge levied by the ICE for the adjudication subject to the amount in dispute being under £5000.00.

If the amount in dispute exceeds £5000.00 then the Landlord and Tenant will agree by signing the Tenancy Agreement to submit the dispute to formal arbitration by the engagement of an arbitrator and the costs of this engagement



will be borne equally by the Landlord and the Tenant. The liability for any costs will be dependent upon the award made by the arbitrator. **However, deposit disputes of this amount are extremely rare, and we have never had to deal with one in the past 25 years.**

The statutory rights of either party to take legal action against the other through the courts remain unaffected. Either party can refer the dispute to the County

Court but this may take longer and incur further costs. Judges may, because it is a condition of the Tenancy Agreement signed by both parties, refer the dispute back to the ICE for adjudication. If the parties do agree that the dispute should be resolved by the ICE, they must accept the decision of the ICE as final and binding.

If there is a dispute, we must remit the disputed portion of the deposit to the Dispute Service Ltd. This has to be done within 10 working days of being notified that a dispute has been registered whether or not you or we want to contest it. Failure to do so will not delay the adjudication but The Dispute Service Ltd will take the appropriate action to recover the deposit and discipline us.

As a regulated Agent we must cooperate with the ICE in the adjudication of the dispute and follow any recommendations concerning the method of resolution of the dispute.

We make a small administration charge for access to the dispute resolution facility, which is £20 per year inclusive of Vat.

In the event that a dispute between the landlord and tenant over the deposit cannot be settled by the Agent and is referred to the ICE (Independent case examiner) for arbitration then a charge of £100.00 plus VAT will be levied by Ridgeway Estate Agents Ltd for the preparation of all documentation necessary for the adjudication to take place.

Rents

Rents are collected either by cheque, by standing order or debit card from the tenant's bank account and will be transferred to your bank or building society account on line. Please note that the UK banking system can take up to 10 working days to clear these items but we endeavour to pass onto you the balance of rent, less deductions on the 15th of every month. Rent may be reviewed on an annual basis providing the tenant is given one months notice of any increase.



Inventories

We will prepare a detailed Inventory and Schedule of Condition of the property and photographic evidence just before the tenant moves in when the property is ready for occupation. This will describe the contents and condition of the property, including furnishings, decorative state, carpets, curtains etc. It will be **very** detailed and the tenant is advised to check their copy when they move in. The inventory will be used to check the tenant out at the end of the tenancy and we must be satisfied that the house is handed back to the landlord in its original state, excepting fair wear and tear. Please note that the inventory will not include roof spaces, uninhabited cellars or areas not accessible to the tenant.

Landlords must acknowledge that wear and tear is to be expected and in particular it is likely that carpets, appliances, decoration, fixtures, furnishings etc. will not be in exactly the same condition as before the property was first let. This downside is of course outweighed by the rent collected.

Inspections

We will inspect the property every three months and report to you with our findings. We will endeavour to sort out any problems that the tenant may have with the minimum cost to yourselves. It is in the landlord's interest to maintain the property to a good standard and ensure that the tenant is happy and that the property remains lettable for the future. Such visits can only extend to obvious and apparent defects and would not in anyway amount to a structural survey and we cannot be responsible for any hidden or latent defects.

Mortgages

If you have a mortgage on your property, your bank or building society will need to be informed of your intention to let.

Whilst we are happy to provide a copy of the tenancy agreement for their information and approval, it remains the landlord's responsibility to gain written consent to the letting of the property from the mortgagee. **If this consent is not you may be in breach of the terms of the mortgage deed.**

Insurance

We advise that you notify your buildings and contents insurance companies of your intention to let your property. The buildings insurance should contain public liability cover, which you would need in the event of an accident



involving the tenant whilst living in your property e.g. tile falling off the roof onto the tenant! It is therefore important to notify your insurers of your intention to let the property so that they do not decline to meet any claims of this nature on the basis that they did not know the property was let.

Income Tax

Income tax is payable on unearned rental income and if you are remaining in the United Kingdom you will be taxed in the normal way. There are of course allowable expenses, including mortgage interest, repairs and maintenance costs, agents fees, insurance costs etc. which can be offset against tax and if you would like details of these, we will be happy to help. Under the Taxes Management Act 1970 we are obliged to provide HMRC when requested information relating to income and expenditure for landlords.

If you are renting your property **and going abroad** it is incumbent upon the management agent under the new Self Assessment rules for overseas landlords to deduct tax at the prevailing rate from the rental income, less allowable expenses. However, the landlord can apply to the Inland Revenue for an exemption from this requirement providing his/her tax affairs are up to date. The Inland Revenue will issue an **exemption** certificate upon completion of application from the landlord to receive his rent gross, and copy will be sent to us as your managing agents. If you wish to apply for this exemption, please let us know and we can send you the necessary forms (NRL 1).

Advertising

The full management fee will include the cost of any expenses incurred by this agency when advertising the premises, unless we have been authorised by the landlord to incur advertising expenses of over £40.00 in a national newspaper and the premises are then withdrawn or let through another agency or the landlord.

Outgoings

We will arrange to pay on your behalf, current outgoings such as service charges, Council Tax, utility company bills etc (when property is vacant). Although we use our best endeavours and query any obvious discrepancies as we discover them, we must emphasize that we are entitled to accept and pay on your behalf demands and accounts which appear to be correct when we pay them. We advise that you regularly check payment obligations are being met if you pay ground rent or service charges on your property.



The landlord should also arrange for redirection of **Mail** during the term of the tenancy. The tenant is also advised to do the same once notice has been received that they are leaving and we are not responsible for any redirection costs.

Repairs and Maintenance

Any necessary repairs or maintenance, which come to our attention, will be organised by this agency. Works costing up to £100.00 will be dealt with as they arise, without further instruction from the landlord, providing the repair is the responsibility of the landlord. If we anticipate that the necessary repair will cost more than £100.00, we will contact you in advance wherever possible, except in the event of any emergency when we will need to act quickly to protect your property and the tenant. If there are insufficient funds to cover the cost of the repairs on a contractors invoice then the agent reserves the right to forward the invoice to the client for payment which should be settled within 7 days.

Terms of Management

Unless otherwise agreed in advance, our appointment as managing agents is for the duration of the tenancy, and any renewal or extension thereof to the same tenant, subject to three months notice to terminate on either side.

Instruction of Solicitors

Any legal action for breach of terms of the tenancy agreement by the tenant will have to be carried out by your solicitor. We cannot take legal action for you as the tenancy agreement contract is between you and the tenant, not ourselves. However, as with other letting agents, we will provide your solicitor with all the necessary documentation and any help which he or she requires.

ARLA

We are members of the Association of Residential Letting Agencies – a professional regulatory body with established Codes of Practice which members have to adhere to. In order to qualify, agents must have been in business for a minimum of 2 years, operate a separate Client and Office Account, have Professional Indemnity Insurance, and pass a stringent interview and selection process based on agents professional and legal knowledge and experience.

Examinations are also compulsory for staff in ARLA offices to keep abreast of the latest legislation.



Sale of Property

If you decide to sell your property, and the tenant, introduced by this agency, agrees to purchase the property from you, then Ridgeway Estate Agents Ltd will be entitled to charge the prevailing sale rate upon completion of the sale.

Letter of Authority for Utility companies and Council tax authority

If you are going to live abroad, please will you send us a letter addressed "TO WHOM IT MAY CONCERN" giving us permission to deal with the Utility companies and the local authority with regards to closing utility and council tax Bills. Unfortunately they insist that we have such a letter of authority these days and as we will be reporting the closing readings on your behalf and dealing with changes in occupants, it would greatly assist if we can send a letter of authority to the relevant companies.

Contractors

Ridgeway will unless otherwise agreed in writing, use our approved contractors to carry out works. We will however endeavour to instruct a Landlord's preferred contractor, where possible providing the Contractor has the necessary qualifications and insurances to carry out the work involved. Ridgeway accept no liability for the appointment of that preferred contractor. If the Landlord's contractor is unable to respond within a reasonable timescale or in an emergency, Ridgeway reserves the right to appoint a contractor and charge accordingly.

TV Aerial/telephone installation

As the landlord you will be required to ensure that there is a quality TV Reception and also that a telephone line has been installed at the property. If the line is not installed the tenant will arrange this and be reimbursed by the Landlord.



SPECIAL NOTES

THE FIRE & FURNISHINGS (Fire) (Safety) REGULATIONS 1988

Landlords who are letting their property with furniture are legally obliged to ensure that the soft furnishings supplied comply with the safety standards detailed in the Act above.

The definition of soft furnishings includes sofas, easy chairs, mattresses, loose covers, headboards, cushions and sofa beds. If your furniture does not comply with safety standards, you might consider either letting your property unfurnished or purchasing new items where necessary. If your furniture has a label on it which states that it complies with the Fire and Furnishings regulations, then it will meet the necessary standards. We can arrange for your furniture to be checked together with the necessary Gas and Electrical checks as detailed below. It is illegal to let a property with furniture that does not comply with these regulations and the penalties imposed by the DTI are severe and in signing these Terms and Conditions the landlord warrants that all furniture in the property, together with any added during the tenancy, complies with Safety Regulations.

Gas Safety Campaign

As you may already be aware the government is tightening up safety laws in an attempt to reduce the number of tenants poisoned by faulty gas appliances. Under the Gas Safety (installation and use) Regulations 1998, you will now be obliged to have all gas appliances in your property serviced on an annual basis and to produce a safety certificate as proof that the work has been carried out.

Only British Gas or Gas Safe registered plumbers can attend to the servicing, inspection or repair of any gas burning appliances, which include cookers, fires, boilers, water heaters etc. Can you please ensure that all gas equipment in your property receives a service and a safety check before handing the property over to us. Alternatively, we can organise this on your behalf before the tenancy commences. The tenant must be provided with a copy of the Gas Safety Record prior to commencement of the tenancy and within 28 days of the renewal of the Safety Record annually.

We can of course, then arrange future annual services on your behalf and the costs will be deducted from your rental income. This cost would be **£51.70 plus vat.**



If the Landlord elects to be provided with the Gold or Silver service he is also responsible for compliance with these regulations, which are mandatory and carry a criminal sanction for non-compliance. No tenancy can be permitted to commence without the appropriate certificate.

We also recommend that battery smoke detectors are installed at the property and a fire blanket or extinguisher placed in the kitchen as Landlords have a Duty of Care to tenants.

Electrical Testing

Under the Electrical Equipment (Safety) Regulations 1994, landlords are advised to ensure that the earthing and insulation of all low voltage electrical appliances supplied in rented property comply with the regulations. This involves carrying out a check prior to letting the house and covers items like kettles, toasters, microwaves, irons, vacuum cleaners etc.

If you would like us to organise this on your behalf, we will be happy to do so at a cost of **£51.70 plus vat**. Alternatively, please organise this yourself and ensure that the necessary paperwork is completed by an approved electrician and supply us with a copy.

We can offer a **one stop** safety inspection of your property. This will involve any gas appliances being tested and safety checked, electrical appliances and soft furnishings will be checked and smoke detectors will be fitted where none are present. Batteries in existing detectors will be changed if necessary. The cost of this annual check of gas appliances and portable electrical appliances and any soft furnishings will be **£103.40** plus VAT. Please will you let us know if you would like us to organise this on your behalf. The cost will be deducted from incoming rents.

We recommend that all the wiring in a property should be checked and certified as meeting the necessary standards. This check only needs to be carried out every 5 years, not an annual basis. We strongly advise that any new landlords about to embark on letting a house have these checks carried out at the commencement of any tenancy. This could be arranged to coincide with the safety inspection of the gas and portable electrical appliances. We can also arrange this for you and the cost will be an additional **£100.00** plus VAT on top of the £103.40 plus VAT for the gas and appliance tests. This is NOT a mandatory requirement however.



Please will you also leave instructions for any electrical appliances in the property for the use of future tenants- it is now a legal requirement that tenants have such information.

Energy Performance Certificates

From October 2008, landlords will be required to provide a prospective tenant with an Energy Performance Certificate (as found in a HIPS pack for people selling their property). This has to be supplied when the property is marketed and a copy given to the tenant before the tenancy agreement is signed.

The EPC is used to provide standard information on the property including its size, how it is constructed and its hot water and heating systems. The information is then fed into a government approved software programme, which produces the EPC.

The certificates can only be produced by an accredited assessor and each certificate is valid for **10** years. You may either get an EPC yourself from an accredited assessor and supply us with one when we market the property, or alternatively, we can organise this for you. The cost of this will be of £75.00 for a property with up to 3 bedrooms and £85.00 for a 4 bed plus. There is no VAT payable on this sum. Please note that the property cannot be marketed without an Energy Performance Certificate from October 2008.



TENANT FIND ONLY SERVICE

OUR TENANT FIND ONLY SERVICE INCLUDES THE FOLLOWING:-

- Viewing the property and advising rental valuation. This is free and without obligation.
- Advertising the property on our own website and the major property portals. Also advertising in the office windows and local newspapers on a regular basis.
- Introducing and screening of prospective tenants including credit checks
- Preparation of the correct form of Tenancy agreement and counterpart.
- Reading the meters and notifying the appropriate authorities of readings and changes of occupancy. Reading oil levels in tanks where applicable.
- Collecting a Deposit from the tenant equal to the rent for one calendar month plus £200 and holding such deposit in the Tenancy Deposit Scheme until the termination of the tenancy.
- An Optional extra is the preparation of an Inventory and Schedule of Condition.

N.B DEPOSITS- The information on Pages 6 and 7 applies whichever service you opt for. This Agency will always hold the Deposit unless you are a member of an approved scheme. We will need documentary evidence of your membership if wish to hold the Deposit yourself.

N.B NON-MANAGEMENT LANDLORDS ARE RESPONSIBLE FOR PROVISION OF GAS AND ELECTRICAL CERTIFICATES AND ENERGY PERFORMANCE CERTIFICATES FOR THE TENANT AND AGENT.

TV Aerial/telephone installation

As the landlord you will be required to ensure that there is a quality TV Reception and also that a telephone line has been installed at the property. If the line is not installed the tenant will arrange this and be reimbursed by the Landlord.



COST OF FULL MANAGEMENT SERVICE

- Monthly commission rate of 12.00% plus VAT.
- Set up and marketing fee, including correct form of Tenancy agreement and inventory and schedule of condition . The charge for this is £200.00 plus Vat for an unfurnished property and £275.00 plus Vat for a furnished property as the inventory will be more detailed and take longer to prepare when a property is furnished.
- Ridgeway Estate Agents Ltd take great care in reference checking suitable tenants. We must point out however, that even the best references will not prevent people from losing their jobs, being made redundant or going through marital difficulties etc, so we can provide details of Rent Protection insurance if required to cover these eventualities. **This is of course optional.**

Rental Protection insurance covers the Landlord for loss of the full rental income for a maximum 12 month period following non payment by a tenant until vacant possession of the property is obtained and 50% of the rental income for a 3 month period once possession is obtained and until the property is re-let. This costs 3% of the annual rent and also covers legal fees up to £50.000 to obtain vacant possession of the property. There is an excess of one months rent so the rental payments will start after one month of arrears.

- Deposit Dispute Resolution – we make a small administrative charge for access to the dispute resolution facility, which is £20 per year plus VAT.
- If a dispute between the landlord and tenant over the deposit is referred to the ICE for arbitration then we will make a charge of £100.00 plus VAT for preparation of all necessary documentation and submissions on behalf of the landlord. We will use our best endeavours to ensure that disputes are resolved before reaching this stage of course **and to date we have had no disputes referred for arbitration.**
- If you wish us to organise the Energy Performance Certificate for you, the charge is £75.00 for up to a 3 bed and £85.00 for a 4 bed plus.
- For **Overseas Landlords only** if no Exemption certificate is provided, then a charge of £75.00 will be made annually to cover deduction of tax etc. If your tax affairs are up to date, then the Inland Revenue will provide you with an Exemption certificate which should be forwarded to us and no charge will apply.



PLEASE COMPLETE IF YOU REQUIRE FULL MANAGEMENT OF YOUR PROPERTY

TO: RIDGEWAY ESTATE AGENTS LTD

RE: Address of property
to be managed:
.....

Client's name:

Client's address:
.....
.....

Management commencement
date:

The following conditions apply in addition to the information within this brochure:

1. Unless otherwise agreed, our appointment as Managing Agents is for the duration of the tenancy, and any renewal or extension thereof to the same tenant, subject to three months notice to terminate on either side. This should coincide with the end of the current tenancy agreement or any renewal thereof.
2. Whilst every effort is made by Ridgeway Estate Agents Ltd to ensure that rents are demanded and collected on time, Ridgeway Estate Agents Ltd cannot accept financial responsibility for any unpaid amounts due.
3. Ridgeway Estate Agents Ltd agrees with the client to manage the property and collect rents and to instruct contractors to carry out repairs which are the landlord's responsibility when necessary.
4. The client will reimburse Ridgeway Estate Agents Ltd for any expenses properly incurred by Ridgeway Estate Agents Ltd in connection with the



management of the property, including any steps taken in the event of an emergency to ensure the safety of the tenant and the property.

5. The client understands that Ridgeway Estate Agents Ltd's responsibility does not extend to taking legal action for possession of the premises or recovery of sums due.
6. In the event of a sale of the client's property to the tenant, and the tenant having been introduced by Ridgeway Estate Agents Ltd, then Ridgeway Estate Agents Ltd will be entitled to charge the prevailing sale commission figure plus VAT upon completion of the sale.
7. The client confirms that he is the sole or joint owner of the property and that he has the right to rent out the property under the terms of his mortgage (if there is a mortgage on the property) or head lease.
8. Ridgeway Estate Agents Ltd shall have no responsibility to a tenant, lessee or third party other than the client under the terms of this agreement.
9. The client will indemnify Ridgeway Estate Agents Ltd against any loss or damage, or any legal fees incurred by Ridgeway Estate Agents Ltd in the course of conducting the management of the property resulting from any act, neglect or default of the client or his agents, employees, licensees or customers or any incorrect information provided by the Landlord to the Agent.
10. Ridgeway Estate Agents entire liability in respect of services provided shall not exceed £25,000.

I/we hereby confirm that I/we have read the Terms of management and that we are the sole/joint owners of the property as detailed below.

I/we confirm that I/we wish to appoint Ridgeway Estate Agents Limited as Managing Agents for the letting of my/our property until notice is given to the contrary. I/we agree to abide by their Terms and Conditions as set out in this brochure.

SIGNED: DATE:.....

SIGNED: DATE:.....



COST OF TENANT FIND ONLY SERVICE

- 10% of first six months rent plus Vat
- If an Inventory is required, this will cost £50.00 plus vat for an unfurnished property and £75.00 plus vat for a furnished property.
- Energy Performance certificate if required- £75.00 for a property with up to 3 beds or £85.00 for a 4 plus bed property.
- £20 plus vat on an annual basis for Tenancy Deposit Scheme unless you hold the deposit yourself in an accredited scheme.



**PLEASE COMPLETE IF YOU WISH THIS AGENCY TO PROVIDE THE
TENANT FIND ONLY SERVICE**

TO: RIDGEWAY ESTATE AGENTS LTD

RE: Address of property:

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Client's name (s):

.....

I/we hereby confirm that I/we wish to appoint Ridgeway Estate Agents Limited to find tenants for my property, to take up references and prepare the Tenancy Agreement.

I/we am aware that whilst every effort shall be made by the agent to ensure that good tenants are secured for my/our property detailed above, no liability is accepted by Ridgeway Estate Agents Limited in the event of the tenants being unsatisfactory.

I/we understand that Ridgeway Estate Agents Limited's responsibility does not extend to taking legal action for possession of the premises or the recovery of sums due.

I/we confirm that I/we am the sole or joint owner of the property and that I/we have the right to rent out the property under the terms of the mortgage (if there is a mortgage on the property). I agree to abide by the Terms and Conditions as set out in the brochure.

I/we understand my/our obligations in respect of the Fire and Furnished Regulations 1998, as amended 1993, the Gas Safety Regulations 1988, the Electrical Safety Regulations 1994 and the Housing Act 2004 and I/we confirm that we have full responsibility for ensuring that I/we comply fully with their requirements before and during the letting of the property.



I/we have read, agreed and accepted these Terms and Conditions and wish you to provide the services noted and upon the Terms of Engagement stated therein.

SIGNED.....DATE.....

SIGNED.....DATE.....

If you would like us to prepare an Inventory and Schedule of Condition please sign below

SIGNED

SIGNED



CLIENT AND PROPERTY DETAILS SHEET FOR COMPLETION

Full names of property owner(s):

.....

Address for client correspondence:

.....

.....

Client telephone number:

E-mail Address

In case of emergency please give your work number or number of any relative:

Address of property to be managed:

.....

.....

Property telephone number:

Anticipated rent: £..... Minimum rent £.....

Please give details of your bank account so that we can pay in your rent each month.

Name and address of bank:

.....

Full account number:

Bank code (if applicable):



Name of account:

Please give details of your buildings insurance including policy number.

Name and address of insurance company:
.....
.....

Policy number:

Please confirm that you have notified your insurance company of your intention to let the property Yes..... No.....

Please give details of your contents insurance company, including policy number.

Name and address of insurance company:
.....

Policy number:

Is your property subject to a mortgage: Yes No

If yes, please give name and address of building society or bank:
.....

Please confirm that you have informed your building society or bank of your intention to let the property: Yes



PLEASE NOTE YOU WILL BE IN BREACH OF YOUR MORTGAGE DEED IF YOU FAIL TO NOTIFY THE MORTGAGEE OF YOUR INTENTION TO LET YOUR PROPERTY.

Have you applied for and received an exemption certificate from the Inland Revenue if you are going to live and work overseas:

Yes No

Please note that if you do not have an exemption certificate we will be obliged to deduct income tax at 20% after allowable expenses each month.

Do you own any other property in UK: Yes No

If you wish the tenancy agreement to be arranged by your solicitor rather than the managing agents, please give name and address below:

If you have used local tradesmen such as plumbers etc, please give details of their names, addresses and telephone numbers below if you prefer to use them:

If you have gas or oil fired central heating, do you have an arranged servicing agreement for the boiler? Please give details of contractor and servicing account number:

Is there any equipment in the property which is still under guarantee: Yes No

If yes, please give details on a separate sheet or enclose guarantees.

If your property is unoccupied in the winter months, do you prefer to have the water/radiator system drained down or the heating maintained at your expense?



Drained down: Yes No

Heating maintained: Yes No

Are you opposed to pets in the property: Yes No

Are you opposed to smokers in the property: Yes No

Do you have metered water: Yes No

Which fence(s) at the property as you look out from the house are your responsibility:

Will you be happy to have a To Let/Let By sign erected at the property: Yes No

Please supply at least two sets of keys to the property (please enter number of sets provided): sets

Do you wish us to organise safety checks on your behalf? Yes No

Do you wish us to organise and Energy performance Certificate before marketing the property? Yes..... No.....

If you are going to live abroad, have you sent us a letter giving authority for us to deal with Utility suppliers and the local council regarding accounts?

Yes..... No.....

The following information will be of benefit to any future tenants:

Rubbish collection day:

.....

Any peculiarities with water system and heating system:

.....

.....

.....



Please state the name of your electricity
and gas suppliers:

.....
.....

Location of the stopcock

.....

Any other useful information

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