

## **FREQUENTLY ASKED QUESTIONS**

### **What services do you offer?**

We offer two different letting packages, both of which can be specifically tailored to suit your needs. The Full Management package is designed for a Landlord who does not want to be involved in the day-to-day management of their property. For this service we would deal with any issues which may arise during the course of a tenancy. The Let Only package is designed for a Landlord who only wishes to use our services for marketing and/or tenant referencing and/or drawing up of legal paperwork. The Landlord would then receive rental payments direct and deal themselves with any issues which may arise during the course of a tenancy. Selecting this option also requires the Landlord to provide tenants with a 24 hour emergency contact number.

### **How long does it take to find a tenant?**

Our proactive marketing methods are designed to source new tenants as quickly as possible. We monitor the level of viewings, interest on the websites and seek feedback from prospective tenants.

### **How much deposit do you take from the tenant?**

The deposit required is always equal to one months rent PLUS £200

### **What references do you get from a tenant?**

We make sure we check the tenant's credit history, current employment and current landlord.

### **Who pays Utility bills?**

The day the tenants move into the property they become responsible for the payment of all utility bills e.g. Gas, Electricity, Council Tax and TV licence. At the start and end of each tenancy we inform the utility companies of tenant's details, meter readings and forwarding address.

### **What safety tests are required?**

Before you let out your property you are required to adhere to the following:

1. Have a valid Landlords annual Gas safety certificate
2. Have a valid Landlords annual Electrical safety certificate
3. Have a valid EICR (Electrical Installation Condition Report) test
4. Make sure you comply with the furniture and Furnishings (Fire) (safety) Regulations 1988
5. Have a smoke alarm installed in the hall
6. Have a Fire blanket installed in the kitchen
7. Have a Carbon monoxide detector installed near to the boiler

A comprehensive overview of the process is provided under our 'Landlord' section. The safety requirements for an HMO property can be found under our HMO Licensing section.

## **How are repairs dealt with?**

We will deal with all day-to-day maintenance seven days a week/24 hours a day matters pertaining to the property including minor repairs. Click-Let will only contact the Landlord if the repairs or replacement cost exceeds £150+VAT unless instructed otherwise. In the event of an emergency repair/ replacement being required Click-Let has the authority to instruct the necessary work.

## **Are there any additional costs for Click-let to oversee repairs?**

We will take a works management fee of 9% plus VAT from the total cost of the works if we are to oversee, carry out or process any works/invoices for your property.

## **How often do you carry out a property inspection?**

We undertake periodic visits to the property every 4 months from start of the tenancy at NO COST to the Landlord. It should be appreciated that the visits will only expose obvious defects and we cannot accept responsibility for hidden or latent defects.

## **When do I receive rental payments?**

Tenants set up standing orders for their rent to be transferred out of their account on the 1st of each month. We will then make sure payments are credited into your account within (at most) 10 banking days of cleared funds being received by Click-Let.

## **What happens if the rent is not paid by the tenants?**

Whilst every effort is made to ensure that rents are collected promptly from tenants, delays in receiving rents or non-payment of rent can happen. We would immediately inform you if this situation were to arise and make sure appropriate action is taken to pursue the rent arrears.

## **What is the procedure for taking the property back?**

If you wish to end an existing tenancy we require written notice at least 7 days before the tenancy "ish" date (NB. the "ish" date is the date in the month on which the original 6 month period expired) we will then issue the necessary documentation (AT6, Section 33 & Notice to Quit) by sheriff officers unless otherwise instructed. By law you are required to provide tenants with at least two month's written notice.

## **What checks are carried out at the end of the tenancy?**

At the end of the tenancy Click-Let will visit the property to check the signed inventory against damages and dilapidations. An inspection report will then be sent to the Landlord with our recommendations (if any) for deductions to be made from the tenant's deposit.

## **As the Landlord would I be able to inspect the property?**

We aim to return a deposit to the tenant within 30 days of the checkout inspection; during this time you are welcome to inspect the property.