toner
estates

Full Management

Monthly Management Fee for One Rental Property 12% Inclusive of vat

Monthly Management Fee for Two Or More Properties 11% Inclusive of vat

New tenancy set up fees £120 inclusive of vat taken from the first month's rent

Pre-tenancy preparation

A dedicated property manager will take complete care of your property. If your property is brand new, we can arrange a snagging and handover service. For existing properties, we can arrange professional cleaning, refurbishment, repairs and decoration.

Deposit

All tenancy deposits are registered with The Deposit Scheme by us and are protected in accordance with current legislation.
We also organise the deposits to be returned to tenants after a tenancy.
Deposit dispute resolution is available through the DPS arbitration service.

Compliance & legals

As a landlord, you are responsible for your tenant's safety, this entails keeping the electrics tested and up to date, if you have gas there must be a gas safety certificate in place and renewed every year.
There must be working smoke alarms on each floor and where needed a C0 alarm.
You must also have carried out a legionella risk assessment.

Our management department is carefully run by a team of experienced agents, we understand governance, ensuring compliance with all legislation. We will ensure safety certificates are up-to-date and legal.

EPC

To market your property, you will need an EPC (Energy Performance Certificate) renewable every 10 years.

Marketing

We pride ourselves on our photography and video production, really getting the best from each property and presenting it at its best. Our Striking and Stylish “house shaped” boards also get your property noticed. Your rental property will appear on onthemarket.com, tonerestates.com and Facebook

Accompanied Viewings

All viewings are conducted by a trusted member of staff to ensure the security of your property then we book an informal meeting with your potential tenants to get to know them better - you are welcome to attend.

Comprehensive Referencing

Rightmove referencing carry out our full financial credit check, right to rent checks, previous landlord checks and an employment check.

We do not rent to tenants who fail a landlords check.

We do not rent to tenants who have ever had rent arrears.

Check-in & Inventory

We will arrange the check-in using an independent company to complete an inventory and schedule of condition.

Utility Arrangement

Help the move arrange for Gas, electric, water and council tax to be transferred to all our new tenants, ensuring that all bills are correctly apportioned.

Assured Periodic Tenancy Agreements

Our assured periodic shorthold tenancy agreements are kept up to date with all relevant legislation to ensure a legally binding contract between you and your tenants.

Rent Payments

Once we receive your rent it is credited to your account and will be in your account on the following working day. Remember that Saturdays, Sundays and Bank holidays are not working days

Statements are emailed each month and are also available to view on “my property File” Hard copy statements and annual accounts are available at an extra cost.

Rent Arrears

If you tenant falls into rent arrears we chase via telephone, text, email and letter according to the terms of the tenancy agreement.

Notices

Notices are served as required to gain possession of your property. More information about possession of your property can be found on the government website.

Midterm Inspections

We carry out property inspections up to 4 times per year (longer tenancies may be moved to six months or yearly inspections depending on the previous inspection reports)
All reports are available for you to see on “my property file”

My Property File

We want you to be able to see what happening with your property at any time so with our fully managed package we offer software that allows you to log in to your own personal portal to view activity regarding the management of your property. You can check what repairs are taking place, when your next rent is due and if your property is available to rent you can see what viewings are taking place.

Trusted contractors

Our extensive experience in maintaining properties across ensures we have constant access to a wide selection of trusted insured contractors. These established professionals carry out high quality repairs and ensure total peace of mind for landlords and tenants alike. We liaise with you and your tenant when there are works to be carried out. Payment to contractors will be deducted from your rent account and shown on your monthly statement.

Out of hours support

We appreciate that many problems occur at the most inconvenient times that’s why we provide a round-the-clock response service that covers electrical, plumbing and security emergencies. We offer our tenants an online portal for reporting issues ensuring that even when we are not in the office we are available to respond, reassuring the tenant that we are working to resolve any problems.

Tenancy administration

Arranging transfer and paying of utility bills and service charges. Payment of ground rent where applicable is also part of our remit.

End of Tenancy Check out

At the end of each tenancy, we carry out a final inspection and report on the condition of the property, where needed we liaise with the exiting tenant regarding any deduction needed from the deposit and where no agreement is reached we apply to the DPS to resolve any disputes.

Post-tenancy

We will carry out a full check-out inventory so the deposit can be returned to the tenant. If there is a dispute over any dilapidations, we will liaise between landlord and tenant to achieve an amicable solution.

Repairs & maintenance

By keeping tabs on the physical state of your property, we can anticipate any issues before they become more serious problems. We can undertake routine repairs should any problems occur and we will mediate with tenants to keep things running smoothly.

Letting Agency Fees

Full Management fee – deducted monthly from the rent.

One Rental Property	12% + INCLUSIVE OF VAT
Two or More Rental Properties	11% + INCLUSIVE OF VAT
New tenancy set up (one off deduction)	£120.00 INCLUSIVE OF VAT

Included in Full management:

Market Appraisal	Marketing of property
Negotiation of Tenancy	Tenant Referencing
Right to rent checks	Preparation of Tenancy agreement
Collection and protection of deposit	Monthly statements via email
Inventory	
Legionella risk assessment	Rent collection and processing
Chasing rent arrears	Scheduled property visits
Renewal of safety checks	Notification to service providers
End of tenancy settlements	Final inspections
Management of maintenance repairs	Compliance Arrangement
Section 13 rent increases (on request)	

Compliance

The items below are legal requirements and must be in place before the start of the tenancy,
Landlords may organise these if preferable or we can provide then at an additional cost
All fees are inclusive of vat.

EPC	£90.00
Gas Safety Checks	£72.00
CO Alarm	£50.00
Smoke Alarms	£40.00
Electrical Safety Check	£150.00 (approx.)

Optional Extras.

Extra services offered are available at cost indicated below (All inclusive of vat)

Additional out of schedule property visits	£75.00
Hard copy monthly statements	£3.00
Deposits Dispute Resolution	£75.00
AST Addendum	£35.00
Service of Notices 8 and 21	£50.00
Court Attendances	£175.00
Renewal/ changes of tenancy agreements	£75.00
Annual statements	£25.00
Obtaining second repair quotes	£20.00

Toner Estates Ltd Bank Details: Sort Code: 30-94-70 Account Number: 40245660