



J Jeffries **d** dibbens

Lettings & Property Management



For your peace of mind



www.jeffries.co.uk



Email: lettings@jeffries.co.uk

A personal message to landlords

Welcome to Jeffries & Dibbens Lettings & Property Management.

We offer a complete letting and property management service across Portsmouth, Southampton and South East Hampshire.

With the changing market and increasing legislation, we are able to handle all the complexities of letting a property. Our comprehensive property management service relieves you of the commitment of being a full time landlord.

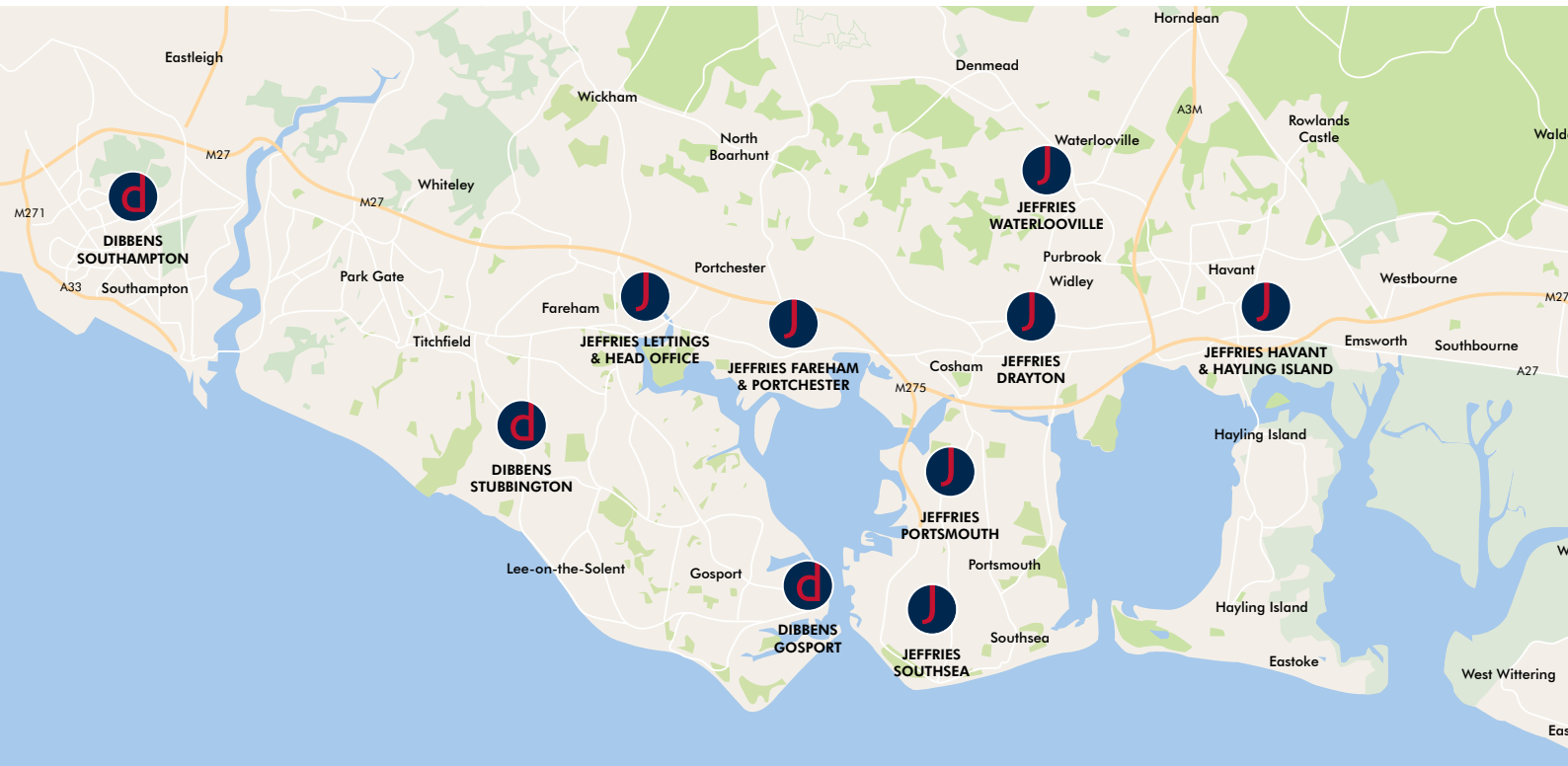
We have been a member of the key governing bodies for many years, including ARLA Propertymark and NAEA Propertymark, providing peace of mind to all our clients.

Our attention to detail and commitment to customer service has enabled us to become the leading letting agent we are today.



Nadine Richmond
Lettings Director

We have a network of offices in prime locations throughout the South East.



Landlord fees schedule

	Tenant Find:	Rent Collection:	Fully Managed:
Agree the rental value	✓	✓	✓
Provide guidance on compliance with statutory provisions and letting consents	✓	✓	✓
Advise on refurbishment requirements	✓	✓	✓
Erect board outside property in accordance with Town and Country Planning Act 1990 (where possible)	✓	✓	✓
Market the property and advertise on relevant portals	✓	✓	✓
Carry out accompanied viewings (as appropriate)	✓	✓	✓
Find tenants	✓	✓	✓
Advise on non-resident tax status and HMRC (if relevant)	✓	✓	✓
Collect and remit initial months' rent	✓	✓	✓
Provide tenants with method of payment	✓	✓	✓
Deduct any pre-tenancy invoices	✓	✓	✓
Make any HMRC deduction and provide tenant with the NRL8 (if relevant)	✓	✓	✓
Advise all relevant utility providers of any changes			✓
Agree collection of any shortfall and payment method	✓	✓	✓
Demand, collect and remit the monthly rent		✓	✓
Arrangement payments for statutory requirements		✓	✓
Pursue non-payment of rent and provide advice on rent arrears actions		✓	✓
Undertake two routine visits per annum and notify the outcome to the landlord			✓
Arrange routine repairs and instruct approved contractors			✓
Security deposit dilapidation negotiations			✓
Hold keys throughout the tenancy term			✓

You are in safe hands...

Our initial meeting

When we meet at your home or property, our lettings consultants will provide free advice on key areas including:

- Rental value – taking into account location, size, condition and local demand
- Type of suitable tenant and any restrictions (for example: pets, smokers, etc.)
- Furnishings and equipment required for letting
- Third parties you need to contact (for example, your mortgage provider plus freeholder)
- Mandatory items
 - Gas safety inspections
 - Electrical Installation Condition Report
 - Smoke alarms
 - Carbon monoxide alarms
 - Legionnaires' assessment
 - Tenancy deposit legislation
- Energy Performance Certificate - all properties require an EPC (E rating or above) before marketing can commence.

All properties must be in good decorative order. We are able to discuss any works that may be necessary to make the property even more attractive to prospective tenants.

You might like to consider a 'Property MOT'. We can conduct a survey on your property and should we identify any problems, we can advise you on corrective solutions.



Who you need to contact before letting

Building society/mortgage provider

You are obliged to inform your mortgage source that you intend to let your property. They may require a copy of the tenancy agreement and insist a professional company is managing the property; we are happy to provide a copy of the tenancy agreement if required. Letting agents are required to keep a consent letter from your mortgage company (if applicable) on file.

Insurance companies

It is essential that you tell your insurance companies of your intention to let, as any claims arising may be invalidated if the full particulars of occupation are not disclosed. If required, our designated company for buildings & contents insurance can provide a free, competitive quote at your request.

Managing agents

If your property is leasehold, it is probably a condition of the lease that you inform the managing agent of your intention to let. Landlords are responsible for the ground rent and service charges on leasehold properties.

Landlord responsibilities

• Gas Safety Certificate

Gas Safety (installation and use) Regulations 1998 mean all gas appliances, including boilers, must have a valid Gas Safety Certificate (E rating or above) to be issued to the tenant when they move in; this is a legal requirement, and a Gas Safe registered engineer must carry out the safety inspection annually.

• Electrical Installation Condition Report

As a landlord you have a duty to ensure that the electrical installation at the property is adequate and safe for when a tenant moves in. This is a legal requirement which must be carried out by a competent electrician and completed every five years.

• Smoke and carbon monoxide alarms

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 state a smoke alarm will need to be fitted to every floor and a carbon monoxide alarm in a room where a solid fuel is burnt.

• Mail redirection

We strongly advise that your mail is redirected by the Post Office, as we cannot accept any liability for post that goes missing.

• Keys

Sufficient keys must be issued to Jeffries & Dibbens Lettings & Property Management so we can issue them to the new tenants. We always keep an access set in case of emergencies for managed properties.

• Right to Rent (Immigration Act 2014)

All landlords of private rental accommodation in England have to carry out 'Right to Rent' checks for new tenancy agreements to determine whether occupiers aged 18 and over have the right to live in the UK legally. If we are undertaking reference checks on the tenants, we as the agent, will become liable for the Right to Rent checks. In the case of 'Introduction Only' tenancies, we will inform the landlord of any need for follow up checks and keep evidence of this communication.

• Licences - C3, C4 and HMO (House for Multiple Occupancy)

It is important to be aware that each local authority operates its own licensing system and some may require you to hold a residential rental licence before you can let out your property. If you are required to have a licence and do not hold one, the penalties can be significant. We recommend that you check directly with your local authority to ascertain whether licensing will apply, exactly what is required and to see if there are any specific restrictions, such a limit on the number of people permitted to occupy the premises.

Traditional marketing...



Prime office locations

High Street branches for face to face help and support.

- Portsmouth
- Waterloooville
- Drayton
- Dibbens Gosport
- Havant & Hayling Island
- Southsea
- Portchester & Fareham
- Dibbens Stubbington



Opening hours

9am-6pm (phone lines open until 8pm)

We are also available on [LiveChat](#) every day until 10pm and respond to email enquiries until 10pm weekdays and until 9pm weekends.



Telesales

Pro-active telesales to registered applicants.



Eye-catching boards

Advertising your property 24 hours a day.



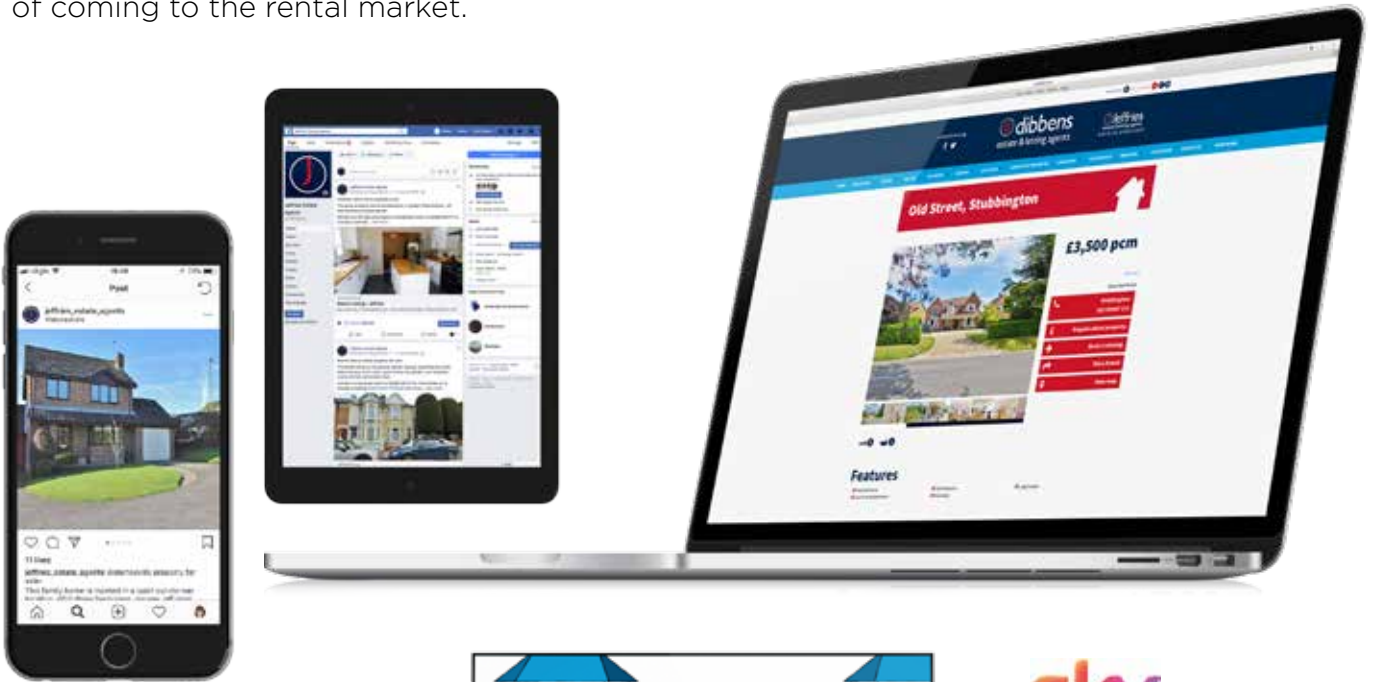
LED window displays

Showcasing your property in our high street offices.

...complimented by the latest technology

Tablet and mobile phone

Your property is circulated within minutes of coming to the rental market.



TV adverts

Highly targeted promotions on Sky TV.

Email

Providing instant alerts and updates.

Rightmove and Zoopla alerts



Jeffries instant alerts

Safety first!

The government legislate that your home is a safe place for people to rent. There has been a number of legislation changes over recent years.

Jeffries & Dibbens Lettings & Property Management provides exclusive packages and solutions to support our landlords with their legal obligations. We have a dedicated team of qualified assessors providing you with all services required for compliant, safe rental.



Gas safety reports & appliance servicing

Certifying your boiler and gas appliances are safe and ready to use.

Smoke & carbon monoxide alarm report

Checking adequate smoke & carbon monoxide alarms are fitted and working.

Electrical Installation Condition Report

N.I.C.E.I.C qualified electricians to carry out an electrical condition report to check the electrics are safe to use.

PAT testing

If your property has white goods you'll need to provide assurance that the electrical items are safe.

Legionnaires' report

Recently introduced legislation to make sure your water systems are free from contamination.

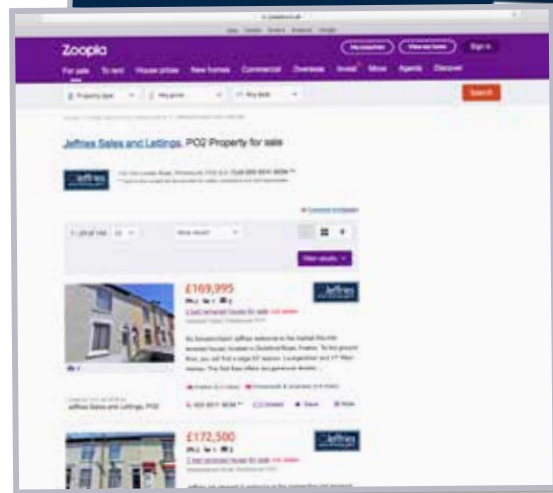
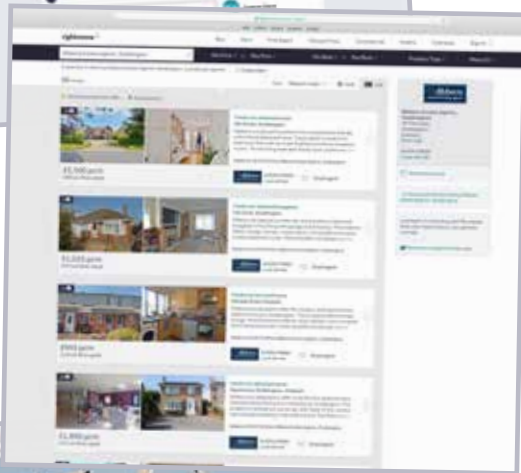
EPCs

Energy performance certificates must be E rating or above.

Advertising...

Local, national and international advertising on the top property portals in the UK.

Our own website attracts thousands of visits every week with interactive facilities to book viewings and request further details.



Zoopla

We've partnered with Zoopla - they list properties on a network of partner sites, which receive over 50 million visits a month.*



Inventory...

An inventory for Fully Managed and Rent Collection landlords is performed prior to a tenant moving in. The inventory covers the condition of the property, including fixtures, fittings and any furniture included. Due to tenancy deposit legislation, Jeffries & Dibbens Lettings & Property Management outsource inventories to an outside company so as not to appear biased. The inventory service is also available at an additional charge to Introduction Only landlords.



Collection of rental payments...

All rental payments are collected on a due date (subject to weekends and bank holidays) stated in the tenancy agreement, and we insist the tenant sets up a standing order. On payment, we deduct our fees and transfer the remaining amount into your designated account.



Property interim visit...

If you choose our Fully Managed service, we check your property within the first three months and thereafter on a regular basis. This ensures the property is being looked after appropriately, and that we can act quickly to resolve problems that may arise.



Check out...

We take meter readings and advise all relevant utilities of changes in circumstances with the Fully Managed service. After a tenant has vacated the property, our property clerk will carry out a detailed check using the original inventory, subject to a fee.

We will make it happen...

Utilities

When we prepare the detailed inventory, we also take note of gas and electricity meter readings and water, if relevant. We then contact all relevant utility companies asking them to transfer accounts into the new tenant's name. Telephone and media companies will not accept third party instructions, so we would ask landlords to finalise these accounts. If you choose the Fully Managed service, we can arrange for final bills to be sent to us for payment, or to be forwarded to your new address. Landlords are responsible for all utilities if the property is vacant.

Tenancy agreement

This carefully worded document complies with the 1988 Housing Act. Before letting, your solicitor or building society/mortgage provider may ask to see a copy of the agreement to be used. Providing you with peace of mind, our assured shorthold tenancy agreements are the product of extensive experience and specialist legal advice.

Tenancy deposit legislation

Since 6th April 2007, all tenants' deposits must be registered with either an insurance based deposit scheme or custodial scheme. Jeffries & Dibbens Lettings & Property Management is registered with both the Tenants Deposit Scheme and the Deposit Protection Scheme.

Income Tax

Tax is payable on the income received from letting. We would advise landlords to refer to the government website (www.gov.uk) to read about the current tax rules and regulations.



Letting your property furnished

We can provide you with advice to help you to meet your statutory requirements as a landlord.

Typical fixtures and furnishings included in furnished properties include:

- Reception rooms – suite, coffee table, dining room and chairs
- Bedrooms – bed, wardrobe, chest of drawers and bedside cabinet
- Kitchen – white goods (washing machine, fridge/freezer) saucepans, kettle, washing up bowl, toaster, cutlery, crockery, ironing board, iron, vacuum cleaner, tin opener, glasses, salt & pepper pots
- Garden – lawn mower and sufficient tools to maintain the garden

Soft furnishings

Any soft furnishings in a property must comply with the Fire & Furnishings (Fire Safety) Regulations 1988, amended 1993. It is an offence to install furniture in rental properties that do not comply with this. If a room/loft is unlocked, non-compliant furniture must not be kept in these areas.

This applies to all beds, mattresses, pillows, scatter cushions, headboards and anything else with a similar filling. Upholstered furniture must have fire resistant filling material and must pass a cigarette resistance test. These regulations do not apply to antique furniture manufactured before 1st January 1960, nor to duvets, pillowcases, curtains and carpets. Furniture added to a property after 1st March 1993 must comply with this regulation, whether second-hand or new.

Letting your property unfurnished

A popular, though unfounded, misconception persists regarding the lack of a landlord's security of tenure if a property is let unfurnished. However, the 1988 Housing Act made the tenancy agreements the same, whether a property is let furnished or unfurnished. With an unfurnished property, there should be carpets, curtains, light fittings and a cooker.

Letting and management fees

Fully Managed service

Deducted on a monthly basis. This service includes marketing, advertising, organising viewings, visiting the property within the first 3 months and thereafter on a regular basis and managing the property throughout the duration of the tenancy.

Rent Collection service

Deducted on a monthly basis. This service includes marketing, advertising and organising viewings. Maintenance enquiries would be dealt with directly between you and the tenant(s).

Tenant Referencing

We provide fast and reliable referencing of your potential tenants at competitive prices. We have a speedy online service to provide you with the peace of mind that your tenants are suitable. This also provides eligibility for rent and legal cover which safeguards you against missed rental payments from your tenants and any unwanted legal expenses including legal support or court costs. Ask for further details and our charges for this service.

Introduction Only service

This service includes marketing, advertising, organising viewings and production of the tenancy agreement. Once the tenants have moved into your property, we will transfer the remaining rent to the landlord and send the tenants' deposit to the custodial scheme – the Deposit Protection Scheme.

For our current fees structure, please contact us.

Other fees

Rent & legal protection insurance

For your peace of mind and as an added benefit, we are able to offer rent and legal protection insurance. This fee varies depending on the level of cover required.

Sale of property to tenant

We often arrange the sale of your property to the current tenant. We offer full estate agency services to provide you with the price of your property, administrative services to make your sale compliant and a sales progression service including competitive solicitor quotes for your conveyancing. Ask for details of our special landlord discounted fees.

Does your property need a lick of paint or a radical renovation?

Our Jeffries Maintenance and Property Solutions department has more than 20 years' experience in property improvements, refurbishment and installation works.

We undertake all types of jobs, from fixing snagging items and decorating, to complete property renovations and structural work.

We have a dedicated project manager who co-ordinates our tried, trusted and tested property services contractors and is the single point of contact for all our free of charge, itemised quotations.

If your property is in need of a little TLC, or you'd like to totally transform it, call **023 9234 4024** or email **maintenance@jeffries.co.uk**



Testimonials

We are proud of the positive testimonials that we constantly receive. Our commitment is to provide a quality, friendly service and a stress free customer experience.

Don't take our word for it! Visit www.jeffries.uk.com/testimonials

Jeffries Lettings has shown great reactivity throughout our tenancy and proved to be willing to help us out from beginning until the very end! Great job!

Quentin

Thank you for all your help and time, you have been amazing. We would 100% recommend Jeffries to our friends and family.

Hannah

Thank you Lisa for your attention during the open day. We loved the property, quality of construction and the surrounding area of Berewood. We are so lucky to have found the right house for us and I'm sure that it will be the perfect house where our baby will born.

Pedro & Bruna

“

**CUSTOMER
TESTIMONIAL**

”

J Jeffries Portsmouth

112/114 London Road
Portsmouth
Hampshire
PO2 0LZ
Email: portsmouth@jeffries.co.uk
Tel: 023 9266 1662

J Jeffries Southsea

1 Marmion Road
Southsea
Hampshire
PO5 2DT
Email: southsea@jeffries.co.uk
Tel: 023 9236 1111

J Jeffries Drayton

196 Havant Rd
Drayton
Hampshire
PO6 2EH
Email: drayton@jeffries.co.uk
Tel: 023 9237 3341

J Jeffries Waterlooville

226 London Road
Waterlooville
Hampshire
PO7 7HP
Email: waterlooville@jeffries.co.uk
Tel: 023 9223 1100

J Jeffries Havant & Hayling Island

13 North Street
Havant
Hampshire
PO9 1PW
Email: havant@jeffries.co.uk
Tel: 023 9247 4737

J Jeffries Portchester & Fareham

78 West Street
Portchester
Hampshire
PO16 9UN
Email: fareham@jeffries.co.uk
Tel: 023 9277 6146

J d Lettings

Orchard House
Furzehall Farm
Fareham
Hampshire
PO16 7JH
Email: lettings@jeffries.co.uk
Tel: 023 9264 7171
Lettings sales (choose option 1)
Lettings management (choose option 2)

d Dibbens Gosport

126 High Street
Gosport
Hampshire
PO12 1DU
Email: gosport@dibbensproperty.co.uk
Tel: 023 9260 2155

d Dibbens Stubbington

18 Stubbington Green
Fareham
Hampshire
PO14 2JG
Email: lettings@dibbensproperty.co.uk
Tel: 01329 668 511

d Dibbens Southampton

Orchard House
Furzehall Farm
Fareham
Hampshire
PO16 7JH
Email: southampton@dibbensproperty.co.uk
Tel: 023 9264 7171 (choose option 3)

J Move Managers

Orchard House
Furzehall Farm
Fareham
Hampshire
PO16 7JH
Email: csd@jeffries.co.uk
Tel: 023 9231 5490

J Ozone Energy Assessors

78 West Street
Portchester
Hampshire
PO16 9UN
Email: belinda@ozoneenergy.co.uk
Tel: 023 9277 6146

www.jeffries.co.uk

 @JeffriesUK

 @JeffriesUK

 @TheJeffriesGroup

For your peace of mind

