

HM lettings services – landlord fees

Whether you're renting out your own home, a new landlord letting your first buy-to-let purchase or a professional investor with an existing property portfolio, HM Lettings offers a full lettings service to help you get the best return for your rental property.

We have years of experience in the property market and understand the pressures of being a landlord. Our professional approach to lettings and management ensures we are able to match the right tenant to the right property.

We also possess the technical expertise to oversee and manage your property for a hassle-free tenancy. Our specialist teams are on hand to provide you with advice, as well as securing a suitable tenant for your property.

Our lettings and management division offers a complete service to landlords and tenants. Our lettings service is available across Leicestershire, Northamptonshire and Nottinghamshire.

HM Lettings can undertake a range of services to landlords. These include:

- Finding a tenant only
- Finding a tenant and collecting the rent
- Finding a tenant, collecting the rent, and undertaking full management of the property.

As we are part of the Nottingham Building Society we can offer you both estate agency and building society services including; property management, landlord insurance, buy-to-let mortgages as well as the all-important buy-to-let property itself.

You will have 24/7 access to our landlord portal, allowing you to keep track of the management of your property, including open maintenance, your account and downloading statements.

For the convenience of your tenants we also use FixFlo which allows tenants to report any maintenance problems online 24 hours a day and in 40+ languages. The system is able to guide the tenants to a resolution if the issue falls under their responsibility, and offers guidance to call our out-of-hours number if it is an emergency. This will keep both you, and us, compliant under new legislation surrounding maintenance.

Safety regulations for rented properties

There are specific legal obligations and responsibilities on a landlord with regard to fire safety for furniture & furnishings, gas supply and appliances, plus electrical wiring and appliances.

Your local HM Lettings manager can advise you about these and arrange the necessary inspections.

Insurances

Landlords and tenants should take care to review any existing policies when renting or letting a property for the first time as some standard insurance products will either not provide cover, or might place restrictions on cover, for rented property and/or its contents. A failure to inform your insurer that you are letting a property could invalidate any subsequent claim. It is the landlord's responsibility to ensure the correct type and level of cover is in place to protect the building, fixtures and fittings and contents (if applicable).

The tenants are responsible for insuring any of their own possessions. There are various specialist insurance products designed for landlords and tenants and rented property: buildings, contents, legal expenses, emergency repair cover, rental guarantee cover etc. As mentioned we can offer this service to you.

Inventory & schedule of condition

This is an absolutely essential document. The inventory & schedule of condition details the fixtures and fittings and describes their condition and that of the property generally. HM Lettings will instruct an independent inventory company to conduct an inventory & schedule of condition for all fully managed tenancies, prior to the tenants moving in. Without an inventory it is very difficult to prove the condition of the property at the beginning of the tenancy and it is likely, should a deposit dispute be filed, that the independent adjudicator will find in favour of the tenant due to lack of pre-tenancy evidence. An independent inventory can also be arranged for our rent collect, and tenant find only services at additional cost – if you opt to not have our inventory service we highly recommend conducting your own inventory, including photos, prior to the beginning of the tenancy.

Tenancy agreements

A tenancy agreement is the legally binding contract between a landlord and tenant. It sets out the legal and contractual responsibilities and obligations of the two parties. It is written in plain language and its terms and clauses are fair and balanced, taking account of the respective positions of the parties.

The landlord and tenant can individually negotiate any particular terms or conditions that are important to them or especially relevant to the particular let or property. Certain clauses could be deemed as unfair and unenforceable, for example to have the property professionally cleaned throughout at the end of the tenancy, please ask your lettings manager if you are unsure.

Deposits

It is normal procedure for a deposit of an amount equivalent to between four to six weeks rent to be required to be held during the tenancy against the satisfactory performance by the tenant of all the various obligations under the tenancy agreement – mainly, those relating to the cleanliness and condition of the property. As standard we will take rent plus £200 as the deposit amount, e.g. if the rent is £550 the deposit will equal £750.

HM Lettings are members of the Tenancy Deposit Scheme, which is run by The Dispute Service Ltd. This is one of the approved Insurance Backed Tenancy Deposit Schemes under the Housing Act 2004. Where we are holding the deposit within the Tenancy Deposit Scheme and there is a dispute which cannot be settled at the end of the tenancy over how the deposit should be allocated, the Scheme rules allow either the tenant or landlord to refer the dispute to an independent complaints examiner at The Dispute Service Ltd. They will adjudicate to settle the dispute within 10 working days of receiving all the necessary papers. Our staff are able to provide you with more information on the Tenancy Deposit Scheme.

Rights of access & interim inspections

Whilst we endeavour to conduct inspections on our property twice a year (as part of the fully managed service only), this is reliant upon the tenant providing access. By law we are unable to access a property without the tenants' prior consent. Exemptions to this only include when there is a maintenance issue causing damage to the fabric of the property, and where we have significant reason to believe the tenants have vacated.

Repairs & maintenance

The landlord has a legal responsibility to repair the structure of the property, including the installations for the supply of gas, electricity and water. Additionally, the landlord has responsibility for the safety and maintenance of gas and electrical appliances, white goods and any furnishings provided as part of the tenancy.

The tenants agree to act in a 'tenant like manner' meaning they have to report maintenance promptly, take reasonable steps to ensure no damage occurs to the property, and that minor day to day issues are rectified, i.e. changing lightbulbs, replacing smoke/CO alarm batteries. If we are managing the property we will liaise between you, contractors and tenants in order to rectify any maintenance reported within guidelines and offer a 24 hour emergency maintenance line for tenants should an issue occur out of hours. If we are unable to make contact with you we reserve the right to instruct emergency works on your behalf up to and including £300 including VAT.

Fees & charges

Before beginning to offer your property for rental HM Lettings will provide with your clear information on what costs and fees will be incurred, including any potential future financial liabilities. Our fees and charges are available on within our terms of business, on our website and on display in your local branch.

Fees & charges

All prices are inclusive of VAT at 20%

	Full management	Rent collection	Tenant find only
Set up fee	£420 (inc VAT)	£420 (inc VAT)	£420 (inc VAT)
Monthly management	12% (inc VAT)	8.4% (inc VAT)	n/a (inc VAT)
Market appraisal			
Marketing your property			
Organising EPC*			
Organising gas certificate*			
Organising electrical inspection*			
Accompanied viewing			
Negotiating tenancy terms			
Inventory and checkout		Optional extra	Optional extra
Registration of deposit			
Processing of rent during tenancy			
Notifying utility companies			
Serving notices			
Renewal of agreements			
Coordination of repairs and maintenance			
Interim property inspections		Optional extra	
Point of contact for your tenant			
Assisting with end of tenancy settlements		Optional extra	Optional extra

Further details can be found within our Terms of Business, available by contacting your local branch.

*HM Lettings will arrange the contractors to conduct the checks which will be charged at the contractors standard rate, prices available upon request

HM Harrison
Murray
Estate Agency

Contact us today on:
Leicestershire: 0116 262 7819
Northamptonshire: 01604 634 890
Nottinghamshire: 0115 956 4280