



## Landlord's Handbook

Letting properties the Wright way!

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Wrights Residential is a trading style of Wright Residential Lettings Ltd



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## Introduction

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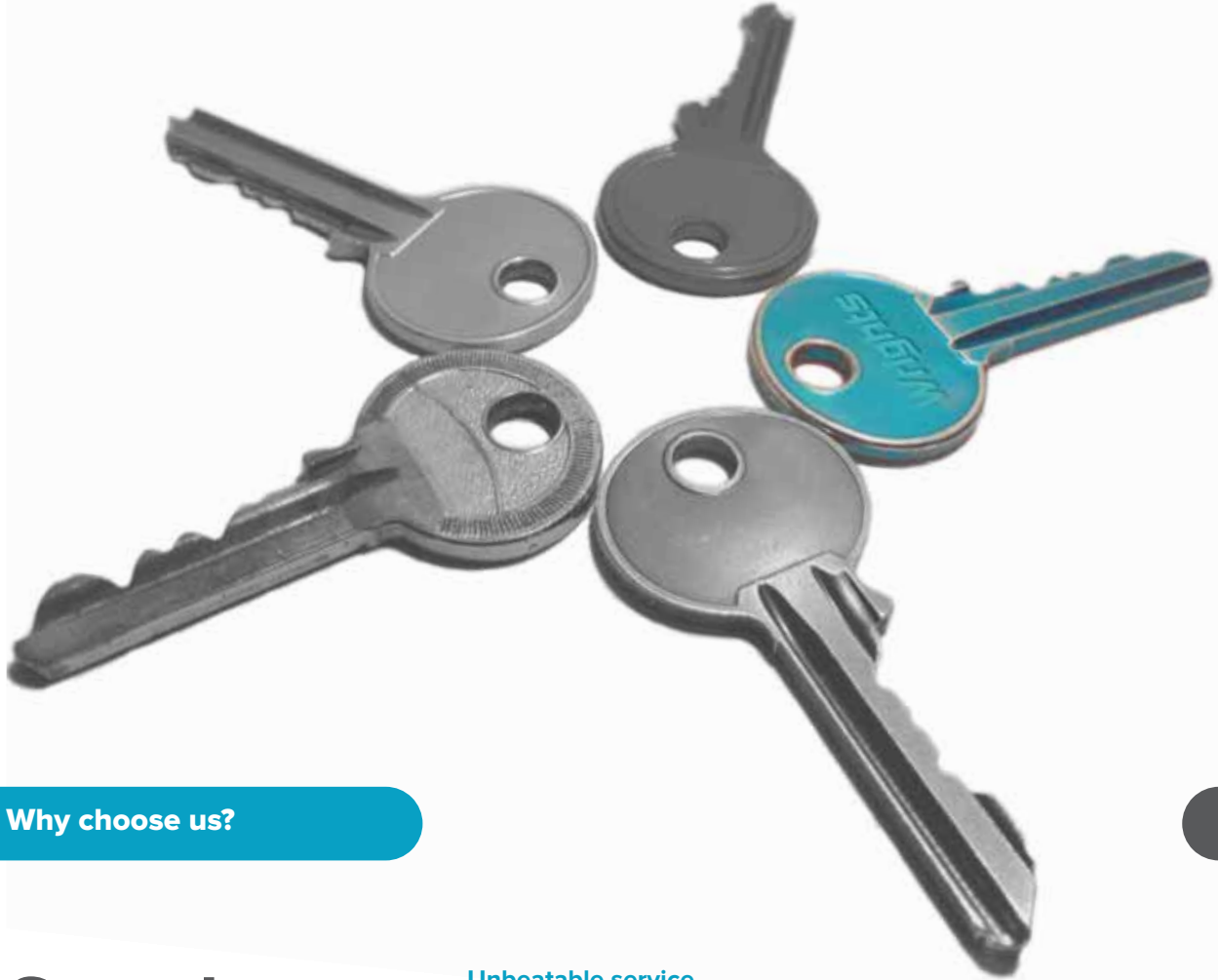
**Within this handbook is all the information that you need to know about letting your property, from our management packages and fees, to the important legal regulations that you must be aware of. If there is anything that you are unsure about please do not hesitate to contact us for further information.**

At Wrights Residential we specialise in all aspects of Residential Lettings and Management. We believe that fantastic service is the key to success, and we offer both Landlords and Tenants the treatment that they really deserve.

We are an independent local company, and enjoy offering our clients a professional yet personal service. We are members of ARLA Propertymark, the UK's foremost professional and regulatory body for letting agents, offering our clients true protection and peace of mind.

We manage properties of all sizes and descriptions, covering a wide area within Wiltshire, Bath and Somerset. Our office is well situated in Trowbridge for easy access to all surrounding areas and we are open six days a week. We offer evening and weekend appointments to ensure that we keep our prospective tenants happy as well. We also operate an out of hours emergency number.

Whatever type of management package you are looking for can be arranged, as we are able to tailor make our packages to suit you. I think you'll be pleasantly surprised by our fees as well. We offer extremely competitive fees for the best service you could ask for. There are no hidden extras, and you pay nothing until we actually find you your tenant!



## Why choose us?

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# Stand out from the crowd

**We realise there are a number of local Agents and choosing the right one can be a difficult decision. We have comprised a list of reasons why we believe we stand out from the crowd:**

### Unbeatable service

Our highly experienced staff are on hand to offer our Landlords free advice whenever you need it, priding ourselves in offering both a friendly and professional service. We always endeavour to deal with any issues that may arise promptly, following things up and getting back to you swiftly. We also offer a very hands on approach when things go wrong, from chasing outstanding rents to dealing with problem Tenants swiftly and fairly; we will not shy away when things do not go to plan.

We also believe that Tenants and Landlords should be treated equally and value the custom of both as highly as one another. Our friendly yet professional approach means that Tenants want to rent from us. It is our firm belief that as an agency we be understanding of Tenants needs and requirements, and the support we provide does not cease when a Tenant moves in.

Our approachable, friendly staff are on hand to advise and assist Landlords and Tenants six days a week.

## Why choose us?

# Knowledge and experience

**With over 18 years experience in the local lettings market, you can rest assured that we have the knowledge and experience to deal with any situation that may arise.**

### Peace of mind

- We are members of The Property Ombudsman and subscribe to a strict code of practice (copy available on request)
- We obtain full and comprehensive references and credit checks for all Tenants
- We provide legally binding documentation generated from our professional Lettings software
- We prepare detailed inventories with schedules of condition and carry out regular and thorough property inspections as part of our full management package
- We are constantly reviewing changes to legislation and safety regulations and are able to advise our landlords accordingly
- We will go out of our way to deal with any credit control issues promptly so that you receive your rent on time each month
- We can arrange free quotations from our professional and reasonable maintenance contractors



Wrights Residential are member of **ARLA PropertyMark**, the UK's foremost professional and regulatory body for letting agents

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By using an ARLA PropertyMark protected estate agent, you have the peace of mind that we will provide a professional service and your money is safeguarded by PropertyMark's Client Money Protection scheme.

### Value for money

- We offer free no obligation valuations
- No Let No Fee Guaranteed!
- Our fees are Simple, Clear and FAIR

### We can find you quality tenants quickly...

We have a extensive database of potential tenants looking to rent properties now! This is updated and added to daily meaning that in most cases we are able to arrange viewings as soon as we are instructed to advertise a property to let.

We offer the same high quality marketing for our lettings as for our sales, including professional photographs and floorplans, to help your property stand out from the crowd.

We advertise our properties extensively, on the UK's top property websites **Rightmove.co.uk**, **Primelocation.com**, **onthemarket.com** and **Zoopla.co.uk** as well as on our own state of the art website.

Our properties are also presented within the illuminated window display of our High Street office.



## Legal regulations

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# A safety first approach

There are several safety regulations that you need to be aware of when letting your property. Failure to comply with these regulations could result in a fine of up to £30,000, or in the worst cases a prison sentence.

### **Furniture and Furnishings (Fire) (Safety) Regulations 1988**

These regulations state that all soft furnishings supplied when letting a property must meet the official fire resistant standards by containing a permanent attached label confirming that they comply. Any furniture bought since 1st March 1990 is extremely likely to comply. The regulations do not apply to antique furniture manufactured before 1950.

### **The Gas Safety (Installation & Use) Regulations 1998**

It is a legal requirement that gas installations and appliances are maintained in a safe condition with regular annual checks carried out by "Gas Safe" registered plumbers. We can recommend reliable plumbers and arranged for this to be carried out if required.

### **Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020**

Under these regulations Landlords must ensure the electrical installations in their rented properties are inspected and tested by a qualified and competent person at least every 5 years. A copy of this report must be supplied to an existing tenant within 28 days of the inspection and test, or to a new tenant before they occupy the premises. We can recommend and arrange for an electrician to carry out an EICR (Electrical Inspection Condition Report) if required.

### Legionella Risk Assessments

Health and safety legislation requires that landlords carry out risk assessments for the Legionella bacteria which cause Legionnaires' Disease and thereafter maintain control measures to minimise the risk. Most rented premises will be low risk but it is important that risk assessments are carried out and control measures introduced. For most residential settings the risk assessment may well show the risks are low so long as simple control measures are followed. This will apply to houses or flats with small domestic type water systems where the water turnover is high. Provided the risk assessment shows that the risks are insignificant and the control measures are being properly managed no further action would be necessary. It is important, however, to keep the assessment under review periodically in case anything changes to the system.

### The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Under these regulations Landlords must ensure that smoke alarms are fitted on every floor of the property. Carbon monoxide alarms should also be installed in all rooms which contain a fixed combustion appliance (such as gas heaters or boilers) as well as any room containing a solid fuel combustion appliance.

### Energy Performance Certificates

It is a legal requirement that all properties advertised for rental have an Energy Performance Certificate. The certificate records how energy efficient a property is as a building and provides A-Gratings. These are similar to the labels now provided with domestic appliances such as refrigerators and washing machines. They are produced using standard methods and assumptions about energy usage so that the energy efficiency of one building can easily be compared with another building of the same type. This allows prospective tenants to see information on the energy efficiency and carbon emissions from their building so they can consider energy efficiency and fuel costs as part of their investment. We can recommend a reliable contractor and arrange for this assessment to be carried out if you would like us to. Each report is valid for a ten year period. As of 1 April 2018 there is a requirement for any properties rented out in the private rented sector to have a minimum energy performance rating of E on an Energy Performance Certificate (EPC).

### Deposit Protection

Landlords must protect their tenants' deposits using a Tenancy deposit protection (TDP) scheme if they have let the Property on an Assured Shorthold Tenancy (AST) which started on or after 6 April 2007. TDP schemes guarantee that tenants will get their deposits back at the end of the Tenancy, if they meet the terms of the tenancy agreement and do not damage the property. Wrights Residential currently use The Deposit Protection Service (DPS) to protect all deposits. This is the custodial scheme and therefore the deposits are transferred to the scheme for the term of the Tenancy. We protect deposits for no extra charge as part of our full management package.

Landlords must use one of the three approved TDP schemes to protect Tenants' deposits where these conditions apply. If any other scheme is used, deposits are not protected in law. The three approved schemes are:

Deposit Protection Service ([www.depositprotection.co.uk](http://www.depositprotection.co.uk))

MyDeposits ([www.mydeposits.co.uk](http://www.mydeposits.co.uk))

The Dispute Service ([www.tds.gb.com](http://www.tds.gb.com))



## Legal regulations

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*NB: It is extremely important to have a detailed and signed inventory and schedule of condition including pictures, as the Deposit Protection Service will use this to resolve any disputes that arise at the end of the Tenancy. If you do not have an inventory they will almost always award the deposit to the Tenants.*

### **Deposit Protection (Continued)**

Deposit legislation changes that came into effect on the 6th April 2012 mean that if for any reason the deposit is not protected or the prescribed information is not given within the 30 day time limit, the Tenant will be able to apply to the court for a penalty and if the facts are true the court have no discretion and have to award a penalty. The previous legislation on deposit protection did not allow the Landlord to issue a section 21 notice if the Landlord hadn't complied with protecting the deposit. However, providing the deposit was protected by the time the matter went to court possession could still be sort for the property. Since the new changes came into effect if the deposit has not been protected and the prescribed information issued within the allowed 30 days then the section 21 notice cannot be issued until the Tenant's deposit has been returned to the Tenant. This means the Tenant would still be living at the property with the deposit having to be returned (before they vacate the property) in order for the section 21 notice to be issued. This would mean there would be no deposit available to deal with damages or to ensure the tenant pays the remaining two months' rent and to top it all the Landlord would be automatically responsible for a penalty of between one and three times the deposit.



Presenting the property

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# Increase the rental value of your property

## Decoration

When you initially let your property we strongly suggest that the interior decoration is in good order throughout. This may substantially increase the rental value of your property as well as helping to attract a suitable tenant as quickly as possible. We are also able to offer advice when re-letting a property, as to whether redecoration is required. In many cases any redecoration costs will be paid for out of the previous tenant's deposit, although reasonable wear and tear must be taken into consideration. It is important to note that the Deposit Protection Service current guidelines are that a Landlord should be prepared to redecorate their property every four years due to wear and tear. It is also extremely important that the property is thoroughly cleaned throughout before the tenant(s) move in.

## Unfurnished?

These days most tenants have their own furniture, and therefore look to rent unfurnished properties. The other benefit of letting your property unfurnished is that you are not required to comply with the furniture regulations.

## Furnished?

If you do intend to offer the property furnished, it is important that these furnishings are modern and in good condition. All soft furnishings must meet the safety regulations. This includes any item that is upholstered, or has foam or internal soft filling within it.





## Marketing

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# Tools of the trade

Your property will be marketed extensively regardless of the management package that you choose. We will use the following tools to ensure that your property is let as quickly as possible.



**Rightmove.co.uk**  
The UK's number one property website



**Zoopla.co.uk**  
The UK's most comprehensive property website



**Primelocation.com**  
The UK's leading website for quality estate agents and property



**OnTheMarket.com**  
The most uncluttered, user-friendly property portal

### High Quality Photography

At Wrights we take presentation very seriously and it is our firm belief that Great pictures and floor plans help to secure quality tenants quickly. In order for a property to achieve its full market value it is essential that it should be presented well and shown in its best possible light. We are able to produce exceptional photographs, helping your property to stand out from the crowd!

### Internet advertising

Internet advertising accounts for approximately 98% of all our leads. Below are a few of the most popular property portals on which we advertise all of our properties as well as on our own database fed website [www.wrightsresidential.co.uk](http://www.wrightsresidential.co.uk).



## Marketing

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# Search for property

We have worked hard to ensure that our website, [www.wrightsresidential.co.uk](http://www.wrightsresidential.co.uk) has a top position on google searches. Once a prospective tenant enters our website they are able to easily search through our many available properties to find the ideal property for them.

We offer detailed property descriptions including room measurements, numerous photographs, floorplans and EPC's for each property, and prospective tenants then have the option to arrange a viewing online, or to save the property into their personal list of favourites. Prospective tenants are also able to register for email alerts on our website, resulting in automatic email alerts every time a new property matching their requirements is added to the website.

### To Let Boards

Our eye catching "To Let" Boards will help your property stand out from the crowd and ensure that your property lets quickly.

### Tenant Registration

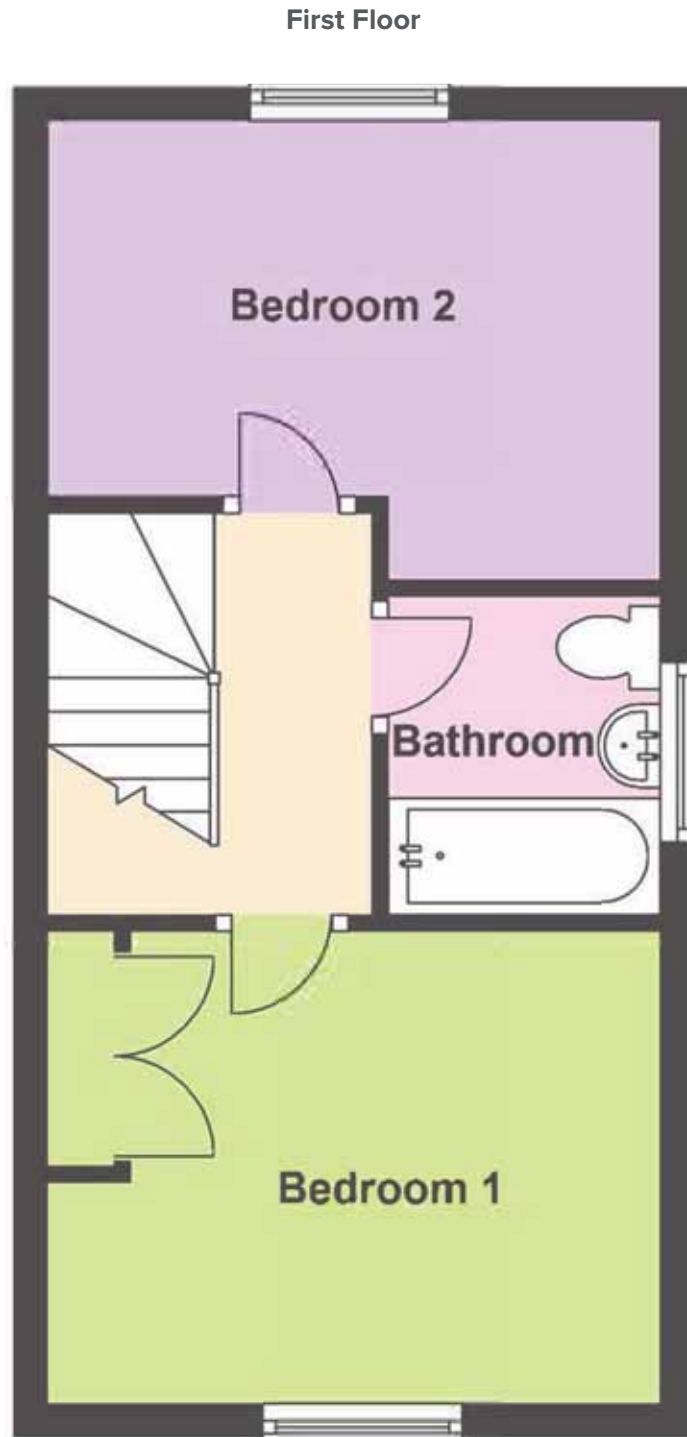
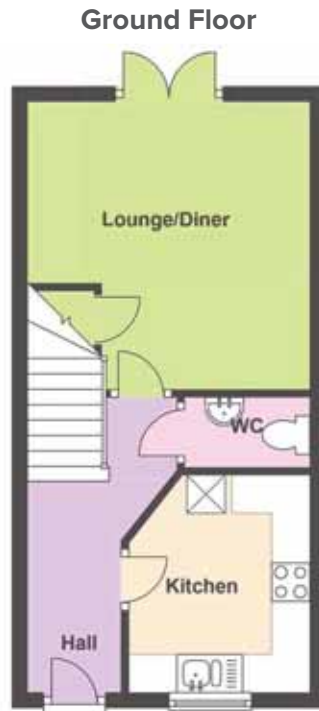
We have an extensive database of potential Tenants looking to rent all types of properties. Every time a property becomes available we call each matching applicant ensuring that viewings are arranged quickly. Automatic emails are also generated and sent to all matching applicants through our website.

### Appointments

We are extremely flexible and offer both weekend and evening appointments if requested. We understand that most Tenants work office hours so we aim to offer appointments to suit everyone.

### Window Advertising

Situated next door to Costa Coffee, our office is in a prime retail position within Trowbridge town centre. Here we display illuminated A3 window cards with both interior and exterior photographs.



Example floorplan

Marketing

**30% more interest in properties marketed with a floorplan**

**Floorplans**

We are one of the only Lettings only Agents in the area to provide FREE Floorplans with every property we market! Why???

Here's an interesting statistic for you - according to Rightmove, the UK's number one property website properties marketed with a floor plan generate a whopping 30% more interest than properties without one. Reasons to use floor plans really don't get any clearer than that!



During the tenancy

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## Landlords and Tenants

### Tenant's responsibilities

The tenant is responsible for looking after the property and its contents and must report to the Landlord or managing Agent any repairs that need to be carried out to the property during the tenancy. It is extremely important that a full inventory, including schedule of condition is drawn up prior to the commencement of each tenancy, as any damage or breakages that are caused by the tenant will then be paid for out of the tenant's deposit. The tenant is responsible for all the household bills to include the council tax, electricity, gas, and telephone accounts at the property. Wrights Residential will ensure that all the relevant accounts are transferred into the tenants' names at the start of the tenancy.

### Landlord's responsibilities

It is the Landlord's responsibility to maintain the exterior of the property, including drains, gutters and external pipes. The installations for the supply of water, gas, electricity and sanitation equipment should also be maintained by the Landlord, as well as the installations for heating and for hot water. However, should damage occur from the tenant's misuse then the tenant would be liable for the repair costs. There are also other liabilities for Landlords, which come under "repair and maintain": This refers to maintaining the property and all items listed on the inventory to an acceptable standard and for the Landlord to have an acceptable maintenance programme for updating the property i.e replacing windows, redecoration, carpets etc. We will be happy to recommend reliable and competitive maintenance contractors to carry out any required work.

# Three options to choose from

We offer Landlords a choice of **Full Management Service, Rent Collection Service or Tenant Introduction Services.**

The services that we offer within each are listed.

## Management options

# Full Management Service



OPTION

- Taking high quality photographs of the property and preparing floorplans
- Advertising the property extensively (including on our website, [Rightmove.co.uk](http://Rightmove.co.uk), [Primelocation.com](http://Primelocation.com), [OnTheMarket.com](http://OnTheMarket.com) and [Zoopla.co.uk](http://Zoopla.co.uk))
- Creating property details, window cards and arranging for a To Let board to be erected if required
- Arranging and accompanying viewings at the property
- Negotiating an agreeable rent between the prospective tenant and the landlord
- Collecting information from the prospective tenant through our tenancy application form
- Collecting references from information supplied and running a detailed credit search on the prospective tenant
- Preparing a detailed inventory and schedule of condition for the property including time and date stamped photographs
- Preparing and serving the appropriate legal tenancy agreement
- Collecting the first month's rent/deposit prior to the signing of the tenancy agreement
- Overseeing the implementation of the tenancy agreement
- Protecting the deposit with the Deposit Protection Service and issuing the tenant with the required prescribed information
- Distributing the monies due to the landlord following the signing of the tenancy agreement
- Changing the relevant utilities into the new tenant's names, including Council tax, water rates, gas and electric
- Collecting the rent and dealing with the credit control attached thereto on an on-going basis
- Processing the rent and paying to the landlord promptly each month
- Carrying out regular property inspections and reporting back to Landlords
- Negotiating any increase in rent or other term of tenancy
- Dealing with any problems identified by the tenant regarding the property, including maintenance issues (NB: We will always contact the Landlord and obtain free quotes if required before instructing any contractor)
- Regular updates and advice on changes in legislation
- Dealing with any other matters pertaining to the property or the tenancy
- Arranging annual gas safety inspections and electrical inspections as required
- Serving section 21 notice in order to recover possession of the property if/ when required
- Carrying out the checkout inspection once the Tenancy has expired and dealing with the release of the deposit as well as the paperwork relating to any deposit disputes

# 2

OPTION

## Rent Collection Service

### Management options

- Taking high quality photographs of the property and preparing floorplans
- Advertising the property extensively (including on our website, [Rightmove.co.uk](http://Rightmove.co.uk), [Primelocation.com](http://Primelocation.com), [OnTheMarket.com](http://OnTheMarket.com) and [Zoopla.co.uk](http://Zoopla.co.uk))
- Creating property details, window cards and arranging for a To Let board to be erected if required
- Arranging and accompanying viewings at the property
- Negotiating an agreeable rent between the prospective tenant and the landlord
- Collecting information from the prospective tenant through our tenancy application form
- Collecting references from information supplied and running a detailed credit search on the prospective tenant
- Preparing a detailed inventory and schedule of condition for the property including time and date stamped photographs
- Preparing and serving the appropriate legal tenancy agreement
- Collecting the first month's rent/deposit prior to the signing of the tenancy agreement
- Overseeing the implementation of the tenancy agreement
- Protecting the deposit with the Deposit Protection Service and issuing the tenant with the required prescribed information
- Distributing the monies due to the landlord following the signing of the tenancy agreement
- Changing the relevant utilities into the new tenant's names, including Council tax, water rates, gas and electric
- Collecting the rent and dealing with the credit control attached thereto on an on-going basis
- Processing the rent and paying to the landlord promptly each month
- Carrying out the checkout inspection once the Tenancy has expired and dealing with the release of the deposit as well as the paperwork relating to any deposit disputes

# 3 OPTION

## Tenant Introduction Services

### Management options

- Taking high quality photographs of the property and preparing floorplans
- Advertising the property extensively (including on our website, [Rightmove.co.uk](http://Rightmove.co.uk), [Primelocation.com](http://Primelocation.com), [OnTheMarket.com](http://OnTheMarket.com) and [Zoopla.co.uk](http://Zoopla.co.uk))
- Creating property details, window cards and arranging for a To Let board to be erected if required
- Arranging and accompanying viewings at the property
- Negotiating an agreeable rent between the prospective tenant and the landlord
- Collecting information from the prospective tenant through our tenancy application form
- Collecting references from information supplied and running a detailed credit search on the prospective tenant
- Preparing and serving the appropriate legal tenancy agreement
- Collecting the first month's rent, deposit and other associated fees prior to the signing of the tenancy agreement
- Overseeing the implementation of the tenancy agreement
- Distributing the monies due to the landlord following the signing of the tenancy agreement
- Changing the relevant utilities into the new tenant's names, including Council tax, water rates, gas and electric

*NB: We can also prepare a detailed inventory and schedule of condition for the property including time and date stamped photographs, as well as organising the protection of the deposit, for a small additional fee*



## Fees

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# No Let, No Fee

**We operate a strict No Let No Fee policy. Fees are usually deducted from the rent and a statement is emailed or posted to the Landlord providing a breakdown of costs.**

**Right is a list of our fees for Landlords**

**Full Management Service Fee:** 10% of the monthly rental plus VAT (12% including VAT). Set up fee of **£295 plus VAT (£354 including VAT)**

NB These fees cover all aspects of marketing, finding and referencing and tenant and managing the property, including the preparation of a detailed inventory and schedule of condition. There are no additional or hidden fees and we do not add "mark up fees" to our contractor's charges.

**Rent Collection Service Fee:** 8% of the monthly rental plus VAT (9.6% including VAT). Set up fee of **£295 plus VAT (£354 including VAT)**

*NB: These fees cover all aspects of marketing, finding and referencing and tenant and managing the property, including the preparation of a detailed inventory and schedule of condition. There are no additional or hidden fees.*

**Tenant Introduction Service Fee:**

One bedroom property: **£395 plus VAT (£474 including VAT)**

Two bedroom property: **£450 plus VAT (£540 including VAT)**

Three bedroom property: **£495 plus VAT (£594 including VAT)**

Four + bedroom property: **£550 plus VAT (£660 including VAT)**

Fee for the preparation of an inventory and schedule of condition, including protection of the deposit and checkout inspection at the end of the tenancy, if required from **£100 plus VAT (£120 including VAT)**





## Letting a property can be an anxious time for a landlord

### Rent protection and legal expenses warranty

Whilst all landlords will have worries specific to their own circumstances, there is a concern and fear common to the majority - that the tenant may default on their rental payments. Whilst a thorough referencing system will diminish the likelihood of payment problems occurring, changes in circumstances do unfortunately occur and rent arrears arise as a consequence. In the event of non-payment of rent or other breaches of contract, landlords with tenancies governed by the Housing Act 1988, as amended by the Housing Act 1996, can rely on statutory grounds for possession. However, court procedures can be expensive and timely, and therefore we recommend that our Landlords take out insurance to protect themselves should this situation occur.

### Buildings Insurance

It is the Landlord's responsibility to ensure that the property has buildings insurance and you should inform your insurance company that your property is being let through Wrights Residential.

### Contents Insurance

It is the Landlord's responsibility to insure the contents listed on the inventory. Again your insurance company should be notified that the property is being let through Wrights Residential. We request that all tenants also obtain contents insurance to protect their own possessions.



## Tax implications

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# Your Responsibility

**Income tax is payable on the net income from property letting irrespective of where you live.**

### Income Tax

It is your responsibility to inform the Inland Revenue of your letting income whether you are a resident or a non-resident landlord. It is important to note that the Inland Revenue can enforce the agent to disclose the names of all landlords for whom they act. The letting income on which you are subject to tax is the gross income less certain expenses incurred in the letting.

The allowable expenses are diverse and usually include:

- (i) Loan interest limited to the basic rate of tax from 2020 (subject to certain conditions).
- (ii) Insurance, ground rent and service charges.
- (iii) Costs of providing services included in the rent (electricity, cleaning etc).
- (iv) Legal and accounting charges.
- (v) Costs of repairs, but not improvements.
- (vi) Agent's fees.

The Inland Revenue also allows a deduction for wear and tear of furniture, fixtures and fittings. This is when the property is let furnished and no claim is made for the cost of replacing existing furniture, fixtures and fittings. The wear and tear allowance is currently 10% of the annual rent. For many tax-payers, these expenses and the wear and tear allowance can exceed their income, extinguishing any tax liability.

Expenses not allowed by the Inland Revenue:

- (i) Cost of preparing a property for letting.
- (ii) Expenditure on initially furnishing or improving the property.
- (iii) Capital repayment elements of mortgages.
- (iv) Improvements to the property.



## Tax implications

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# UK Income Tax liability

**Even if you are non-resident (which means you live abroad permanently, whether a UK Citizen or not, or go to work abroad for a lengthy period) then, like a UK resident, the excess of income over allowable expenses is subject to UK income tax.**

### Non-resident Landlords

However, there are specific procedures for collecting income tax from non-resident landlords. The agent who collects rent for the non-resident landlord must deduct tax at source from his income and pay the tax deducted to the Inland Revenue unless specifically exempt by written authority from the Inland Revenue not to do so. It is possible to apply to the Inland Revenue for the agent to be exempt from withholding income tax at source (ask us for a NRL 1 form). This exemption is, however, granted at the Inland Revenue's discretion. At the end of each tax year, your tax position must be resolved with the Inland Revenue. As with a resident landlord, this usually involves submission of a UK tax return showing details of your letting income and expenses. If you have approval from the Inland Revenue to receive rents gross and do not submit annual tax returns to the Inland Revenue you may be infringing tax regulations and, furthermore any exemption that has been granted may be withdrawn. It is normal for non-residents to appoint an accountant to act for them whilst they are abroad.

### Capital Gains Tax

As a Landlord, you should be aware that there is a risk that you might be exposed to Capital Gains Tax when you come to sell your property. Always take professional advice, but as a word of comfort, the following are unlikely to incur this tax:

- (i) Non-resident landlords.
- (ii) Those letting a former home for no more than three years.
- (iii) Those letting a former home when obliged to work elsewhere in the UK for no more than four years.



## Testimonials

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# Landlords

Just a few of the kind things our Landlords say about us.

Please also read through our reviews on google and Facebook.

"I have used Wrights Residential Lettings for support in managing my properties for many years. I think I was one of their first clients! Their service is professional yet friendly and they are always willing to go the extra mile. Phone calls or emails are responded to very quickly and their advice is based on a huge knowledge of the law. Without a doubt having them as my property managers has made my life much easier. I don't hesitate in recommending them to anyone who is considering taking on property managers for any property they are letting out."

**Mrs G Williams**

"I've used Wrights for some time now and have always felt that they look after my concerns and the tenants too. With regular property checks and feedback I feel my property is in good hands. The team are always happy to help and always have a cheerful way about them. They are a great team to deal with. Thanks guys!"

**Mr J Mackness**

"Have worked with Wrights for many years now, they have always found great tenants for me, they are extremely helpful and always on hand with advice. Their prices are extremely competitive. Thanks for all your help over the years."

**Miss L Fry**

"I have found Adam and the team at Wrights Residential to be very professional and organised in their approach to all looking to rent or let out. It's not surprise they are celebrating their 10th birthday, and with their continued level of understanding and communication in the local market, I expect them to enjoy another ten."

**Mr G Davies**



## Testimonials

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# Tenants

**Just a few of the kind things our Tenants say about us.**

**Please also read through our reviews on google and Facebook.**

“Wrights are defiantly such a great team to deal with. I have had a tenancy with them for the last 4 years and I'm about to step into another one with them for a new move next week. They are excellent with their communications, friendly - helpful- sometimes I felt i was calling them too many times in one day - no, they were still happy to answer any questions you have or any concerns. And they always keep you up to date with anything going on. Great all round wrights keep up the good work.”

**Miss S Snelgrove**

“I cannot praise Wrights Residential enough and I was really sad to have to leave them as Letting Agents. They were always friendly and helpful; I only left as the landlord sold the place I was renting. I would recommend them to anyone renting or buying. Thanks for a great service.”

**Miss M Trimarco**

“Wrights are amazing, always so helpful and always professional; genuinely a pleasure to be a resident on their books. I would definitely recommend, 5 star.”

**Miss K Lewis**

“Used Wrights for the first time 6 months ago to rent my first place, after my initial 6 months I had to move due to the landlords putting the property on the market, came across a few problems after moving out, adam and the team was fantastic in helping me with sorting it all out and keeping me updated! Definitely would use again and recommend to anyone! Good job guys keep it up.”

**Miss A Sissins**

**Consents**

- Do you have consent to let from your Mortgage company or Head Lessor?

**Insurance**

- Do you have appropriate buildings and contents insurance?
- Do you have rent & legal protection insurance?

**Tax Implications**

- Have you notified the Inland Revenue of your letting income?
- If you are a Non resident Landlord have you completed your NRL1 forms?
- If required, have you employed the services of an accountant or tax advisor?

**Safety Regulations**

- Have the necessary gas and electrical checks been carried out and have you provided Wright Residential Lettings with a copy of the certificates?
- Has all your furniture been checked and does it meet the fire and furnishing regulations?
- Have you left all the instruction manuals in the property?
- Do you have an energy performance certificate for your property?
- Does the property have smoke detectors on each floor and have they been tested?
- Have you carried out a Legionella Risk Assessment or instructed a contractor to do so on your behalf?
- Does the property have a carbon monoxide detector if required?

**Terms of Business**

- Have you signed the Terms & Conditions of business and returned a copy to Wright Residential Lettings?

**Keys**

- Have you provided Wright Residential Lettings with a key to use for viewings?

**Presenting The Property**

- Is the property in good decorative condition and clean throughout?
- Is your garden in good order for the tenant to take over?
- Do you have a detailed inventory, including schedule of condition for your property?

**Mail**

- Have you arranged for your mail to be redirected?



## Company information

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Thank you for taking the time to read our Landlord's Handbook. We very much look forward to working with you. Should have any questions at all please do get in touch by phone or email, or pop in to our office for a chat.

### Wrights Residential

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### Telephone

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### Email

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www.wrightsresidential.co.uk



## Landlord's Handbook

Letting properties the Wright way!

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