



**Letting your property
with Rockett Home Rentals**



The Premier Letting Agent



Why Rockett Home Rentals?

Rockett Home Rentals is a local, independent business with over 20 years of experience specialising in residential lettings and property management. We are a small business who have an intimate knowledge of the local area and we pride ourselves on our excellent customer service, with highly trained, attentive, and dedicated staff. Unlike many estate agents, who are often distracted by sales, mortgages, conveyancing and surveying, our focus is solely on the priorities of the landlord and we strive to provide you with the most efficient and professional service possible.

Marketing your property

We are proud to boast an extensive variety of marketing strategies for your property, including:

- all of our properties are advertised on Rightmove, Zoopla and OntheMarket
- we have a strong social media presence to increase our advertising potential, including Facebook, LinkedIn, and Instagram
- we make use of billboard advertising in prominent areas in the locality
- our extensive database mailing list reaches a wide variety of potential tenants
- our professionally designed website is intuitive and coherent, featuring each of our properties
- we are the only agent in the area who professionally photographs your rental property for free, attracting a higher quality tenant and achieving better rents

Accreditation and legal information

ARLA (Association of Residential Letting Agents)	we are an ARLA accredited company, which offers a code of conduct and protection for client money, ensuring your finances are always in safe and experienced hands
TPO (The Property Ombudsman)	we are part of TPO, a government-approved scheme designed to achieve a full and final settlement of any disputes made by consumers or property agents
The Guild of property professionals	we are members of The Guild of property professionals. The Guild is a membership organisation of 800 independent letting and estate agents. The Guild works with Rockett Home Rentals on marketing, legal support, training etc.
Credit and reference checks	we ensure all prospective tenants are thoroughly credit and reference checked by outsourcing our checks to a reliable premier tenant referencing and landlord protection service. This includes obtaining the applicant's employment and income details, along with checking for adverse credit, fraud, criminal history and county court judgements
Right to Rent	we ensure a tenant's right to rent has been obtained, confirming they have a legal right to rent in the UK
Inventories, mid-term inspections and check-outs	all of our inventories, mid-term inspections and check-outs are conducted by independent, professional inventory clerks. This includes a full photographic inventory of your property



Our fees

At Rockett Home Rentals, we endeavor to be completely transparent with our costs. We have no hidden fees, such as contractor markup or administrative costs. Our prices are completely upfront, and all services are included in the option you choose. We provide a fully comprehensive service, including everything you need to let your property and be entirely compliant, all under the same price.

We understand landlord's needs vary greatly, so we provide three different options for you to take full advantage of the service which best meet your needs.

Letting only service: 100% of one month's rent plus VAT, minimum fee £1,000 inc. VAT (per property)

Rent collection service: 10% including VAT of the monthly rent plus the fee for the letting only service (per property)

Property management service: 12% inc VAT of the monthly rent (per property) plus an Annual administration fee of 8% of one year's rent including VAT. As an example, if the rent is £700 PCM This equates to £700 X 12 (one year's rent) X 8% including VAT which equals £672 per year. The annual administration fee includes Rent Protection & Legal Expenses Insurance (This is about 25% of the annual administration fee), professional photography, advertising on Rightmove, Zoopla, On the Market and social media marketing, viewings, professional credit and reference checks, Professional inventory, midterm inspections and checkout by a professional inventory company, contracts, standing orders, notifying utilities, contract renewals and re-letting the property.

A recent service we have now included at no extra cost is an out of hours triage service. This service connects tenants to tradespeople over video and can reduce call-out charges by up to 50%.

The insurance should pay the majority of the rent if the tenant stops paying the rent and will pay legal fees up to vacant possession.

These are the only fees we charge and cover every aspect and scenario of letting and managing a property.

SERVICES INCLUDED	FULLY MANAGED	RENT COLLECT	LET ONLY
Comprehensive advertising on major portals	✓	✓	✓
Professional photography of your property	✓	✓	✓
Prolific social media marketing	✓	✓	✓
Vetting of our database for potential and suitable tenants	✓	✓	✓
Compiling of marketing adverts on our website for your property	✓	✓	✓
Accompanied viewings	✓	✓	✓
Dealing with any negotiations	✓	✓	✓
Comprehensive credit and reference checks	✓	✓	✓
Legal compliance checks	✓	✓	✓
Preparation of the tenancy agreement	✓	✓	✓
A signed standing order will be presented to the tenants bank	✓	✓	✓
Taking of five weeks damages deposit	✓	✓	✓
Completion of right to rent checks	✓	✓	✓
Arrangement of cleaning on landlord's behalf if necessary	✓		
Compilation of all meter readings along with notifying utility companies	✓	✓	✓
Professional inventory by accredited clerks	✓	✓	✓
Collection and processing of monthly rent	✓	✓	
Registration of deposit in accredited deposit protection scheme	✓		
Dealing with all maintenance issues			
Inform you of any necessary repairs and maintenance work and instruct appropriate contractors *quotes will only be requested and forwarded for approval for works over £295 inclusive of VAT.	✓		
Out of hours maintenance triage service that connects tenants to tradespeople over video. This service has been proven to save up to 50% of landlord contractor fees as many issues are resolved via triage without the need for a contractor to physically attend or go out to quote.	✓		
Mediation of deposit disputes including negotiation, compilation, and submission	✓		
Management of rent arrears	✓		
Management of tenant renewals	✓		
Management of servitor of notices	✓		
Management of payments of outgoings	✓		
Keyholding service	✓		
Completion of check-out at the end of tenancy	✓		
Completion of property inspections	✓		
Rent guarantee (see below)	✓		

As part of our fully managed service, your property is covered by our rent and legal policy, which is included in our annual administration fee of 8% including VAT of the annual rent inc, payable from the first month's rent. This policy covers non-payment of rent by the tenant and legal costs. (this policy only applies if we have had to serve notice on the tenant on grounds such as non payment of rent).

Should you prefer to arrange cover with an alternative insurance provider, you must inform us of your intention to do so and provide us with a copy of the policy certificate prior to the tenant moving in. We would not be able to manage any claims which may arise for an alternative insurance provider. This applies to gross rent premium or other money payable throughout the term and any extension of it, whether fixed term or periodic, if we are instructed to act on your behalf.

Our annual administration fee is a fixed non-refundable fee, whether we set up a rent guarantee policy or you set up your own. The policy can only be applied when an applicant has passed credit and reference checks conducted by Rightmove.



Frequently Asked Questions

Rent

How will the rental value of my property be assessed?

We will conduct a full and free evaluation of your property and our expert negotiators will provide you with an accurate rental valuation to help you achieve the best rent.

When will I receive my rent?

Rent will be sent to you within 20 working days of receipt from the tenant, this is usually sent within one week.

Is there tax on rental income?

Tax must be paid on any profit made from your rental property. You can, however, deduct the day-to-day running expenses (including any agents' fees) before preparing your tax return, so it is important to store your financial records securely.

We recommend you use a qualified accountant to assist with your tax returns, particularly if you have more than one property.



What happens if my tenant fails to pay their rent?

All our managed properties have rent guarantee, which protects the landlord against unpaid rent. Please refer to the Landlord Rent and Legal Policy for more information.

Maintenance

Who organises repairs and maintenance?

Choosing our fully managed service allows us to take full responsibility for liaising with the tenant and we will coordinate any necessary maintenance work with your approval. Furthermore, we are one of the few agents who do not add commission to maintenance invoices.

Our fully managed service also includes our online maintenance portal, Fixflo, which allows your tenant report any maintenance issues at any time, alerting us immediately. Together with our extensive network of trusted local contractors, Fixflo allows us to access your maintenance issues promptly and provide you/your tenant with consistently hassle-free service.

What is fair wear and tear?

The principle of fair wear and tear is applied at the end of a tenancy. Legally, at this point, a landlord should not be either financially or materially in a better or worse position than they were at the commencement of the tenancy, having allowed for fair wear and tear.

The landlord is not normally entitled to charge the tenant the full cost for having any part of their property put back to the condition it was at the beginning of the tenancy; this would be deemed as betterment.

There may be instances where a tenant causes damage to an item, but the damage does not warrant a complete replacement. An award of compensation may be appropriate in such situations.



Landlord Checklist

Before letting your property, have you considered the following?

Location, location, location

It goes without saying that properties in more desirable areas generally attract higher rental values and significantly lowers your chance of experiencing void periods between tenancies. Consider the following factors when choosing your property:

- local employers
- schools and universities
- transport infrastructure
- restaurants, parks, gyms, etc
- local town centre



Consider your tenant carefully

Considering factors such as whether the tenant is looking for a long-term home or if they are moving into the catchment area of a certain school, both of which indicate they will stay for several years, will help you select the right tenant.

46% of the UK's population owns a pet, so ruling them out as tenants can mean potentially missing out on a large part of the rental market. Should the applicant wish to keep a pet at the property, they are advised that you may seek a higher rent due to the potential increase in wear and tear; this will be reflected in the tenancy agreement.



Undertaking regular property visits

Visiting your property regularly can help assess how well the tenant is treating their rented home and provide an early indication of any maintenance issues which may arise. Keeping a record of these visits is essential, as this information can help towards a claim against a tenancy deposit when used in conjunction with a professional inventory and schedule of condition.



Condition and presentation of the property

First impressions are key for potential tenants, so consider the following factors carefully:

- cleanliness
- neutral carpets and furniture
- good quality showers and beds
- an efficient boiler
- double glazing and other insulation



Remember, if your property is unfurnished, you will still need to provide carpet, curtains, light fittings, and a cooker.



Right to rent information

Right to rent checks are carried out on all prospective occupants aged over 18 years, to prove they have a right to rent in the UK. This entails the applicant producing identification documents in person, a copy of which is stored in our records. Acceptable documents are dependent on an applicant's nationality; options for EEA/Swiss citizens are as follows:

- a valid passport
- a valid EEA/Swiss national ID card and Right to Rent Share Code
- a combination of a valid UK driving licence and an original UK birth certificate (British citizens only)

A tenancy can only begin on the condition that all adult occupants demonstrate their valid right to rent prior to the tenancy start date. If any potential tenants fail to prove a valid right to rent, then we will deny access into the tenancy agreement.

If a tenant has a time-limited right to be in the UK, we will conduct a follow-up check 12 months after the first check or at the expiry of the tenant's right to be in the UK.

Obtaining consent to let

- if your property has a buy-to-let mortgage, then permission to let has already been granted
- if your property is subject to a mortgage, you will need to obtain permission from your mortgage lender to rent your property
- if your property is leasehold, you will need permission from the freeholder. This can usually be obtained from the managing agent of the building

Landlord insurance

As a landlord, it is essential to provide adequate landlords building insurance to cover your property and its contents. This includes covering third party liability, ensuring any damage caused to the property by the tenants is covered.

If your tenants do not pay their rent, you will not be covered by basic landlord insurance, however, rent guarantee and legal insurance are included in our managed service.

Health and safety

The following health and safety checks and certificates need to be in place before you can let your property:

Gas Safety Record (GSR)

Landlords must provide their tenants with a valid GSR. This is obtained upon completion of the check, carried out once a year by a Gas Safe registered engineer. Checks must legally be performed annually, and, for managed properties, we will arrange the annual gas safety certificate when it is due, and the property is occupied.

EPC (Energy Performance Certificate)

EPCs present the efficiency of properties on a scale of A to G and are needed whenever a property is rented, the minimum rating for letting a property is E or above. The certificate, which is renewed every 10 years, is a legal requirement and this inspection can only be carried out by a qualified Domestic Energy Assessor. Failure to present a valid and compliant EPC means you cannot serve notice on a tenant and may incur a civil penalty of up to £4,000.

EICR (Electrical Installation Condition Report)

As a landlord, it is imperative you ensure periodic inspections of electrical equipment are carried out by a qualified electrician every five years. Failure to comply with the Electrical Equipment (Safety) Regulations 1994 and the Consumer Protection Act 1987 is a criminal offence and may result in:

- your property insurance being invalidated
- the tenant suing you for civil damages
- a fine of £5,000 per non-compliant item
- six months' imprisonment
- possible manslaughter charges in the event of death

PAT (Portable Appliance Testing)

PAT refers to the testing of electrical appliances which can be unplugged from a power supply and moved (as opposed to fixed) to ensure they are safe to use. A portable appliance can be as small as a kettle or as large as a free-standing fridge. The test involves a visual inspection of the appliance itself, including any cables and plugs, as well as checking for grounding and insulation.

Alarms

Regulations require landlords to install:

- at least one smoke alarm on every storey which is used as living accommodation in their property
- a carbon monoxide alarm in any room which is used as living accommodation where solid fuel is used or there is a gas boiler in the property

The landlord must ensure every alarm is working at the start of each new tenancy. After the first day of the tenancy, the tenants should take responsibility for testing alarms regularly. Tenants are advised to test their alarms each month and if found to be defective during their tenancy, to arrange the replacement of batteries or of the alarm itself with the landlord.

Fire escapes

You must ensure there are sufficient means of escape from the property (normally the halls, stairs, and landings) and that these are unobstructed.

Furniture & Furnishings (Fire) (Safety) Regulations (1988)

It is the landlord's responsibility to ensure all upholstered furniture complies with these regulations. Each item of furniture or furnishings will have attached a label stating its compliance; items of furniture which do not have a permanent label should not be assumed to comply. Look for statements such as:

- foams and fillings pass the test
- covers are match resistant
- upholstery (covers and fillings) are cigarette resistant

Items such as carpets, curtains and bed linen are not included in these regulations. Any furniture manufactured prior to 1950 is exempt, providing it has not been reupholstered with illegal fillings. Such furnishings must have the appropriate fire resistance labels permanently attached to show they comply with the regulations. Any furnishings which do not comply must be removed from the property prior to occupation.

Homes (Fitness for Human Habitation) Act

Under the Homes Act, all rented properties must be safe, healthy, and free from anything which could cause serious harm. This includes, but is not limited to, adequate temperature regulation, building stability, sufficient ventilation, proper sanitation and drainage and suitable lighting.

If your property is not deemed 'fit for human habitation', your tenant may wish to take you to court, which may result in you carrying out the necessary repairs or paying compensation to the tenant.

LRA (Legionella Risk Assessment)

Legionella testing is conducted to prevent Legionnaires disease, a form of pneumonia, caused by the inhalation of water droplets containing the Legionella bacteria, which can grow in both hot and cold water systems. Landlords have a legal duty to ensure that the risk of exposure of tenants to Legionella is properly assessed and controlled. This duty extends to residents, guests, tenants, and customers.

A simple risk assessment may show there are no significant risks from Legionella, but if there are, implementing appropriate measures will prevent or control these risks.

It is important that water is not allowed to stagnate within the water system as this may cause the risk of Legionella to increase and so properties which are vacant for extended periods should be managed carefully.

HMOs (Houses in Multiple Occupation)

If a property is let as a main/only home to at least three tenants who form more than one household, it is an HMO. In such properties, tenants may share a kitchen, bathroom or toilet and households consist of either a single person or members of the same family who live together, including:

- partners who are married or living together
- relatives who are living together, including step-children, grandchildren, uncles, aunts, nephews, nieces, cousins, and foster children
- certain live-in domestic staff

Your responsibilities for health and safety in HMOs

As a landlord, you must:

- give your contact details to the tenants (or we will provide ours)
- display your emergency contact details in a prominent position in the property
- carry out appropriate fire safety measures
- install hard-wired smoke alarms
- keep fire escapes clear and maintain fire-fighting equipment and alarms
- provide an adequate supply of gas (if applicable) and electricity
- check annual GSR (if applicable) and electricity safety every five years. This should be done by a contractor who is a member of a 'competent person' scheme
- ensure the property design and structure will not cause injury
- provide adequate, uninterrupted water supply and drainage
- keep the property and any shared gardens in good repair
- provide suitable bins disposal
- meet the required standards for tenancy agreements, ending tenancies, protecting tenants' deposits, and respecting a tenant's rights

Applying for an HMO licence

If you have an HMO which is occupied by five or more persons who form more than one household, then it must be licensed. You must apply for an HMO licence if one is required. Several certificates will be needed to accompany the application form:

- current tenancy agreements
- landlord's GSR
- emergency lighting test certificate
- EICR
- PAT certificates (if applicable)
- building regulations completion certificate (if applicable)
- service contract for alarm and fire systems
- design, installation and commissioning certificate for the L2 fire alarm system and/or test certificate

Granting an HMO licence

The council will consider the following when assessing your application for a licence:

- the suitability of room sizes
- kitchen, bathroom, and toilet facilities
- the suitability of the property for the number of tenants
- the proposed management arrangements
- whether the proposed licence holder is a fit and proper person

The council carry out proactive inspections of HMOs and inspect properties following a complaint from a tenant.

What happens to an HMO?

As a landlord, you should be aware that the circumstances at your HMO might change in any of the following ways:

- the property is no longer in a multiple occupation
- your tenant has allowed more people to live there than the HMO licence allows
- the property is no longer suitable to be considered an HMO
- the management is no longer suitable to manage an HMO
- the licence holder is no longer fit and proper to hold a licence
- you want to change the HMO licence holder
- you want to change the HMO to occupation by a single household
- you wish to sell the property

Penalties for not having a licence

If an HMO is of a description which should be licensed but is not, it is an offence to allow it to be occupied. If the appropriate person (owner, agent) is convicted of operating an HMO without a licence, they can be prosecuted.



Owner details

Owner name(s): _____

Your correspondence address: _____

Postcode: _____

Mobile phone no: _____ Home phone no: _____

Work phone no: _____ Email address: _____

Are you the listed owners with the land registry? _____

Has your lender granted their approval? _____

Are you a member of a tenancy deposit scheme? (Please specify) _____

Details of property to be let

Address of property to be let: _____

Postcode: _____

Managed/Let Only: _____ Furnished/Unfurnished: _____

Min Rent: _____ Max Rent: _____ Min term: _____ Max term: _____

Bedrooms: _____ Bathrooms: _____ En-suites? _____ Reception: _____

Conservatory? Yes / No Pets allowed? Yes / No Satellite permitted? Yes / No

Garage: Yes / No If yes, single/double/treble

Parking: Yes / No If yes, permit required? Yes / No

Double glazing? Yes / No CCTV? Yes / No Alarm? Yes / No If yes, code? _____

HMO, is it licensed? Yes / No

Smoke alarms: Upstairs: _____ Downstairs: _____

CO2 detectors: _____ Appliances in the kitchen? _____

Gardener included? Yes / No

Cleaner included? Yes / No

Window cleaner included? Yes / No

Bills included? Yes / No if yes, which are included: _____
(e.g. broadband, cable TV, TV licence?)

Special features

Any selling points specific to your property; does it feature any of the following?

- amenities
- school catchment areas
- near town centre
- nearby parks/gyms/hospital
- area safety

Utilities

The following need to be in place before you can rent your property:

- GSR (Gas Safety Report)
- EPC (Energy Performance Certificate)
- EICR (Electrical Installation Condition Report)
- PAT (Portable Appliance Testing)
- LRA (Legionella Risk Assessment)

Gas

Location of meter: _____

Serial number: _____

Supplier: _____

Account number: _____

Gas stopcock location: _____

Heating

Type of heating system (e.g. combi): _____

LPG Gas/Oil/Septic Tank? _____

Make and model of boiler: _____

Boiler cover (e.g. Glowworm): _____

Home cover (e.g. British Gas Home Care): _____

Policy number: _____

Level of cover: _____

Existing warranties or guarantees (e.g. washing machine, shower):

Electricity

Location of meter: _____

Serial number: _____

Location of consumer unit/fuse box: _____

Supplier: _____

Account Number: _____

Water

Location of meter: _____

Serial number: _____

Supplier: _____

Account Number: _____

Location of stopcock: Internal: _____ External: _____

Council tax

Name of local council: _____

Council tax band: _____

Any other details of which we or the tenants should be aware:

Important Contacts

Your bank (for rental payments)

Bank name: _____

Branch address: _____

Account holder name(s): _____ Account number: _____ Sort code: _____

Your accountant

Firm's name: _____

Address: _____

Contact name: _____ Contact number: _____

Your solicitors

Firm's name: _____

Address: _____

Contact name: _____ Contact number: _____

Buildings insurance (you must inform the insurers of the letting or the policy will be void)

Firm's name: _____

Address: _____

Policy number: _____ Contact number: _____

Contents insurance (you must inform the insurers of the letting or the policy will be void)

Firm's name: _____

Address: _____

Policy number: _____ Contact number: _____

Please note we do not renew insurance policies except those originally arranged by ourselves. The details requested above are for use in the event of claims only. We recommend and can assist in the arrangement of specialised insurance for landlords including legal protection, contents and rent guarantee.

Tradesmen

We have a network of reliable tradesmen, including plumbers, electricians, gardeners, and handymen. However, if you wish to nominate your own tradesmen, please provide details below. When we are unable to contact yours, we will instruct our own.

Name and profession:

Contact details:

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If there is a mortgage on the property, do you have written permission from your lender? Yes / No

If yes, has this document been supplied to Rockett Home Rentals? Yes / No

Do you authorise Rockett Home Rentals to carry out GSR, PAT and Electrical certificates when required? Yes / No

Do you authorise Rockett Home Rentals to send in a suitable tradesman in an out-of-hours emergency?
(e.g. water coming through the ceiling) Yes / No

Do you authorise Rockett Home Rentals to instruct maintenance works for a managed property to set up
work authorisation limit? Yes / No

If so, how much? _____ (please note we will usually take a float of
£250 for maintenance from 1st month of rent)

Do you wish to provide a representative?

We recommend you provide us with a representative if you do not reside in the UK.

Name: _____

Correspondence address: _____

_____ Postcode: _____

Mobile phone no: _____ Home phone no: _____

Work phone no: _____ Email address: _____

Letter to agent (required if you are joint Landlord)

To Rockett Home Rentals Ltd.

Property to let: _____

We, the landlords of the above property, confirm that instruction from one of us will be deemed as instruction from all of us. Payment to the named co-owner will be the final discharge of Rockett Home Rentals obligations.

Yours faithfully

Print Name

Signature

Print Name

Signature

Landlord checklist

Each of the following items must be in place before you can let your property. You may wish to check each box as each item is completed.

ITEM	YES	N/A
GSR (gas safety report)		
EPC (energy performance certificate)		
EICR (electrical installation condition report)		
PAT (portable appliance test)		
Alarms (smoke and carbon monoxide)		
Fire escapes		
Furniture & Furnishings (Fire) (Safety) Regulations (1988)		
Fitness for Human Habitation Act		
LRA (legionella risk assessment)		
Landlord insurance (covered by our fully managed service)		
Proof of identity from all parties who own the property (passport, driving licence or national identity card)		
Proof of residence (council tax bill, utility bill, mortgage statement, bank statement or credit card statement)		
All repair work must be complete, and all contents must be in working order and legally compliant		

If your property is an HMO:

Hard-wired smoke alarms must be installed		
Heat detectors must be installed		
Emergency access routes must be available		
Thumb locks must be fitted on all external doors		
A copy of the HMO licence must be provided		

If you intend to live abroad:

A copy of your Non-Resident Landlords Scheme forms must be provided		
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If your property does not have a 'buy to let' mortgage:

Consent to let from your mortgage lender must be provided		
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If your property does not have a mortgage:

A copy of the deeds or solicitor's letter must be provided		
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