

LANDLORD HANDBOOK

Everything you need to know

**WELCOME TO THE
INDEPENDENTLY-RUN,
FORWARD THINKING,
INVESTMENT AND ASSET
MANAGEMENT COMPANY.**





Smart Investment & Management was founded in 2017 with the vision that agents had so much more to offer the residential property industry.

Following on from operating in the residential property market for a number of years, and through experience of working with other letting agencies on a day-to-day basis, we believed that we could deliver higher standards, more efficiently, to both landlords and tenants alike. So, we decided to formally launch the lettings & management arm of the business in 2019.

We are a team of proactive, quick thinkers and good listeners who firmly believe and deliver on the same key customer service attribute; treat customers like people instead of transactions and really do offer that personal touch. We strongly believe that great service is not just about experience and expertise.

We have one philosophy; to keep the promises we make.

Welcome to Smart Investment & Management.

Ensuring your assets future is secure.



HOW CAN SMART IM HELP YOU?

We believe that we are much more than your high street managing agent. We are a partnership. We don't simply conduct lettings, we manage your assets like they are our own.

It's that simple. As a client, you benefit from a tailored customer service being at the forefront of everything we do. Our technology and internal processes result in a seamless service for both you and your tenants - we only deliver a service at the standard we would want to receive ourselves.

Here's a brief overview of what you can expect should you work with us:

- **Your own portfolio manager:**
One single, dedicated point of contact for you to deal with.
- **Regular rent reviews:**
We will negotiate rent increases across your portfolio.
- **SMART Concierge:**
You will have access to your own WhatsApp concierge, if you need anything, just message.
- **Easy accessibility:**
PropertyFile allows you to view everything online 24/7.
- **Giving you piece of mind:**
Tenants will undergo a thorough reference process including a credit check from credit reference agencies and a bank check. Further to this, we also qualify the tenant with their previous landlord and employer, if applicable.
- **Inspections:**
Our team will regularly visit your properties and conduct a photographic report, ensuring the property stays in the best possible condition.
- **Advice:**
We are buy to let specialists and you'll benefit from unrivalled advice, including the best times to let your property, so you can achieve the best returns possible.



**WHEN ONBOARDING WITH
US, THERE'S A FEW ESSENTIAL
ITEMS TO GET TICKED.**



WHAT WE NEED FROM YOU

DOCUMENTS WE WILL REQUIRE

- Due to anti money laundering regulations, we will require you to send us proof of ID, proof of address (dated within 3 months) and proof of ownership
- If your property is mortgaged, you'll need written permission from your lender for you to let it. A let-letter, if you will. We'll need to see it too. This doesn't apply if you have a buy-to-let mortgage.

OVERSEAS LANDLORDS

- If you will be living overseas for over six months, you'll need to register with HMRC. It's best to do this before you let your property, otherwise we are legally required to deduct tax from any monies we collect for you. The HMRC site has full details on how it works [here](#).
- You can find the right form (NRL1) and steps to take [here](#) - you'll need our agency reference code, NA059102.

LEGAL COMPLIANCE CERTIFICATES

ENERGY PERFORMANCE CERTIFICATE (EPC - REQUIRED TO ADVERTISE)



This is a report which displays the property's energy efficiency and allows tenants to see potential energy costs. If you don't have an EPC, we can arrange one for you.

FIRE SAFETY LABELS



A furnished property must have fire-safe furniture, and must carry the appropriate labels as per the The Furniture and Furnishings (Fire) (Safety) Regulations 1988.

ELECTRICAL INSTALLATION CONDITION REPORT (EICR)



To ensure your fixed electrical installations are safe, you are legally required (Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020) to have an engineer carry out an inspection before letting the property. Should the property be unsatisfactory, any identified remedial works are required to be carried out within 28 days of the original test. Satisfactory EICR's are valid for 5 years. If you do not have an EICR, we can arrange one for you.

GAS SAFETY CERTIFICATE (IF APPLICABLE)



Your property must be certified as 'gas safe' by law, and by an engineer on the Gas Safe Register. Keep the certificates you receive safe too. Inspections are required to be carried out once a year. If you do not have an gas safety certificate, we can arrange one for you.



BEFORE THE TENANCY

STAND OUT MARKETING

We are proud of our marketing and strongly believe that we have what it takes to make your property stand out from the crowd. We ensure that your property is advertised on the two biggest portals in the UK; Rightmove and Zoopla, along with a handfull of others as standard.

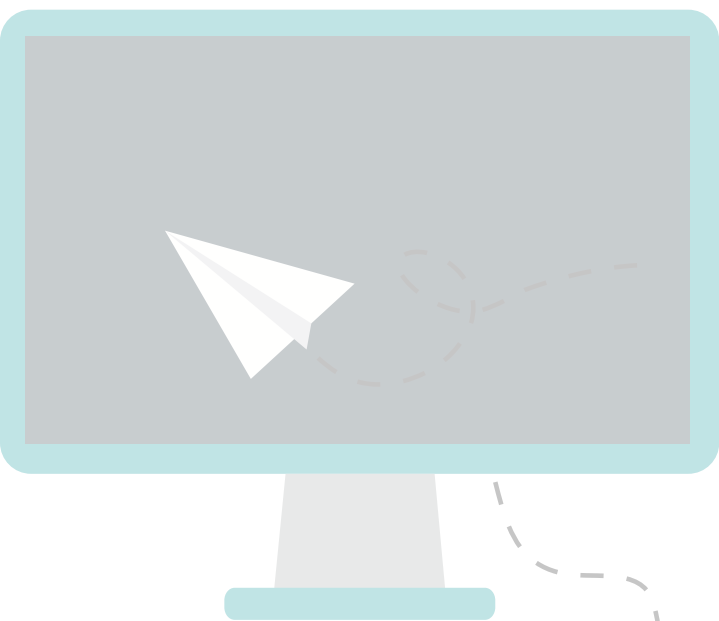
Many properties advertised in the UK do not display their full potential, and certainly do not capture the audience that they deserve – which is why we only use the highest quality photos, backed by professional and dynamic video tours where possible. We also have a high quality drone to capture the best aerial shots where appropriate. All these features come together to ensure your property truly does stand out from the competition.

MANAGE ALL VIEWINGS

We will co-ordinate and accompany prospective tenants to viewings – should the property have an existing tenant; we will ensure to arrange access with them and provide them with plenty of notice.

While tenants get to experience the property first hand, we always strive to build a relationship with the individuals, providing them comfort and personal touch - in turn this then allows us to provide you with any viewing feedback as appropriate.

While other agencies may let your property to the first person who steps through the door, we will always ensure that we have done our best to gain maximum exposure prior to presenting you with any offers.



BEFORE THE TENANCY

QUALIFYING TENANTS

As outlined on the previous page, when it comes to tenants, it's not as simple as first come first served.

We make sure any prospective tenants are pre-qualified before even booking in a viewing and we will also ensure that your property has had as many viewings as possible prior to advising on any offers submitted to you.

Following on from your acceptance of an offer (always subject to contract), we have a thorough referencing process, which includes:

- Credit check
- Previous landlord reference
- An employment & income reference (a tenant must earn 2.5x the annual rent to pass)
- Rent payment verification via open banking (optional for the tenant)
- A fully referenced guarantor, where applicable (a guarantor must earn 3x the annual rent to pass)



BEFORE THE TENANCY

PAPERWORK & COMPLIANCE

It's the least glamorous, but one of the most important parts of the process. We continually invest in ensuring all elements of the legal paperwork are up to date; from drafting Assured Shorthold Tenancy (AST) agreements, guarantor forms all the way through to correctly issuing the prescribed deposit information.

Compliance is becoming increasingly more robust in the industry, and we will always ensure you are legally protected in line with current legislation.

Unless requested otherwise, we will always design the AST & any guarantor agreements on your behalf.

SECURITY DEPOSIT

We collect a security deposit, which is legally capped at five weeks rent, from tenants. Agents and landlords have a duty to protect security deposits, so we use the Deposit Protection Service (DPS).

INVENTORY AND CHECK-IN

Conducting an in depth photographic inventory for your property prior to each check-in is essential. We create a detailed electronic record of your property's condition, taking note of all its contents and their respective condition.

Tenants agree to this inventory during their check-in at our office, and then get 7 days to make any comments on the document that they wish to.

The inventory is what we will cross reference the check-out report to when tenants vacate, so we can propose any charges to the tenant as appropriate.



DURING THE TENANCY

MAKING YOUR LIFE EASIER

We take care of the details from start to finish, so you don't have to:

- 1 Regular financial statements
- 2 General tenancy issues, tenant queries and regular inspections
- 3 Ensuring Legal compliance throughout the tenancy
- 4 Legal notices where applicable, including sections 8, 21 and 13
- 5 Rent reviews, generally speaking they take place once a year on renewal

NOTIFYING SERVICE PROVIDERS

Upon commencement of the tenancy, we notify the council of the change in occupancy and also send meter readings to the relevant water, gas and electric companies. It is down to tenants to choose a broadband provider. Tenants can also change utility providers if they wish to, we ask that they notify us if they choose to do so.

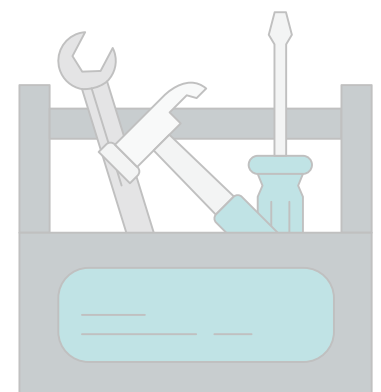
RENT COLLECTION

We request that tenants send rent via standing order on their specified rent due date, which we forward to you, minus our fees. We also provide a monthly statement alongside it. Any late rent payers will be chased by our team who are experienced (and immune) to non-payment excuses. Unfortunately, in the rare case that we cannot collect rent from a tenant, we can not be held responsible. We offer a rent collection insurance to protect yourself - Please ask your portfolio manager for further information.

MAINTENANCE

Burst water cylinders, loss of heating, faulty appliances; managing maintenance is a key role of what we do, and we dedicate a large chunk of time to it. Our team are on hand to respond to tenant maintenance requests made by phone, email or online. Working with our recommended contractors and your budgets, we'll get it sorted.

To try to help further and keep costs to a minimum, we will always try to find a simple solution for managing repairs and maintenance. We will never send a contractor without first trying to get an understanding of the issue the tenant is facing. Examples of this might be if a boiler is programmed incorrectly or the the tenant needs to ventilate the property more to reduce condensation build up.



DURING THE TENANCY

REGULAR VISITS

We will conduct photographic inspection reports upon our visits to ensure tenants are looking after your property as they are expected to. We opt for one every four months (we can do every three if you wish). We'll send you the full report to put your mind at ease and act on any maintenance / issues if necessary.

ONLINE SERVICES (PROPERTYFILE)

All landlords and tenants have access to their very own online portal. For tenants, it's a place to log maintenance requests, view payments and access documents. For you, it offers access to statements, important documents and invoices, helping you stay on top of your properties.

DEDICATED PROPERTY MANAGERS

Tenants receive a dedicated portfolio manager. This one person will deal with all tenant queries from start to finish, so you don't have to. It's all part of our personal service which we like to think contributes to happier tenants. Tenants residing in a fully managed property will also benefit from SMART Concierge.

PORTFOLIO MANAGEMENT

Whether you have one, two or three (hundred) properties, we help ensure they're all looked after like they are our own. For larger portfolios, we offer detailed monthly reports, quarterly portfolio reviews and will always do our best to fulfil your requirements.

GROWING UK COVERAGE

We have partners throughout the UK, so we can manage your properties whether they're in York or Manchester. Our reach is continuing to grow alongside our portfolio and would love to see if we can help with your assets further afield.



AFTER THE TENANCY

NOTIFYING SERVICE PROVIDERS

Once tenants have vacated the property, we let the council know and send meter readings to the relevant water, gas and electric companies once we've obtained them at check-out. We also take down a forwarding address so we can forward any post that arrives for the tenant at a later date.

CHECKING OUT

We will always carry out a throughout checkout report once the tenancy has come to an end. The checkout reports are of a high importance to protect both your asset and the tenant's deposit. We will always ensure that the property is restored back to the condition it was handed to the tenant in.

REIMBURSING DEPOSITS

After a final inspection of the property, we determine whether to return the tenants deposit in full, or whether any deductions should be proposed due to cleaning/damage. Everyone is well informed throughout the process. Tenants will need to agree to any deductions to enable us to make the claim. Should a tenant not agree with our claim, we would need to take the deposit to dispute with The DPS and submit evidence as to our reasons behind our decision.

BETWEEN TENANCIES

There are generally a few days void period between old tenants leaving and new tenants moving in. This ensures we have enough time to carry out cleaning and make any repairs that may be required.



LIKE TO PARTNER WITH US?

As a team we have worked hard to make onboarding with us as seamless as possible. Even if your property is under management with another agency, with your authority, we can port management across to with little effort. Here's what's involved:

- 1 Let us know you'd like to switch over. We'll then take a look at any necessary paperwork to see if a get-out clause is in place.
- 2 We will contact your current agent and supply them with copies of a signed authorisation letter/email, notifying them of the switchover.
- 3 Finally, we'll contact any current tenants in your property and introduce them to Smart Investment & Management.

WE TAKE CARE OF EVERYTHING FOR YOU,

and you'll more than likely be able to switch over even if:

- Your properties are already managed by another agency
- Your property isn't currently tenanted (as we will aim to get tenants in as soon as possible)
- You're in the process of buying a buy to let property
- You're currently self-managing your properties
- You've always used a let-only service and now wish to move to a full management service



WE TAKE PRIDE IN WHAT WE DO.

A SUMMARY OF SERVICES

PRE-LET PHASE	FULLY MANAGED	LET-ONLY
Initial appraisal.	✓	✓
We'll visit your property for an appraisal and full consultation.	✓	✓
Our professional photographer will take photographs for the marketing of each property.	✓ charges may apply	✓ charges may apply
Your property will be placed on the relevant portals, such as Rightmove and Zoopla, as well as being featured on our Smart Investment & Management website.	✓	✓
Property viewings will be organised and conducted by our team.	✓	✓
We'll take care of all the references and financial checks for each tenant.	✓	✓ charges may apply
Our team will prepare the necessary tenancy agreement.	✓	✓
A detailed inventory of the property and its condition will be taken.	✓	✓ charges may apply

APPLICATION PHASE	FULLY MANAGED	LET-ONLY
We'll take note of meter readings and notify necessary utility companies of a new tenant, including council tax.	✓	✓
The first month's rent and deposit will be requested and secured.	✓	✓
We'll make sure all necessary paperwork is signed and complete before or on the date the tenant moves in.	✓	✓

A SUMMARY OF SERVICES

DURING THE TENANCY	FULLY MANAGED	LET-ONLY
The deposit will be placed with the DPS (Deposit Protection Service).	✓	✓ charges may apply
Rent will be collected monthly and remitted promptly into your account.	✓	✗
Our team will regularly schedule and conduct property visits for you.	✓	✗
Any repairs or maintenance issues will be resolved quickly via your portfolio manager. Tenants can also make requests online via propertyfile.	✓	✗
We'll make sure your gas checks and compliance certificates are all kept up to date.	✓	✗
Section 21, 8 or Section 13 notices will be served when necessary.	✓	✗
Any tenancy extensions or rent increases will be taken care of by us.	✓ charges apply	✗ Available at a cost

END OF TENANCY/MOVE OUT	FULLY MANAGED	LET-ONLY
Our team will take care of everything throughout the checkout process, including taking meter readings, returning keys and making sure any damage/ cleaning is noted (this is why it's important to do a thorough inventory at the start).	✓	✗ Available at a cost
Proposing and agreeing any deposit deductions with the tenants. Should an agreement not be made, we will dispute this and submit any evidence to your claim via the DPS.	✓	✗
Utility companies and local authorities will be notified of the change in occupancy.	✓	✗
We'll arrange any necessary cleaning or repairs before a new tenancy.	✓	✗
Your property will be prepared for re-letting and a full rental assessment will be undertaken.	✓	✗

TESTIMONIALS

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Smart Investment and Management Ltd have been looking after our rental property in Leeds city centre for almost 18 months.

All the members of staff have been professional, knowledgeable and friendly in their approach to business.

I have no hesitation in recommending James and his colleagues for rental management, sales and purchases.

JANET WELSH

“



Probably the best letting agent in the UK.


Truly glad to see how much willingness and care they provide!

The best communication and personal service I have ever received! Such an exemplary service!

Highly recommend!

DAN ALAZRAKY

CONTACT US

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