

HJC

HIGHER VALUES

LANDLORD  
GUIDE



**This is your step by step guide on how HJC will help you to rent your property quickly and efficiently to the right tenant.**

There are many types of agents, large, small, online. There may be merits in all types and there may be compatibility with one type due to the way you are and previous experiences you may have had. But the best way to make this key decision, which can drastically affect the outcome, positively or negatively depending on the choice, is for there **to be total transparency up front and at all subsequent stages of selection.**

At HJC we believe that **openness and honesty** is, not only on show from the start, but continues throughout the process from marketing and viewing to negotiating and progressing. There are no questions we are not prepared to answer and we will **not be afraid to tell you what needs to be said** even if it is something we know may not be welcome. It is this sharing of information and knowledge of our business which we believe sets us apart from any other agent and goes some way to demonstrating **our desire to change the way people see estate agents.**



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## STEP 1 | LET'S START FROM THE BEGINNING

- Get the property ready for viewings
- Provide us with a set of keys for access when you are not around
- Sign our Terms of Business via DocuSign
- Our lettings team will pop round to have a look over the property and you can inform us of any of the idiosyncrasies
- An EPC, Energy Performance Certificate will need to be organised prior to marketing
- We will arrange for photos to be taken and for a floorplan to be arranged
- We'll upload the property to Rightmove, Zoopla and our website, to ensure you have maximum coverage

*Dealing with HJC has been an absolute pleasure. Their staff have all been extremely professional, polite, thoughtful and considerate. They have gone the extra mile to support us when dealing with highly stressful and emotional situations that can occur during the renting process.*

**Alex & Col**





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## STEP 2 | LEGAL AND RECOMMENDED REQUIREMENTS

- As mentioned, an EPC will need to be provided if you don't already have one. This is a legal requirement and is valid for 10 years. We can organise this on your behalf. The cost for this is circa £75 + VAT
- Written consent may be required if you are renting out a flat in a managed block from the freeholder. Please make sure you get this prior to the tenants taking occupancy
- You will need to contact your Insurance company and change the insurance to a Landlords Building Insurance with an element of contents insurance. Tenants will be responsible for organising contents insurance
- If the property has gas, we will need to organise a Landlords Gas Safety Certificate to be carried out by a registered Gas Safe Engineer, prior to the tenant taking occupancy. This must be supplied to the tenant before they move in. It is valid for one year
- If the property is left furnished, you will need to organise an electrical test, especially PAT testing any freestanding electrical appliances, including lamps
- Smoke detectors must be fitted on each floor, ideally hard wired in. A CO detector must be fitted near any solid fuel (i.e open fire). We also strongly recommend one is fitted near the boiler
- Being a member of the DPS, we will lodge your tenants deposit. Should you be a Let Only Landlord and wish to hold your own deposit, you will need to supply us with your deposit registration details at your earliest opportunity

## STEP 3 | OFFER TIME

- As and when we receive an offer, we will contact you and provide you with all the details. All offers must legally be put forward
- When putting forward an offer, we ask tenants to complete a Tenant Application form, supplying all the information we require, to give you the essential data about the prospective tenant
- Please give any offer thought and consideration, however act decisively. Any super, ready and willing tenant will not hang around for long. Prospective tenants usually like to tie up a deal on the same day
- When making a decision please take into account all factors. It is not always about the best price. Quality is better than quantity when selecting the ideal tenant
- Our team are always up to speed on the current market trends, so if you have any questions at all, please do not hesitate to get in touch

*We rented our first property through HJC and the whole team were very helpful and friendly. Right from the beginning they helped us secure the property and then throughout our tenancy Manique looked after us. Anything we needed was sorted out straight away- nothing was too much to ask.*

**Zoe - Landlord, Lovelace Gardens**





## STEP 4 | TYING UP THAT OFFER AND STARTING THE TENANCY

- Once you have accepted the offer, we will take a holding deposit from the tenants and begin their referencing. References are usually turned around in 72 hours
- When the tenants have (of course) passed their references, we will draw up the tenancy agreement
- Please read through the Tenancy Agreement with care and sign via DocuSign
- Settle and close any utility bills, whether in your name or the previous tenants
- If the property is managed please supply us with two more sets of keys otherwise provide us with one more set
- We will provide you with a quote for a professional Inventory and Check In with one of our recommended companies. Once this has been approved we will arrange this to be carried out and organise the Check In time with your new tenants
- We highly recommend the property is professionally cleaned, setting the precedent for the tenancy and committing the tenants to hand it back in the same condition.
- When the tenants have moved in, we will supply you with a statement within 3 working days and balance from the final funds, or inform you of any funds you may owe us



## STEP 5 | PROPERTY MANAGEMENT

If you make the smart move and sign up for us to manage your asset, we can ensure you that you have left your property in the safest hands.

We really do go above and beyond to make sure you are getting the best service and your property is being looked after and well maintained.





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## STEP 6 | MAKE SURE YOU PICK THE RIGHT LEVEL OF SERVICE FOR YOU

Service	Let only	Rent Collection	Full Management
Rental Market Appraisal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
High quality, professional photographs and floorplan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Comprehensive marketing and extensive web coverage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accompanied viewings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Regular feedback and updates on viewing progress	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stringent referencing checks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Preparation of the tenancy agreement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Co-ordination of EPC, gas safety and inventory arrangements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deposit protection in line with current legislation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Completion of standing order mandate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Statement of accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Prompt rent collection		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Prompt chasing of unpaid rent		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transfer of rent directly into your nominated bank account		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A monthly statement		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Legal/eviction notices served if required		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Regular inspection visits to your property every 3-4 months			<input checked="" type="checkbox"/>
Organisation/management of all minor and emergency maintenance/repair issues			<input checked="" type="checkbox"/>
Settling of tradesmen's accounts on your behalf			<input checked="" type="checkbox"/>
Transfer of occupancy details to all utility companies			<input checked="" type="checkbox"/>
Deduction of non-resident landlord tax if required			<input checked="" type="checkbox"/>
Mail forwarding			<input checked="" type="checkbox"/>



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## OUR LETTINGS TEAM IS HERE TO HELP YOU

**HANNAH BERGIN** - LETTINGS MANAGER | [hannah@hjc.co.uk](mailto:hannah@hjc.co.uk)



Hannah, with over 8 years' experience, brings a wealth of lettings knowledge. She oversees the lettings team making sure everything runs efficiently and smoothly. Hannah thrives at winning new business and loves to create a friendly yet professional atmosphere in the office.

*HJC remove any stress involved in managing a property leaving the landlord with peace of mind. They partner with me in a way that I find most reassuring.*  
James, Managed Landlord

**EMMA CROMEY** - LETTINGS CONSULTANT | [emma.c@hjc.co.uk](mailto:emma.c@hjc.co.uk)



Emma's role is to find you the ideal tenant for your property. She approaches each rental with clear background knowledge of requirements from each party resulting in the most successful match each time. Emma will keep you updated with viewing feedback and any offers including the full facts regarding any prospective tenant to give you the landlord peace of mind that only the highest grade occupant will be considered.

**MANIQUE PETERSON** - PROPERTY MANAGER | [support@hjc.co.uk](mailto:support@hjc.co.uk)



Manique will do annual inspections not only to check if your property is being maintained in good condition, but also to ensure smooth communication between you, us and the tenant. She will always make sure, that any issues reported by the tenant are taken care of efficiently and cost effectively. Also to ensure your rent will be paid on time.

# H J C

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## HJC LETTINGS

020 8390 9290

lettings@hjc.co.uk

## HJC SURBITON

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