



Hyman
Estate & Letting



Hill
Agent

Residential Lettings

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Giving your property
the individual attention
it deserves

Welcome to Hyman Hill Lettings

Hyman Hill is Shoreham and Southwick's largest independent and most respected Estate & Letting Agent offering a range of property services throughout the local area. Established in 2002, our lettings division has seen rapid growth in its portfolio and is continuing to expand.

With the population becoming ever more transient, many professional people see renting as a more flexible and viable option which does not involve tying up vital capital. At Hyman Hill, we understand the importance of delivering an outstanding service. We are fully focused on the needs and priorities of our Landlords which enables us to provide a stress free service from the moment you make contact with us.

OUR COMMITMENT TO YOU

Letting your property does not need to be a complicated or hazardous operation. However, with the relatively complex legislation it is important to minimise any risk by appointing a professional managing agent to represent and assist you.

We have always offered our clients exceptional service and consistently improved our reputation year on year. Our highly motivated and dedicated staff who have vast local knowledge, are passionate about what they do and are trained to advise you on all the aspects of letting your property. From the initial marketing strategy through to legal and taxation considerations and finally to the Tenant's departure at the end of the tenancy.

Because we are specialists in our field, we can devote more time to finding you a suitable professional Tenant quickly and efficiently by offering a service to suit your requirements, which are detailed later in this brochure.

You can rest assured that by instructing Hyman Hill, your property will be given the individual attention it deserves.

Andrew Hyman, Partner

Property Appraisal and Valuation

We offer an independent assessment of your property by one of our trained and experienced members of staff. This is free of charge and with absolutely no obligation. We will visit the property and advise you of any work required to meet regulatory requirements.

We will also offer advice on any other actions you need to take before you let the property including necessary repairs or refurbishments.

It's important that you set a rent that is competitively priced, fair and achievable. Using our extensive knowledge of the local rental market we will assess how much your property could achieve in the current climate. Our rental valuation will take into consideration the location, size, standard and condition of the property and whether it will be let furnished, part furnished or unfurnished.

We are an independent letting and property management company which has been established for over 15 years offering a friendly and professional service.

We will also discuss the type of tenants you would like in your property and whether you would consider pets and smokers. Information will also be given about the pitfalls of accepting housing benefit tenants.

During the assessment we will be happy to discuss the lettings process with you and answer any questions you may have.



Choosing Your Service

Some Landlords prefer to be “hands on” with the letting of their property, while others prefer not to get involved in dealing with issues that typically occur during day to day management. Our flexible approach to letting and management allows you to choose the right level of service for you:

Introduction Only

Landlords looking for assistance in organising the letting of their property choose this service to help set up the tenancy correctly. Our Introduction Only service is designed for the experienced Landlord who lives locally and is familiar with legislation concerning rented properties and the complexities associated with property management.

We will proactively market the property in order to select the right tenant. The agreement and associated paperwork will be prepared and we will meet with the tenant where the tenancy agreement will be signed and initial rent and deposit will be collected on your behalf.

Rent Collection

This service is well suited to landlords who prefer to get personally involved in the maintenance side of things throughout the course of the tenancy but prefer to keep it professional when dealing with the financial side.

We apply our usual proactive approach to finding and selecting the right tenant. The tenancy agreement is prepared as is the associated paperwork whilst providing regulatory advice. The deposit is collected and lodged in an appropriate scheme and the rent is collected each month and chased if necessary.

Full Management

Managing a property is time consuming and far more involved than most inexperienced landlords realise. By taking responsibility for every aspect, we take away all the stresses and strains of letting. Our Full Management service offers a complete solution.

It is ideal for the busy Landlord or owner who lives away from the local area and needs to rely on the expertise and knowledge of an agent they can trust to manage their property. From the initial marketing, search and vetting of a suitable tenant through to dealing with any queries, repairs and maintenance matters on your behalf, we will take complete care of your property. In addition to receiving the rent and serving legal notices, we will organise an inventory, conduct regular inspections, produce written reports and discuss insurance issues with you.

Our lettings professionals deal with all maintenance issues - from sorting out a leaking overflow to organising redecorating and refurbishments. We use carefully vetted and reliable local tradesmen and contractors to get the job done as quickly and as economically as possible.

Premier Management including Rent Protection Insurance

As per the Full Management service but Rent Protection Insurance guarantees your rent in the event your tenants circumstances change, resulting in them being unable to meet their rental commitments. It also pays your legal expenses should your tenant need to be evicted.

COMPARISON OF OUR LEVELS OF SERVICE	Premier Management	Full Management	Rent Collection	Introduction only
Rental appraisal and full consultation	•	•	•	•
Photograph and advertise property on major property websites including Rightmove	•	•	•	•
Arrange an Energy Performance Certificate*	•	•	•	•
Accompanied viewings	•	•	•	•
Comprehensive vetting of applicants	•	•	•	•
Preparation of appropriate Tenancy Agreements	•	•	•	•
Arrange a detailed inventory and schedule of condition*	•	•	•	•
Arrange any initial safety certificates*	•	•	•	•
Collect first month's rent and deposit	•	•	•	•
Registration of the tenants deposit with deposit scheme	•	•	•	•
Receipt monthly rents and issue monthly statements	•	•	•	
Proactive approach to rent arrears	•	•	•	
Preparation of any legal notices	•	•		
Regular property inspections and reporting	•	•		
Attend to any repairs and general maintenance matters	•	•		
Obtain quotations for any improvements/major works	•	•		
Arrange for renewal of any applicable safety certificates	•	•		
Negotiate tenancy extensions, rent increases and terminations	•	•		
Be the tenants first point of contact for any issues	•	•		
Arrange for a check-out to be undertaken	•	•		
Organise any cleaning/repairs and negotiate deductions from the tenants deposit	•	•		
Rent indemnity and legal expenses insurance	•			

*Additional payment required

FOR COMPLETE PEACE OF MIND AND IN ORDER TO MAXIMISE THEIR INVESTMENT, THE MAJORITY OF LANDLORDS SELECT OUR FULL MANAGEMENT SERVICE.

We are able to be responsive to your tenant 24 hours a day, 7 days a week and our understanding of complex ever-increasing legislation provides you with the peace of mind we are acting in your best interests at every step.

Marketing Your Property

The most important asset to any firm is the staff they employ. Our highly motivated and dedicated staff, who have a vast local knowledge, are passionate about what they do and are committed to exceeding your expectations. They have also been trained on all legal aspects of lettings and are, therefore, able to provide you with the correct advice every step of the way.

We know that excellent presentation and maximum exposure play a key role in achieving the best possible rental income. As soon as you instruct us to proceed, your property we will be proactively advertised to potential tenants using various methods of marketing. This includes using the latest cutting edge software to enable us to match the features of your property to our extensive list of pre-qualified applicants who we contact via telephone, email and SMS texting.

The rapid growth of the internet and new digital media has made online marketing more important than ever. Therefore, we will put in place a comprehensive campaign including broad internet coverage on our own website and other major property portals such as Rightmove, complemented by adverts in the local newspapers and our distinctive 'To Let' boards. We also expose your property through social media channels including Facebook & Twitter.

Our 3 offices located in Southwick and Shoreham are situated in prime locations and we therefore ensure our prominent LED window displays are eye catching and attractive.



Finding the Correct Tenant

As a landlord, you need peace of mind that the right tenants will be living in your property.

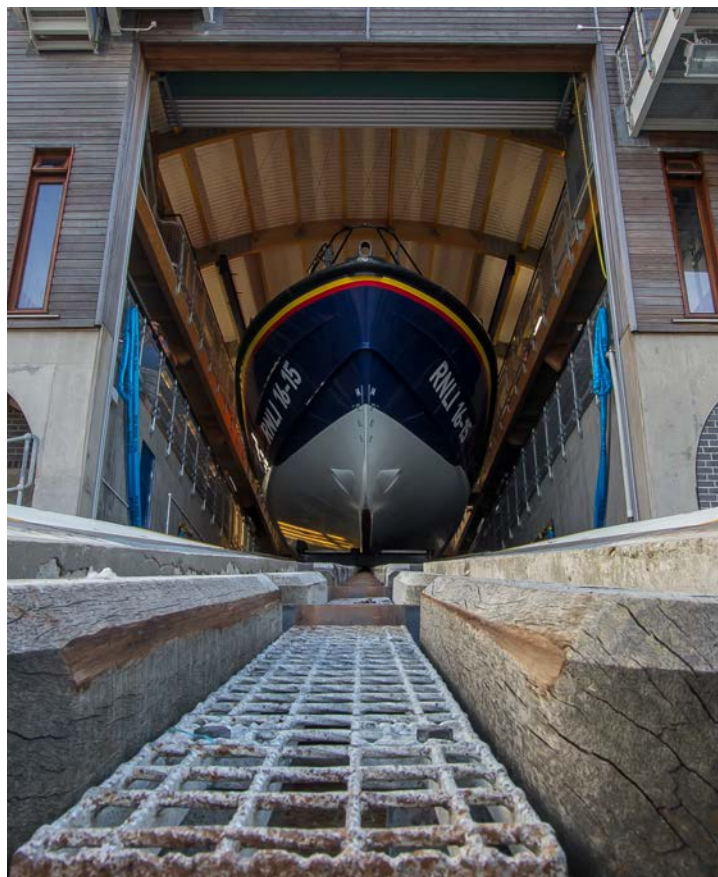
When a potential tenant has expressed an interest to view your property we will make initial enquiries as to their suitability to rent the property. Once we are satisfied they have met the required criteria, we will proceed with arranging a viewing of the property.

All viewings are accompanied by an experienced member of staff which allows us to overcome any objections and highlight features of the property. It also gives us the opportunity to 'interview' prospective tenants and assess their suitability.

Once an applicant has advised us they wish to reserve the property, we accept a holding deposit and commence more detailed and thorough checks via a specialist independent referencing agency which include the following:

- Verify income and employment details
- Credit checks – CCJ's, Defaults etc.
- Anti-fraud checks
- Previous Landlord references

The initial stages of finding the right tenant are crucial to the smooth running of the tenancy in the long term.



In accordance with The Immigration Act 2014, with the proposed tenant being present, Hyman Hill carry out identity checks. We also check that any person who requires a visa or work permit holds the valid authorisation and is complying with its terms. We will check this information at the start of the Tenancy but if we do not manage the property it will be the responsibility of the Landlord to ensure that the work permit or visa are renewed. We have no liability if the Landlord fails to do so.

Once a tenant has passed the comprehensive referencing process we will proceed with the preparation of the tenancy in readiness for the anticipated move in date.

Preparing Your Property to Let

One of the most important things to remember is that well-presented properties attract good Tenants. They also achieve higher rents and let more quickly than properties which require updating. First impressions can make a huge difference and we are always ready to advise on any work needed which should be completed prior to the commencement of a tenancy.

Mortgaged and Leasehold Property

Generally, Landlords are required to seek consent to let from their lender if a mortgage is outstanding on the property. If the property is leasehold, the Freeholder or Management Company should be notified and arrangements made for payment of ground rent and maintenance charges. They may require a copy of your tenancy agreement, failure to do so may prejudice the tenancy.

Building & Contents Insurance

Landlords are required to maintain a fully comprehensive policy of insurance on the building and their contents (if the property is let furnished) of the rented property. If the property is leasehold, it is likely that the Management Company or Freeholder arranges the building insurance, however you will still be responsible for insuring your own contents. Please make sure that you are adequately covered. The Tenant is responsible for insuring their own possessions.

Rent Guarantee with Legal Expenses

Hyman Hill offer a rent guarantee service as part of our Premier Management Service and also a standalone product which gives you peace of mind that in the rare event of rent arrears you will ensure that you suffer no financial loss. Please discuss this with a member of our team if you would like to include this in your service.

Furnished or Unfurnished

Most professional tenants prefer to rent an unfurnished property and it has been found that a Tenant is likely to respect the property more if they have their own possessions. Furthermore, the difference between rent for furnished or unfurnished is negligible and the Landlord remains responsible for the repair or replacement of any furnishings which become broken or worn (unless it is due to Tenant negligence). However, in an unfurnished property, we recommend leaving carpets, curtains and light fittings and providing a TV aerial and cooker.

Appliances

Any white goods and heating systems should be clean and in good working order. We strongly recommend a service contract for central heating systems and full information should be supplied.

Ensure the property is cleaned thoroughly including carpets and oven cleaning, as well as ensuring all gardens are in a presentable condition. A coat of paint throughout can also have a huge impact on the overall appearance which will lead to a higher rental income and attract better quality tenants.



Gardens

Where properties have access to a private garden, Landlords are strongly advised to supply a minimum amount of gardening equipment such as a lawnmower and basic tools. Tenants are responsible for keeping garden areas in a tidy state.

Utilities

It is the Tenant's responsibility to pay all utility bills for the duration of the tenancy. The tenants have to arrange telephone and broadband accounts if required. They must also arrange and pay for their own TV licence. Landlords should arrange the closing of accounts with the suppliers before vacating their property. Services should NOT be disconnected.

Council Tax

It is your responsibility to notify the relevant Local Authority to close the account in your name.

Personal Arrangements

If applicable, please notify the Post Office of your new address to arrange a redirection. When a Landlord is resident abroad it would be particularly helpful to have a U.K representative.

Keys

All keys in our possession are security coded. There should be sufficient front door keys for each occupant and a set for Hyman Hill if we are instructed to manage the property on your behalf.



The Legal Essentials

Energy Performance Certificate

Landlords are legally required to provide Tenants with an Energy Performance Certificate (EPC) and this must be carried out once marketing commences. An EPC rates energy efficiency and its environmental impact and is valid for ten years.

Should an EPC not be in existence, Hyman Hill can arrange for this to be carried out.

We also often meet landlords who are unaware of the Landlord's Energy Savings Allowance (LESA). This allows landlords to offset the cost of installing energy saving measures, including loft, cavity wall and floor insulation, against income tax up to a value of £1,500.

Gas Safety (Installation and Use) Regulations 1998

Landlords have a legal obligation to make sure all gas pipework appliances, fittings and flues are safe to use and are maintained in a safe condition. Every gas appliance and flue must be gas safety checked every 12 months. A Gas Safety record must be provided to existing tenants within 28 days of the annual safety check or to new tenants before they move in and you must keep copies yourself for two years. If a certificate is not issued, or the property fails the gas safety check, a tenant cannot move into or remain in the

property until the problem has been rectified and the certificate issued. All installations, maintenance and safety checks must be carried out by a Gas Safe registered engineer. Hyman Hill can arrange this on your behalf.

Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 2010

Upholstered furniture and soft furnishings supplied in a rented property must comply with current regulations. This includes, but is not limited to bed frames, mattresses, headboards, sofa beds, pillows, cushions, seat pads and any garden furniture that may be used indoors. Items which comply will have a suitable permanent label attached. All non-compliant items must be removed before a tenant moves in. Bedding, carpets, curtains and any furniture made before 1950 are exempt.

Electrical Safety

Landlords are required to ensure that the electrical installation in a rented property is safe when tenants move in and maintained in a safe condition. Although not a legal requirement, it is strongly recommended that you have the property inspected and tested by a registered electrician every five years and arrange Portable Appliance Testing (PAT test) once a year to ensure electrical appliances are safe and fit for purpose.

Smoke and carbon monoxide detectors

From October 2015, new regulations require landlords to install a working smoke detector on each floor of their rental property and test them at the start of every tenancy. These regulations also include carbon monoxide alarms which should be fitted in any high risk rooms such as those where a solid fuel heating system is installed – i.e., wood burner, open fire or Aga.



Moving Your Tenant in

Tenancy Agreement

This is a legally binding agreement, setting out the rights and obligations of both Landlord and Tenant. Most residential property is let on an Assured Shorthold Tenancy (AST) for an initial fixed term of 6 or 12 months. We advise landlords to offer 6 months initially and look to renew this providing the initial term has progressed in a satisfactory manner.

We can advise on all options available to help you make an informed decision on areas of responsibility, conditions of tenancy, how and when the rent will be reviewed and notice terms. We will prepare all the required paperwork and draw up a comprehensive legal document for signing.

Deregulations Act 2015

The Deregulations Act 2015 has introduced a number of important changes to both deposit registration and to how and when a Section 21 Notice can be served in order to gain possession.

Before a valid notice can be served, Tenants must be in receipt of:

- Valid EPC (Energy Performance Certificate)
- Current Landlords Gas Safety Certificate
- The Government's 'How to Rent' Guide

Hyman Hill will ensure these documents are provided and signed for at the start of the tenancy.

Inventory / Schedule of Condition

All of the inventories we supply are outsourced to an independent specialist inventory provider who produce impartial reports containing a full written description of the property, its contents and schedule of condition inside and out.

This includes walls, flooring, all fixtures, fittings and furnishings. Photographic evidence is also supplied.



The report will also include meter readings for gas, electricity and water and the smoke/CO2 alarms will be tested at the commencement of the tenancy on the accompanied check-in which is included in this service.

The document provides a crucial legal reference in case of any discrepancy or claim against a tenant's deposit at the end of a tenancy.

Deposit Schemes

A deposit is paid by the tenant at the start of a tenancy to safeguard against damage. Since April 2007, all new Assured Shorthold Tenancies must be registered with a government-backed tenancy deposit protection (TDP) scheme within 30 days of receipt of the deposit. If we are not providing our Fully Managed Letting Service to you, then you would need to register the deposit with a TDP scheme yourself. Landlords should be aware that there are significant penalties for failing to comply with deposit protection requirements.

Hyman Hill is registered with The Deposit Protection Service and all deposits are held directly by the scheme. If required, we will register deposits on your behalf and liaise with their dispute service should the need arise at the end of a tenancy if you have selected the management option. We will also provide your tenant with the name and contact details of the TDP scheme and its dispute resolution service, which is a legal requirement.

Day to Day Management (Managed Services)

Collecting rent

Hyman Hill offers a rent collection service on its own or as part of its Fully Managed Letting Service. Occasionally, tenants may experience financial difficulties and our rent collection service includes chasing any late payments. We will notify you at the earliest opportunity of any rent arrears. We pay the rent to landlords monthly by BACS (net of our fees and any disbursements, bills and income tax if appropriate) and provide monthly income and expenditure records.

Rental income and Taxation

As a landlord, you are responsible for assessing your own tax for rent received. Below is some basic guidance on taxation matters relevant to landlords: however we would always recommend you seek independent financial advice from an accountant.

Income Tax

Rental income is liable to tax, although a number of expenditure items can be offset against rental profit.

Overseas Landlords

Under the Non-resident Landlord (NRL) Scheme, your lettings agent will need to deduct tax from the rental income and pay the tax directly to HM Revenue & Customs. If you choose not to use a lettings agent to collect rent, then you will be legally responsible for collecting and paying the tax to HMRC. Alternatively, landlords living overseas can apply for approval to receive rental income with no tax deducted. Full details of the NRL Scheme are available from HMRC.

Maintenance and repairs

The practicalities of being a landlord can be very time consuming. With our Fully Managed Letting Service we take care of all the day to day management and upkeep of your rental property to give you complete peace of mind. We will carry out regular routine inspections – usually quarterly at a mutually convenient time agreed with the tenant. This will involve visual inspections, assessing any wear and tear and organising maintenance and compliance checks. If we identify any issues, we will advise you and, depending on our agreement, arrange for repairs and any work to be undertaken. This will be reimbursed from the rent received. We have a network of reliable and trustworthy contractors we can call on to deal with routine repairs or emergencies at very competitive rates.

Out of Hours Contact

We know from experience that emergency repairs can often be required out of office hours and delay can often lead to unnecessary damage. All our tenants are provided with a dedicated out of hours telephone number so emergency assistance is always on hand if required.

Tenancy renewals, reviews and notices

We will handle all tenancy renewals, including rental reviews for you. This optimises the performance of your investment by ensuring market rent is being achieved. If you decide to increase the rent we will issue the relevant notice informing your tenants. If you wish to end a tenancy, we will serve notice to your tenants in line with legal legislation and timing requirements and manage all the end of tenancy administration.

End of tenancy checks and deposit returns

At the end of a tenancy we will advise the tenant of their obligations when vacating the property and organise for the check-out to be completed by our independent inventory provider. When we receive a copy of the report, we will organise any cleaning or repairs if required and negotiate the return of the deposit with the tenants.

In the event of a dispute we will liaise with the Deposit Scheme and supply any relevant paperwork/evidence required to resolve the matter.

Remarketing

No landlord wants a vacant property and we therefore minimise any void periods. If a tenancy is not renewed, we offer landlords who take our Fully Managed Letting Service an automatic property appraisal, rental valuation and remarketing service until we find a new tenant.

Peace of mind for busy landlords

Once your property is let the work doesn't stop there. Today's tenants can be quite demanding, expecting maximum value for their rental. Whether it is fridge failure or a leaking shower, you can be sure any tenant will want a swift repair, however inconvenient the timing may be for you. This is why our clients value our Full Property Management service where we look after any repairs and tenancy issues for you. And, for your peace of mind, we also visit the property regularly and organise any maintenance and safety compliance checks, assuring you that your property remains in sound condition and your legal obligations are met.

The advantage we have over corporate estate agents is we have built up strong working relationships with local reputable contractors, this ensures any repairs are dealt with in a cost effective and efficient manner.



Why Choose Us?

We're not like other agents. Early on in our growth we recognised that property management is a specialist area. That's why our dedicated office provides a service second to none offered by an experienced fully trained team.

We've built our reputation on delivering a service that puts our customers first and the majority of our business is acquired from recommendation – recognition of our sheer hard work and commitment to our clients.

While times have changed and technology now plays a vital role in our marketing, our good old fashioned customer service is still the same and always will be. By investing heavily in our marketing, we make sure your property is seen by more tenants, wherever they are located.

Over the last decade, Hyman Hill has grown rapidly. Today, we are known for being one of the largest independently owned Letting and Estate Agents in the area.

We work closely with our sales offices to provide a complete, one-stop service; from finding the right property to buy to let, through to finding the right tenant and managing the letting.

Whether you are new to letting or an existing landlord, we will take care of everything, so you can rest assured that your property is in safe hands.

LETTINGS OFFICE: 01273 464464

**8 Buckingham Road, Shoreham
West Sussex BN43 5UA**

**lettings@hymanhill.co.uk
www.hymanhill.co.uk**

The Property Ombudsman

The Property Ombudsman came into being on 1 May 2009. Formerly, the Ombudsman for Estate Agents (OEA). In the unlikely event that you have a complaint that you cannot resolve with us, the TPO's role is to provide fair and reasonable resolutions to disputes. As members of the TPO we adhere to the Code of Practice set down by them.



A free, fair independent service for buyers, sellers, tenants and landlords of property in the UK.

“I first used the services of Hyman Hill in 2004 to purchase a buy to let property. They have acted for me as letting agents and estate agents ever since and I have always found their staff to be thoroughly professional and ready to go the extra mile”

Julia Cross - Landlord

SALES OFFICES:

**Southwick: 01273 597730
info@hymanhill.co.uk**

**Shoreham: 01273 454511
shoreham@hymanhill.co.uk**

Landlord Checklist

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- Obtain consent to let from mortgage lender and/or lease holder.
- Arrange for a suitable buildings insurance policy.
- Contact HMRC with any questions about self-assessment, or for details about the NRL Scheme if you are living or working overseas.
- Ensure you have a valid energy performance certificate (EPC) before any tenant viewings take place. We can arrange this if required subject to additional payment.
- Check that your Gas Safety certificate is up to date and provide a copy to your agent. We can arrange this if required subject to additional payment.
- Arrange for an Inventory and Schedule of Condition to be carried out, along with photographic evidence. We can arrange this if required subject to additional payment.
- Ensure smoke alarms are fitted on each floor and carbon monoxide detectors are installed.
- Ensure the property is professionally cleaned, all gardening has been attended too and all rubbish and personal items removed, ready for tenants occupation.
- Ensure deposit is registered with a government authorised deposit scheme.
- Details of any part of the property not included in the tenancy (e.g. lofts, garages etc.)
- All appliances left must be “safe to use”, clean and working efficiently.
- Ensure the electrical system is safe and fit for purpose.
- It is recommended that windows have some curtains, nets or blinds. Please ensure any blinds have a child safety device on any operating cords or chains.
- All instruction manuals must be left to ensure safe use by the tenant.
- Ensure any furniture and soft furnishings have fire safety labels otherwise they unable to stay in the property.
- Lawnmower and garden tools to be left along with an R.C.D (residual current device) adaptor to ensure the tenants can be legally responsible to attend to the gardens.
- Arrange to finalise any utility bills with your suppliers.
- Notify your local authority of the new tenancy details for Council Tax purposes.
- Arrange for any previous occupiers post to be forwarded to their new address.
- Get a duplicate set of keys cut for each tenant plus an extra set for your agent and also keep one full set for yourself.

RESIDENTIAL CONVEYANCING



Why choose MW?

- Over 20 local and convenient offices for advice and the drop off of legal papers
- Legal 500, Chambers, Superlawyers rated Solicitors
- Lexcel accredited (Legal practice quality mark for excellence in legal practice management and client care)
- Multiple branches across London, South, South East and South West of England
- Member of CQS (Conveyancing Quality Scheme)

Experts in Residential Conveyancing

- Leasehold / freehold transactions
- Transfer of equity
- Re-mortgage
- Purchase
- Sale

For more information call **Liz Veness** on **01273 447 887** and find out how we can help you with all your legal needs.

liz.veness@mwsolicitors.co.uk

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Wills & Probate