

HM Lettings services – landlord fees

Whether you're renting out your own home, a new landlord letting your first buy-to-let purchase or a professional investor with an existing property portfolio, HM Lettings offers a full lettings service to help you get the best return for your rental property.

We have years of experience in the property market and understand the pressures of being a landlord. Our professional approach to lettings and management ensures we are able to match the right tenant to the right property.

We also possess the technical expertise to oversee and manage your property for a hassle-free tenancy. Our specialist teams are on hand to provide you with advice, as well as securing a suitable tenant for your property.

Our lettings and management division offers a complete service to landlords and tenants. Our lettings service is available across Leicestershire, Northamptonshire and Nottinghamshire.

HM Lettings can undertake a range of services to landlords. These include:

- Finding a tenant only
- Finding a tenant and collecting the rent
- Finding a tenant, collecting the rent, and undertaking full management of the property.

As we are part of the Nottingham Building Society we can offer you both estate agency and building society services including; property management, landlord insurance, buy-to-let mortgages as well as the all-important buy-to-let property itself.

With our fully managed service you will have 24/7 access to our landlord portal, allowing you to keep track of the management of your property, including open maintenance, your account and downloading statements.

For the convenience of your tenants we also use FixFlo which allows tenants to report any maintenance problems online 24 hours a day and in 40+ languages. The system is able to guide the tenants to a resolution if the issue falls under their responsibility, and offers guidance to call our out-of-hours number if it is an emergency. This will keep both you, and us, compliant under legislation surrounding maintenance.

There are specific legal obligations and responsibilities on a landlord with regard to fire safety for furniture & furnishings, gas supply and appliances, plus electrical wiring and appliances. Your local HM Lettings manager can advise you about these and arrange the necessary inspections.

Insurances

Landlords and tenants should take care to review any existing policies when renting or letting a property for the first time as some standard insurance products will either not provide cover, or might place restrictions on cover, for rented property and/or its contents. A failure to inform your insurer that you are letting a property could invalidate any subsequent claim. It is the landlord's responsibility to ensure the correct type and level of cover is in place to protect the building, fixtures and fittings and contents (if applicable).

The tenants are responsible for insuring any of their own possessions. There are various specialist insurance products designed for landlords and tenants and rented property: buildings, contents, legal expenses, emergency repair cover, rental guarantee cover etc. As mentioned we can offer this service to you.

Inventory & schedule of condition

The inventory & schedule of condition details the fixtures and fittings and describes their condition and that of the property generally. HM Lettings will instruct an independent inventory company to conduct an inventory & schedule of condition for all fully managed tenancies, prior to the tenants moving in. Without an inventory it is very difficult to prove the condition of the property at the beginning of the tenancy and it is likely, should a deposit dispute be filed, that the independent adjudicator will find in favour of the tenant due to lack of pre-tenancy evidence. An independent inventory can also be arranged for our rent collect, and tenant find only services at additional cost – if you opt to not have our inventory service we highly recommend conducting your own inventory, including time stamped photos, prior to the beginning of the tenancy.

Tenancy agreements

A tenancy agreement is the legally binding contract between a landlord and tenant. It sets out the legal and contractual responsibilities and obligations of the two parties. It is written in plain language and its terms and clauses are fair and balanced, taking account of the respective positions of the parties.

The landlord and tenant can individually negotiate any particular terms or conditions that are important to them or especially relevant to the particular let or property. Please let your Lettings manager know at point of signing your terms of business if you want any additional terms including in the tenancy agreement. If a clause is deemed as unfair or unenforceable we will be unable to add this to the tenancy agreement.

Security Deposits

A security deposit will be held during the tenancy covering damages or defaults on the part of the tenant. In light of the Tenant Fees Act (2019) these deposits are capped at 5 weeks rent per tenancy for rent under £50,000 per annum and capped at 6 weeks rent for rent over £50,000. Your local Lettings manager will be able to advise you on the recommended amount for your property.

All security deposits will be registered with Tenant Deposit Scheme (TDS) Custodial who are a deposit protection scheme, safeguarding deposits and resolving disputes over their return. If there is a deposit dispute at the end of the tenancy which cannot be resolved by HM Lettings an impartial adjudicator from TDS will examine the dispute and decide how the deposit is to be awarded. If you would like further information about TDS please contact your local Lettings manager.

Rights of access & interim inspections

We endeavour to conduct inspections on our property twice a year (as part of the fully managed service only), this is reliant upon the tenant providing access. By law we are unable to access a property without the tenants' prior consent. Exemptions to this only include when there is a maintenance issue causing damage to the fabric of the property, and where we have significant reason to believe the tenants have vacated.

Repairs & maintenance

The landlord has a legal responsibility to repair the structure of the property, including the installations for the supply of gas, electricity and water. Additionally, the landlord has responsibility for the safety and maintenance of gas and electrical appliances, white goods and any furnishings provided as part of the tenancy.

The tenants agree to act in a 'tenant like manner' meaning they have to report maintenance promptly, take reasonable steps to ensure no damage occurs to the property, and that minor day to day issues are rectified, i.e. changing lightbulbs, replacing smoke/CO alarm batteries.

If you chose our fully managed service we will liaise between you, contractors and tenants in order to rectify any maintenance reported within guidelines and offer a 24 hour emergency maintenance line for tenants should an issue occur out of hours. If we are unable to make contact with you we reserve the right to instruct emergency works on your behalf up to and including £300 including VAT.

Fees & charges

Our fees and charges are available on our website, displayed in our branches, within our terms of business and detailed overleaf.

Levels of service

Levels of service & monthly fee		
Tenant find service <i>0% of rent</i>	Rent collection service <i>9.6% of rent inc VAT</i>	Fully managed service <i>13.2% of rent inc VAT</i>
<ul style="list-style-type: none"> • Collect and remit initial month's rent received • Agree collection of any shortfall and payment method • Provide tenant with method of payment • Deduct any pre-tenancy invoices 	<ul style="list-style-type: none"> • Collect and remit the monthly rent received • Deduct commission and other works • Pursue non-payment of rent and provide advice on rent arrears actions • Make any HMRC deduction and provide tenant with the NRL8 (if relevant) 	<ul style="list-style-type: none"> • Collect and remit the monthly rent received • Pursue non-payment of rent and provide advice on rent arrears actions • Deduct commission and other works • Advise all relevant utility providers of changes • Undertake two inspection visits per annum and notify landlord of the outcome • Arrange routine repairs and instruct approved contractors (providing two quotes) • Hold keys throughout the tenancy term • Make any HMRC deduction and provide tenant with the NRL8 (if relevant) • Arrangement of inventory of schedule and condition

*HM Lettings will arrange the contractors to conduct the checks which will be charged at the contractors standard rate, prices available upon request.

HM Harrison
Murray
Estate Agency

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