



Landlord Guide



Clyde Property Scottish Letting Agent

Registration No LARN1902033

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Your Investment is in Good Hands

Welcome to Your Clyde Property Landlord Guide

This "Step by Step" guide will guide you through the letting process from start to finish.

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Accurate Valuation

The first stage to letting your property is to arrange for an Agent to carry out a valuation of your property. Your aim should be to let your property for the best possible price in the shortest possible time so be sure to choose an Agent that understands the local rental market, has a strong brand presence and can guarantee you that they are service led.

Property Management

Property Management can be the key to maximising the rental returns on your property. Whilst some landlords have the time and expertise to manage their own properties here are some factors to consider before you make your decision.

- 1** Tenants frequently insist on fully managed properties to benefit from a 24/7 service and are often prepared to pay a premium for this.
- 2** Top businesses seeking accommodation for their staff prefer to liaise with a professional Managing Agent.
- 3** Managed tenancies tend to last longer than non-managed tenancies (on average, managed tenancies with Clyde last for 2 years).
- 4** Our dedicated Letting Accounts team are responsible for collecting your rent, which we understand is vital to ensure you meet your monthly financial needs.
- 5** Pre-tenancy preparation, general day-to-day management and more complex issues such as emergency repairs should all be handled by a property professional.
- 6** Our team of Propertymark ARLA qualified Personal Letting Agents conduct inspections every two months to highlight any remedial repairs ensuring your property is well maintained on a regular basis for future tenancies.
- 7** Clyde have the 'buying power' to negotiate with the best contractors at competitive prices on behalf of all of our Landlords.

Rent On Time Every Time



At Clyde Property, we know one of the most important decisions you will make as a landlord is finding the right agency to take care of your rental property. With over 30 years award-winning experience as a letting agency in Scotland, you can trust us to take care of everything.

With this in mind, Clyde Property now offer a truly unique service offering to landlords: Rent-on-time. We guarantee landlords rent on time, every time!

This guaranteed rent paid by Clyde Property means your finances can be more easily managed, alleviating the stress and worry about rent arrears or eviction costs.

Clyde Property Rent-on-time is priceless for landlords looking for consistent rental returns each and every month and is just 4%+VAT of the gross monthly rent, in addition to your monthly management fee.



Rent on Time includes...

- Guaranteed rent paid to you each month by Clyde Property, whether the Tenant pays or not!
- Monthly rent covered up to £2,500 per calendar month.
- Rent paid for a maximum of 12 months, or until vacant possession, whichever is soonest.
- Legal costs to obtain possession of the property, including court appearances, if the tenant fails to pay the rent (total claims limit of £30,000).
- Covers the following breaches of the tenancy agreement by the tenant: non-payment of rent, regular late payment of rent and expired notices seeking possession if the tenant does not vacate.

Contact your local Clyde Property branch for full details of our unique Rent-on-time service.

Comprehensive Property Management should include the following:



A qualified designated Property Manager to handle day to day responsibilities.



Rent Collection.



Transfer of Council Tax and Utilities.



Added security that works will only be carried out by fully qualified, approved and insured contractors.



Property Inspections twice a year to highlight any remedial repairs ensuring your property is well maintained on a regular basis for future tenancies.



Co-ordination of legally required safety checks to ensure you and your property comply with relevant legislation.



24-Hour Emergency Call Out system for tenant repairs.



Legal advice and support where necessary and access to legal housing specialists at a preferred rate.



Monthly Statements of your Account.



Presenting Your Property

First impressions are crucial. The presentation of your property is essential to ensure a fast and successful let.



Ensure the front of your property is presentable as this will create an immediate impact.



Gardens are an important selling feature, so make sure yours is tidy and well presented.



A well lit home is bright, inviting and more spacious.



Less is more! Rooms with less clutter appear larger.



Well aired properties with pleasant aromas create that desired welcoming feel.



Professionally cleaned carpets can be extremely beneficial.



A fresh coat of paint where necessary can make a huge difference.



Get those odd jobs done! Fix broken handles, wardrobe runners, loose cistern flushes, broken skirtings etc ...it all makes a difference.



Try not to allow mail to pile up inside the front door.

Make a note of when our Valuer will be attending to photograph your property so you can have it presented at its best. The photographs taken that day will be the public's first glimpse of your property and will determine if they want to see more!

Preparing Your Property For Tenancy

Clear out that clutter! Remember your property will be your new tenant's home so it is important that all unnecessary items such as ornaments, candles, spare bedding, books etc are removed from the property prior to the tenancy.

Storage cupboards should also be left free of unnecessary and surplus items.

Before you let your property for the first time you must obtain a professional and comprehensive inventory. This will set out the condition and contents of the property. Pinstripe Inventory

Specialists appointed by Clyde Property will carry out a professional inventory on your behalf, accompanied by full photographic documentation.

Each time the property is let the new tenant is checked in against a new inventory and checked out against the same. This allows for a comparison to be made of the property's condition.

Should you wish to make any deposit deductions at the end of the tenancy, supporting documentation is required, without which tenants have the right to make a legal challenge.

Marketing Your Property

To find your perfect tenant you need to give your property maximum exposure across a wide range of media. When you instruct Clyde Property you will automatically benefit from our unrivalled, comprehensive marketing package, including:



Full colour property details, including a floorplan.



Professional sign boards at the property (or posters if boards are not permitted).



Email alerts to pre-registered ready to move tenants.



Exposure on our award-winning website and showcasing your property to its full potential by listing it on the top property portals with professional photographs, detailed floorplans, location maps and local information.

The Key To Successful Viewings

Our longer opening hours are essential to maximise viewing opportunities for your property - in fact over 70% of our viewings are carried out in the evening and at weekends.

Some points to consider...

- Does your agent have a policy of offering accompanied viewings so they can use their expertise to let your property?
- Does your agent have all of the information relevant to accessing the property such as alarm codes, double locks or notes on pets?
- Provide your agent with a set of keys to your property to facilitate viewings when you are out or at short notice.

Receiving An Offer To Let

We will contact you to communicate full details of any offer from a potential tenant along with any special conditions to help you decide whether or not to accept.

Offer Agreed

It takes skill and expertise to negotiate a tenancy successfully through to completion and still achieve the best possible price. Once you accept an offer we will do the following:

- Collect references from the tenants. Successful references are vital before moving forward with any tenancy.
- Carry out an inventory. This sets out the condition and contents of your property, allowing for the swift changeover of tenants. The inventory is essential and a good inventory should minimise the risk of any deposit disputes at the end of a tenancy.
- Collect the moving-in balance (rent + deposit). Where applicable we will hold the deposit as a Managing Agent and register it with an approved Tenancy Deposit Scheme ensuring you as a Landlord remain legally compliant as well as providing a faster and more professional deposit release at the end of a tenancy.
- Arrange signing or 'E-signing' of Tenancy Agreement.

Completion

Upon the successful completion of the tenancy agreement, the keys will be released to the tenants. For managed properties, we will provide the tenant with a Tenant Move-In Pack which includes a Tenant Information Guide for the tenants, contact details and details their inspection dates.

Property Compliance Price Guide

Compliance Requirements	Individual Cost
Energy Performance Certificate (EPC)	£130 (inclusive of VAT)
Gas Safety Certificate (GSC)	£110 (inclusive of VAT)
Legionella Risk Assessment (LRA)	£100 (inclusive of VAT)
Electrical Condition Installation Report (EICR)	£170 (inclusive of VAT)
Portable Appliance Test (PAT)	£78 (inclusive of VAT)
Lead Water Test	£114 (inclusive of VAT)

Exclusive Multi Service Offers

Other Packages are available, please ask our Technical Team.

Package One

Compliance Requirements	Package Cost
Energy Performance Certificate (EPC) Gas Safety Certificate (GSC) Legionella Risk Assessment (LRA) Electrical Condition Installation Report (EICR) Portable Appliance Test (PAT)	£495 <i>(inclusive of VAT)</i>

The total cost of all services instructed individually would be £588 (inclusive of VAT)

Package Two

Compliance Requirements	Package Cost
Gas Safety Certificate (GSC) Legionella Risk Assessment (LRA) Electrical Condition Installation Report (EICR) Portable Appliance Test (PAT)	£425 <i>(inclusive of VAT)</i>

The total cost of all services instructed individually would be £458 (inclusive of VAT)

What is required before your property can be marketed?

- ✓ Completed & Signed Contract
- ✓ Proof of Property Ownership
- ✓ Photographic ID & Proof of Address
- ✓ Completed Landlord/Property Information Form
- ✓ Completed Bank Details Confirmation
- ✓ 3 Sets of Labelled Keys
(alarm code/key if applicable)
- ✓ Parking Fob/Car parking space number
(if applicable)
- ✓ All windows in each room must open fully and be wind and watertight
- ✓ Non-Resident Landlords are required by HMRC to fill in a NRL1 Form or apply online
- ✓ Landlord Registration Number. You will need to provide Clyde Property's Scottish Letting Agent Registration No. LARN1902033 when you register. Note: if you are already registered as a Landlord you will need to ensure that all of your properties are registered. Visit the below website to register as a Landlord.

landlordregistrationscotland.gov.uk

Clyde Property are a registered Letting Agent with the Scottish Government; Scottish Letting Agent Registration No. LARN1902033 and are regulated by the Letting Agent Code of Practice.





Property Compliance Requirements

Energy Performance Certificate (EPC)

Landlord Gas Safety Certificate (GSC)

Legionella Risk Assessment (LRA)

Electrical Installation Condition Report (EICR)

Portable Appliance Test (PAT) (Please note: integrated kitchen appliances that are not hard wired into the main electrical installation will require a PAT).

Fire Alarm(s) – Smoke Detectors must be fitted in the main living space/room, all hallways and landing areas and a Heat Detector must be fitted in the kitchen. The alarms must comply with British Standards and can either be mains powered alarms (with battery backup) or tamper proof/ sealed/ long-life lithium battery alarms (i.e. not PP3 type or alarms where the user can replace the battery) are also permitted, the expiry date should be visible on each alarm. All alarms must be interlinked. Alarms can be interlinked via wires (hardwired) or wirelessly (by radio communication).

Carbon Monoxide (CO) Detectors(s) – Long life battery or mains-powered CO detectors (which comply with British Standards and European directives) must be installed in each room housing a carbon based fuel appliance (excluding those used solely for cooking) and in any living room or bedroom if a flue from these appliances runs through it. The exact positioning of CO detectors is crucial, please see our Landlords Information, Legal & Financial Aspects guide for more information.

Landlord Property Information

Landlord ONE Personal Details	Landlord TWO Personal Details
Title:	Title:
First Name:	First Name:
Surname:	Surname:
Company Name:	Company Name:
Address:	Address:
Postcode:	Postcode:
Telephone:	Telephone:
E-mail:	E-mail:
Mobile:	Mobile:
Fax:	Fax:
Landlord Registration Number (LRN):	Landlord Registration Number (LRN):
LRN Expiry Date:	LRN Expiry Date:

Buildings & Contents Insurance

Insurance Company Name:

Broker/Company Address:

Value Insured:

Policy no:

Renewal Date:

Details of Exclusions:

Rent Statements

Please Note: Rental Statements are available via MyClyde. If you require paper statements please tick this box

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Property Details		FURNISHED / UNFURNISHED	
House Name/Number:			
Street:			
Town & City:		Postcode:	
Utilities			
Meter Point Reference No.		Meter Point Reference No.	
Serial Number:		Serial Number:	
Location of Gas meter:		Location of Elec meter:	
Current Gas Supplier:		Current Elec Supplier:	
Location of Water Stop Cock:		Location of Calor Tank:	
Location of Oil Tank:		Calor Supplier Address:	
Oil Supplier Address:			
Factor			
Factor Name:		Factor Address:	
Email:			
Telephone:			
Council Tax			
Local Authority:		Council Tax Band:	
Preferred Contractors			
Trade:	Name:	Tel:	
Email:			
Trade:	Name:	Tel:	
Email:			
Maintenance Contracts / Guarantees Please note: You must contact any warranty suppliers and authorise Clyde Property on your account.		General – Responsibility for Boundaries, hedges, etc. Please Note: If you wish to hold a tenant responsible for maintaining the garden you must provide suitable gardening equipment.	
Warranty Info:		Rear Garden:	
Warranty Info:		Front Garden:	



Landlord Bank Details Confirmation

To ensure that we remit your monthly rental income to the correct account
please fill in the below details and sign to confirm.

LANDLORD NAME(S):								
Let Property Address:								
Bank/Building Society Name:								
Title of Account Holder:								
Sort Code:								
Account Number:								

I confirm that the above information supplied is correct and accurate.

Landlord Signature (1) :

Date:

Landlord Signature (2):

Date:

Clyde Property
Representative Signature :

Clyde Property
Representative Name:

Date:

Landlord Fire Alarm Confirmation

Smoke & Heat Alarms – Fire Safety

Fire safety in let property in Scotland is covered by Section 13(1) of the Housing (Scotland) Act 2006 which sets out the criteria that must be met if a house is to comply with the Repairing Standard. A property should have satisfactory provision for detecting fires and for giving warning in the event of fire or suspected fire.

As stated in section 13(7) of the 2006 Act, in deciding whether this standard is met in relation to the fire safety standard, regard must be had to any guidance on the subject issued by the Scottish Ministers.

In order to comply with the Repairing Standard there should be at least:

- one functioning smoke alarm in the room which is frequently used by the occupants for general daytime living purposes (normally the living room/lounge)
- one functioning smoke alarm in every circulation space on each storey, such as hallways and landings, or in main room if no landing in upper storey
- Mains-operated alarms (with battery backup) are permitted, and tamper proof/sealed/ long-life lithium battery alarms (i.e. not PP3 type or alarms where the user can replace the battery) are also permitted, the expiry date should be visible on each alarm.
- one heat alarm in every kitchen
- all alarms should be ceiling mounted, and
- all alarms should be interlinked.
- Smoke alarms should conform to BS EN 14604. Heat alarms should conform to BS 5446-2. Multi-sensor alarms should conform to BS EN 54-29 or BS EN 14604. Alarms can be interlinked via wires (hardwired) or wirelessly (by radio communication). Where adding to an existing hardwired system, care should be taken to ensure that all alarms are interlinked, with all alarms sounding when any one alarm sounds.

By completing and signing the below, you confirm that your property has the appropriate number of smoke and heat alarms installed in line with the above noted legislation.

PROPERTY ADDRESS:

LANDLORD NAME			
LANDLORD SIGNATURE			
DATE ALARM(S) INSTALLED DD/MM/YYYY		REPLACE BY DATE DD/MM/YYYY	
ARE THE ALARMS HARD WIRED OR SEALED WITH 10 YEAR LITHIUM BATTERY (DELETE AS APPROPRIATE)		HARD WIRED / SEALED WITH 10 YEAR LITHIUM BATTERY	
NUMBER OF ALARMS INSTALLED		SMOKE ALARM:	HEAT ALARM:

Landlord CO Alarm Confirmation

From 1st December 2015, the Housing (Scotland) Act 2014 introduced changes in relation to the requirement for provision of Carbon Monoxide alarms in private rented housing. The 2014 Act introduces an amendment to the Repairing Standard, requiring that properties have: “satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.”

The requirement for a battery CO alarm, relates to all private rented properties where there is a fixed combustion appliance either in the property or in an inter-

connected space (for example, where there is an integral garage). Landlords should be aware that combustion appliances such as; boilers, fires (including open fires), heaters and stoves fuelled by solid fuel, oil or gas all have the potential to cause CO poisoning. The Scottish Government’s guidance states that a CO detection system is not required in an attached out-building or garage where there is no inter-connection with the house e.g. a door. To be clear, if there is no way that CO could reasonably be expected to find a path into the house there is no need for a detector.

A CO detection system to alert occupants to the presence of CO gas should consist of at least:

- 1 x CO detector in every space containing a fixed combustion appliance (excluding an appliance used solely for cooking – i.e., a gas hob) and;
- 1 x CO detector to provide early warning in any bedroom or living room, where a flue passes through these rooms.

Unless otherwise indicated by the manufacturer, CO detectors should be either:

- Ceiling mounted and positioned at least 300 mm from any wall or
- Wall mounted and positioned at least 150 mm below the ceiling and higher than any door or window in the room.

CO detectors in the space containing the combustion appliance should be sited between 1 and 3 metres from the appliance.

- If the combustion appliance (primarily boilers) is located within a small space, usually a cupboard, the detector should be sited outside the space/ cupboard with the appropriate distance between appliance and detector of between 1 and 3 metres.
- If the combustion appliance (primarily boilers) is in an attic, the detector should be sited between 1 and 3 metres from the appliance in the attic and another interlinked detector sited outside the attic near the attic hatch. Where this is not possible, a detector sited outside the attic as near the attic hatch as possible is acceptable.

PROPERTY ADDRESS:

LANDLORD NAME			
LANDLORD SIGNATURE			
DATE ALARM(S) INSTALLED DD/MM/YYYY		REPLACE BY DATE DD/MM/YYYY	
IS BATTERY TAMPER PROOF? (DELETE AS APPROPRIATE)	YES / NO	IS ALARM HARDWIRED? (DELETE AS APPROPRIATE)	YES / NO
NUMBER OF ALARMS INSTALLED			



Glasgow West End Letting

 0141 576 8500

 westend.letting@clydeproperty.co.uk

 135 Byres Road, West End,
Glasgow G12 8TT

Glasgow Southside Letting

 0141 571 0300

 southside.letting@clydeproperty.co.uk

 8 Busby Road, Clarkston, G76 7XL

Stirling Letting

 01786 477 111

 stirling@clydeproperty.co.uk

 39 Allan Park, Stirling, FK8 2LT

Letting Management Office

 0141 570 0111

 property.management@clydeproperty.co.uk

 8 Busby Road, Clarkston, G76 7XL