



Orchard Group

*“The Real Property People”*

# Welcome to Orchard Group

**“Orchard Group, “The Real Property People”**

Orchard Group are able to provide the Complete Residential and Commercial Management Service. We provide solutions for all landlords guaranteed, from executive to the most modest of properties, you can rely on us to not just find you the “Right Tenant” we will nurture your investment property ensuring you get the “Best Returns” Our property experts will give you an exceptional service.

**Free Landlord Set Up**

**DSS and LHA Specialists**

**Free Property Appraisals**

**Experts in Executive Lettings**

**Advice and Support from our Investment Managers**

**Access to our Property Club *“for serious investors only.”***

**Trouble Free Agent Transfers**

**Grow your portfolio with our Free Property Acquisition**



Orchard Group vet all prospective tenants thoroughly, we make it our priority to find you the “Right Tenant” that will suit your kind of property. In all cases we try to match the tenant to the local neighbourhood. If possible we introduce the tenant to their neighbours, this has proved effective in helping the tenant settle into the community, if the tenant fits in, they are more likely to stay for many years. Long-term tenants provide the landlord with a secure income and reduce the number of vacant periods and loss of revenue stream. Empty properties will affect your income, be detrimental to your property condition and increase insurance costs. Too many empty properties can cause neighbourhood decline. Any of these could reduce your long-term capital growth and adversely affect your investment plans. Orchard Group works hard to create the best possible tenant / property match, from day one.

*join our **Investors Property Club** and get  
free property acquisition*

## Taking Care of your Investment

In the event of an emergency, our 24-hour tenant helpdesk is on hand offering advice and support. This has proven to help minimise any long-term damage as well as going a long way to reassure your tenant that they are getting the best service. In addition, our in-house Maintenance Team can take care of these issues promptly, so keeping your property in excellent condition. We will ensure your property meets current Health and Safety Legislation, Environmental Health Legislation and local Council Standards. Protecting you and your investment.

Our Finance Team will ensure that you obtain current fair market rent, by raising the property rental values between each tenancy, or in the case of long-term tenants, annually.

With our flexible comprehensive Agent/Landlord contract, the letting of your property is trouble free, you can simply sit back and enjoy seeing your investment grow and receive your monthly rental income remitted on the 16<sup>th</sup> of each month.

*“With many of our existing portfolios being 100% let, you can be sure your investment will be in professional hands”*



## *Residential Management Services*

**Getting your property rented**

**During the Tenancy**

**When the Tenancy comes to an end**

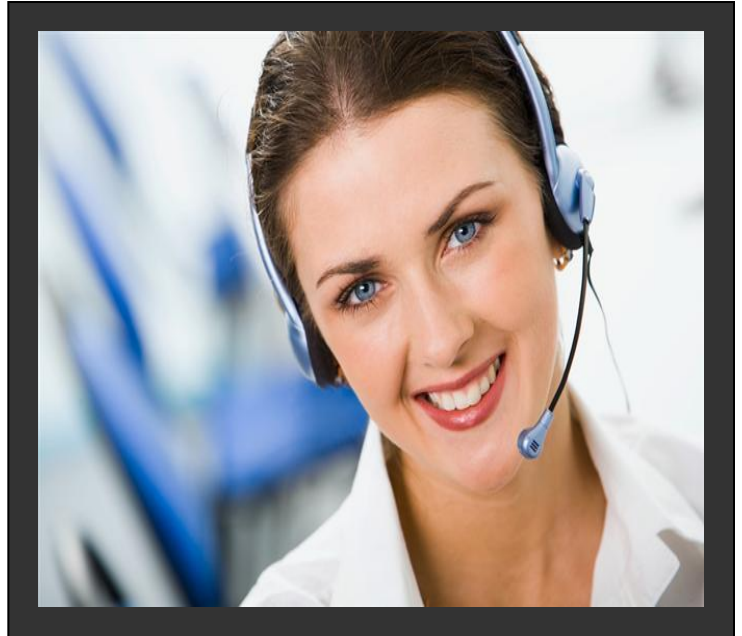
**Landlords Responsibilities**

**Tenants Responsibilities**

**Terms and Conditions**

**Fees and Charges**

**Remittance Advice**



### *Getting your property rented*

**In the majority of cases Tenants are placed in accommodation from our waiting list. However if individual advertising is necessary we organise this as part of your cost package.**

Free market appraisal of your property

Arrange all necessary marketing

Liaison with local employers for “Executive Lets”

Tenant matching from our waiting list

Arrange viewings (all of which are accompanied)

Obtain appropriate references from previous Landlords and Employers

Arrange credit search if requested

Draw up Tenancy Agreement

Introduce the Tenants welcome pack

Liaison with Local Councils for DSS or LHA payments where applicable

Vet the tenants Credit Union Account

Collection of bond under the bond guarantee scheme

Preparation of Inventory

Rent collection

Notify all Utility companies of change of occupant

Give you **“The good news, You have a tenant”**

## *During the tenancy*

**Throughout the life of a tenancy if your tenant needs advice or support our Customer Service Team are on hand and are expert in every field, ensuring they get a professional service.**

- Ensure all queries from the tenant are dealt with promptly
- Arrange and carry out any necessary repairs as required under terms and conditions of the tenancy Agreement and agreed by the landlord
- Upon your instruction conduct regular visits to monitor the condition of the property and external areas and address any breaches of the Agreement
- Encourage the tenant to respect and look after the property and to fit in with the local community, offer advice and support regarding local amenities in and around the area
- Arrange annual gas safety check and issue copies to tenant and Landlord
- Check and maintain smoke alarms if requested
- Organise annual rent review in line with fair rents office
- Tenancy Agreement renewals where applicable
- In the event of rent arrears, close monitoring and discussion with the tenant can overcome most situations, however, Breach of Conditions and Repossession Notices can be served when necessary to provide the landlord with the relevant paperwork, should redress through the courts become necessary.

## *When the Tenancy comes to an end*

**When the tenancy comes to an end we would endeavour to advertise and arrange viewings of the property to prospective Tenants during the last 4 weeks of the current tenancy, as laid down in the terms and Conditions of the Tenancy Agreement.**

- We will provide the landlord with a final report and condition of the property relating to the Inventory.
- We will feedback to landlord any maintenance issues that may have arisen
- On instruction attend to any repairs or renewals
- We can organise a freshen up of décor if required
- Cleaning and merchandising the property ready for viewing on your instruction
- Return bond, or part of bond to tenant under the bond guarantee scheme, depending on condition of property and if terms and conditions of the A.S.T. have been met
- If required we will inform local council or DSS if applicable, of tenants date of vacation
- Supply utility companies with final meter readings and inform them of moving out date for the tenant and either transfer the account to you in any void periods or disperse invoices on your behalf if your account is in credit.

*Tailor Made contracts to suit your needs*

## ***Landlords responsibilities***

**The private Landlord has a Duty of Care to the tenant, to ensure that the accommodation is fit for habitation and in compliance with current Health and Safety Legislation.**

**Gas Safety.** (Installation and Use) Regulations require that all gas appliances be checked annually by a registered engineer. A copy of the certificate must be issued to the tenant within 28 days of the date of the check being carried out.

**Structure and Exterior.** The structure and exterior of the property including guttering and external pipes, are in good order and is not likely to cause injury due to collapse or be a health risk due to settlement or cracking (e.g. Damp or Wind penetration).

**Heating.** There is adequate heating in the property. A fixed heating appliance is provided in the living room and there is a fixed heating appliance or a means of providing heating within every other habitable room, i.e. suitable electricity socket or gas supply.

**Water Supply.** The bathroom and kitchen must have suitable supplies of both hot and cold water. The cold water supply is free of contaminants, particularly concerning lead (from lead piping) and from uncovered cisterns.

**Bathroom Facilities.** The accommodation is provided with adequate facilities for washing, including a bath or shower and hand wash basin.

**Toilet Facilities.** An internally located, hygienic, water closet is provided within the accommodation, and is in good order and repair.

**Drainage.** The drainage provided for foul or waste and surface water is in good condition, and provides an effective and contained system discharging to an appropriate outlet.

**Furniture and Furnishing.** Any furniture or furnishings must comply with the fire resistance in for Furniture and furnishing (Fire Safety) Regulations 1988. A permanent label indicating the products fire retarding properties must be attached to them.

**The Electrical System.** From 1<sup>st</sup> January 2005 electrical work in England and Wales must comply with part P building Regulations Electrical Safety January 2005 requirements and be carried out by qualified engineers.

**Energy Performance Certificate. (EPC)** From the 1<sup>st</sup> October 2008 an energy certificate is required for all empty properties that are marketed for Let. This certificate records how efficient a property is and provides a **A-G** rating. These are similar to the labels now provided with domestic appliances. e.g. refrigerators and washing machines.

## *Tenants Responsibilities*

**The tenant is obligated to comply with the terms and conditions laid down in the Tenancy Agreement. This does not affect their Statutory Responsibilities and Rights.**

**The Tenant.** Will normally be responsible for payment of the following, to pay all charges in respect of any electric, gas, water, telephonic and televisual services used at, or supplied to the property and council tax or any similar property tax that might be charged in addition to, or in replacement of it during the term.

**The Tenant.** May not do anything that might affect the validity of the insurance of the Property and The items listed in the Property Inventory or cause an increase in the premium payable by the landlord.



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On

**0845 519 5438**

For details

*Orchard Group, offering Solutions for Landlords*

## *Terms and Conditions*

All clients needs vary and Orchard Group are more than happy to accommodate any special requests made by the Landlord with regard to the Tenancy Agreement, these can be discussed in your free consultation.

Agent changeovers can be a daunting prospect, however, Orchard Group can do everything to make the transition easier, including contacting your current Management

Agent, Tenants and Local Councils. This service is free of charge and can be processed both swiftly and professionally with the minimum amount of effort from the landlord.

### FEES AND COMMISSIONS

(a) Full Mgt fee commission of (On properties exceeding £420 p.c.m)	8%
Full mgt fee DSS and LHA from 10%	Price on application
(b) To Let board (optional)	£28.00
(c) Tenancy set up fee, comprising Credit check, Referencing, Completion And signing of Tenancy Agreement and moving tenant in.	£139.00
(d) Detailed check against inventory for Bond purposes. (Optional)	£55.00
(e) Bond registry with DPS	£45.00
Renewal of Agreement to existing Tenants, The agreement will automatically roll on after the initial period unless you advise us in writing that you require a further tenancy agreement or possession of the property.	
Creation of Subsequent Tenancies for existing tenants if desired. (optional)	£65.00
Annual Rent Review	£45.00
Work Supervision and Arrangement fees: (optional) a charge of of the cost of repairs/maintenance work will be made for any Insurance Claim, where reinstatement works require additional reports or quotes.	10%
Additional Services	
E.P.C. Energy Performance Certificate	£79.00
Gas safety certificate	£65.00
Deposit dispute reports and solicitors declaration for counter claim	£58.00
Preparation and serving of Section 21 or Section 8 Notices prepared With supporting paperwork necessary for solicitors	£48.00
Initial/periodic inspection for maintenance	£25.00

For further information or free consultation please contact us on

**0845 519 5438**

Orchard Group, Customer Service Centre

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S63 9LT

[www.orchardgroup.co.uk](http://www.orchardgroup.co.uk)