

# DREAM MOVE RESIDENTIAL



You dream it.. We'll find it!

☎ 020 8889 0699

☎ 020 8889 2991

[www.dreammoveresidential.com](http://www.dreammoveresidential.com)

- Lettings Agents
- Property Management
- Residential & Commercial
- Sales
- Maintenance

## Landlord Information Pack



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Wood Green

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## Why Dream Move Residential?

Dream Move Residential believes in providing a professional service that is courteous and efficient on an individual basis to each landlord, giving them an optimal letting package to suit their needs. Our highly motivated and experienced letting team have a great knowledge of the letting industry, we will be able to find the most suitable tenant and achieve the maximum rent on each property. Our services are offered seven days a week and our commitment to you is at cost affective fees. With our extensive office network across London we are able to take advantage of a larger database of potential tenants.

## First Steps

Meeting a representative from Dream Move Residential is a FREE no obligation service. We will be able to advise the landlord of the current rental market. We will also make recommendations that will maximise the letting potential of your property.

Once you, the landlord is satisfied with the valuation and the terms and conditions are agreed, external and internal photographs will be taken to market the property in as many ways as possible. Our aim is to show potential clients on the same day, we would like to have the property rented out as soon as possible to minimise the days the property is left vacant and saving you from any loss.

## Advertising/Marketing

With state of the art technology once instructed we can potentially reach thousands of clients @ the touch of a button, by placing your property on multiple:

- **Letting's website which include Rightmove, fish 4 homes, London Evening standard.co.uk, Gumtree, HouseLadder.co.uk and many more**
- **25 TV screens in Wood Green Shopping City The Mall 600 times a day, and more...**
- **Local papers & Magazines**
- **Turkish, French, Polish & Many other Magazines & News papers**
- **Our prominent letting boards will also attract prospective clients**
- **SMS Text Messaging / Email ,**
- **Local council /Dream Move Website/ French, Polish, Italian, Spanish Graduates**
- **Dream move website Live chat**
- **Online maintenance issue reporter 24/7**
- **Hospitals/ GP Surgery/ Solicitor Firms/ Fire Stations/ Police Stations with Crime awareness magazines & health and safety A3 Posters**
- **Turkish TV - Atv Londra Haber Program, Sponsorships**
- **Local & Turkish Radio**

- **What do I need to provide, Furnished or Unfurnished**

- In our professional opinion the general demand for properties is mainly partly furnished. We recommend landlords don't put any furniture into their properties as all tenants' requirements are different.
- Beds, mattresses, sofas, futons, and all convertibles, children's furniture, pillows cushions and all seat pads must now comply with furnishing fire regulations 1993, with fire resistant tags.
- 

- **Viewings**

- With a quick turnaround in the lettings market your property could be potentially viewed within the first hour of it being placed on our letting system. It is imperative that we have as much access as possible. All viewings will be accompanied by highly trained staff to answer any question or issues that may arise.
- We will always give feedback to landlords on a daily basis, giving you an overall update, interest or offers on the property.
- 

- **Referencing, Certificates and contracts**

- Once a tenant has confirmed they would like to take the property, we will then ask for a holding deposit to take the property off the market while we undertake the referencing. We use a specialist Credit check company called homelet or in house company, who will then approve if the tenant is eligible and can afford the monthly/weekly rent. We will then ask the tenant for proof of I.D, employment reference, previous landlord reference, guarantor form or any proof of benefits required.
- If we have any doubts as to the suitability of the tenant we will advise you to decline them, but the final decision will always be yours.
- Once we are satisfied with the reference and they are approved by you, the contract can then be drawn up.
- There are a few important certificates that will need to be provided prior to the tenants occupying.

**Gas Safety-** The law requires every gas appliance in your property to be certified as safe on an annual basis by a corgi registered engineer.

**Electrical Safety-** It is not a legal requirement to supply an electrical safety certificate unless the tenant moving in is from the local council. We do recommend that appliances are checked on a regular basis.

**Energy Performance Certificate-** Every rented property will have to have an epc carried out by law. This is to show the energy levels running through the property and how it can be made more beneficial.

Dream Move Residential will use an Assured Short Hold Tenancy (AST) agreement. We recommend that a break clause is active in every contract to safe guard all landlords.

The usual contract term is six or twelve months with a section 21 added to gain possession of the property at the end of the tenancy.

## **The Start of the tenancy**

At the start of the tenancy both parties will sign the tenancy agreement, in most circumstances with all let and managed properties if authorised we will sign on behalf of the landlord. The tenant will then pay their one month's rent and one month's deposit, only then the keys can be handed over. If a housing benefit client is moving into your property, only when the housing benefit form is handed into the council and the receipt is brought back to our office can the clients receive the keys.

As part of Dream Move Residential management service we will then take the meter readings and notify any relevant companies, i.e gas, electric, water and council tax.

Between 1-3 Days a full statement and invoice along with your tenancy agreement will be posted out to you. All money will be directly transferred in to your account.

## **The Tenancy Deposit Protection Scheme**

Most tenancies involve the tenant giving their landlord a deposit against the possible non-payment of rent or damage to the property. When a tenancy comes to an end sometimes there is a disagreement between the landlord and tenant over some or all of the deductions and this can be inconvenient and sometimes stressful.

The housing act 2004 made provisions for both the protection of tenancy deposits and the resolution of disputes over their return. Anyone holding a deposit has to be a member of a recognised deposit protection scheme. The dispute service is our chosen method of protecting all the deposits we now hold.

The tenancy deposit protection legislation came into effect on 6<sup>th</sup> April 2007. After that date all deposits taken for assured short hold tenancies (including renewals) will have to be covered by a tenancy deposit protection scheme.

## Why are the new legislative requirements?

Any landlord or agent who takes a deposit from a tenant for an assured short hold tenancy must safe guard it in an approved tenancy deposit scheme.

The tenant must be given information about their deposit.

Landlords in breach of these provisions will not be able to issue section 21 notices, and may have to pay the tenant compensation of three times the deposit.

The landlord/ agent must submit the deposit to the operators of their scheme when requested to do so.

There are strict time limits for the return of the deposit if there is no dispute.

Where there is a dispute about the return of the deposit it will be dealt with fairly by the independent case examiner (ICE). The ICE will make their decision quickly, and the deposit will be paid out without unnecessary delay.

## LET ONLY

### **Was 7% Now 5% of the total rent payable,**

Our full fees as stated below will be a **fixed** fee throughout the duration of the tenancy under Dream Move Residential Ltd.

## Details of Our Services

- Evaluate your property for rental purposes.
- Advertise your property in the local paper, property max magazine, internet etc.
- We advise that you place a To Let board outside your property.
- Find suitable and responsible tenants with full credit references for your property.
- Negotiate rent with respective tenants.
- Arrange supervised viewings.
- Prepare legal contracts.
- Collect one month's rent and one month's deposit.

**The landlord is responsible for collecting all rent due and dealing with maintenance problems.**

**Please note** - the landlord is responsible for

- Returning the tenants deposit.
- Any maintenance **problems** that may occur must be dealt with directly with the tenants.
- Checking the tenants in and out of the property at the beginning and the end of the tenancy.

## Rent Guarantee

### 0% commission on 1-5 years Agreements

#### Details of Our Services

- As above.
- We will collect all monthly rent.
- We will write to the utility companies – water, gas, electric and council advising them of details of the new tenants.
- We will act as the tenant's point of contact for any maintenance issues that may arise.
- We will advise the landlord on any necessary repairs which need to be carried out in any of their properties.
- We will supply annual gas safety certificate to all new Landlords who have joined Dream Move Residential since 1<sup>st</sup> March 2011
- Property inspections will be carried out every 6-8 weeks to ensure that the tenant is respecting and maintaining the property. Any problems that may occur will be reported back to the landlord **ASAP**.
- An inventory with full colour images and a check in and checkout will be carried out at the beginning and at the end of the tenancy.
- Collect and clear monthly rent promptly.
- Arrange standing order payments.
- Send clear statements of your account.
- Dealing with renewals of the Tenancy Agreement.
- Not carry out any maintenance without Landlords authority

#### LET AND RENT COLLECTING

**Was 8% Now 6% of the gross rent due from the tenancy subject to a minimum fee of £600.00, whichever is the greater.**

#### Details of Our Services

- 2 weeks of the monthly income will be deducted at the start of the tenancy.
- As above.
- Collect monthly rent and one month's deposit from the tenant. Account to the landlord (or their representative).
- Credit the landlord each month, either through e-banking or a postal cheque.
- Chase late payments.

- Protect the tenants deposit into a protective government fund.

**Please note** the landlord is responsible for

- Returning the tenants deposit.
- Any maintenance issues that may occur and should deal directly with the tenants
- Checking the tenants in and out of the property at the beginning/end of the tenancy.

## **FULL MANAGEMENT**

**Was 10% Now 8% of the total rent payable. Our fixed fees will be deducted in the following format.**

- 2 weeks of the monthly income will be deducted at the start of the tenancy.
- 10% of the monthly rent will be deducted off each monthly payment.

## **Details of Our Services**

- As above.
- We will collect all monthly rent.
- We will write to the utility companies – water, gas, electric and council advising them of details of the new tenants.
- We will act as the tenant's point of contact for any maintenance issues that may arise.
- We will advise the landlord on any necessary repairs which need to be carried out in any of their properties.
- We advise for an annual gas safety check to be carried out.
- Property inspections will be carried out every 6-8 weeks to ensure that the tenant is respecting and maintaining the property. Any problems that may occur will be reported back to the landlord **ASAP**.
- An inventory and a check in and checkout will be carried out at the beginning and at the end of the tenancy.
- Collect and clear monthly rent promptly.
- Arrange standing order payments.
- Send full payments to the landlord immediately.
- Send clear statements of your account.
- Chase late payments.
- Dealing with renewals of the Tenancy Agreement



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### Landlords Commission Agreement

Name of Landlord/Company: .....

Property Address: .....

Landlords Tel/Mobile/Email: .....

Landlords Correspondence: .....

Name of the Account Holder: .....

Bank: .....

Acc no: .....

Sort: .....

#### Tenancy Details

Rent Achieved PCM: ..... Tenancy Term: .....

Tenancy Start Date: ..... Deposit Held By Landlord: Yes  No

#### Service Agreed with Dream Move Residential

Rent Guarantee 0%  Full Management 8%  Rent collection 6%  Let Only 5%

Take Over of Management 4%

Commission Agreed: ..... Weeks Rental Income OR .....% Of Monthly Rental Income.

6 Months  12 Months  24 Months  36 Months  48 Months

Commission Deduction: Paid @ Sign Up  Monthly  2 Instalment Start & 2 months Later

Landlord Signed: ...../...../..... Witness Signed: ...../...../.....

Agent Signed: ...../...../..... Witness Signed: ...../...../.....



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## Landlords Checklist Questions

Q1. Do you have Gas safety certificate?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q2. Do you have NICEIC electric safety certificate?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q3. Do you have energy Performance certificate (EPC)?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q4. Is your property currently undergoing refurbishment work or require refurbishing?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q5. Is the property clean and in good letting condition?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q6. Does the property have fire safety door and smoke alarms?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Q7. Has the property been decorated in the past?		<input type="checkbox"/> 1month	<input type="checkbox"/> 3-6months <input type="checkbox"/> 6-10months <input type="checkbox"/> 1-2years
Q8. Is the property:		<input type="checkbox"/> Furnished	<input type="checkbox"/> Unfurnished <input type="checkbox"/> Part-furnished
Q9. Has the property received planning permission?		Yes <input type="checkbox"/> No <input type="checkbox"/>	Q10. Does L/Lord Have DPS Acc: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
House <input type="checkbox"/>	Converted Flat <input type="checkbox"/>	<b>Number Of Rooms</b>	
Flat above shop <input type="checkbox"/>	Maisonette <input type="checkbox"/>		
Studio <input type="checkbox"/>	Ex local housing <input type="checkbox"/>		
Purpose build <input type="checkbox"/>	Other <input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
Receptions		Throughout Yes /No	
Bathrooms		Upstairs / Downstairs	
Separate Kitchen		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Separate Reception		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Separate Shower/Bath		<input type="checkbox"/> Yes <input type="checkbox"/> No	
No Toilets		Upstairs/Downstairs	
No Double Bedrooms:			
No Single Bedrooms:			
No Single Box Bedrooms:			
Shed at rear garden:		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is property Vacant?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Viewings Via:		L/Lord / Tenant / Keys in office	
Floor? Base <input type="checkbox"/> G <input type="checkbox"/> 1 <sup>st</sup> <input type="checkbox"/> 2 <sup>nd</sup> <input type="checkbox"/> 3 <sup>rd</sup> <input type="checkbox"/> Other .....			
Gas Yes <input type="checkbox"/> No <input type="checkbox"/>	Quarterly /Monthly/Prepay <input type="checkbox"/>		
Electric Yes <input type="checkbox"/> No <input type="checkbox"/>	Quarterly /Monthly/Prepay <input type="checkbox"/>		
Gas Central Heating: Yes /No <input type="checkbox"/>	Rear Access: Yes <input type="checkbox"/> No <input type="checkbox"/>		
Electric Central Heating: Y/N <input type="checkbox"/>	Garage/driveway: Yes <input type="checkbox"/> No <input type="checkbox"/>		
Garden? <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Garden Type <input type="checkbox"/>	Communal <input type="checkbox"/> Own <input type="checkbox"/> Shared <input type="checkbox"/>		
2 Set of Keys: <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Dream Move Board? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>		

## Standing Order Mandate

To be completed by tenant

To: The Manager

(Bank) .....

(Branch) .....

(Address) .....

.....

Re: Account in the name of .....

Sort code .....

Account number .....

Please pay by standing order

Commencing (date of first payment) .....

And thereafter on the same day of each month

Until (date of last payment) .....

The sum of £.....

To: Account name .....

Name of bank .....

Name of branch .....

Address of branch .....

Sort code .....

Account number .....

This mandate should override any previous instruction relating to this payee

Name .....

Address .....

.....

Signed ..... Date .....