



**Robert
Williams**

LETTINGS & PROPERTY MANAGEMENT

Your Property. Our Passion.

“Friendly, patient, knowledgeable, very efficient, reliable! We use Robert Williams to let and manage our rental properties and we cannot recommend them highly enough.”



Introducing Robert Williams Estate Agents & Lettings

Established in 1999, we are one of Exeter's most reputable independent letting agents, with an excellent track record of letting property in Exeter and across Devon.

Our highly experienced team strive to combine our traditional values with cutting-edge technology and marketing presentation, in order to provide a best-in-class lettings service. When working with us, our clients appreciate the personal service we deliver. We have long-standing relationships with many of our landlords, who continue to use our services for many years, and much of our business is driven via referrals. We are proud to be one of the county's top-rated agencies for customer reviews (4.9/5 on Google). This brochure will tell you a bit more about our residential lettings service, our company values and our passion for the work we do.

Oliver Williams

Managing Director



**Robert
Williams**

Our passion for speed...

Time is of the essence when letting a property. We work hard to find tenants quickly so that void periods are kept to a minimum.

Coverage

We now work in a technology driven industry in which internet advertising is crucial. Our properties are listed on the most important property portals (including Rightmove), as well as our own website.

We also have an active potential tenant database and a strong social media presence – an increasingly important outlet for reaching prospective tenants.



Fast

It's not uncommon for us to be invited to see a property and begin advertising it the same day.

Service

Our small flexible team are able to deliver a personal service. We always know what's going on with your property, and we're always available to talk.

Fair

We make renting as easy for tenants as we do for landlords. Our online application process is hassle free and our utility switching service helps them get the best energy and telecoms deals. After all, good tenants are happy tenants.



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Our passion for quality...

We strive to deliver the quality service landlords deserve from their letting agent. Whilst it's important to find tenants quickly, it's even more important to make sure your property is well looked after and the rent is received every month.

Trust

We are a long established company with an excellent reputation. Furthermore we are regulated by the Royal Institute of Chartered Surveyors including clients money protection. This gives our clients peace of mind that we are a company they can trust.

Referencing

All tenants are thoroughly referenced. This includes a detailed credit check, employer or accountant reference, current landlord/agent reference and 'right to rent' check.



Viewings

All viewings are accompanied by a member of our small team who knows your property and can answer tenants questions.

Deposits

We always hold a deposit of at least the value of one months rent, which can be used to cover any costs should the property not be returned in satisfactory condition.

Insurance

For further peace of mind, we are able to offer landlord rent guarantee insurance and legal expenses cover via a trusted third party provider, at competitive rates.

“

Robert Williams have always been excellent, I get along with them well and wouldn't hesitate to recommend them.

Mr R Charles

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Our passion for value...

We aim to give our Landlords real value for their letting and management fees. At times it seems as if agents are getting paid to do very little during a tenancy. We work hard to ensure the fees we earn are thoroughly deserved.

Maintenance

Our trusted contractors cover all trades. You can rest assured that work undertaken on your property is to a high standard and at a fair price. Unlike other agents we do not charge commission for maintenance works we organise during a tenancy.

Inspections

Good tenants are happy tenants. We respond quickly to any issues and can be contacted 24/7 in case of an emergency. We routinely inspect every managed properties at least every six months.

Presentation

We take care and attention to detail when marketing your property. We take high quality digital photographs and include a detailed description to make the property stand out to prospective tenants.



Tenancy

We will carefully manage all aspects of the tenancy, to give you peace of mind. Including detailed inventory/schedule of condition, gas safety certificate, utilities, property inspections, rent increases and possession notices.

Our services in detail...

Let Only Service

This service is usually preferred by landlords who have experience of managing a tenancy and understand their legal responsibilities, but prefer professional tenant finding and set-up. This service includes:

Letting advice

- Current letting valuation and market appraisal.
- Guidance on improvements/repairs that may increase rental value.
- General guidance on pitfalls and regulations.

our own website. We also use offline methods including our active applicant register, use of a lettings board and local newspaper advertising if appropriate. All advertising costs are included in the set-up fee.

- Arranging and accompanying viewings.

Marketing the property

- Preparation of lettings particulars, to include property details, high quality photographs and Energy Performance Graph. Please note that there is an additional charge for the third party preparation of an Energy Performance Certificate, which is a mandatory requirement (see charges for details).
- When marketing the property, the most important media is the internet. Our properties are listed on Rightmove, as well as other property portals and

Agreeing the let

- Discuss the suitability of prospective tenants with landlord prior to acceptance.
- Fully referencing the tenants and any guarantors to obtain credit scores, employment/affordability references and references from the previous landlord.

Tenancy agreement and signing

- Prepare an Assured Shorthold Tenancy Agreement (AST).
- Arrange for payment of the deposit and first months rent.
- Facilitate the setting up of a standing order to the landlord for future rent payments.
- Complete signing of tenancy agreements with tenants/guarantors.
- Please note that it is the landlord's responsibility to notify utility companies and service providers of change of occupier and provide meter readings.
- Issue tenants with keys and relevant documentation upon commencement of the tenancy.

Statement of account and deposit

- Provide landlord with copy tenancy agreement, statement of account, deposit and first months rent less fees. Please note that in the instance of a Let Only, the owner/landlord has a legal obligation to protect the tenant's

deposit with a government authorised scheme. Robert Williams Ltd can arrange this at additional cost (see schedule of charges).

- Agreement for returning the deposit at the end of the tenancy shall be directly between the landlord and tenant. It is the landlord's responsibility to provide all necessary documents to the deposit scheme in case of dispute.
- Rent guarantee insurance/legal expenses cover can be provided at additional cost.

End of tenancy/renewals

- Responsibility for the serving of notice to end the tenancy will lie with the landlord. Robert Williams Ltd can provide the necessary documents for an additional fee.
- If the landlord wishes to offer the tenant a new contract, Robert Williams Ltd can provide a new AST agreement for an additional fee.

Services continued...

Full Lettings Management

This service will suit landlords who prefer a professional agent to handle the ongoing management of the property as well as the letting, making the experience completely hassle free. In addition to all of the basic tenant finding services provided within 'Let Only', our 'Full Lettings Management' service includes:

Schedule of condition / check in report

- The preparation of a 'schedule of condition', to include a detailed description of the condition of the property along with digital photographs. Meter readings will be taken and stopcock/fuse box positions noted. This report will be issued to the ingoing tenant and form the basis of an agreed statement of condition for the property that will be checked upon the tenants exit (and can be used, if necessary, in any dispute). If a property is rented furnished, we may recommend an independent and detailed inventory be undertaken by a professional third party at an extra charge. We do not inspect the attic or cellar spaces of any property; these areas should be monitored by the landlord.

Collection of rent

- Rent, which is generally paid monthly in advance, will be collected and paid into the Robert Williams Ltd Client's Account and paid out on an agreed timescale less fees and any expenditure on the landlord's property. Robert Williams will collect all rent payments on behalf of the Landlord.
- Robert Williams take all necessary action to ensure rent payments are made on time. Landlords will be notified if a rent payment is over 10 working days late.

Maintenance during the tenancy

- Maintenance and repairs will be arranged swiftly to ensure the property is kept in good condition. Costs will be paid directly from the rental income received, via the Robert Williams Client's Account.
- In order to ensure quality workmanship and competitive prices, we work with a number of loyal and trusted tradesmen/ companies who are fully insured and cover all relevant trades. Robert Williams do not charge commission on work undertaken by tradesmen during a managed tenancy. Commission of 10% may be charged for works arranged prior to a tenancy commencing.

Payment of outgoings

- During the tenancy Robert Williams Ltd reserve the right to instruct contractors to undertake any necessary repairs or maintenance to the property to the value of the pre-agreed authorisation limit without gaining prior authorisation from the landlord (although if it is possible/ practical, they will be contacted first). In an emergency however, whilst we will act as soon as we have knowledge of a

problem and endeavour to keep cost to a minimum, this unauthorised expenditure will be deemed limitless to ensure minimum damage to the property. Robert Williams Ltd reserves the right to recover any monies expended in such circumstances from the rent, or the landlord if rent funds are not sufficient.

Deposits

- Deposit monies received from tenants will be held by Robert Williams Ltd in the Robert Williams Client's Account and registered with the TDS custodial scheme. No interest shall be payable to the landlord or tenant. Relevant documentation will be issued to the tenants to ensure compliance with deposit holding legislation.

Statements of account

- All clients will receive statements either monthly or quarterly (depending on their choice) detailing:
 1. All rents received.
 2. Outgoings paid.
 3. Robert Williams' management charge.

Services continued...

Property visits

- An inspection of the property will take place after the first three months of the tenancy, and then every six months, to ensure that the tenants are complying with the terms of the lease and that the condition of the property is acceptable. The Landlord will be notified if an inspection proves unsatisfactory.

End of tenancy/renewals

- In most instances when a fixed term AST comes to an end, the tenancy will continue on a rolling peiodic basis until notice to end the tenancy is served by either party. If you require possession of the property at the end of the fixed term (or any time after) we will handle serving the appropriate notice. If you would rather the tenancy is renewed with a new fixed term, we will arrange this with the tenants.

Return of deposit

- Once the property has been checked against the schedule of condition that was prepared at the outset of the tenancy and it has been agreed with the landlord that the property has been

returned in satisfactory condition, the deposit monies held will be returned to the tenant.

- If the property is not returned in satisfactory condition Robert Williams Ltd will liaise with the landlord to discuss and agree the cost of rectification and endeavour to negotiate with the tenant in order to withhold some, or all, of the deposit held.
- If negotiations are unsuccessful the case will be passed directly to the Tenancy Dispute Service who will arbitrate. It should be noted that very few cases go to arbitration (less than 1%), primarily due to our careful choice of tenants, comprehensive referencing and ongoing management of the property.

Rent collection only

- This service is preferred by landlord who require professional tenant finding and tenancy management, but are confident undertaking/arranging maintenance works themselves. This service includes all aspects of full management, except for arranging maintenance work, for which the tenants liaise with the landlord directly.



Waterside, Exeter



Court Hall, Kenton



Rill Cottages, Aylesbeare

Schedule of charges...

(all charges are subject to VAT)

Letting/Management Fees

1) Let only service -

Letting fee equivalent to 72% (60% + VAT) of one months rent, minimum fee £720 (£600 +VAT)

2) Full management -

An initial tenant find and set-up fee for new landlords of £360 (£300+VAT). The management fee shall then be 13% (inc VAT) of the monthly rent, the Landlord can choose to be paid monthly or quarterly.

3) Rent collection only -

charges as per 'full management' with 10% (inc VAT) management fee.

Additional Services

1) Schedule of condition -

The preparation of a written schedule of condition, to include digital photographs, is included within the full management service. If a schedule of condition is required when instructed on a 'let only' basis, it will be subject to an additional charge of £120 (inc VAT) (up to 2 bed) or £200 (inc VAT) (2 bed +).

2) Independent inventory -

In certain instances we may recommend a full inventory to be undertaken by a third party, as we believe that an impartial and detailed assessment of condition can be helpful in the case of a dispute. If this service is required, it will be quoted on an individual basis.

3) Renewal of tenancy -

With the fully managed service the landlord will not be liable for any renewal fee if the lease is to be renewed with the existing tenant. For Let Only the landlord will be charged £120 (inc VAT).

4) Deposit holding -

Receipt of deposit payment from tenant and monies forwarded to TDS custodial deposit scheme. Tenant is issued with required paperwork. This is included with the fully managed service and charged at £72 (inc VAT) for let only. Please note that this fee does not include management of the deposit dispute process. If required, this service will be quoted on an individual basis.

5) Service of Section 8 (possession notice) -

The serving of notice is included within the full management service. Under a 'let only' service, if the landlord wishes for Robert Williams Ltd to serve the notice, there will be a charge of £240 (inc VAT).

6) Rent Guarantee Insurance-

We are able to offer rent guarantee insurance and legal expenses cover for £360 (12 months). These costs may be subject to change and will be quoted individually as required. Only available for fully managed service

7) Key cutting -

Where key cutting is required, the landlord will be charged at cost.

8) Energy Performance Certificate -

EPCs are mandatory for all residential lettings. Robert Williams Ltd will arrange for a report to be undertaken on your property through a third party, at a charge of £120 (inc VAT).

Please note that the report is valid for 10 years. If you already have an EPC for your property we can use this.

9) Gas/Oil and electrical safety checks -

Will be offered via trusted contractors and will be priced individually upon request. Please note that both are mandatory and must be undertaken every 1 and 5 years respectively. This is arranged by us as part of the managed service.

10) Smoke & Carbon Monoxide Detectors -

It is a legal requirement to have smoke detectors fitted on each floor of a property and a carbon monoxide detector fitted where any gas or solid fuel burning appliance is present. Quotes for installation can be provided by a trusted contractor, if required.

“

I have always been very happy with the service I receive from Robert Williams. They have always found me lovely tenants and I know my property is well looked after.

Mrs P Wilkes

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Service	Let only	Rent collection	Full management
Current letting valuation and market appraisal	✓	✓	✓
Guidance on improvements/repairs that may increase rental value	✓	✓	✓
Advice on pitfalls and regulations	✓	✓	✓
Preparation of lettings particulars including photographs	✓	✓	✓
Organisation of EPC (if required, EPC cost is additional)	✓	✓	✓
Properties available on Rightmove, Zoopla and OnTheMarket	✓	✓	✓
Arranging and accompanying viewings	✓	✓	✓
Discuss the suitability of prospective tenants with landlord prior to acceptance	✓	✓	✓
Full credit checking and referencing to include Right to Rent checks	✓	✓	✓
Tenancy agreements prepared and exchanged	✓	✓	✓
Collect and arrange payment of the deposit and first month's rent	✓	✓	✓
Facilitate the setting up of a standing order to the landlord for future rent payments	✓	✓	✓
Provide all legally required documentation to the tenant	✓	✓	✓
Register the deposit with the TDS (Tenancy Deposit Scheme) and serve Prescribed Information*		✓	✓
Preparation of Inventory/Schedule of Condition*		✓	✓
Notification to utility providers and local authority		✓	✓
Continue to receive rents and remit with statement every month		✓	✓
Monitoring the payment of rent and chasing when necessary		✓	✓
Notifying the landlord if the rent is over 10 days' late		✓	✓
Annual income and expenditure statement (if requested)		✓	✓
Organisation of routine repairs and maintenance			✓
Make payment to contractors			✓
Arrange legally required safety checks and renewal when applicable			✓
Test of smoke/carbon monoxide alarms			✓
Service of section 21 notice			✓
Negotiating tenancy renewals and preparing associated paperwork			✓
Rent review and serving of section 13 notice			✓
End of tenancy inspection and negotiation of deposit return			✓
Deal with ongoing tenant enquiries and issues			✓
Regularly visit the property and notify landlord of any issues			✓

* Can be included with Let only at an additional cost.

Lets talk more...

If you are interested in our services or have any more questions, we'd be delighted to hear from you.

Where to find us...

2 Southernhay West
Exeter, Devon EX11JG

How to contact us...

01392 204800
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www.robertwilliams.co.uk





Robert Williams

LETTINGS & PROPERTY MANAGEMENT

rightmove 



Zoopla

vouch 

