



Letting your property ✓

“” I trust Northwood with everything of value that I own. I trust them with my business, I trust them with my own home; I trust them to make the right decisions when I am not available.



Why Northwood?

With offices right across the country, we deliver the expertise and reach of a national network, with the personable experience you get from a team of friendly, local lettings experts. Excellent service really matters to us, which is why we are absolutely dedicated to going over & above in everything we do, providing outstanding customer service, every time.

National reach, local presence.

We're proud to be a national business, **with over 85 offices around the UK, and over 20,000 landlords on our books.** That means we've got a great perspective on national property market trends and a huge amount of lettings expertise to draw on. Our national compliance department means we offer expert and up-to-date advice on all the complex legal obligations you will need to abide by as a landlord. We're also immensely proud to be local lettings agents.

Every single one of our branches is owned and run by a brilliant Director, together with a team of trained local lettings experts who know the market that matters to you, inside out.

Over & Above.

We know that good, honest customer service and excellent communication are the things that make your life a little bit easier, so that's what we do. **We promise that we'll always go over & above in everything we do** to make your experience of lettings a great one. It's this dedication of great service that's won us many awards, voted for by our customers, including the allAgents Lettings Agent of the Year 2019. *

*allAgents is an independent review site - the TripAdvisor of the property industry, where customers can leave their feedback. This is a highly credible award in the industry, and shows the fact that our customers really appreciate the great service we offer.





Our Services

We're proud to offer a range of services, which we can tailor to fit your individual lettings requirements. Whichever service you choose, our philosophy remains the same: we go over & above to offer you a great lettings experience.

Guaranteed Rent Service

Our Guaranteed Rent Service provides total peace of mind for landlords. On the service **we guarantee to pay your rent on time, every month, even if your property is empty or the tenant misses a payment.** We also handle all of the management of the property, finding and replacing tenants and we look after all the legal requirements too. Interested? Please ask for our dedicated Guaranteed Rent Service brochure.

Fully Managed Service

The Fully Managed Service is ideal for landlords, who have limited time to manage their property. We look after every aspect of the tenancy - including organising contractors when they are needed, conducting regular property inspections and managing day-to-day issues with tenants.

Some landlords prefer to be more hands-on. If you are willing to take on the responsibility of managing the tenancy and want assistance with some of the financial and administrative tasks, or simply want help finding a suitable tenant, then we have the following services, designed to support you:

The Rent Collection Service

Collecting rent can be one of the most time-consuming and potentially stressful aspects of being a landlord.

We help preparing the property to let-by selecting tenants, drawing up the necessary agreements and producing the inventory. We then take responsibility for collecting the rent and paying it to you by BACS. At the end of the tenancy we conduct the tenant check out on your behalf, charge an outgoing management fee and deal with the deposit repayment process.

Tenant Find Service

This service is designed to help you manage one of the most important challenges with letting a property - finding suitable tenants. We will market your property, conduct viewings, reference tenants, draw up the necessary agreements, produce the inventory and move your tenants in.

Looking to change from your current agent.

If you are unhappy with the service you are getting from your current agent, we're happy to discuss how to switch, and what would be the optimum time to make the transition. Perhaps you feel you are not getting the advice you need, or that your investment is not being handled as well as it should be. We will help you through the process of switching agents, and help you make a smooth transition. .

**Throughout everything, good communication remains at the heart of our service.
We promise to keep you updated and informed without overwhelming you.**



Here's a handy summary of what each of our services include:

	Tenant Find	Rent Collection	Fully Managed	Guaranteed Rent
Advertise property and select prospective tenants	✓	✓	✓	✓
Organise tenant references and contracts	✓	✓	✓	✓
Full inventory preparation including photographs*	✓	✓	✓	✓
Oversee tenant move in	✓	✓	✓	✓
Collect rent and pay Landlord by BACS		✓	✓	✓
Conduct regular property inspections and reports			✓	✓
Handle all tenant queries			✓	✓
Full maintenance service			✓	✓
Guaranteed rent if property is empty				✓
Guaranteed rent if tenant in arrears				✓
No set up fees or commission charged				✓
Guaranteed contract start date				✓
Legal costs covered**				✓
Guaranteed payment date				✓
Guaranteed internal condition***				✓

* Fees may apply.

** For eviction of tenant

*** Up to 1.5 months rental value, subject to fair wear and tear.

Lettings Lifecycle

There is a lot to think about when you are letting out a property, and as a landlord you will have certain legal responsibilities.

When you are deciding what level of service you require, you'll need to consider how much of the workload you'll be able to take on, and how much help and support you might need.

You need to think about whether you will be able to deal with maintenance issues at the property yourself. You'll also need to consider how much of a risk you want to take on financially - if you are reliant on the income from the rental property and there are some months when the property is empty, then you will lose those month's rent. This is where the Guaranteed Rent Service could help you.

Your responsibilities as a landlord.

Some of the main issues that you will need to check and complete are as follows.

Initial Paperwork

- Insurance Policy
- Inland Revenue tax return
- Tax exemption form
- Mortgage company
- Anti-money laundering
- Prepare the inventory

Legal Certification and Compliance

- Landlord Licensing
- EPC
- Smoke and Carbon Monoxide alarms
- Assessments
- Mains electrical tests
- Gas Safety Certificate (GSC)
- PAT tests

- Furniture and fire regulations
- Register with a deposit protection service
- Right to Rent

Finding and Moving In Tenants

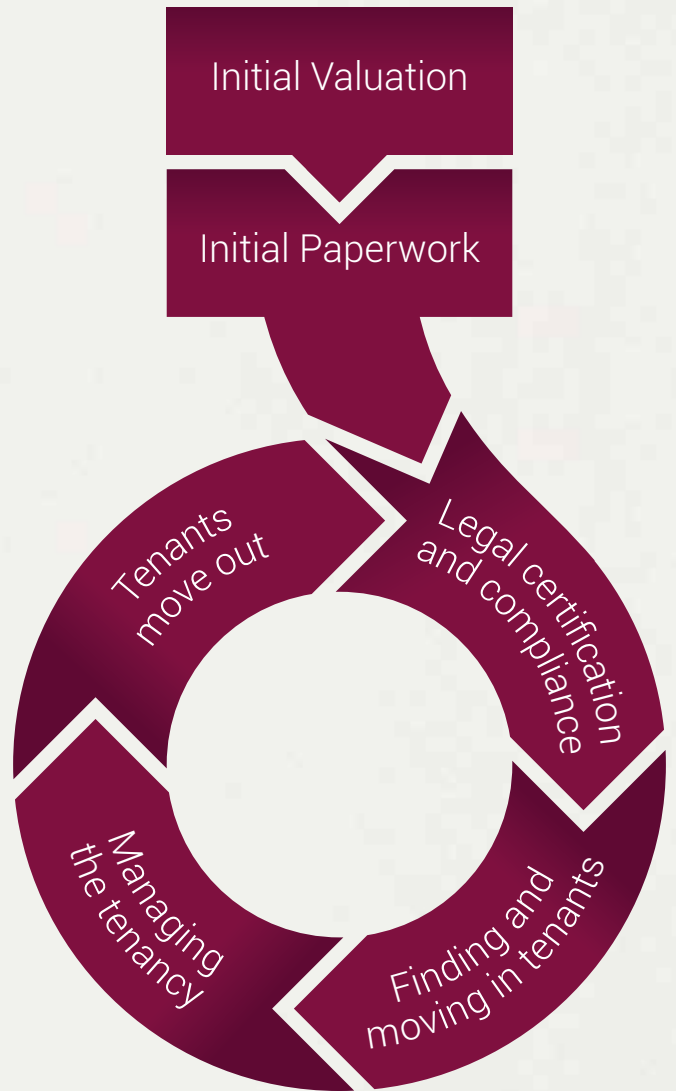
- Advertising your property
- Arrange and conduct viewings
- Complete tenancy application approval
- Credit checks and references
- Manage tenant expectations
- Prepare tenancy agreements
- Accept deposit and register with an approved provider
- Complete check in
- Inform utilities
- Redirect post

Managing the Tenancy

- Changes in legislation
- Tenant communication
- Maintenance
- Inspections
- Tenancy changes
- Contract renewals
- Property upkeep

Tenants move out

- Serve notices
- Allow wear and tear
- Complete check out
- Deposit repayment



Correct as of 11/11/2019, you need to ensure you are up to speed with the ever changing legislation and compliance requirements.



Our Guaranteed Rent Service

The risk free way to let your property.
On the Guaranteed Rent Service, we guarantee to pay your rent on time, every month. Even if your property is empty or the tenant misses a payment.

What you get:*

- A guaranteed rental income paid on time, every month.
- We will ensure you comply with all current legal obligations.
- A guarantee that we will handle all day-to-day landlord duties.
- A guarantee that we will look after your property.
- The experience of Northwood being the UK's leading provider of Guaranteed Rent since 1995.

How does the service work?

The Guaranteed Rent Service is far more than just rent insurance. **This is a guarantee that we will pay your rent on the same day, every month; even when the property is empty, or the tenant misses a payment.***

We are currently working with over 20,000 landlords all over the UK. Thousands of happy landlords trust us to guarantee their monthly rental income and to look after their properties.

* Subject to terms and conditions



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Northwood are so easy to communicate with - they make life easier for you as a landlord. They give advice or guidance whenever you need: I would always recommend them.

Don't forget we are always here if you have any questions. We are always happy to discuss which of our services is right for you. All you need to do is get in touch with us and we will get things moving.

Over & Above ✓

northwooduk.com

