

OUR SERVICES	LET ONLY	RENT COLLECTION	FULLY MANAGED
Free Market Appraisal Advising as to the likely rental income.	✓	✓	✓
Advertise & Market Your Property Advertising and marketing the property on all major internet Portals (Rightmove, Zoopla, Prime Location, OnTheMarket) and our website (www.oyster-properties.co.uk) and window displays at the respective branch.	✓	✓	✓
Accompanied Viewings All our viewings are carried out accompanied by a member of our team.	✓	✓	✓
Reference the Tenant Once a holding deposit is collected, we start the reference checks and collect all necessary paperwork. Credit references on all adults to be living in the property are carried out by an Independent Referencing Company. The vetting takes place as per the Governments Right-To-Rent checks.	✓	✓	✓ ®
Draw up the Tenancy Agreement in accordance with the latest legislation. Tenancy contracts are prepared as per the latest regulations and Housing Acts to protect our clients. Any changes required must be requested before tenancy starts and an additional fee will apply. Ensure all paperwork is given to tenant with proof of service held.	✓	✓	✓
Collect the first month's rent in advance. We collect the rent in cleared funds before the keys to the property are being released. The funds are transferred to the Landlords account (normally within 5 days of collection) less any fees and expenses due. Payments will be made by Direct Bank Transfer into your nominated account and a detailed Statement of Account is emailed to you.	✓	✓	✓
Arranging to Protect Deposit in accordance with the latest legislation Full Deposit is collected and protected with a Government Recognised Deposit Protection Scheme and is held until the end of the tenancy. <i>* (an additional annual cost of £30+VAT for Let Only & Rent Collection Service)</i>	✓*	✓*	✓
Monthly Rent Collection A rental statement will be sent to you each month by e-mail. Monthly rent is collected and transferred to Landlord's nominated bank account via Bank Transfer after deductions of Monthly Fees and any Expenses, if incurred.	x	✓	✓
Chase Late Rent Payments with regular feedbacks Feedbacks on rents delayed after 3-4 working days of due date.	x	✓	✓
Negotiate Tenancy Renewals Tenants are contacted before the end of the tenancy and a new rent is negotiated. The new rent negotiated depends on a number of underlying factors e.g. current market rent, condition of the property on inspection, number of years the tenant has been in the property, number of maintenance/repair requests made etc. Contracts are created as per regulations, deposit certificates renewed, and contracts sent out for signatures to all parties.	x	x	✓

<p>Organise Gas, Electrical & Energy Performance Certificates/ Inspections We arrange and organise the Gas Safety, Electrical Safety and Energy Performance certificate before the tenancy starts.</p>	x	x	✓
<p>Ensure Properties remain compliant with Gas Safety, Electric Safety and EPC We arrange and organise the safety certificates as required to ensure compliance, between tenants and our recommended contractors, charged to the Landlord.</p>	x	x	✓
<p>Tenant Check-In A detailed report with photos of every room, Carbon-Monoxide alarm, smoke alarm and any furniture/ fixtures if provided is taken and documented. Meter readings of Gas/ Water/ Electricity where easily accessible are noted with photographic evidence. Copies of keys supplied to tenants and photographic evidence is held on file. This report is emailed to the tenant and given 7 working days to report any other issues not picked up in the check-in report. A copy once finalised is emailed to the client for further action if necessary.</p>	x	x	✓
<p>Arrange for Fire and CO alarm Safety Installations Fire & CO alarms are installed at the start of the tenancy or when Management of property is taken on. These are documented as per regulations and supply plus installation charge is deducted from the Landlord's account.</p>	x	x	✓
<p>Transfer of Utilities Council Tax, Water, Gas & Electricity changes are advised to the respective Utility Boards using the meter readings taken during check in where applicable. On check out the same is done.</p>	x	x	✓
<p>Dealing with any matters arising at the property that need attention All maintenance problems are reported to us via a multi-lingual, repair reporting system called Oyster Maintenance (www.oystermaintenance.co.uk). It protects us and our clients stay protected in case of deposit or section 21 disputes. The photo upload option with clear written record of issues helps us to effectively manage repairs quickly and efficiently.</p>	x	x	✓
<p>Organise Routine Maintenance/ Property Inspection One annual inspection during the tenancy is carried out. It is not an intention to check every item of the inventory at this stage. The inspection is concerned with verifying the good order of the tenancy i.e. general condition of the property.</p> <p>Where landlords want to use their own contractors, Oyster Properties will provide contact details of the tenant and it will be the Landlords responsibility to arrange access and confirm the work has been completed to the required standard.</p>	x	x	✓
<p>Tenant Check-Out Detailed check out inventory is conducted side by side in comparison with the check - in report. All deposit dispute issues dealt with fully documented photo evidence, invoices, quotes etc. notarised by our recommended solicitors (charges for Notarisation may apply).</p>	x	x	✓

SCALE OF FEES FOR LETTINGS

Sole Agency	
Lettings & Management Service	12 % + VAT (14.4 % inc VAT)
Lettings & Rent Collection	10 % + VAT (12 % inc VAT)
Lettings (Tenant Find) Service	7 % + VAT (8.4 % inc VAT)
Multiple Agency (where more than one agent is instructed)	
Lettings & Management Service	14 % + VAT (16.8 % inc VAT)
Lettings & Rent Collection	12 % + VAT (14.4 % inc VAT)
Lettings (Tenant Find) Service	9 % + VAT (10.8 % inc VAT)

MANAGED PROPERTIES

Additional Charges for Safety Certificates

SERVICE	ESTIMATED COST (Inclusive of VAT)
Gas Certificate (where applicable)	£72
Electric Certificate	£150
PAT Testing	£40
EPC	£60
Smoke & Co Alarm	£40 per alarm
Legionella Risk Assessment	£84
HMO/ Selective License (if applicable)	£300
Inventory Fee	£180

RENT COLLECT SERVICE and LET ONLY SERVICE

Additional Charges for Safety Certificates

Should you wish Oyster Properties to organize these certificates, there will be an additional administrative charge of £40 + VAT = **£48 per certificate**

RENT PROTECTION SERVICE

Our unique and comprehensive product is designed to protect landlords in the event of a tenant not paying their rent with all their legal costs, full claim handling covered, together with the rental payments.

Sample Calculation Based on a £1,000 rent

Let Only	2.5% + VAT = 3% pa	(£1,000pcm x 12M x 2.5%) + VAT = £360 pa
Fully Managed /Rent Collection	2% + VAT = 2.4% pa	(£1,000pcm x 12M x 2%) + VAT=£288 pa

Come Visit Us!

Head Office | 845 Honeypot Lane | Stanmore HA7 1AR
T. 0208 951 5558 | stanmore@oysterproperties.co.uk

Arnos Grove | 329 Bowes Road | London N11 1BA
T. 0208 368 5886 | arnosgrove@oysterproperties.co.uk

Oyster Properties is a proud member of the following schemes:

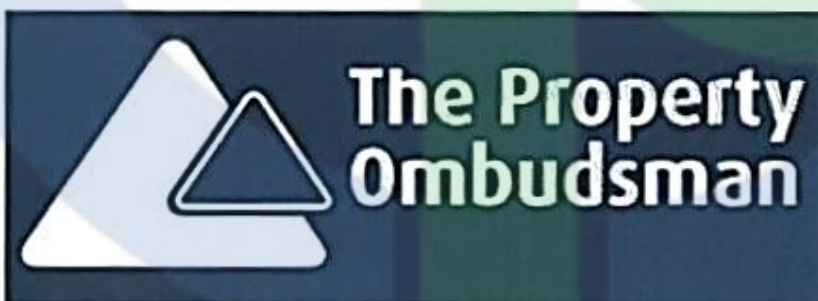
- The Safeagent Accreditation Scheme



- The Safeagent Client Money Protection Scheme



- Independent Redress Scheme provided by The Property Ombudsman



- MyDeposits as the tenancy deposit scheme

