

DURRANTS

SINCE 1853

RESIDENTIAL

AGRICULTURAL

COMMERCIAL

ON SITE AUCTIONS

PROPERTY MANAGEMENT

BUILDING CONSULTANCY

AUCTION ROOMS

HOLIDAY COTTAGES



A GUIDE FOR PROSPECTIVE LANDLORDS

WWW.DURRANTS.COM



DURRANTS

Home letting and property management you can trust.

LICENSED LETTING AGENTS & LICENSED ESTATE AGENTS

NAEA / ARLA, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

www.arla.co.uk



www.naea.co.uk



Royal Institution of Chartered Surveyors (RICS), RICS HQ, Parliament Square, London, SW1P 3AD

Tel: 0870 33 1600

www.rics.org



LIST OF OFFICE ADDRESS

BECCLES OFFICE

10 New Market
Beccles
Suffolk
NR34 9HA
Tel: 01502 712122
Email: beccles@durrants.com

DISS OFFICE

Pump Hill House
2b Market Hill, Diss
Norfolk
IP22 4WH
Tel: 01379 642233
Email: diss@durrants.com

HARLESTON OFFICE

32 – 34 Thoroughfare
Harleston
Norfolk
IP20 9AU
Tel: 01379 852217
Email: harleston@durrants.com

SOUTHWOLD OFFICE

98 High Street
Southwold
Suffolk
IP18 6DP
Tel: 01502 723292
Email: southwold@durrants.com

HALESWORTH OFFICE

12 Thoroughfare
Halesworth
Suffolk
IP19 8AH
Tel: 01986 872553
Email: halesworth@durrants.com

AUCTION ROOMS

The Old School House
Peddars Lane, Beccles
Suffolk
NR34 9UE
Tel: 01502713490
Email: auctions@durrants.com

PROPERTY OMBUDSMAN SCHEME

The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP. Tel: 01722 333306 www.tpos.co.uk



RENT 4 SURE

Rent 4 Sure Ltd, Knight House, The Glenmore Centre, Honeywood Parkway,
Whitfield, Kent, CT16 3FH. Tel: 0845 544 0498 www.rent4sure.co.uk



TENANCY DEPOSIT SCHEME

The Dispute Service Ltd, PO Box 1255, Hemel Hempstead, Hertfordshire, HP1 9GN.
Tel: 0845 2267837 www.thedisputeservice.co.uk



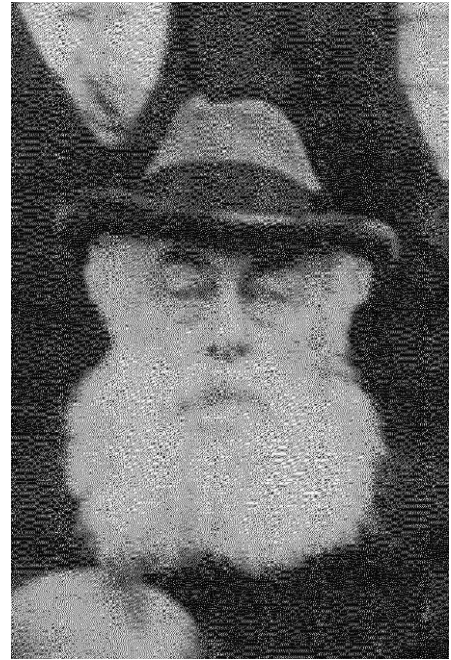
OUR BANKER

Barclays Bank Corporate Team East Anglia, 3 St James Court, Whitefriars, Norwich, Norfolk, NR3 1RJ.

FAMILY VALUES

Established in 1853 by George Durrant the company has developed into a multi discipline firm with departments covering residential sales and lettings, agricultural, commercial, on site auctions, planning and design, building surveying, auction rooms and holiday lettings.

Now based in five offices along the Waveney valley on the borders of Norfolk and Suffolk Durrants are uniquely placed to cover all your property needs.



Now in its 5th generation, Durrants have Nicholas Durrant at the helm.

The firm has maintained its family values with customer satisfaction its core objective whilst moving with the times investing in the latest technology and marketing outlets.

If you want good “old fashioned” service backed by the latest corporate marketing then look no further than Durrants.

REASONS TO BECOME A LANDLORD

There are many reasons people choose to let property and become a landlord. By instructing Durrants as your letting agent you can be assured of peace of mind throughout the process and with Durrants managing your tenant we remove the potential stress and reduce the risks you may otherwise encounter.

BUY TO LET

Many landlords have cautiously invested in properties to provide an income. Should you require advice in funding such a purchase Durrants can put you in touch with the appropriate experts. We can also advise on the suitability of the property, undertake a survey and give you a planned maintenance program.

INHERITANCE

If you have inherited a property Durrants with their experience and range of services are perfectly placed to advise on the options of letting or selling.

RELOCATION

Your career may be moving you to another part of the country or indeed another country. Why not rent a property in your new location whilst you get to know it and in the meantime offset / cover the cost by letting your existing home.

DOWNSIZING / REDUCING YOUR OUTGOINGS

By letting your existing home and renting a smaller one you can downsize to a more manageable property and reduce your monthly outgoings whilst still retaining the capital value of your larger property.

NEGATIVE / NEUTRAL EQUITY

If you feel trapped and unable to move due to the above, why not let your home and rent something larger or more convenient for your needs.

WHY USE DURRANTS

OUR VALUES

Durrants believe in providing an efficient, high quality personal service and we deal with clients as we would wish to be dealt with.

It is Durrants aim to reduce any risk by using our experience and expertise thereby giving you a trouble free letting.

EXPERIENCE

Durrants have been letting property since 1853 and we have third generation clients, the majority of our instructions come from recommendations and repeat business.

We are able to overcome problems and avoid pitfalls as we have probably seen them all before.

NORFOLK / SUFFOLK COVERAGE

Durrants have five branches along the Waveney Valley and manage property from Norwich in the north to Stowmarket in the south, Southwold to the east and Thetford in the west.

The position of Durrants Offices means we are ideally placed and have the local knowledge required.

TRAINED STAFF

Durrants are licensed letting agents, as such most of our staff are either members of the Association of Residential Lettings Agents (ARLA) or the National Association of Estate Agents (NAEA). In addition to that we have Chartered Surveyors in most offices and all Durrants residential staff attend regular training throughout the year.

ADVERTISING

Durrants have weekly adverts in local papers. In addition to the local press Durrants regularly advertise in the regional press covering East Anglia.

WEBSITES

Durrants easy to use website with features such as interactive maps advertises all the property we have available, details of which can easily be downloaded.

In addition to our own highly active website properties are also offered on www.rightmove.co.uk, www.primelocation.com, www.findaproperty.com, www.zoopla.co.uk and www.homes24.co.uk. Due to our technology properties are listed and updated daily.



DUTY OF CARE

Whilst we believe our landlord clients are paramount and offer them the best possible service, Durrants also believe it is important to treat tenants with respect in a fair and principled manner. Durrants will not tolerate any racial, religious or sexual prejudices. One of the hallmarks of Durrants success is the fact that both landlords and tenants are treated fairly.

LICENCED LETTING AGENTS

Durrants are licenced by ARLA and NAEA

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

www.arla.co.uk

www.naea.co.uk

Royal Institution of Chartered Surveyors (RICS)

RICS HQ, Parliament Square, London, SW1P 3AD

Tel: 0870 33 1600

www.rics.org

Durrants abide by the strict codes of practice laid down by the above organisations.

RELAX!

With Durrants experience, professionalism and attention to detail working on your behalf you can relax with peace of mind. There are numerous agents letting property but very few can offer the experience and breadth of service you will receive from Durrants.

In the unlikely event that you should have a complaint, Durrants have a formal complaints procedure in place in accordance with RICS guidelines. Please contact any Branch for full details. If you fail to resolve matters the previously mentioned redress scheme (Property Ombudsman Service) is available.



REGULATIONS

There are a number of Acts and Regulations regarding the letting of residential property. By instructing Durrants you do not need to be an expert.

GAS SAFETY CERTIFICATE

Since the introduction of The Gas Safety (Installation and Use) Regulations 1994 it is a legal requirement to have all appliances checked and serviced every year. This must be undertaken by a Gas Safe registered engineer. This applies to all mains and bottled gas appliances and heating systems.



ELECTRICAL EQUIPMENT

The Low Voltage Electrical Equipment (Safety) Regulation 1989, Electricity at Work Regulation 1989 and the Health and Safety at Work Act 1974 place a responsibility on the landlord and managing agent to ensure all electrical installations / appliances are maintained so as to prevent danger to tenants in rented property. As responsible agents Durrants require regular checks by qualified electricians.

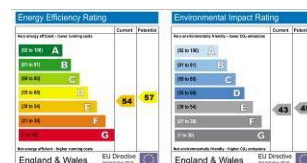


FURNITURE AND FURNISHINGS

In March 1993 the Furniture and Furnishings (fire) (safety) (amendments) Act was introduced for furnished lettings. These regulations require upholstered furniture supplied in a furnished or part furnished let meet all fire resistant requirements of the Regulations. Durrants insist all properties let by them comply.

ENERGY PERFORMANCE CERTIFICATE (EPC)

Energy Performance Certificates are a legal requirement for all rental properties. The EPC is valid for ten years. If you have an EPC Durrants will need a copy if not we can arrange one on your behalf.



2004 HOUSING ACT

2004 Housing Act – has been introduced as a way to assess and regulate the condition of rental accommodation. Within the Act the Housing Health and Safety Rating System (HHSRS) is a risk assessment approach to assess hazards to health and safety in dwellings. Further details can be obtained from www.odpm.gov.uk. Durrants recognise these standards and require properties to comply.

LEGIONNAIRES DISEASE

Health & Safety legislation requires landlords to carry out risk assessments for the Legionella bacteria which cause Legionnaires Disease. Thereafter, the landlord needs to maintain control measures to minimise the risk. Most rental properties will be low risk but it is important to carry out regular assessments and introduce control measures.

Legionnaires Disease is an pneumonia like illness that can be fatal. The infection is caused by breathing in small droplets of contaminated water. It cannot be passed from person to person. The bacteria can grow in water systems and survive low temperatures, thrive at temperatures between 20-45° C and are killed by temperatures of 60°C or above. The risk assessment for a single dwelling with its own water supply can be carried out by the Landlord if they:

- (a) Understand different types of water systems
- (b) Understand the factors which increase the risk of an outbreak.
- (c) Understand the control measures which will reduce the risk of an outbreak.

Before carrying out an assessment Landlords, are advised to familiarise themselves with the following Legionnaires disease; A brief guide for dutyholders.

Legionnaires disease; Part 2: The control of the relevant part of Legionella in hot and cold water systems <http://www.hse.gov.uk/pubns/indg458.pdf>

If the Landlord does not feel capable of undertaking the risk assessment we recommend it is undertaken by a competent plumber or heating engineer* and Durrants are prepared to organise this for you. *Charges will apply.

There are simple control measures that help manage the risk from Legionella and these should be regularly maintained and include

- (a) Where a property has not been used or stood empty. Run all outlets for at least 2 minutes to flush out the water system.
- (b) Make sure cold water tanks have a tight fitting lid to avoid debris getting into the system.
- (c) Set controls so hot water is heated to and stored at a minimum of 60°C
- (d) Regularly clean, descale and disinfect shower heads.

Please note: Landlords can be prosecuted if there is an exposure to risk without anyone actually being taken ill.

Further information can be obtained from www.dse.gov.uk/legionnaires

TENANTS DEPOSITS

Since April 2007 all deposits have to be held in accordance with one of the three schemes authorised by HM Government. Durrants are members of The Dispute Service. All deposits paid to Durrants are held in accordance with the rules of the scheme.

If you as a landlord hold your deposits, Durrants require proof of the scheme you belong to and will give this information to your tenant.



DISCRIMINATION

Durrants comply with the Sex Discrimination Act 1975, Disability Discrimination Act 1995, Race Relations Act 1976 and any other applicable legislation and reserve the right to immediately withdraw the property from their books if they feel any instructions would put them in breach of any such legislation.

SMOKE DETECTORS / CARBON MONOXIDE DETECTORS

The Department of Environment has brought out new regulations governing the installation of Smoke Detectors in New Homes, and these are incorporated into Building Regulations 1991.

All homes built after June 1992 must be fitted with mains operated smoke detectors. They must be installed on each floor and interlinking. From 10th October 2015, as current regulations stand, it will become a legal requirement to have smoke detectors installed.

As responsible agents, Durrants insist you have smoke detectors installed on every floor of your property.

Carbon Monoxide Detector – From 10th October 2015, this also becomes a legal requirement to install detectors in all 'at risk' areas. This includes all gas appliances, open fires, wood burners and oil fired boilers. Detectors should be marked to standard EN50291 with the British Standard Kitemark or another European Approval Organisation. Where gas is installed, the detectors will then form part of the annual safety check.

FLOOD AND WATER MANAGEMENT ACT 2010

This became law on 1st October 2010 and places an obligation on the landlord to provide the tenants forwarding address for any outstanding water bills at the end of the tenancy. Failure to do so will leave the landlord responsible for outstanding payments. Where Durrants manage a property we will do our best to obtain the necessary information but cannot accept liability.

CONSUMER PROTECTION REGULATIONS 2008

The Consumer Protection for Unfair Trading regulations came into force on the 26th May 2008. The regulations introduce a general duty not to trade unfairly and seek to ensure traders act honestly and fairly towards their customers. In simple terms, a landlord and their agent must disclose anything within their knowledge that would affect the transactional decision of the average consumer.

MATTERS TO CONSIDER

There are a number of matters all landlords need to consider. Listed below are things to be aware of:

MORTGAGED PROPERTIES

If your property is mortgaged you will need to obtain the permission of your mortgage lender to let. They may insist on certain clauses in your tenancy agreement which Durrants need to be made aware of.

LEASEHOLD PROPERTIES

When letting a leasehold property it is vital Durrants know you have the right to do so and have written authority from the Head Lessor / freeholder.

BUILDING AND CONTENTS INSURANCE

Landlords should contact their existing insurance companies to ensure they will be covered, and advise Durrants if they make any restrictions. Whilst landlords are responsible for building insurance they are also recommended to maintain some contents cover as well. The tenants will require a copy of your buildings insurance policy.

INCOME TAX

Rent received from the letting of property is deemed to be 'income' and as such is usually taxable. Various costs, including our fees can be set off against tax payable. In respect of tax affairs, we recommend Landlords consult with an accountant. This is particularly important to Landlords who reside overseas.

OVERSEA LANDLORDS

Durrants or your tenants if not managed are required by law to deduct income tax at the current standard rate, from net income, unless an exemption certificate has been issued by the Revenue. In the case of joint owners – ALL parties must complete Form NRL1 and gain exemption. Failure to do so will result in tax being deducted from income on a proportional basis. The tax deducted is paid to the HM Revenue and Customs on a quarterly basis, the charge for this is £36.00 including VAT per quarter. Please note Durrants will supply full details of income and expenditure on your account, but are unable to complete any returns necessary. Details and the relevant forms are available at www.hmrc.gov.uk/cnr.

HOUSING BENEFIT

For tenants who are in receipt of Housing Benefit, payment is made in arrears by the Local Authorities. The Authorities also have the right to reclaim payments made in error or claimed fraudulently, and the Landlords are legally bound to repay such monies on demand.

PROPERTY CONDITION

All properties offered by Durrants must be left in a clean, tidy, habitable and safe condition this will enhance the quality of the tenant interested in the property and set a precedent for the condition of the property, when the tenants vacate. All contents in particular the appliances must be in good and safe working order. It is the landlords duty to declare their knowledge of any major building works or other conditions etc that would prevent a tenant taking the property. Any such works, conditions etc should be declared before the tenant makes a commitment or is involved in any costs. Should any contents left in the property breakdown and need repair, or replacement, it is the responsibility of the Landlord at his/her cost to rectify the situation, (unless the situation arises out of the tenant's misuse). If Durrants are instructed to manage the property, the management team will make arrangements for such repairs.

Where Landlords have the property professionally cleaned there can be a clause put in the agreement requiring the tenants to do likewise prior to vacating.

If you have any service agreements or guarantees please provide Durrants with the details

CONTENTS OF THE PROPERTY

There is no specific criteria in relation to contents that should be left in a property that is rented out.

As you would imagine, prospective tenants will often have contents to bring to the property. However we recommend that carpets, curtain poles, curtains, light fittings, cooker and fridge are provided as minimum.

It is important to let us know if any appliances are covered by guarantees/insurance warranties. Likewise, we need to know the approximate age of fittings and appliances when preparing the schedule of condition and inventory.

GARDEN

Due to the specialised knowledge required, this company does not provide an inventory noting trees and shrubs individually, or their age or condition. Only a summary and photo of the general presentation of the garden is possible. Tenants are not necessarily "green fingered" and can only reasonably be expected to cut lawns, trim hedges and weed borders. Landlords, who are concerned about the upkeep of well-stocked gardens, may wish to employ a gardener to regularly maintain the garden. This may of course be reflected in the rental charged.

UTILITIES

The utility services, water authorities and the local authority should be contacted in writing at the commencement of the term notifying them of the change of occupier. We advise that Durrants are unable to enter into a contract for the supply of utilities, on behalf of a third party, the contract is between the occupier and the utility company.

Where Durrants are holding the tenants deposit we will take meter readings when checking the tenant in.

POST

Tenants will be asked to redirect post, but in order to ensure safe and speedy passage, we recommend that Landlords make arrangements with Royal Mail to have all post redirected. It is not Durrants responsibility to redirect mail.

PETS

Many families have pets, you will need to decide if you are prepared to accept them or not. Should you decide to allow pets Durrants recommend we advertise as “pets considered” thereby allowing us to find out more detail regarding the pets before you reach a decision.

If allowing pets it may be on the condition that the tenant leaves a larger deposit and/or agrees to have the property cleaned by a professional company to guarantee against infestation.

INSTRUCTION MANUALS / USEFUL INFORMATION

When letting it is helpful to leave any instruction manuals relating to the heating and any appliances that are remaining. Where possible it is best to leave copies and retain the original. Think of putting them in a folder together with useful information such as nearest doctors, the day the bins are emptied and where the stopcocks are etc.



LANDLORDS OBLIGATIONS

The Housing Act 2004 has been introduced to regulate and assess the condition of rental property. It is based on a risk assessment approach and outlines 29 general hazards.

In essence the property must be secure, adequately heated and properly maintained with sanitary appliances in a clean working order. It is, therefore, the landlords responsibility to maintain the property, repair promptly and respond quickly to matters arising.

The tenant should be given at least 'twenty-four hours' notice in writing if the Landlord wishes to gain access to the property to make any repairs excluding emergencies. If the tenant refuses access then neither the Landlord nor Durrants, as Agents, can enter the premises.

TENANTS OBLIGATIONS

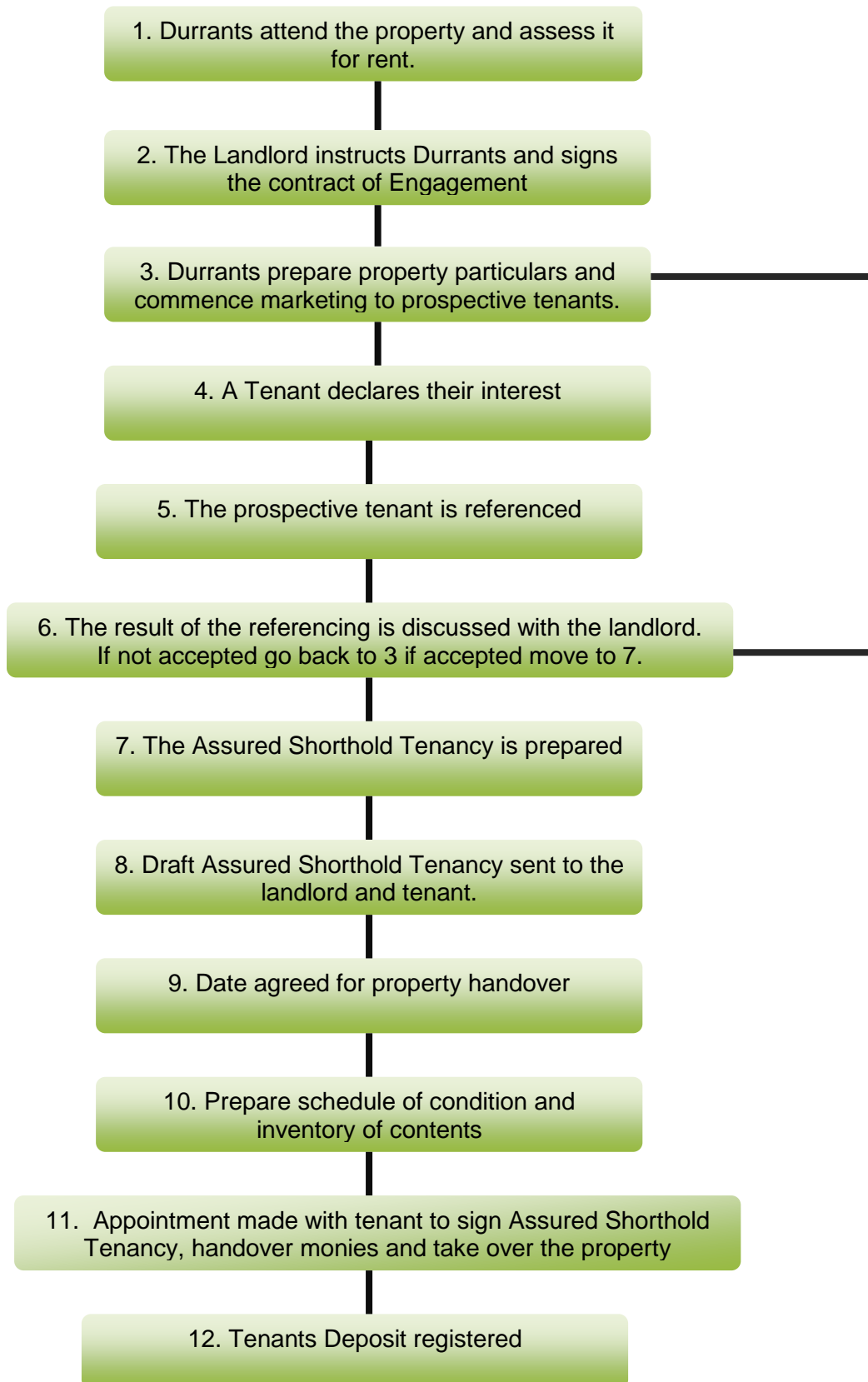
The main obligations are that the tenant pays rent on time and keeps the property to the same standard as they received it, allowing for fair wear and tear, abiding by the conditions of the tenancy agreement.

In return they have the quiet enjoyment of the property.



THE LETTING PROCESS

Below is a brief flow chart showing the main steps in the process:



OUR SERVICE & SOLE AGENCY COMMISSION RATE

As landlords have different needs Durrants offer three main levels of service as follows:

LET ONLY - Only available to Landlords who are members of a recognised deposit scheme.

Letting Fee: One month's rent plus VAT (subject to a minimum fee of £480 inclusive of VAT).

Service: Inclusive within our terms we will: -

- Inspect the property and advise regarding the rental to be charged
- Prepare particulars of letting
- Market the property and erect a 'to let' board if required
- Take up references as appropriate from prospective tenants
- Prepare a tenancy agreement
- Provide the tenant with your contact details.

LET PLUS

Letting fee: One month's rent plus VAT (subject to a minimum fee of £480 inclusive of VAT)

Additional Fee: £180.00 inclusive of VAT = (£150.00 plus VAT) unfurnished only

Service: In addition to our let only service we will;

- Hold a deposit on behalf of the tenant
- Prepare a Schedule of Condition
- Check the tenant(s) in and out of the property against the Schedule of Condition.

LET AND MANAGE

Letting Fee: One month's rent inclusive of VAT (subject to a minimum fee of £480 inclusive of VAT).

Management Fee: 12% inclusive of VAT = (10% plus VAT) charged monthly from the gross rent.

Service: In addition to our let only service, we will:

- Hold a deposit on behalf of the tenant
- Prepare a Schedule of Condition
- Check the tenant(s) in and out of the property against the Schedule of Condition
- Collect rent at the appropriate agreed rental intervals
- Send statements at the appropriate agreed rental intervals
- Handle any queries raised by the tenant(s)
- Liaise with contractors and client
- Make midterm inspections and report accordingly
- Advise client regarding safety compliance e.g. gas safety
- Advise client when notice should be served
- Retain copy of tenancy agreement
- Retain a set of keys

Please note if you currently have a property let and would like Durrants to manage it for you we will be pleased to discuss this and quote for our service.

INDIVIDUAL SERVICES AND CHARGES

Arrange and provide Energy Performance Certificate (EPC):	£75 inclusive of VAT
Arrange gas safety inspection:	Engineer fee plus £24 inclusive of VAT admin fee
Arrange electrical test:	Engineer fee plus £24 inclusive of VAT admin fee
Arrange Legionnaires Assessment	Engineer fee plus £24 inclusive of VAT admin fee
Copy documents (except for managed lettings)	£24 inclusive of VAT admin fee
Prepare schedule of condition (properties up to £1,000pcm)	£180 inclusive of VAT
Prepare schedule of condition (properties over £1,000pcm)	Time charged at £60 per hour including VAT
Prepare inventory of contents (furnished / part furnished)	Time charged at £60 per hour inclusive of VAT



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Pump Hill House
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HARLESTON
01379 852217
32-34 Thoroughfare
Harleston
Norfolk
IP20 9AU

SOUTHWOLD
01502 723292
98 High Street
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IP18 6DP

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