



# ESTATE AGENTS

A GUIDE TO **LETTING** YOUR PROPERTY WITH US



# APPROACH ACCOLADES

**Q** Estate Agents is a bespoke agency with a wealth of experience. We combine award winning customer service, excellent marketing packages and unrivalled local knowledge at a competitive rate. We pride ourselves on an informed and stress free experience for our clients.

## About Us

We are a friendly and dynamic independent Estate Agency. We offer a range of services tailored to the different needs of landlords. The exceptional and trusted service we provide is demonstrated in the enduring relationships we've formed with landlords over the past fifteen years.

## Position

Our prominent, smart office on the busy Lewes Road is well positioned to market all our properties. The high footfall of the area ensures our properties reach a wider audience. Our extensive online presence guarantees that our properties are available nationwide.

## Community

We have an excellent reputation within our local community and are pleased to support the Rockinghorse Children's Charity as well as supporting the annual Hanover beer festival.

## Accredited

It is vital for our landlords to know that they have peace of mind when choosing us. We are accredited by NAEA, meaning we are a fully regulated letting agency, with client money protection. Being members of the Property Ombudsman means subscribing to their code of practice for lettings.



*Q Estate Agents really go the extra mile for us and our tenants. Such a different approach to all other agents we've used and one that saves us money.*

N and L Johnson, Landlords (2018)

*Love the whole friendly team. They look after you and give you all you need to live happy!*

N Di Matteo, Tenant (2019)

*I wouldn't trust any other estate agent to manage my portfolio.*

Mr R Gorwyn, Landlord (2017)



## Awarded

Consistently recognised as being among the top 10% of Estate Agents in the country by the Best Estate Agent National Awards.





# NOW NEXT

After making the decision to rent out your property, there are a few things to sort out before you're ready to go. The points below help guide you through the next steps of letting your property through us.

- Inform Q which service you wish to use, and we will send you a Terms of Business by email for e-signing.
- Notify us of the date the property will be available from. *We advise marketing the property from between eight and six weeks before this date.*
- Provide us with Photo ID for all owners of the property.
- Provide a set of property keys to the office and provide any special instructions for viewings.
- Agree a convenient time for the property to be photographed and a floor-plan to be carried out. *Ensure the property looks its best for the photographs.*
- If necessary, re-direct your mail to avoid any lost post.
- Provide an up to date EPC certificate and Gas Safety certificate. These can be booked in by us if you do not have them.
- Viewings will now commence, with a 24 hours notice period if the property is occupied. Feedback from viewings will be provided by our lettings negotiators.
- Once a tenant wants to put down the holding fee to reserve the property, we will contact you for approval.
- The tenants will be referenced and credit checked using Vouch referencing.
- Guarantors will be requested and referenced if required.
- On receipt of successful referencing, the tenancy agreement will be written up and move in paperwork will be prepared for e-signing.
- Q will arrange any additional safety certification required. Q will also, where instructed, carry out the schedule of condition of the property and arrange a property clean before the move in date.
- Q will take receipt of the first months rent and the damage deposit. We will register the deposit at this point.
- Once all paperwork is signed and approved we will hand the keys over to your new tenants.
- For any landlord choosing our **Tenant Introduction Service** the deposit will be transferred to you so that you may register this deposit with one of the three government approved deposit schemes within 30 days of the move in date. For landlords using our **Rent Collection or Full Management Services** Q Estate Agents will register this on your behalf with the dispute service for FREE.
- **Tenant Introduction landlords** will receive their new tenants contact details. The tenants will receive your chosen bank details for rent collection.
- Q will provide tenants with all paperwork as set out by law as well as our emergency maintenance details for all Premium and Fully managed tenancies.



# US & YOU

Introducing the hard-working team behind Q Estate Agents.



**Jemima Horsfall**  
Lettings Manager

Jemima moved from London to Brighton in 2016 to follow her passion for property. Since joining Q Estate Agents she has achieved her letting and property management qualifications and was promoted to Lettings Manager in 2019. Jemima has excellent people skills and has quickly established herself as the perfect link between landlords and tenants.



**Ben Lowe**  
Senior Negotiator

Ben joined Q in early 2019 and quickly become an integral member of the team, his unwavering positivity has made him a huge hit with the rest of the team and also with our landlords and the public. Ben is often out and about on viewings where his professionalism and knowledge really sets him apart. Ben has recently achieved his Propertymark Level 3 Award in residential lettings.



**Misty Hilliard**  
Negotiator

Misty joined Q in the summer of 2020. Misty has recently completed her apprenticeship in digital marketing and is now applying these skills in her negotiator role. If you really want your property to stand out on the internet, Misty is the one for you. Born and bred in Brighton, Misty is ambitious to make it in the property industry and she is certainly tipped for the top.



**Alistair Lennox**  
Property Manager

Alistair became a member of the Q team in 2021 and is our Property Manager. Alistair has more than five years experience of the property industry. Well organised, efficient and very approachable Alistair is the perfect person to look after our growing portfolio of managed properties. Alistair is currently studying for his Propertymark Qualification in Residential Lettings.

## Why Q?

1. Stand out marketing.
2. Over 30 years experience.
3. No hidden charges on top of maintenance.
4. Virtual reality walk through tours.
5. Trusted local maintenance team.
6. Unrivalled local knowledge.

 [qsalesandlettings.co.uk](https://qsalesandlettings.co.uk)

 [info@qestateagents.co.uk](mailto:info@qestateagents.co.uk)

 [@qestateagents](https://www.facebook.com/qestateagents)

 [@qestateagents](https://www.instagram.com/qestateagents)



# PACKAGES SERVICES

Let us take the stress out of your property rental. We are delighted to offer four different packages to suit the varying needs of our Landlords.

 **1**

### Tenant Introduction

2.5 weeks rent + VAT (min £725.00 + VAT)

This service is ideal for those landlords who are able to deal with all matters that may arise during a tenancy. We will find suitable tenants for your property, supply all legal paperwork and oversee the move in. Setting you on your way with confidence.

 **2**

### Rent Collection

7% + VAT

A service for landlords who do not wish to be involved in the monthly process of rent collection, but are able to deal with any tenants issues and maintenance problems. We will deal with any late rents and provide rent statements alongside each rent payment.

 **3**

### Full Management

11% + VAT

This service entrusts all levels of management to Q Estate Agents. It is a service suited to landlords who do not have spare time to oversee a tenancy at their property. Relax in the knowledge that we will take all the hard-work out of managing your property.

 **4**

### Premium Management

13% + VAT

This service includes all the benefits of Full Management, but with the added peace of mind of Rent Insurance purchased on your behalf.



## What's included?

				
Free Professional Photography and Floor-plan.	✓	✓	✓	✓
Free Virtual Reality Property Tour.				✓
Supply and erect a TO LET board.	✓	✓	✓	✓
Prepare online marketing particulars and list property on Rightmove, Zoopla and Prime Location portals.	✓	✓	✓	✓
Arrange and accompany all viewings by appointment and secure suitable tenants.	✓	✓	✓	✓
Ensure tenants sign reservation agreement and put down a holding payment.	✓	✓	✓	✓
Out of house professional referencing (inc. credit check and Right to Rent checks).	✓	✓	✓	✓
Preparation of our Assured Short-hold Tenancy Agreement to be e-signed by both parties.	✓	✓	✓	✓
Collect the damage deposit and first month's rent and transfer it to your chosen account.	✓	✓	✓	✓
Provide your contact details to new tenants and all tenancy paperwork to both you and tenant.	✓	✓		
Provide your bank details to new tenants.	✓			
Provide tenants with all paperwork as required by law to accompany any new agreement, so as not to invalidate any future section 21 notice.	✓	✓	✓	✓
Read utility meters just before move in and change over names on utilities (carried out with the instruction of an inventory).	✓	✓	✓	✓
Carry out alarms check prior to move in.	✓	✓	✓	✓
Collect rent and transfer to the landlord, providing a monthly rental statement by e-mail.		✓	✓	✓
Chase any unpaid monies owed to the landlord and serve legal notices on you tenants.		✓	✓	✓
Hold deposit as stakeholders in conjunction the 'Tenancy Deposit Scheme'.		✓	✓	✓
Supply Emergency Maintenance Contacts.			✓	✓
Arrange maintenance and quotes if required.			✓	✓
Quarterly Inspections of your property.			✓	✓
Set up all tenants on our maintenance reporting app.			✓	✓
Inform on legislation changes and advise on maximising your investment.		✓	✓	✓
Supply annual rent income statements and tax summary when requested.		✓	✓	✓

\* All Landlords charges shown are inc. of VAT charged at 20%.

\* As a result of the Immigration Act 2015, all services are subject to a £12 right to rent check charge per tenant.



# SERVICES PRICES

We have compiled a comprehensive list of services we offer, that are essential prior to the start of and during a tenancy. This helps save time and hassle for our landlords.

## Optional services provided by Q Estate Agents

### Inventory and schedule of conditions:

	Unfurnished	Furnished
1 bedroom	£66.00	£96.00
2 bedrooms	£78.00	£108.00
3 bedrooms	£90.00	£120.00

(£12.00 will be added for every additional room)

### Check out of property (including report):

	Unfurnished	Furnished
1 bedroom	£84.00	£102.00
2 bedrooms	£96.00	£114.00
3 bedrooms	£108.00	£126.00

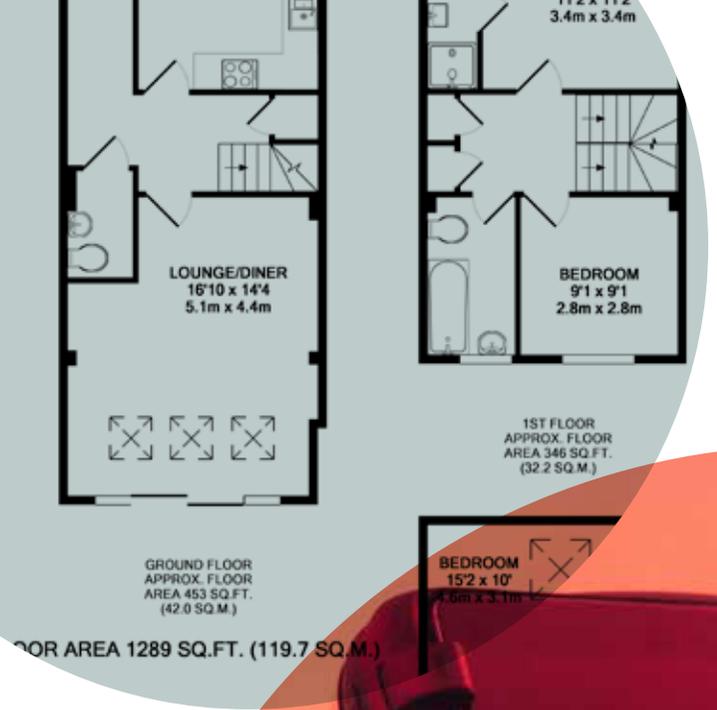
(£12.00 will be added for every additional room)

Landlord Gas Safety (inc. arrangement fee)	£77.00
Energy Performance Certificates	£72.00
Electrical Safety Report	£120.00
PAT Test & EICR visual inspection	£55.00 minimum
Legionella Risk Assessment	£30.00 - £54.00
Supply Electrical Appliance Folder	£60.00
Right To Rent Checks	£12.00 per tenant
Staff visits to property (additional to standard service)	£24.00 ph
Additional work through sale of property through another agent	£36.00 ph
Overseeing Improvement Works to Property (Charged on invoices over £500)	7.5% of cost of works
Photography	Free
Floor Plans	Free
Virtual Reality Walk-through Tours	Free
HMO Application on behalf of Landlord	£120.00

## Premium, Full Management and Rent Collection services only

Letting Fee (inc. Tenancy Agreement, Pre-tenancy Alarms Test, Check in)	£90.00
Tenancy Renewal	£108.00
Supply annual summary of income	Free
Manage Deposit Dispute with TDS	£60.00
Change over of a tenant on joint tenancy	£240.00
Court Appearance by member of staff	£36.00 ph





# ATTENTION DETAIL

We are experts in property marketing and we know first impressions count. These are just some of the examples of how we make your property stand out from the crowd.

## Free stunning professional photography

Spending a little extra time on preparing your home for viewings can make a huge difference.

We'll spend the time with you, giving advice about how to dress your property prior to the photo and maximising your property to its full potential.

Creating a buzz about the property when it is first listed, will help you achieve the best price and secure the best tenants.

## Free detailed floor plans

Detailed floor-plans give prospective tenants useful information about your property at their fingertips.

Research shows that some professional tenants will not even view a property listed without a floor-plan.

## Free virtual reality walk-through tour

High definition 360° virtual walk-through tours that can be viewed by any tenant, anytime, anywhere!

A great tool for really showing off your property and securing professional tenants looking to relocate to the area.

This tool allows us to carry out a virtual viewing with tenants, without them having to leave their sofa.





rightmove   
find your happy



Zoopla



 PrimeLocation.com



Boomin



 unihomes.



Homes &  
Property



# LOUD PROUD

We have a number of tried and tested ways to advertise your property for maximum exposure, with an ever-changing online platform, we constantly review the best ways to market your home.

## Our office

Verbal communication is one of our greatest assets in the company. Tenants regularly walk in and register with us, keeping our applicant database topped up with a variety of enthusiastic, motivated renters all from the local area.

## Online portals

Most people searching for properties tend to start on the internet. All of our properties are listed on our stylish and easy to use website. We also use the two most popular property portals, Rightmove and Zoopla in order to reach prospective tenants within Brighton & Hove, London and beyond.

## To Let Boards

Our eye catching boards are a brilliant way of attracting attention to your property. It can pique the interest of people passing by and may lead to word of mouth recommendations to neighbours, family or friends looking to rent in the area.

## Word of Mouth

We are an agency with a long history of working with and supporting the local community. We also run a successful sales business and as such we often know great tenants looking for high quality property in the area.





# ADVICE HOUSEKEEPING

Preparing to rent your property can be stressful, we are here to help you every step of the way. Following these guidelines can ensure a smooth process and will enable us to get your property rented quickly and to the best possible tenants.

## Letting a mortgaged property

With any mortgaged property the consent of the mortgage lender is required. If the property is let without prior consent you may be in breach of your mortgage terms. Leaseholders should also obtain permission from their Head leaseholder or Freeholder prior to the let and supply us with any specific terms required in your tenancy agreement.

## Buildings and Contents Insurance

It is the landlords' responsibility to insure the building and any contents the landlord has provided the tenants. Within this responsibility comes the compliance with any security requirements set out by the insurance company. Landlords should also ensure that any insurance allows cover for the rental of their property. **Q Estate Agents will not let a property without the necessary buildings insurance in place.**

## Tax implications for overseas landlords

It is the responsibility of the agent to deduct a basic rate of tax from all rents received for any landlord whose usual residence is outside of the U.K. Tax deductions are to be paid to the Financial Intermediaries Claims Office (FICO). Exemption from this basic tax deduction can be granted, by filling in a non resident Landlord exemption form available from the HMRC website.

## Repairs

Q Estate Agents work with a long-established network of trusted maintenance contractors that can deal with any area of repair. They are all local businesses and can be instructed on your behalf. We operate an online maintenance reporting system which allows occupiers to accurately report repairs, for contractors to submit quotations and receive work instructions and for landlords to approve works. This system allows tenants to report maintenance 24/7 along with photos and videos. The troubleshooting guides help filter out unnecessary call outs and assist tenants with proactive guidance. We are also as happy to instruct any contractors that you know and trust and *unlike most agencies, we do not charge an administration fee on top of maintenance work.*

## Condition of your property

When bringing your property to market, you should make sure it is clean throughout and de-cluttered as much as possible. This can significantly reduce the time to find your new tenants.

Once a tenant has been found, we advise that the property is professionally cleaned and marked as such on the inventory. This ensures the property will be returned in the same state of cleanliness.

If furnished, then dress the property to attract the kind of tenant you are hoping for, to show them how the house can work for them. Our experienced team are always on hand to advise on improvements that could increase the property's yield.



\* All these safety regulations below must be adhered to before any tenant found by Q Estate Agents will be allowed to move in.

\* Failure to comply with any of the below requirement may result in severe financial penalty, and in some cases, prison terms.

\* The Housing health and Safety Rating Systems requires all property to be clear of potential risks and hazards to health and safety.

# RULES & REGULATIONS

At Q Estate Agents we strive to provide good quality accommodation with the highest level of safety. We take all safety regulation extremely seriously. It is vital a landlord is aware of their legal obligations.

## Energy performance certificate (EPC)

We will need to obtain an EPC if one does not already exist. It is illegal to market a property without one or to rent a property rated E or below.

## Gas safety regulations (1998)

All gas appliances, flues and installation pipework in rental property must be properly maintained with an up to date gas safety certificate in place when your tenants first move in. This needs renewing annually thereafter. It is the landlord's responsibility to ensure a 'Gas Safe' registered plumber carries out these checks. Q Estate Agents will organise this on your behalf when required.

We also advise you service your boiler once every two years. This can prolong the lifespan of the boiler considerably.

## Blind safety regulations (2014)

Blinds in all rental properties must now be child safe. This means they are safe by design, have built in safety systems or be supplied with a separate safety system.

## Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

The landlord of the property has a legal responsibility to make sure that all electrical appliances and wiring are safe to use. The only way to be sure of this, is to instruct a qualified electrician recognised by the NICEIC who will carry out a safety check on the wiring, this is valid for 5 years.

A PAT test on all electrical equipment, provided by the landlord will need to be carried out at the beginning of every tenancy.

A property file detailing the user guides for all electrical appliances, must be supplied in the property to ensure a tenant can use the equipment safely.

## Legionella risk assessments

All residential rental property is required to have a risk assessment carried out to assess the likely risks for Legionella in the water systems. We carry this out every two years.

## Fire safety regulations (1988) as amended (1993)

Any furniture left in the property by the landlord as part of the let must adhere to this legislation. The landlord must ensure all upholstered furniture including bed bases, mattresses, sofas, cushions and covers have a label on them confirming that they comply with the required safety standard. This ruling also includes supply, which involves hiring of furniture as part of the let.

## Smoke and carbon monoxide alarms regulations (2015)

All rented properties must be fitted with a working smoke alarm on each storey that has living accommodation. A working carbon monoxide alarm must be placed in any room used which contains a solid fuel burning combustion appliance.

The landlord must ensure that the alarms are in proper working order on the day the tenancy starts. New homes built since June 1992 are required to have mains operated and interlinked smoke alarms fitted on every floor

If supplying a working fireplace it is the landlords responsibility to keep this swept and clear, at least every two years.

\* Please note that there are very serious penalties for managing a property without a relevant and up to date Licence in place. Those who do not obtain a licence could face fines of up to £20,000 and risk having to repay all rent received while unregistered. Q Estate Agents will not manage a property of this kind without a copy of the Licence or proof that the owner has registered their property with the council.

# STUDENTS & HMO'S

Depending on the type, size and location of your property you may need an HMO licence to rent your property out to three or more sharers. We are experts in this complicated legislation and can guide you through the process.

## What is a house in multiple occupation?

Your property is an HMO if three or more tenants are living there as more than one household and the tenants share the kitchen, bathroom and toilet facilities.

## Getting your HMO licence

In order to legally acquire an HMO licence for a property you will first need to obtain change of use through a Planning application. Q Estate Agents can advise you on the best way to proceed and all necessary work likely to be required.

The council staff will be able to talk you through all of the processes from application to completion. The documents you require can be downloaded from their website.

There is a charge to become a Licence holder and these Licences are for each property that you own that falls under the above definition. If you require Q to complete an application for you we charge £120 inc vat.

## Additional and selective licensing schemes

The council introduced an Additional licensing scheme as well as Selective Licensing Scheme across different wards across the City. Under the new schemes any properties with 3 or more unrelated people sharing a property with 2 or more storeys must apply to the council for an HMO licence.

Please visit Brighton and Hove Council's website for more information and to find out whether your property falls within the new boundaries set for this additional licensing.

## Useful contact details

Brighton and Hove Council	01273 290000
Private Sector Housing	01273 293156
BHCC Planning	01273 292222
Brighton and Hove Council Website	<a href="http://www.brighton-hove.gov.uk">www.brighton-hove.gov.uk</a>





# SAFEGUARDING & SECURITY

When receiving a damage deposit for a rental property, it is the responsibility of the person receiving the deposit to register and protect it within 30 days. Here are some of the options open to you.

## Tenancy Deposit Scheme

Q Estate Agents are a member of the Tenancy Deposit Scheme (TDS) and as a result will hold the deposit as stakeholder with our Premium management, Fully managed and the Rent collection services. If agreement cannot be reached between both the landlord and the tenant regarding the allocation of the deposit at the end of the tenancy, any disputed amount will be transferred over to the scheme along with any evidence and an independent adjudication will be made by a TDS case worker.

Due to the amount of time and administration involved in this process, Q Estate Agents charge £60 to manage a dispute through the TDS arbitration process.



## Approved government schemes

Landlords holding the deposit themselves in conjunction with the tenant introduction service must choose one of the three approved deposit schemes. Each scheme offers an insurance or a custodial option, which determines who holds the deposit. As the landlord of the property and the person holding the deposit you are responsible for protecting the deposit within the time frame set out by your scheme. You must have chosen the scheme and contacted them to register with them before the start of the tenancy, as your chosen scheme must be stated in the tenancy agreement. The three schemes to choose from are:

Deposit Protection Service	<a href="http://www.depositprotection.com">www.depositprotection.com</a> 0330 303 0030
My Deposits	<a href="http://www.mydeposits.co.uk">www.mydeposits.co.uk</a> 0333 321 9401
Tenancy Deposit Scheme	<a href="http://www.tenancydepositscheme.com">www.tenancydepositscheme.com</a> 0300 037 1000

## Zero deposit scheme

Zero deposits are partnered with TDS, the longest running Government backed scheme. Tenants purchase a guarantee for the cost of one week's rent that gives the equivalent protection of six-weeks cash deposit. As with the cash deposit, the tenant remains fully accountable for looking after your property and making rental payments. The guarantee is underwritten by Great Lakes Insurance SE which means there are safeguards in place to help ensure you get a fair and transparent product with no hidden risks.

