



Lettings & Full Management

**ROUTE ESTATES SERVICES****LET ONLY****FULL MANAGEMENT**

Rental assessment and valuation	✓	✓
Advertising the property online & in the local media	✓	✓
To let sign erected at the property	✓	✓
Accompanied viewings 6 days a week	✓	✓
Professional tenant referencing & credit checks	✓	✓
6 Months rental guarantee & legal protection	✓	✓
Preparation & signing of the tenancy agreement	✓	✓
Collection of first month's rent & security deposit	✓	✓
Transfer of the security deposit to the deposit protection service	✓	✓
Record meter readings & transfer the utilities & council tax over to the tenants	✓	✓
Inventory & schedule of condition	✓	✓
Renewal of existing tenancy agreement	✓	✓
Collection of the monthly rent & forward to the landlords bank account	✗	✓
Monthly statements	✗	✓
Quarterly property inspections	✗	✓
Dealing with queries from tenants	✗	✓
Arranging routine maintenance and repairs	✗	✓
Key holding for emergencies	✗	✓
End of tenancy check-out & release of the tenants deposit	✗	✓

**WE ALWAYS WORK ON A NO-LET-NO-FEE BASIS**

6%

10%

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## Why Choose Route Estates



One-to-One service for clients



High-street location & a London branch



Competitive rates



24 hour maintenance service for all managed properties



Members of professional bodies NLA, UKALA, NAEA & ARLA



In depth reference checks on all of our tenants



Clients money protection



Advertising on all major UK portals such as Rightmove, Zoopla, Prime Location & Gumtree etc.



Realistic fees including VAT



Inventory carried out on each property before and after tenants move.

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## Our Services

We maintain a flexible attitude and are generally able to adapt our service to meet our client's individual circumstances and needs. If you have any particular request, please don't hesitate to contact us to discuss



### Our Tenant Find (LET ONLY) Service Includes

Visiting you at your property, and providing a rental valuation and any other advice which you may require about letting your property.

Advising you on compliance with the various safety regulations.

Advertising, marketing and general promotion of your property.

Locating suitable tenants.

Accompanying tenant applicants to view the property.

Obtaining and evaluating references and credit checks.

Preparing a suitable tenancy agreement and arranging signature by ourselves, on your behalf, and the tenant.

Preparing an inventory with schedule of condition

Collecting from the tenant, and passing to you, the first month's rent in advance, after deducting our agreed fees. This payment will be sent to you by direct transfer usually immediately.

Supervising the transfer of gas, water, electricity and council tax accounts into the tenant's name.

Transfer of the Deposit monies into the Deposit Protection Service scheme.

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# Our Full Management



## Service Includes

Visiting you at your property, and providing a rental valuation and any other advice which you may require about letting your property.

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Advertising, marketing and general promotion of your property.

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Locating suitable tenants

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Accompanying tenant applicants to view the property.

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Obtaining and evaluating references and credit checks.

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Collecting, and forwarding to the Deposit Protection Service, a security deposit from the tenant.

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Preparing an inventory with schedule of condition

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Arranging handover of your property to the new tenant(s) and agreeing the inventory, including all utility meter readings

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Supervising the transfer of gas, water, electricity and council tax accounts into the tenant's name.

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Receiving rental payments monthly in advance and forwarding electronically to your bank account less our fees.

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Inspecting the property periodically, and reporting any problems to you

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Arranging any necessary repairs or maintenance, first liaising with you in the case of larger works.

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Keeping in touch with the tenant on a routine basis, and arranging renewals of the agreement every 6 months (if applicable).

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Checking tenants out as required, re-letting and continuing the process with the minimum of vacant periods to ensure that you receive the maximum return from your property

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# Information for Landlords

## About Route Estates

### Specialists

We are a local, independent firm specializing in Residential Lettings, Residential Sales and Property Management. As specialists we are fully focused on the priorities and needs of the Landlord. We understand that letting your property, especially for the first time, can be a worrying experience and with this in mind our most important consideration is providing you the Landlord with the best possible service and the right tenant for your property. We never forget that the property is your most important asset and we can confidently assure you that by instructing us to act as your Letting and Management Agents your asset will be in professional and caring hands.

### A Personal Service

Because we are a small firm, we pride ourselves in offering a personal and friendly Service, whilst at the same time maintaining a high standard of competence and professionalism.

### Competitive Rates

Our fees are very competitive to the individual landlord and no over the roof fees charges unlike some of the high street agents.

### Carefully Selected Quality Tenants

Drawn from a continually updated register, all prospective tenants are thoroughly referenced and credit checked. In some cases we will also request a guarantor.

### Out of Hours Service

For our initial meetings with you we will if necessary be pleased to visit your property outside normal office hours, at a time that is convenient to you, and thus fit in with your busy schedule.



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## Levels of Service Offered



### **A Tailored Service**

Outlined below are the two basic elements of our Service. However, we maintain a flexible attitude, and are generally able to adapt our Service to meet our client's individual circumstances and needs, by occasionally taking on additional tasks and duties.

### **Full Management**

This is our inclusive Service, which provides for the marketing of the property and carrying out viewings, leading to the introduction and vetting of a prospective Tenant. This proving satisfactory, we will then go ahead and prepare the tenancy agreement, and if required an inventory. The Tenant will then be checked in against the inventory and meter readings recorded.

During the tenancy we carry out periodic inspection visits. Should these bring to light any maintenance issues, we will (within the confines of our Management Agreement) recommend, oversee and account for any necessary repairs.

Collecting and processing of rental payments is also part of the Service. These will be credited automatically to the Landlord's nominated bank account towards the end of the tenancy, we will liaise with the Tenant, and renew the tenancy agreement or arrange to check them out as applicable.

This Service is suitable for those Landlords who are not residing locally, or would rather not deal with the tenants directly, preferring all aspects to be handled by an Agent.

### **Tenant Find Service**

Our Tenant Find Service includes marketing of the property and carrying out viewings, leading to the introduction and vetting of a prospective tenant. This proving satisfactory, we will then go ahead and prepare the tenancy agreement, and an inventory. Following this, the first month's rent and a security deposit will be collected. The first month's rent will be credited to the Landlord less our agreed fee. The Tenancy deposit will be sent to the Deposit Protection Service under current legislation. Managing the tenancy, including the maintenance and rent collection will then be the responsibility of the landlord. We will furnish you with the tenants contact details and will also give them your contact details. We will also set up the monthly standing order into your bank account.

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# Preparing the Property



## General Condition

Electrical, gas plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlords expense unless misuse can be established. Interior decorations should be in good condition and preferably plain, light and neutral.



## Cleaning

At the commencement of the tenancy the property must be in a thoroughly clean condition, and at the end of each tenancy it is the tenants' responsibility to leave the property in a similar condition. Where they fail to do so, cleaning will be arranged at their expense.



## Furnishings

Your property can be let fully furnished, part furnished or unfurnished. Which of these is appropriate will depend on the type of property and local market conditions. We will be pleased to give you advice on whether to furnish or not and to what level. As a minimum you will need to provide decent quality carpets, curtains, light fittings and a cooker. Remember that there will be wear and tear on the property and any items provided. If letting furnished, you will find a list of recommended items to follow.



## Information for the Tenant

We will create a property information pack for the tenant, however it is helpful if you leave instructions on operating the central heating, hot water system, alarm system and any other appliances.



## Keys

You should provide one set of keys for each tenant and one as our office set (where we are managing the property. We can arrange to have duplicates cut as required (at no extra cost)



## Insurance

It is your responsibility as landlord to ensure that you have the relevant Buildings/ Contents and Property Owners Insurance in place before a tenant moves in to the property.



We hope that the general points covered in this guide will be of assistance to you. If there are any aspects of which you are unsure, please call our enfield branch below, alternatively we can visit you at your home to discuss your individual requirements.

## ROUTE ESTATES

517 Hertford Road  
London, EN3 5UA

Tel: 02071128798

Email: [pm@routeestates.com](mailto:pm@routeestates.com)

arla | propertymark

PROTECTED

## What is ARLA?

The Association of Residential Letting Agents was formed in 1981 as the professional and regulatory body for letting agents in the UK. It was recognized that the requirements of the residential lettings market were so detailed and specific that a separate organisation was required to promote standards in this important and growing sector of the property market. Membership is achieved only by agents who demonstrate that they have a thorough knowledge of their profession and that they conduct their business according to current best management practice. ARLA members are governed by the Code of Practice providing a framework of ethical and professional standards at a level far higher than the law demands.

## Why should a landlord or tenant seek an ARLA member firm?

ARLA offers protection by leading the industry in setting and regulating the highest standards. Affiliation demands certain levels of professionalism and commitment to customer service from its membership. ARLA member firms are required to work within a robust Code of Practice, which covers the key stages in letting and managing a property. There are comprehensive membership bye-laws which include compliance with issues such as handling and accounting of clients' money; the mandatory ARLA client money protection bonding scheme; professional indemnity insurance; and dealing with complaints and disciplinary procedures. ARLA keeps its members up to date with changes in legislation and provides wide-ranging training and guidance to help members understand and interpret all aspects of letting and managing a property.





*We are pleased to introduce our services to you*

517 Hertford Road  
London, EN3 5UA

Tel: 02071128798

Email: [pm@routeestates.com](mailto:pm@routeestates.com)