

# Preparing the property for letting

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It is important that the tenants feel comfortable in their home and that they are receiving value for money. Our policy of offering a service of quality and care therefore extends to our tenant applicants too, and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties attract quality tenants.

## 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 landlord's expense unless misuse can be established.

## Appliances

Similarly, appliances such as washing machines, fridge freezers, cookers, dishwashers, etc. should be in a usable condition. Repairs and maintenance are at the landlord's expense unless misuse can be established.

## Decorations

Interior decorations should be in good condition, preferably plain, light and neutral.

## Furnishings

It is recommended that you leave only minimum furnishings, and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting your property unfurnished, we recommend that the property contains carpet, curtains and a cooker.

## Personal items, ornaments, etc.

Personal possessions, ornaments, pictures, books, etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be clear for the tenant's own use.

## Gardens

Gardens should be left neat, tidy and rubbish free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools.

## Cleaning

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

## Mail forwarding

We recommend that you make use of the Royal Mail redirection service. Application forms are available at their counters and the cost is minimal. It is not the tenant's responsibility to forward mail.

## Information for the tenant

It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day on which refuse is collected.

## Keys

You should provide one set of keys for each tenant and, if we are managing the property, a full set of keys for ourselves.