

*our guide for landlords*



Everything you need to know to let  
your property with confidence



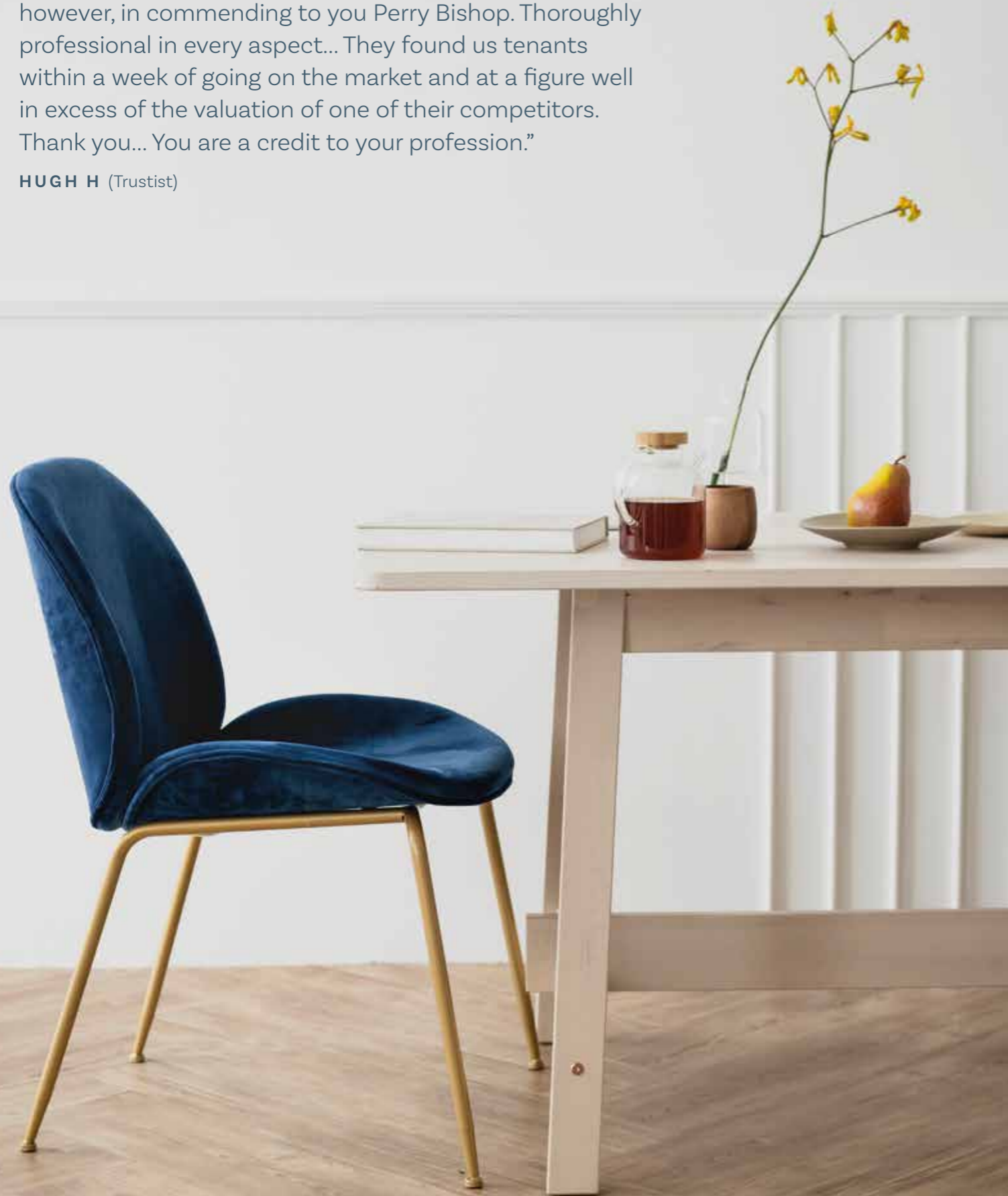
# Perry Bishop

PROPERTY MADE PERSONAL



Trying to decide who to appoint as your letting agent? We were too and know just how it feels, with so many agents out there. We have no hesitation, however, in commending to you Perry Bishop. Thoroughly professional in every aspect... They found us tenants within a week of going on the market and at a figure well in excess of the valuation of one of their competitors. Thank you... You are a credit to your profession.”

**HUGH H** (Trustist)



Perry Bishop is a member of the Association of Residential Letting Agents (ARLA Propertymark) and voluntarily adheres to its strict Code of Conduct.



# we care about property

*we care  
about you*

## Welcome to Perry Bishop's Lettings and Management service

Whether you are a first-time investor, professional portfolio operator or private landlord letting your own home, our award-winning lettings team is here for you - making letting your property easy and enjoyable through careful guidance and customer care.



Our experienced letting agents have been helping landlords secure tenants and tenants secure homes across Gloucestershire, Oxfordshire and Wiltshire for many years - bringing the right tenants and properties together to arrange mutually agreed tenancy lengths, minimise void periods and secure the best rental yield in the current market.

We offer a choice of services, with something to suit all budgets. Whether you're simply looking for assistance with finding new tenants, keen to self-manage but concerned about meeting your legal obligations or want to enjoy complete peace of mind by choosing full management, our helpful agents are here to guide and deliver the right service for you. If you're looking to build your portfolio, we can also make sure that you're among the first to hear about suitable investment opportunities, via our sales teams.

Thank you for choosing us.

*Phillip Bishop*

**PHILLIP BISHOP**  
Managing Director

# local knowledge swift action

*personal service*

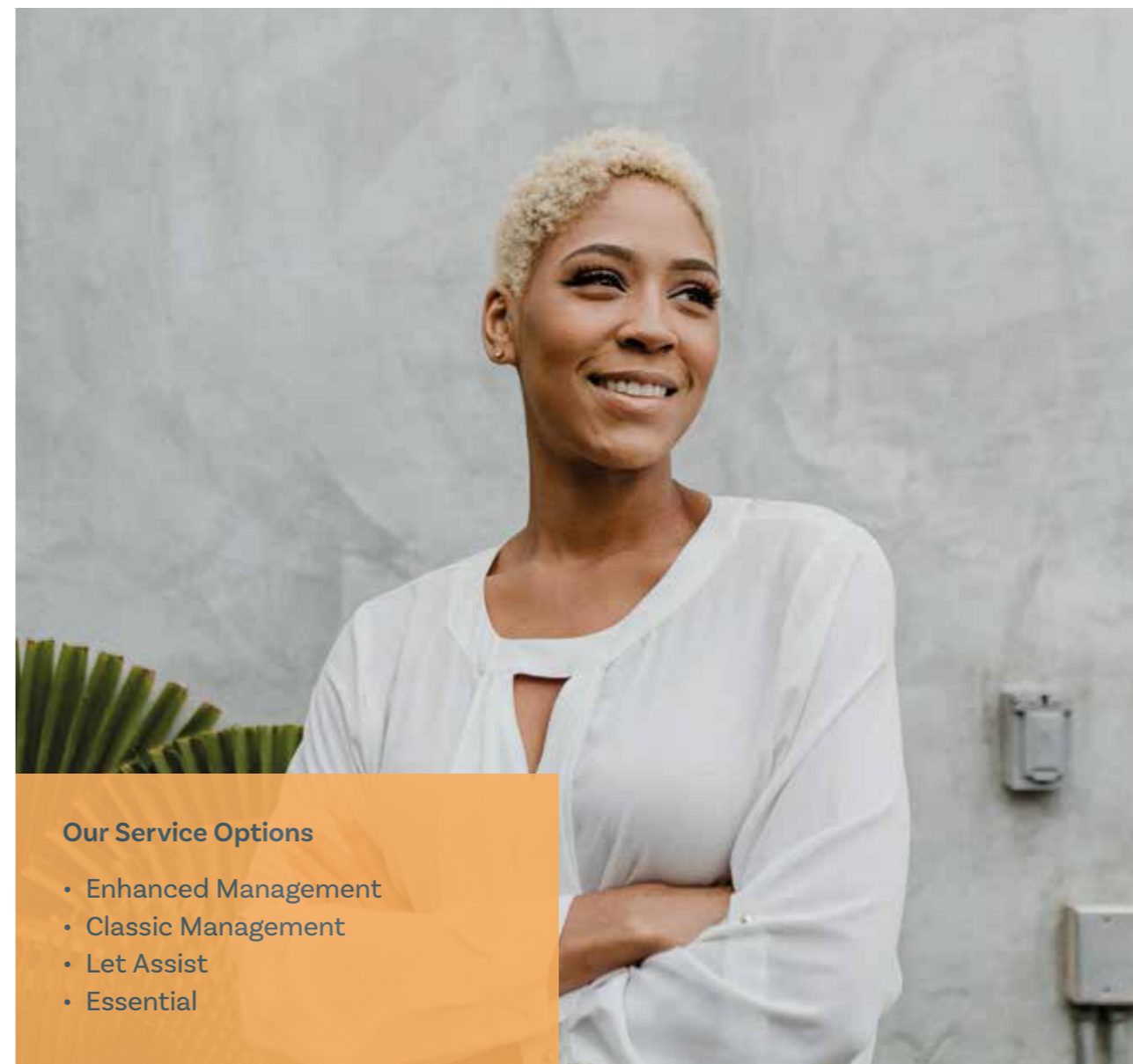
Whether you are an existing landlord looking to transfer management of your portfolio or have just invested in your first buy-to-let property, enjoy superior marketing and award-winning customer service when you let your property with Perry Bishop.

Our service is registered with ARLA – The Association of Residential Lettings Agents – a professional membership and regulatory body for letting agents and letting agencies in the UK.

## ENHANCED MANAGEMENT

18% of the monthly rental amount inc. VAT

For complete peace of mind our Enhanced Management package offers it all and is fast becoming our most popular package, given the level of protection it offers. It includes as standard everything the Classic Management package offers, but with the added protection of Rent Guarantee and Legal Cover, enabling you to totally sit back, relax and concentrate on your day job.



### Our Service Options

- Enhanced Management
- Classic Management
- Let Assist
- Essential

## CLASSIC MANAGEMENT

15% of the monthly rental amount inc. VAT

For those landlords who don't want the burden of being a full-time landlord, this is our standard management package.

It includes professional photography, the marketing and finding of new tenants (including viewings) and arranging of legal documentation associated with any tenancy. It also includes the arranging of compliance certificates, for example a Gas Safety Certificate, a PAT Test (Portable appliance testing) and/or Electrical Installation Certificates (EICR) at the commencement of the tenancy and when they are due for renewal.

We will carry out thorough property visits, taking photographs each time to create an in-depth report throughout the term. Each report will provide both you and your tenant(s) with an accurate record of the property's condition which will help reduce the chance of disputes later on or at the end of the tenancy.

Our Property Managers are dedicated to maintenance – they will pick up maintenance issues before they become serious and ensure works are dealt with promptly and efficiently, so that potentially serious problems are avoided and bills are kept to a minimum.

We will also deal with the return of the deposit on your behalf, including any negotiations surrounding the deposit and its return.

## Our Services for Landlords

### LET ASSIST

10% of the monthly rental amount inc. VAT

Specifically designed for Landlords who wish to self-manage the ongoing maintenance of the property, but who need our professional assistance in order to comply with all legislative requirements. This service also includes an annual rent appraisal/rent renewal and an annual inspection of the property.

### ESSENTIAL

100% of the initial month's rent inc. VAT plus cost of inventory

Otherwise known as Let only or Tenant Find, this package is for landlords who only need assistance only with finding new tenants and setting up the legal documentation involved. Most suitable for landlords who don't wish to be involved with the marketing, administration or referencing when securing a tenant but have the skills, time and legal knowledge to manage their own properties from there on in.



We've been delighted with the service we received from Daisy at Perry Bishop. She provided us with valuable advice, ensured that the process went smoothly and let the house the same day as it was first marketed. Highly recommended."

**RICHARD H** (Trustist)



# property experts *who care*



## Why choose Perry Bishop as your Lettings Partner?

### COMPREHENSIVE MARKETING STRATEGY

Be seen in all the right places. Your property will be listed on the three biggest property portals: Rightmove, Zoopla and OnTheMarket.com as well as on our popular website.

Reach tenants looking on Facebook and Instagram.

Our large tenant database will be notified and viewings arranged with our professional viewings team.

### MULTI-BRANCH AGENCY

Enjoy marketing across our established and respected branch network, covering Gloucestershire, Oxfordshire and Wiltshire.

Reach people on the move in the Capital too, via our London office.

### PROFESSIONAL PHOTOGRAPHS, VIDEO TOUR AND FLOORPLAN

Ensure your property stands out from the crowd with exceptional photography and a video tour, including use of a drone.

Our professional marketing service ensures you attract the best tenants and command the best rent.



## Why choose Perry Bishop as your Lettings Partner?



### CHOICE OF SERVICES

Whether you're just looking for help finding new tenants or seek an agency to manage the whole process, we have a service to suit you.

Choose between: Enhanced Management, Classic Management, Let Assist or Essential.

### AWARD-WINNING CUSTOMER EXPERIENCE

We've appeared in the Best Estate Agent Guide, compiled by The Property Academy and Rightmove, for two years running. Only the country's top 5% of agents make it into this prestigious industry guide.

### EXPERIENCED AND FRIENDLY TEAM

Our dedicated lettings team live locally and have extensive knowledge of the region we cover.

Become part of our Landlord Network and enjoy regular landlord focussed newsletters and invitations to exclusive seminars.

### THE PERRY BISHOP PORTAL

A brilliant tool for landlords seeking real time updates 24/7 on their rental properties.

Enjoy detailed status of each tenancy. View and review works orders.

See full transaction history and statements.

### LEGAL UPDATES

Enjoy complete peace of mind when you let with Perry Bishop - our ARLA qualified agents will keep you updated on all changes to lettings legislation.


### ASSOCIATED SERVICES

Tap into our market-leading referencing and inventory services.

Enjoy cost-effective rent guarantee insurance.

Hear first about great buy-to-let investments via our branch network.

Get the latest updates on buy-to-let mortgages via our approved financial services partners.

 A highly professional, friendly team who work brilliantly together and really know residential lettings inside out. They work hard to find the right tenant so you know that your house is in safe hands."

**ANDREW S** (Trustist)

Looking to let your property in Gloucestershire, Oxfordshire or Wiltshire?

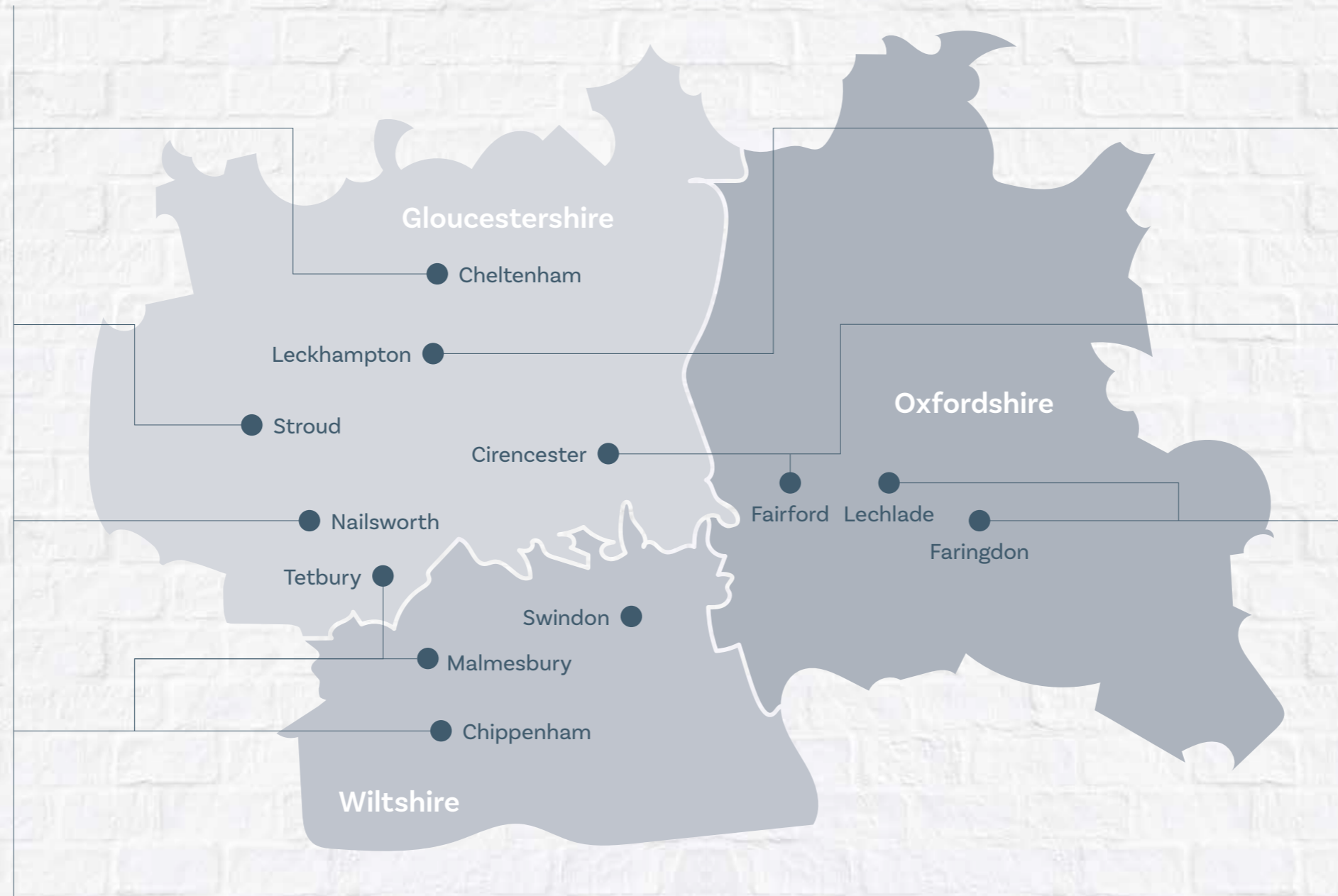
# we've got you *covered*

**Cheltenham**  
01242 246980 (option 2)  
lettings@perrybishop.co.uk

**Stroud**  
01453 762306 (option 2)  
lettings@perrybishop.co.uk

**Nailsworth**  
01453 836736 (option 2)  
lettings@perrybishop.co.uk

**Chippenham,  
Malmesbury  
& Tetbury**  
01666 504418 (option 2)  
lettings@perrybishop.co.uk



**Leckhampton**  
01242 246982 (option 2)  
lettings@perrybishop.co.uk

**Cirencester  
& Fairford**  
01285 655355 (option 3)  
cirencesterlettings@perrybishop.co.uk

**Faringdon  
& Lechlade**  
01367 240356 (option 2)  
lettings@perrybishop.co.uk

# we're here for you

Invested in your very first buy-to-let or just need a quick overview of what's required of you before letting a property? Our helpful checklist covers all the essentials.

## PERMISSION & PROTECTION

Before you let a house or flat, especially if you have a mortgage, you may need permission to do so – get permission in writing. It is absolutely vital you arrange a landlord's insurance policy before letting – this covers you for claims for injury or worse from the occupants, visitors or the general public, plus malicious damage and for any void periods – usually up to 30 days.

## LETTING YOUR HOME

If this is your own home and you may wish to return to live there you should, just prior to letting, serve a written notice under Ground 1 of the Housing Act 1982 Schedule 2. This informs the tenant you may wish to return.

## EPC

You will need to provide an Energy Performance Certificate (EPC). It shows the energy efficiency of the property and must be provided by law whenever the property is marketed to let to a new tenant. This is valid for 10 years. If, however, you should do any works or renovations it is advisable to have the EPC updated.

## GAS SAFETY CHECK

If the property has a gas supply you will need to arrange a Gas Safety Check and issue a Gas Safety Certificate. Any gas appliances in the property will need to be tested as part of this – this is a legal requirement with heavy fines for non-compliance.

## ELECTRICAL SAFETY

Landlords of privately rented accommodation must ensure national standards for electrical safety are met, as set out in the 18th edition of the 'Wiring Regulations', which are published as British Standard 7671. Electrical installations must be inspected and tested by a qualified and competent person at least every 5 years.

A copy of their report – An Electrical Installation Condition Report (EICR) – must be shared with the existing tenant within 28 days of the inspection and test. A copy must be shared with a new tenant before they occupy the premises. Where the report shows that remedial or further investigative work is necessary, work must be completed within 28 days or any shorter period if specified as necessary in the report.

## SMOKE DETECTORS

Make sure your tenants are safe by installing and maintaining a smoke detector on each floor of the property. A carbon monoxide detector must also be fitted and maintained. Properties built after 1992, will have automatically been fitted with smoke detectors wired into their electrical circuits. They will in addition have a battery fitted. The smoke detector should be cleaned at least once per annum and the battery backup changed as necessary.





## Your property lettings check list

### FURNITURE

If the property is offered fully or part furnished, check that the furniture and furnishings provided comply with current fire regulations. You are not liable to check furniture provided by tenants, only the furniture you provide as a landlord, including: three-piece suites, sofas, armchairs, seat pads (including dining and desk chairs), bean bags, padded headboards, convertible sofa beds, futons, loose and stretch covers for upholstered furniture, nursery furniture, conservatory furniture and garden furniture suitable for indoor use. All must meet safety standards as per the Furniture & Furnishings (Fire Safety) Regulations 1993. Look for the fire safety labels and if there aren't any, remove the item.

### MAINTENANCE/RISK ASSESSMENT

Do your own safety, security and maintenance inspection/risk assessment report for the whole property, making sure there are no obvious dangers such as loose stair rails and treads, slippery surfaces, faulty locks on doors and windows, faulty electrical cables and plugs, sockets, wrong electrical fuse types, blocked gutters and drains, items needing decorating/painting etc. Having written evidence that you have carried out these checks could be a life saver in the event of a claim.

### PROFESSIONAL CLEAN & REMOVAL OF VALUABLES

Professionally clean the property, including any flooring/carpets. It would be fair and reasonable to expect the property cleaned to the same professional standard on exit, although this can no longer be a term of their tenancy. Remove any items which you value or that could cause a danger to anyone in the property.

### INVENTORY

Have an independent inventory/schedule of condition report done prior to the tenancy commencing. Leave a Property Guide at the property, giving the tenants all the information they may need, including the location of all stop taps, fuses, switches, alarms and operating/safety instructions for all appliances.

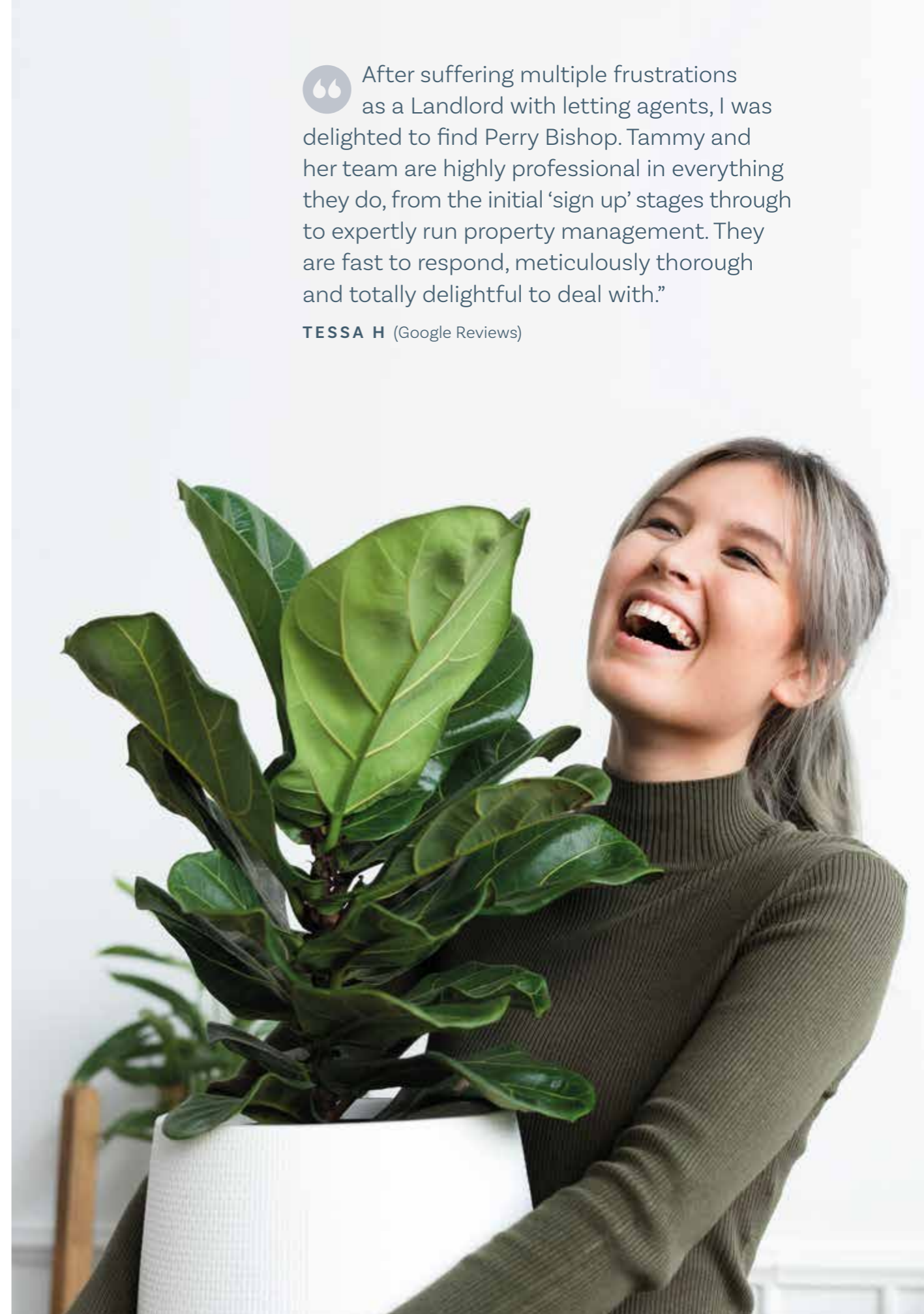
As a landlord, be aware that you will have on-going costs and some maintenance from time to time. We advise keeping a reserve with us in preparation for this. Here is a list of some of the essential costs and a timescale of these requirements:

- EPC certificate – every 10 years.
- Gas Safety Certificate – every 12 months.
- EICR – every 5 years – visual on change of tenancy.
- Letting agents fees – initial tenancy set up cost.
- Deposit scheme fees if you use an insured scheme. The DPS custodial scheme is free.
- Boiler service – annually.
- Landlords insurance.
- Void allowance – allow one month's rent per annum in case of vacant periods.
- Council tax and utility bills – you will be liable to pay these if the property is empty between tenants.
- Ground rent and service charges – if the property is leasehold.
- White goods and furnishings – any appliances you provide must be maintained and replaced as necessary.
- Redecoration/Repairs/Maintenance – as with any property over time you will need to do general repairs and maintenance.

This list is not exhaustive but a general guide to help anyone thinking about lettings. For complete peace of mind, choose one of Perry Bishop's managed service options.

After suffering multiple frustrations as a Landlord with letting agents, I was delighted to find Perry Bishop. Tammy and her team are highly professional in everything they do, from the initial 'sign up' stages through to expertly run property management. They are fast to respond, meticulously thorough and totally delightful to deal with.”

TESSA H (Google Reviews)



# your choice

	Enhanced Management	Classic Management	Let Assist	Essential
Market Appraisal	✓	✓	✓	✓
Tenancy Set Up/ Legal Paperwork	£450 inc. VAT	£450 inc. VAT	£450 inc. VAT	100% inc. VAT
Regular email compliance updates direct to your inbox	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>Tenant Finding Service</li> <li>Professional Photography</li> <li>Online &amp; flag board marketing</li> <li>Applicant screening</li> <li>Accompanied viewings</li> <li>Negotiation of favourable terms</li> <li>Perry Bishop 'TO LET' Board</li> </ul>	✓	✓	✓	✓
<b>Tenant Referencing</b> <ul style="list-style-type: none"> <li>Affordability &amp; Employment or Companies House Checks</li> <li>Previous Landlord References</li> <li>Character References</li> <li>Guarantor References</li> <li>Right to Rent Checks</li> </ul>	✓	✓	✓	✓
Collection and transfer of initial funds	✓	✓	✓	£18
<b>Supply of legal documentation</b> <ul style="list-style-type: none"> <li>Assured Shorthold Tenancy</li> <li>Guarantor Agreement</li> <li>Pet addendum</li> <li>Company Let</li> <li>Resident Landlord Licence</li> </ul>	✓	✓	✓	✓
Electronic signature of documents	✓	✓	✓	✓

	Enhanced Management	Classic Management	Let Assist	Essential
Amendment of legal documents prior to tenancy	✓	✓	£25	£25
Collection and protection of security deposit, registered service of Prescribed Information, deposit certificate and relevant scheme leaflet	✓	✓	£25	£25
Negotiating deductions from deposit	✓	✓	£25/hr	£25/hr
Deposit dispute via deposit protection arbitration	✓	✓	£25/hr	£25/hr
Completion of statutory declaration	✓	✓	£60	£60
Documented service of gas safety certificate, EPC and latest How to Rent Guide	✓	✓	✓	✓
Additional Key Cutting	£12 + Key cost	£12 + Key cost	£12 + Key cost	£12 + Key cost
Sourcing and provision of appliance manuals	✓	✓	£25	£25
Transfer of utility responsibility	✓	✓	£25	£25
Void cover up to £10 per property (£5 gas, £5 electric)	✓	✓	N/A	N/A
Pre check in visit	✓	✓	£90	£90


## Service comparison

	Enhanced Management	Classic Management	Let Assist	Essential
<b>Full check in at property</b> <ul style="list-style-type: none"> <li>Photographic report</li> <li>Tenant welcome pack</li> <li>Documented CO Alarm Check</li> <li>Documented Smoke Alarm Check</li> <li>Meter Readings recorded and passed to utility companies</li> <li>Tenancy Set Up/Legal Paperwork</li> </ul>	Varies on size of property	Varies on size of property	Varies on size of property	Varies on size of property
Access to online landlord portal	✓	✓	✓	N/A
<b>Collection of monthly rent with statement of account</b> <ul style="list-style-type: none"> <li>Copy sent accountant</li> <li>Copies of all invoices included</li> </ul>	✓	✓	✓	N/A
Guaranteed rent in the event of tenant default until vacant possession achieved	✓	Varies on Rent pcm	Varies on Rent pcm	N/A
Guaranteed eviction in the event of tenant default	✓	Varies on Rent pcm	Varies on Rent pcm	Varies on Rent pcm
Chasing of rental arrears	✓	✓	N/A	N/A
Transfer of rental funds by immediate transfer	✓	✓	✓	N/A
Administration of NRL Scheme	✓	£32.50/qtr	£32.50/qtr	N/A
Administration of HMRC tax deductions for non-NRL Scheme landlords	✓	£90/qtr	£90/qtr	N/A
Annual Rent Reviews	✓	✓	✓	N/A
Service of Section 13 (rent increase) notice	£60 inc. VAT	£60 inc. VAT	£60 inc. VAT	£60 inc. VAT

	Enhanced Management	Classic Management	Let Assist	Essential
Renewal of fixed term contracts	✓	£60 inc. VAT	£60 inc. VAT	£150 inc. VAT
Deed of surrender and assignment (tenant swap)	✓	£108	£108	N/A
Resolving breaches of tenancy (tenant misconduct)	✓	✓	N/A	N/A
Service of Section 8 Eviction (Warning/Eviction) Notice	✓	✓	£125	£125
Service of Section 21 Eviction Notice	✓	✓	£125	£125
HHSRS/HFFHH Act risk assessments and compliance	✓	✓	N/A	N/A
Administration of annual boiler servicing	✓	✓	✓	N/A
Administration of boiler contracts/plans	✓	✓	N/A	N/A
Ongoing 'Right to Rent' checks	✓	✓	✓	£110 per check
Use of 24/7 emergency maintenance line	✓	✓	N/A	N/A
Use of our intuitive maintenance reporting app	✓	✓	N/A	N/A
Reactive maintenance using our contractors or your own	✓	✓	N/A	N/A
Planning maintenance schedules implemented	✓	✓	N/A	N/A
<b>6-monthly property visit</b> <ul style="list-style-type: none"> <li>Photographic report</li> <li>HHSRS/HFFHH risk assessment</li> <li>Immigration check</li> <li>CO/Smoke Alarm check</li> </ul>	✓	✓	N/A	N/A

## Service comparison

	Enhanced Management	Classic Management	Let Assist	Essential
Additional requested property visits	£45 inc. VAT	£45 inc. VAT	£45 inc. VAT	£45 inc. VAT
Meeting contractors at property with keys	✓	N/A	N/A	N/A
Mould/damp investigation visit	✓	✓	N/A	N/A
Empty property caretaking agreement (weekly visit to check property, collect post and flush water system)	£32.50 per visit	£32.50 per visit	N/A	N/A
Insurance claim administration	5% of job	10% of job	Not available	Not available
Full check out of tenants <ul style="list-style-type: none"> <li>• Photographic report</li> <li>• Minor Legionella check</li> <li>• Documented CO and Smoke Alarm check</li> <li>• Meter readings recorded</li> </ul>	✓	✓	£130 inc. VAT	£130 inc. VAT
Annual tax summary	✓	£60	£60	£60

 Daisy has helped me let various properties over the years, and has always turned up trumps... she has found good tenants for both of my cottages, one 600 miles away in the Highlands – quite an achievement!”

**ALASTAIR B** (Trustist)

PROFESSIONAL INVENTORY		
Size of Property	Unfurnished (inc. VAT)	Furnished (inc. VAT)
1 Bedroom	£180	£230
2 Bedroom	£200	£250
3 Bedroom	£225	£275
4 Bedroom	£250	£300
5 Bedroom	£300	£350

COMPLIANCE AND SAFETY CHECKS	
Documentation	Cost (inc. VAT)
Energy Performance Certificate	£130
Gas Safety Certificate (Annual Basis)	£95
Gas Boiler Service (Annual Basis)	£75 Variable
PAT Testing Certificate (Annual Basis)	Variable
Carbon Monoxide/Smoke Alarm	£42
Electrical Inspection Condition Report	Starts at £180 Variable on size of property.
Meet British Gas (On Behalf of Landlord)	£100 per hr Variable

 Just amazing! Really good communication and found me a brilliant tenant very quickly. I have already recommended Tammy and her team to friends!”

**PAULA B** (Trustist)

# Perry Bishop

PROPERTY MADE PERSONAL



“Tammy and the Perry Bishop team were awesome. They went above and beyond to manage the block of flats we let through them.”

**PAUL M** (Trustist)

“I am delighted with the service that Perry Bishop provided, keeping me in touch with progress at all times. The best letting agency I have dealt with.”

**LAURA B** (Trustist)

“Perry Bishop’s Rental Service follows on from the outstanding business that is the Sales Department. The delivery of the Rental Department was professional, friendly, accurate in its pricing and very good value for money. I would highly recommend Tammy and their services!”

**LYNDA M** (Trustist)