

## **gowland white** *Lettings*

### Landlord's Information Pack



The rental market is currently strong and demand is outstripping supply. Gowland White are letting properties in record time but it is as important as ever to secure the best possible tenant.

If you have a property to let and want the help of experts with over 20 years experience and success, then Gowland White are the ideal choice. We are dedicated to lettings and property management and our professional staff will give you the best possible customer care.

The information provided is intended to be a brief introduction to Gowland White lettings. If there is anything else you would like to know please do not hesitate to ask.

Contact us: Phone (01642) 355792 (lettings direct line)  
e-mail [lettings@gowlandwhite.co.uk](mailto:lettings@gowlandwhite.co.uk)  
web [www.gowlandwhite.co.uk](http://www.gowlandwhite.co.uk)



Gowland White are one of the longest established firms of Letting Agents on Teesside, serving both private and corporate landlords since the 1980s. We have welcomed thousands of landlords, offering a wealth of experience backed up by an enthusiastic approach which gets results.

Our approach is innovative and lively with expertise which will make a difference to you. Quite simply, we are focussed on finding the best tenants for our landlords and then ensuring that things run smoothly during the tenancy.

## *What's important to you is important to us.....*

### *Find the right tenant*

Selecting the right tenant is the crucial first step to a successful let. Professional referencing and credit checks help us to remove the guesswork from tenant choice but this is only part of the selection process, backed up by our understanding of which tenant is likely to be the right one for you. A tenant is not accepted until both Gowland White and the landlord are satisfied that they are the right choice for your property.



### *Set up the right tenancy*

You need your asset protecting. The tenancy agreement has to protect both you and your property. This has to be backed up by a detailed inventory and condition schedule to ensure that we can regain possession of your property in the right condition.

### *Proactive management during the tenancy*

We understand that looking after your property is the priority. We strive to prevent problems from happening in the first place but have the expertise to deal with any issues which may come along. We will carry out regular property inspections and quickly work to resolve any issues.

### *Operate to the highest of industry standards*

As members of the Royal Institution of Chartered Surveyors (RICS), Gowland White adhere to a strict code of practice and ensure that we always work to the highest of standards. Strict RICS controls on clients' funds give you added peace of mind, a feature which is not available from many of our competitors. We participate with 'Ombudsman Services: Property' which is approved by the Regulatory Board of the RICS and by the Office of Fair Trading (OFT). All our tenancy deposits are protected under The Tenancy Deposit Scheme for regulated agents (TDSRA), ensuring that deposits are protected and that disputes are resolved swiftly and impartially.



### *Flexible ways to manage*

Gowland White offer either a **full management service** or a **tenant finding service**. The choice is yours depending on the level of involvement you want.

### *Optional Rent Guarantee cover*

Despite careful tenant selection, problems can occur. If your tenant loses their job, Rent Guarantee cover (subject to the tenant qualifying) will ensure that you will receive your rent even if the tenant fails to pay it.

## *Key features of our service.....*

- Free listing and promotion of available properties
- Internet marketing of your property on [www.gowlandwhite.co.uk](http://www.gowlandwhite.co.uk) and other key web sites including:



- Arrangement of an Energy Performance Certificate (EPC) prior to marketing, as required by law.
- Optional accompanied viewings on vacant properties
- Thorough tenant selection process - prospective tenants are interviewed and vetted, helping us to achieve a high occupancy rate
- Continually updated applicant register with a high number of waiting tenants
- Preparation and signing of Tenancies and necessary legal notices at the beginning of agreements
- Preparation of a comprehensive inventory of contents and condition. Without this you may be unable to deduct money from a tenant's bond for any damage, cleaning etc.
- Collection of tenant deposits
- If you have difficulty in visiting our office but wish to discuss matters face to face we offer home visits for clients living locally

## *Additional benefits of full management.....*

- Collection of monthly rent
- BACS payments direct to your nominated bank account
- Pursuing of any overdue rent
- Preparation of monthly rent statements
- Efficiency added by our investment in VTUK software, constantly updated to ensure compliance
- Registering of the tenancy deposit under Gowland White's TDS membership
- Strict Royal Institution of Chartered Surveyors controls on clients' funds
- Tax management for owners working abroad
- Property inspections
- Organising gas and electric safety checks
- Arrangement of repairs
- Knowledgeable, enthusiastic staff available to give advice throughout the tenancy
- Optional rent guarantee scheme – you will receive your rent even if the tenant fails to pay it
- Check out inspection and refunding of the deposit, after any deductions
- Negotiate any deposit amount to be retained, after any deductions. Where a deduction is disputed by the tenant we will forward a written submission to the Independent Case adjudicator at the TDS

