

Slades



LETTINGS

Christchurch | Southbourne | Highcliff | Bransgore

MEET THE LETTINGS TEAM



Jason Hallowes - Partner MNAEA - MARLA

Partner of the firm since 1997 Jason is a member of the National Association of Estate Agents & Association of Residential Letting Agents. Jason works between the Southbourne, Highcliffe and Bransgore offices and brings a wealth of knowledge and expertise to the business, he is highly regarded by his peers having gained vast experience within the housing market throughout the last 30+ years.

jason@sladessouthbourne.co.uk



Jo Moore

Jo is our Property Manager and has been with Slades for almost 25 years from inception of the Letting office. Expert in TDS resolution and all aspects of property management and compliance, from remedial works to full refurbishment projects.

jo@sladessouthbourne.co.uk



Jason Jacobs

Jason has been with Slades for over 15 years and as a huge wealth of local knowledge & maintains excellent relationships with all of our landlords.

jasonj@sladessouthbourne.co.uk



Billy Hallowes

Billy has been with Slades for over 10 years, valuing properties and dealing with new lets ensuring both landlords & tenants are kept fully updated throughout the lettings process.

billy@sladessouthbourne.co.uk



Sara Stone

Sara has been with Slades for over 6 years, managing rental income and ensuring arrears are kept to a minimum. Also dealing with rent increases, landlord arrears claims insurance, deposits and compliance.

sara@sladessouthbourne.co.uk



Louise Wise

Louise has been with the Lettings office for over 14 years. Primarily controlling the management of Gas Safety certificates, maintenance and insurance claims, keeping a close eye on the remedial works and progression to keep landlords informed.

louise@sladessouthbourne.co.uk



Ollie Baker

Ollie joined the team in 2024 and deals mainly with new lets. Ollie has a great rapport with both Tenants & Landlords and already has a great number of excellent reviews from clients singing his praises.

ollie@sladessouthbourne.co.uk





Slades Estate Agents is a longstanding independent business established in 1992. We have offices in Bransgore, Highcliffe, Southbourne and our Head Office is in Christchurch.

Due to the increasing demand for letting and our insightful experience within the industry, we opened our dedicated Letting Office in Southbourne almost 20 years ago to cover letting arrangements throughout Dorset. The office has grown immensely and is now the number one choice for Landlords, offering over 100 years of experience.

We are here to help Landlords find suitable Tenants, deal with all contractual documentation and compliance, provide property maintenance, expert advice and liaise with the Tenant on the Landlord's behalf. We take pride in every property that is assigned to us and we have an excellent relationship with each Landlord.

Further details can be found at sladeshomes.co.uk
or call us directly on 01202 428555 option 2

**“We look forward to welcoming all new clients
and being of valuable service to you.”**



Jason Hallowes - Partner MNAEA - MARLA

OUR SERVICES

RENT
PROTECTION
& LEGAL
COVER
AVAILABLE

MARKETING

Property Consultation

We will visit your property to discuss your residential letting requirements and advise you of the current market value. We are also able to value the property with our wealth of local knowledge without the need to visit the property if a video tour is available.

Viewings

All potential Tenants will be accompanied around your property by a Slades representative who will qualify the Tenant and ascertain whether or not the applicant is right for your property, before we put their details forward to you for your consideration.



Advertising

Ensuring your property reaches the widest audience, we advertise in both local publications along with our website and most major portals such as Rightmove and OnTheMarket, we appreciate in this digital age the majority of initial enquiries are through the internet making the presentation of your property of the utmost importance, wherever possible we provide an online virtual tour of the property which is an invaluable tool.



Rent Protection and Legal Expense Cover - HIGHLY RECOMMENDED

We are able to offer you the opportunity of acquiring rent protection. For the peace of mind this offers at such a small price, we strongly advise our Landlords to take advantage of this insurance. Your rent will be covered should the Tenants become unable to pay, whether due to redundancy, sickness or a change in circumstances. Cover includes the legal expense to evict a Tenant.

Referencing

We don't just let anyone into your property - to minimize the risks, applicants wishing to proceed with renting your property will undergo full referencing checks, including a credit search, Landlord and employer references, by a National referencing company. You will be supplied with a satisfactory summary report for approval. In accordance with the 2014 Immigration Act, we also conduct the Right to Rent check on all Tenants. **Landlords in the UK can face fines of up to £20,000 for failing to ensure tenants have the right to rent, with increased penalties for repeat offenses.**

Deposit

Slades Lettings register the dilapidation deposit within the Government approved Tenancy Deposit Scheme for the duration of the Tenancy. At the end of the Tenancy we negotiate with your Tenant for any justified claims. **You could receive three times the deposit amount fine for not registering the deposit.**

Rent Collection

Slades Lettings will collect the rent from your new Tenant on the commencement date and credit the balance on the first available payment run date, by BACS, less any applicable charges.

Utilities Update

Wherever possible, we notify providers. Tenants, as the bill payer, do have the right to switch utility providers or have smart meters installed

Repairs

In the event of an emergency or minor repair being required, we will report to you as soon as possible and arrange to carry out any works as soon as possible. We can tailor this to include authority to financial limits if required, the cost will then deducted from the next available rent. We are happy to use your preferred contractors where possible but do reserve the right to act as Agent of Necessity should the occasion arise. A Tenant will have the right to apply for a rent repair order of up to 2 months rent if repairs are not dealt with. Therefore **It is vital that maintenance is dealt with swiftly.**

FULL PROPERTY MANAGEMENT



Slades Lettings will take the hassle away from you, we instruct Tenants to contact us in the event of any problems or concerns, we have an on line system for Tenants that can be accessed 24/7, and dedicated contractors that will attend to our properties 365 days a year, our systems are cloud based and monitored to ensure that in all eventualities, situations can be dealt with as soon as possible. We can tailor this to suit you if you have your own preferred contractors. We reserve the right to act as an Agent of Necessity and carry out emergency repairs in your absence. If you have any homecare style appliances that have an excess for call outs, a float will be retained on your account.

Management Visits

Your property is as important to us as it is to you, by carrying out checks on the property we are usually able to establish whether or not your Tenants are honouring their contractual obligations in a 'Tenant like manner'. A written report is forwarded to yourself, with advice on any action necessary. Tenants do have the ultimate right to refuse access, we do all we can to maintain a good relationship with your Tenant in order to secure that trust and gain access to the property without incident. We take great care in ensuring that regulations are adhered to the process of gaining access.

Rent

For your convenience, rents are collected monthly in advance, forwarded to you by BACS on the next available payment run date. We can offer a same day payment for a small additional monthly fee. Rent increases - we will contact you early to ensure that Tenants are paying the correct rent for your property.

Online

You are also able to visit our website. www.sladeshomes.co.uk 24 HOURS a day, using your unique Landlord Log-in to view activity on your account or retrieve statements.

END OF TENANCY

Notice to Quit

Slades Lettings will contact you within the correct timescales to ascertain whether you wish to serve notice. Slades will serve the appropriate Housing Act Notice to bring your tenancy to a close.

Re-Listing

Your property will be automatically re-assessed for the rental value at the end of each tenancy and re-marketed if required.

LET ONLY PACKAGE



If you prefer to actively manage your own property but wish to avoid the processes associated with finding and referencing a Tenant, take advantage of our Let Only Service. Our experience in vetting Tenants along with the benefit of the industry associations we belong to, ensuring that you are kept informed of the latest changes in regulations locally and nationwide and provided with legally backed documentation.

Deposit

Slades Lettings register dilapidation deposit within the Government approved Tenancy Deposit Scheme for the duration of the Tenancy, at the end of which, we can provide you with a check out report (at a cost) to assist you in negotiating a claim with your Tenant. A deposit is not released without both parties consent. **You could receive three times the deposit amount fine if unregistered.**

Rent Collection

Slades Lettings will collect the rent from your new Tenant on the commencement date and credit the balance on the first available payment run date, by BACS, less any applicable charges.



TENANT DEPOSIT PROTECTION SCHEME



As a regulated company Slades Lettings will be protecting Tenant's deposits within the Tenancy Deposit Scheme. This will mean that the Landlord will be unable to deduct money from the Deposit to carry out repairs or cleaning without the agreement of the Tenant first.

"If a Landlord and Tenant cannot reach agreement for the amount of money that is in dispute then it will be referred to the TDS for adjudication."

FACT SHEET FOR THE LANDLORD

How does the Tenancy Deposit Scheme work?

At the end of the tenancy the Agent/Landlord and Tenant will agree what happens to the deposit. (Agree to amounts proposed to be deducted, eg for cleaning, carpet cleaning, gardening, damages). If no resolution is reached within a certain timescale then a dispute will need to be raised with the TDS.

What happens if I do not lodge deposit with a Tenancy Deposit Scheme?

If a Landlord fails to comply with the new legislation by not protecting the Tenant's deposit the Landlord will be breaking the law. The Landlord will be unable to gain possession of the property and could be fined 3 times the deposit amount paid and would have to return the full deposit amount. This is something 'let only' Landlords should be aware of if they are not covered through an Agent by an insurance or custodial scheme to protect the Tenants' deposit.

How can I protect my property and insure the deposit against any damage?

Inventories and check-in's are now so important and must contain a detailed record of the property. If no inventory is in place the Landlord will have no claim for repairs or cleaning against the Tenant. Tenants have a responsibility to return the property in the same condition as they took it. Invoices for carpet cleaning and general cleaning will be required at the end of the Tenancy. If at the end of a Tenancy there is a dispute as to the vacating condition of the property, the Landlord will have to pay for any repairs or cleaning before it is resolved in order to re-let the property as soon as possible thereby reducing the void period.

What happens if my Tenant moved in before 6th April 2007?

If a deposit was taken before the 6 April 2007 it will not need to be protected by the scheme. As an existing Tenancy is extended and a Landlord agrees a new fixed term tenancy such as 6 or 12 months, the initial deposit would then be covered by the Tenancy Deposit Protection Scheme. The Client Money Protection Scheme Slades Lettings belongs to is: RICS, 12 George Street, London, SW1P 3AD.

TAX IMPLICATIONS FOR LANDLORDS



All Landlords will be assessed for tax on the income they receive from the letting of the property but the implications are very different for the Agent if the Landlord resides abroad. New rule from April 2026 Landlords earning over £50K to report to HMRC quarterly.

UK RESIDENTIAL LANDLORDS

Letting Agents are required to provide the Inland Revenue with a listing of all Landlord's names and addresses and the amount of rent collected (Section 19(1)(c)). It is for the Landlord to declare the tax on the rental income made through the 'self assessment' taxation system to the Inland Revenue on the amount of rent received.

Slades Lettings can provide you with a pre populated Self Assessment Tax Report upon request.

NON RESIDENTIAL LANDLORDS

Landlords residing outside of the UK are still liable for tax on income arising in the UK. The Taxes Management Act 1970, Section 78, clearly states (a person not resident in the United Kingdom shall be assessable and chargeable to income taxes in the name of any agents. In other words, the Letting Agent can be liable for a non-resident Landlord's income tax if the Landlord is not under the 'self assessment' tax system.

Non-resident Landlords can apply to have NO tax deducted by the agent subject to certain conditions. Slades will do quarterly reporting and payment to HMRC, annual returns, and provide landlords with a NRL6 certificate. Contact Slades Lettings for further details. Guidance notes are available on the internet through the 'centre for non-residents' pages of the Inland Revenue website: www.inlandrevenue.gov.uk/ncr/nr_landlords.htm

"For a Let Only service, the Tenant can become liable for an overseas Landlord's tax if paying direct to the Landlord."

The law gives the Agent the right to retain tax at the basic rate of the rents collected to meet expected tax liabilities, this will only be paid to the Inland Revenue once the Landlord has been assessed and has appealed and claimed all costs. The onus is on the Landlord to appeal against the tax assessment and not on the Agent. If the Landlord refuses to accept the retention, the only option is to let the property on a let only service or to obtain Indemnity from the Landlord's Inland Revenue Tax office direct, not from the Landlord's Accountant/Tax Adviser.

GENERAL INFORMATION

INVENTORY CHECK IN

A good inventory should provide peace of mind for both Landlord and Tenants and is a key aspect of profitable letting.

Our independent inventory company will prepare a detailed Inventory and Schedule of Plight and Condition of your property. This essential document lists all items contained in the property as well as the condition of both the internal and external fixtures and fittings and is used to determine whether or not dilapidations have occurred and to identify items that may have been removed.

Many Landlords letting unfurnished properties question the need for an inventory but it is important to remember that walls, floors, windows, doors, gardens etc, are all vulnerable to damage, therefore to prevent you carrying the cost of a Tenant's damage, it is essential to have an accurate record of the condition of these fixtures and fittings.

It is now Law to test smoke and carbon monoxide detectors to ensure they are in working order on the first day of a tenancy. We can conduct this service with the Tenant and provide you with a written and photographic report.

COUNCIL TAX

Unless otherwise agreed, your Tenant is responsible for paying this charge for the duration of their Tenancy. Where the property is vacant you will be responsible for the council tax. You will need to check with your local council to see if a discount for a void period may apply.

KEYS

It is essential that we are provided with a full set of keys prior to marketing. Once a Tenant has been selected, an additional set of keys for each Tenant will be required. Slades Lettings will retain a set for access to the property during the tenancy.

If you are unable to provide the required number of keys, please inform our office and we will arrange for keys to be cut prior to the commencement of the tenancy.

Keys are not released to the Tenant prior to the tenancy commencement date.

SIGNABLE INTEGRATION

Slades Lettings has introduced e-signature functionality in an effort to reduce the volume of paperwork for Tenants and Landlords, making it quick, easy and convenient to get those important documents signed anywhere, any time.

Documents will always be available to be viewed on line via your log in or, if preferred, we can still always send a paper version.

YOUR MORTGAGE

Should you have a mortgage you must inform your provider that you will be letting your property. In many cases you will need their written consent. It is your responsibility to ensure that you have the relevant permissions and we reserve the right to demand sight of documents giving you such permission. Should your lender require a copy of the Tenancy Agreement, we are happy to provide a copy. Should your mortgage stipulate you must serve notice to your Tenant prior to commencing any tenancy, you must inform us in order that we can arrange this on your behalf.

BUILDING & CONTENTS INSURANCE

You should inform both your Buildings and Contents Insurers that you are proposing to let your property and ensure that you obtain their written confirmation that this does not affect your cover. Unfortunately some insurers refuse to cover rental properties and you may find you are not covered should a Tenant damage your property, however, Slades Lettings are happy to provide information regarding policies specifically designed for Landlords.

Important: *Landlords check terms of insurance and mortgages for pets benefits.*

LEGIONNAIRES DISEASE

Landlords have a duty to ensure that the risk of exposure to Tenants, residents and visitors, is properly assessed and controlled. Legionella bacteria are found in the natural environment and may contaminate and grow in water systems, including domestic hot and cold water systems. They survive low temperatures and thrive at temperatures between 20-45°C if the conditions are right. They are killed by high temperatures at 60°C or above. For most residential settings the risk assessment may well show the risks are low so long as simple control measures are followed. This will apply to houses or flats with small domestic type water systems where the water turnover is high. Provided the risk assessment shows that the risks are insignificant and the control measures are being properly managed, no further action would be necessary. It is important however to keep the assessment under review periodically in case anything changes to the system. We can arrange a Risk Assessment if required, subject to current pricing.

MAIL

It is your responsibility to arrange for the re direction of personal mail. Further details regarding re-direction can be obtained from your local post office or Royal Mail online

RENTERS RIGHTS BILL

This is the biggest change in the rental industry for decades! We at Slades are ideally placed and knowledgeable in the recent amendments, ensuring our managed Landlords remain compliant

GENERAL INFORMATION

GAS SAFETY (INSTALLATION & USE)

REGULATIONS 1994 – HEALTH & SAFETY AT WORK ACT 1974

A Gas Safe registered engineer is required to carry out an annual inspection of the gas appliances and/or boiler. This is a mandatory legal requirement for anybody letting their property. Should you fail to have a gas safety certificate, you will not be able to serve notice. We reserve the right to instruct a gas safety certificate to be carried out should we not receive your confirmation to proceed. If you are a 'Let Only' Landlord, we will remind you that a gas safety certificate is due but it is ultimately your responsibility to ensure one has been carried out. We are happy to arrange this on your behalf subject to the current pricing. If you have a Building Compliance Certificate, this will only cover the boiler installation for the first year after installation, if there are additional gas appliances, a gas safety certificate will still be required for these items.

CARBON MONOXIDE & SMOKE DETECTORS

S150 of the Energy Act 2013 has been introduced requiring all rented properties to have the relevant number of smoke detectors for each floor and carbon monoxide detectors. The Landlord must provide these in working order and the Tenant is responsible for testing and replacing batteries once the units are installed. We can arrange these to be supplied and fitted at the current pricing. If a unit fails, it is the Landlord's responsibility to replace. via your log in or, if preferred, we can still always send a paper version. All detectors have a life span (even the hard wired detectors) of usually 7-10 years, we will monitor these detectors and ensure they are updated when required.

LEASEHOLD PROPERTIES

Should your property have a Head Lease, we will require a copy of this for our records. Assured Shorthold Tenancy Agreements refer to the schedules of Head Leases and it **must** be provided to Tenants.

STAYING IN TOUCH

We will periodically write to you with any relevant news or offers, any legislative changes that may have an effect on you or your Tenancy.

RENT
PROTECTION
& LEGAL
COVER
AVAILABLE



ELECTRICAL EQUIPMENT (SAFETY)

REGULATIONS 1994

From 1st July 2020 all new tenancies must have a valid EICR by Law. By April 1 2021, every existing property must have a valid EICR.

You are obliged to ensure that all electrical equipment is safe and complies with regulations and will not cause danger. We also recommend that any appliances left for the Tenant's use are also PAT tested at the start of the tenancy. Tenants must be provided with a copy of the EICR prior to moving into the property.

THE FURNITURE & FURNISHINGS (FIRE) (SAFETY)

REGULATIONS 1977, AS AMENDED 1989 AND 1993,

CONSUMER PROTECTION ACT 1987.

Legislation makes it an offence for a Letting Agent to let properties containing furniture & furnishings, which do not comply with regulations.

The regulations cover anything upholstered or which has a filling, such as a mattress, pillows, padded headboards etc. Exceptions, curtains, carpets and duvets, as are items of 'period' and antique furniture & furnishings manufactured before 1950. However items restored since 1950, may contain harmful materials.

ENERGY PERFORMANCE CERTIFICATE

Law since 2008, an EPC must be provided to a Tenant prior to the start of the tenancy, Listed properties excepted. The Energy Efficient Rating must be above an E, it is illegal to rent out a property below an E rating. A landlord cannot serve notice if the EPC was not provided prior to the start of the tenancy. The Certificate is valid for 10 years.

THE WATER INDUSTRY ACT 1999

Due to a change in the Water Act 1999, all properties with a change of name on the account whether due to sale or rent will have a water meter fitted to the property.

EMERGENCY FIRE PLANS IN FLATS

We must be provided with any block management details, property managers, should the need arise for an issue within a communal part. On flats with more than 2 sharing communal parts, there is usually an Emergency Fire Plan on display. This also needs to be provided to Tenants prior to tenancy and every year.

PRICE GUIDE

PROPERTY MANAGEMENT

STUDIO	Inventory Charge	£140 (£168 inc vat)
1 BEDROOM	Inventory Charge	£150 (£180 inc vat) (£165 + vat furnished)
2 BEDROOM	Inventory Charge	£165 (£198 inc vat) (£180 + vat furnished)
3 BEDROOM	Inventory Charge	£185 (£222 inc vat) (£199 + vat furnished)
4 BEDROOM PLUS	Inventory Charge	£195 (£234 inc vat) (£210 + vat furnished)
Check in		£80 (£96 inc vat)
(Required by law to test smoke detectors & carbon monoxide detectors)		
Check out		£150 (£180 inc vat) Studio to 3 bed
Check out		£180 (£216 inc vat) 4 bed plus
Monthly Management Fee	10 -12% of Monthly Rent plus vat	
Set Up Fee		£199 (£238.80 inc vat)
Register of deposit		£50 (£60.00 inc vat)
Referencing (per tenant & guarantor)		£65 (£78.00 inc vat)
Landlord AML Fee (per Landlord)		£35 (£42.00 inc vat)

LET ONLY

STUDIO	Inventory Charge	£140 (£168 inc vat)
1 BEDROOM	Inventory Charge	£150 (£180 inc vat)
2 BEDROOM	Inventory Charge	£165 (£198 inc vat)
3 BEDROOM	Inventory Charge	£185 (£222 inc vat)
4 BEDROOM PLUS	Inventory Charge	£195 (£234 inc vat)
Check in		£80 (£96 inc vat)
(Required by law to test smoke detectors & carbon monoxide detectors)		
Check out		£150 (£180 inc vat) Studio to 3 bed
Check out		£180 (£216 inc vat) 4 bed plus
Set Up Fee	50% of First Months Rent plus vat (min £400 + vat)	
Register of deposit		£50 (£60.00 inc vat)
Referencing (per tenant)		£65 (£78.00 inc vat)
Landlord AML Fee (per Landlord)		£35 (£42.00 inc vat)

ADDITIONAL SERVICES

EPC certificate	£100 (£120 inc vat)
Electrical Condition Report	Price on Application
PAT Testing	£66 (£79.20 inc vat) max 10 appliances
Legionnaire Risk Assessment	£66 (£79.20 inc vat)
Carbon Monoxide Detector (Fitted)	£62.17 (£74.60 inc vat)
Smoke Detector (Fitted)	£53.83 (£64.60 inc vat)
Gas Safety Certificate	£65.00 (£78.00 inc vat)
Gas Safety and Service	£95.00 (£114.00 inc vat)
Gas Safety, Service and Legionella	£125.00 (£150.00 inc vat)
Key Cutting	Retailer Cost
Management Visit	£60.00 (£72.00 inc vat)
Serving of Relevant Notice / Rent Increase Section 13, 2	£150 (£180 inc vat)
Deposit Disputes	£200 (£240 inc vat)
Insurance Claim Administration	£200 (£240 inc vat)
Slades will supply heaters in the event of a heating system failure	£10 (£12 inc vat) per week

If your tenant agrees to buy your property Slades will be due a fee of 1% plus VAT

SCAN THE QR CODES

HM Government

How to let

A guide for current and prospective private residential landlords in England

March 2023



Download the PDF document

HM Government

How to rent

The checklist for renting in England

October 2023



Download the PDF document

 **TDS**
Tenancy Deposit Scheme
Insured / Custodial

CUSTODIAL SCHEME

Download the PDF document

 **GOV.UK**

RENTERS RIGHTS BILL

View the online information

 **FIRE KILLS**
YOU CAN PREVENT IT

FIRE SAFETY IN HOMES

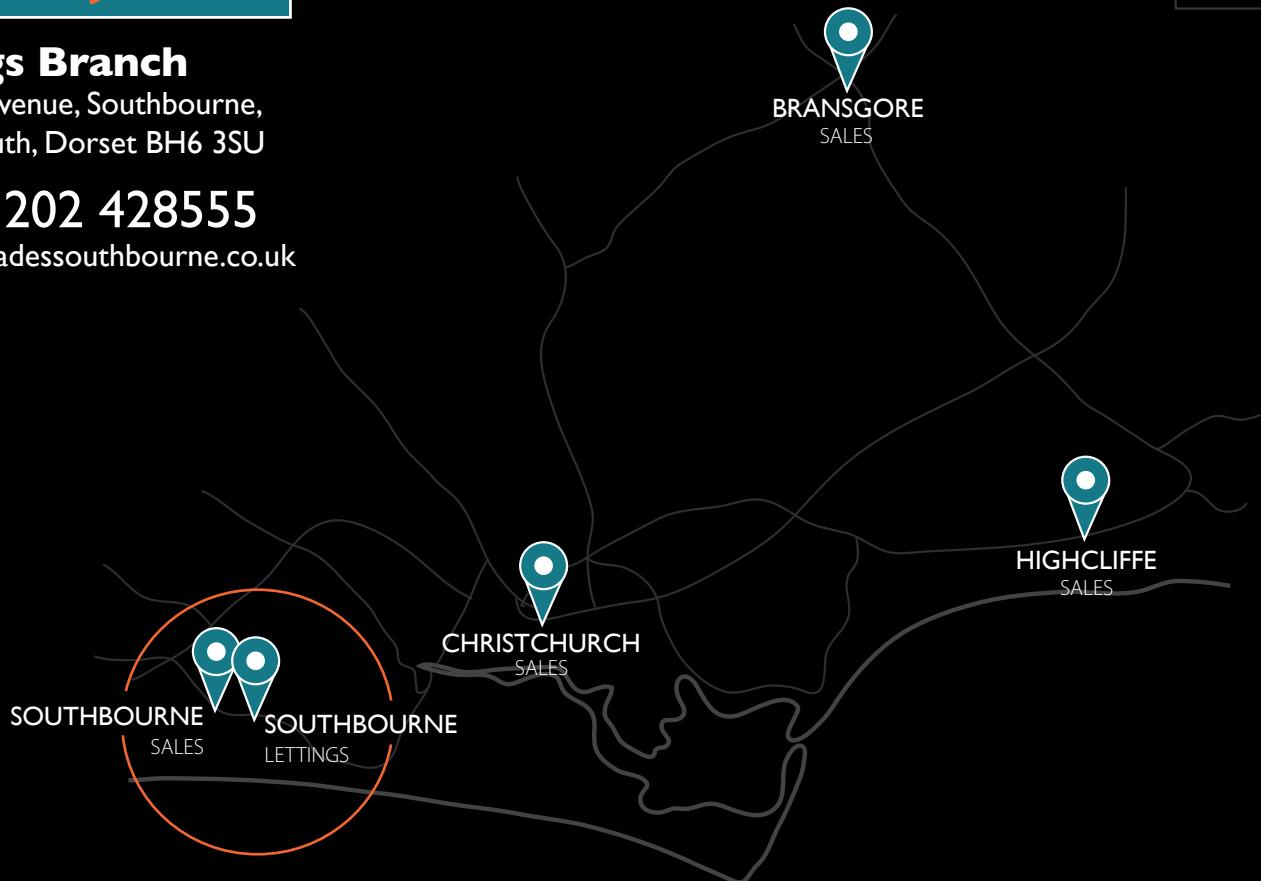
Download the PDF document

Lettings Branch

1a Grand Avenue, Southbourne,
Bournemouth, Dorset BH6 3SU

TEL 01202 428555

lettings@sladessouthbourne.co.uk



OUR OTHER BRANCHES

Christchurch Branch

7 Castle Street, Christchurch,
Dorset BH23 1DP

TEL 01202 474202

sales@sladeschristchurch.co.uk

Highcliffe Branch

356 Lymington Road, Highcliffe,
Christchurch, Dorset BH23 5EY

TEL 01425 277773

sales@sladesshighcliffe.co.uk

Bransgore Branch

The Corner House, Ringwood Road,
Bransgore, Christchurch, Dorset BH23 8AA

TEL 01425 673311

sales@sladesbransgore.co.uk

Southbourne Branch

51 Southbourne Grove, Southbourne,
Bournemouth, Dorset BH6 3QT

TEL 01202 428555

sales@sladessouthbourne.co.uk

THE PROPERTY PROFESSIONALS

Slades Estate Agents

Christchurch | Southbourne | Highcliffe | Bransgore

www.sladeshomes.co.uk