

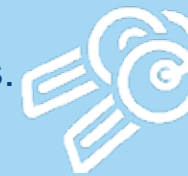
RESIDENTIAL LETTINGS

Landlord's Guide and Property Management

Robinson & Hall, successfully maximising and protecting our clients' valuable assets for over 144 years.

We are specialists in residential lettings, offering expert advice and unbeatable service to our clients at all times. We tailor our packages to suit your property and circumstances, whilst giving you complete peace of mind.

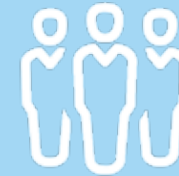
We manage
250+
properties.



On average we
let most
properties
in the first
week.



We look after
500+
tenants.



We have a 95%
client satisfaction
rate.



WHAT SETS US APART?

- ✚ We offer a personal, tailored service to suit your needs.
- ✚ We have a reputation for delivering outstanding customer service.
- ✚ We make sure your property is fully compliant with the latest legislation prior to letting your property.
- ✚ We have a bespoke property management package with a 24/7 emergency helpline.
- ✚ You have a dedicated Property Manager who has a wealth of knowledge and expertise and will look after you and your property throughout.

- ✚ Our in-house finance team is on hand to ensure rental payments are received on time.
- ✚ We offer rent and legal protection packages.
- ✚ Our range of additional in-house services include: Commercial, Auctions, Rural Property & Business, Planning & Design, Building & Project Consultancy and Renewable Energy.
- ✚ We are professionally accredited by the recognised authorities, including The Royal Institution of Chartered Surveyors (RICS) and ARLA Propertymark, adding reassurance that you are dealing with experts.



OUR MANAGEMENT PACKAGE

	LET ONLY	FULLY MANAGED
Showcase your property with an eye-catching digital marketing package	✓	✓
Advertise your property on our website, property portals and social media	✓	✓
Market your property to our extensive mailing list of potential tenants	✓	✓
Provide accompanied viewings with regular feedback	✓	✓
Arrange stringent tenant referencing	✓	✓
Agree tenancy terms with all parties and arrange for the signing of the Tenancy Agreement	✓	✓
Prepare and serve all legal documentation required on the tenant	✓	✓
Check the tenant in and handover the keys	✓	✓
Provide you with your own dedicated Property Manager who is on hand to help and manage your property throughout		✓
Carry out a detailed record of condition inventory report		✓
Register the deposit with the Tenancy Deposit Scheme		✓
Ensure the property remains compliant with all legislation		✓
Deal with all day-to-day maintenance issues		✓
Collect rent, issue statements and manage arrears		✓
Handle any tenant disputes		✓
Deal with annual rent reviews		✓
Issue Section 13 Notices to increase the rent, if necessary		✓
Carry out routine property inspections and provide a detailed report to monitor the property's condition		✓
Have full access to a team of trusted, insured and highly-trained contractors. We can obtain competitive quotes and manage repairs		✓
24/7 emergency support line staffed by a member of the Robinson & Hall lettings team, ensuring that urgent issues are dealt with swiftly to prevent further complications and unnecessary costs		✓
Carry out a detailed record of condition inventory report at the end of the tenancy and compare it with the inventory at the start of the tenancy		✓
Organise the return of the deposit including deposit dispute resolution		✓
Optional Rent and Legal Protection Insurance*		✓

LETTING YOUR PROPERTY IN 6 EASY STEPS

1. Choosing your letting agent

Once you have decided that you would like to rent out your property, you need to choose the best letting agent that suits your particular requirements. At Robinson & Hall, we have over 144 years' experience letting a wide variety of properties and we work hard to get the best possible rental return.

2. Choosing the right lettings package for your needs

Robinson & Hall offers two packages; fully managed and let only. Our bespoke property management packages are designed to suit your requirements, offering you full support along the way. Our fully managed service offers complete peace of mind, allowing you to leave everything in our hands. We take care of all aspects of your property and tenancy, ensuring full compliance with all current legislation. Our let only service is ideal if you prefer a more "hands-on" role. Once we've found a suitable tenant and have put in place the Tenancy Agreement, the day-to-day running of your rental property is yours to oversee.

3. Marketing your property

Robinson & Hall will market your property in order to get maximum exposure by using various advertising platforms. Your property will be advertised on the leading property portals such as Rightmove as well as Robinson & Hall's own website and social media accounts.

4. Getting your property ready to let

First impressions matter, which is why presenting your property at its best is so important. With our extensive knowledge of the lettings market, we'll work closely with you to ensure that your property meets all rental requirements and appeals to potential tenants.

5. Moving in your new tenant

Prior to your new tenant moving in, Robinson & Hall will ensure:

- ✚ Your tenant has been properly referenced.
- ✚ The property is complaint with all essential regulations.
- ✚ Properly signed contracts are in place.
- ✚ The first month's rent and deposit has been paid.
- ✚ The deposit has been protected.

6. Completion

Upon completion, keys will be released to the tenant on moving in day. For managed properties, we will provide the tenant with contact details of their dedicated Property Manager.

OUR FEES

Robinson & Hall is a licenced member of a Client Money Protection Insurance through ARLA PropertyMark and offers independent redress through the Property Redress Scheme (PRS). Please find below our fee structure which is offered on a no let, no fee basis.

Full Management	12% + VAT (14.4% inc VAT) monthly
Let Only	One month's rent + VAT (minimum £1,200 inc VAT)
Tenancy Set Up Fee	£295 + VAT (£354 inc VAT) includes comprehensive marketing, conducting viewings, arranging stringent tenant referencing, obtaining all property compliance and tenant documentation, preparing and issuing the Tenancy Agreement and legal paperwork, and overseeing the check-in and key handover.
Inventory	From £125 + VAT (£150 inc VAT) depending on property size.
Annual Deposit Registration Fee	£50 + VAT (£60 inc VAT)
Section 13 Notice Fee	£100 + VAT (£120 inc VAT)
Management of Repairs Fee	10% + VAT (12% inc VAT) of the contractor's total invoice for works over £1,000.
Rent and Legal Protection	Price on Application
Purchase of the Property by the Tenant	1.5% + VAT (1.8% inc VAT) of the purchase price is payable on completion of the sale if the property is sold to the tenant or a connected person during or within 12 months of the expiration of the tenancy.
Abortive Tenancy Fee	6% + VAT (7.2% inc VAT) of the annual rent is payable if you inform us that you do not wish to proceed with the tenancy once we have found you a suitable tenant.

ADDITIONAL SERVICES

Our extensive array of services and distinctive in-house setup enables us to manage projects from initial concept all the way to final completion.

Our services include:

- ✚ Property Auctions
- ✚ Commercial Sales & Lettings
- ✚ Commercial Management
- ✚ Rural Sales & Lettings
- ✚ Development
- ✚ Planning & Design
- ✚ Building & Project Consultancy

CONTACT US

Call us to book a free, no obligation market appraisal to find out how much rent your property could achieve.

Bedford

Unit 1, Highfield Court
Highfield Road, Oakley
Bedford MK44 7TA

Tel: 01234 351000 option 1

Buckingham

15 Apollo Court
Radcliffe Road
Buckingham MK18 4DF

Tel: 01280 428010

Email: lettings@robinsonandhall.co.uk

