

JACOBS

PROPERTIES

Our guide to letting your property



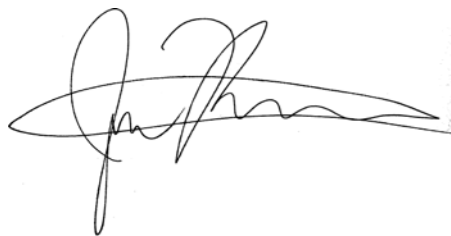
Choosing the right letting agent

We know how important it is to choose the right letting agent to look after your property investment. It can make or break your property investment.

You need an agent with a good reputation who can provide a high quality service, achieve the highest rental income and find fully referenced tenants who will look after your property to help maintain its value. An agent who takes compliance and regulation seriously, staying up to date with legislative changes at all times to keep you, your property and your tenants fully protected.

We have a warm and friendly approach yet always stay focused on delivering results that matter to our landlords. High returns and a reliable service. That is what's driven customer loyalty to Jacobs Properties over the years.

Jon Coombs, Director



Our story

We are a local Basingstoke letting agent helping property owners, buyers and tenants with their property needs. And we do it with a smile.

Founding Director Jon Coombs entered the property business in the early 90's, initially letting and managing his own portfolio of properties. Over the next 10 years Jon found himself with a growing loyal customer base, most of whom are still customers today.

In 1999 the business formally established as Jacob's Properties which expanded further in 2018 after the acquisition of another local agency. Since then, we have slowly but surely grown into what we are today - Basingstoke's leading estate and letting agent.

With Jon at the helm, we have always been about building trust and helping people at every stage of their property journey. Jacobs Properties has a warm and friendly approach, something we know matters to our clients and the people within the business.





Emergency cover so you can relax

In an emergency, we're **contactable 24/7, 365 days a year** under our Fully Managed service.

Why choose Jacobs Properties?

Reputation for excellence

Having grown our business from recommendations and referrals, we place great emphasis on building solid relationships with our landlords. Whether you are letting a one-off property, have a large portfolio of properties or managing your pension plan through property investments, our experienced team are by your side throughout.

Safe and compliant

We are ARLA registered, UK's foremost professional and regulatory body for letting agents, which ensures that we adhere to professional standards. Our team receive ongoing, high quality training to ensure they continuously keep up to date with UK lettings legislation that is forever changing. This way, we make sure your property is legal and compliant.

Referenced tenants

The key to letting your property successfully is the right tenant, and we'll help you find them. With years of experience and access to all the right channels, we know how to attract the right tenant and get your letting journey off to the best possible start.

Maximum returns

Through changing market conditions, we regularly update you to ensure your property is achieving the maximum rental yield and delivering a positive return on your investment. We are also here to advise you on future investment opportunities, working collaboratively with our excellent sales team to source and secure the right properties to suit your budgets.

Local property management

With our in-house property management team, you'll benefit from better and quicker communication and resolutions to any issues arising. You'll also speak to the same people, not be passed from pillar to post. We use local, reliable tradespeople and provide 24 hour management for landlords using our Fully Managed service, giving you complete peace of mind.

Our lettings services:

Let Only

If you're a landlord who is experienced in the day-to-day running of your lettings property but need help with finding the right tenant, this is the ideal service for you. We'll source and reference your tenant, but leave the management to you.



Fully Managed

For complete peace of mind our Fully Managed service offers it all. This is our most popular package with landlords feeling increasingly time-poor and overwhelmed by the significant levels of admin required to let out a property in the UK. We can reduce that burden for you by finding tenants and managing your property, or portfolio of properties.



	Let only	Full management
Property appraisal and rental valuation	✓	✓
Advise on meeting your landlord obligations	✓	✓
Extensive marketing (Rightmove, Zoopla, To Let Board, social media)	✓	✓
Find and screen tenants	✓	✓
Arrange, accompany viewings, and provide feedback	✓	✓
Negotiate tenancy particulars	✓	✓
Professionally reference tenants & guarantors	✓	✓
Arrange inventory and schedule of condition with professional 3rd party company	✓	✓
Draw up tenancy agreement along with any specific terms and clauses, send legal documents	✓	✓
Register the tenant's security deposit with a government approved scheme and issue prescribed information	✓	✓
Check-in tenants at start of tenancy	✓	✓
Collect rent and chase arrears where required		✓
Process rents and send monthly statement to landlord		✓
Negotiate tenancy renewals / extensions and rent increases		✓
Serving of notices		✓
Annually arrange Gas safety checks and issue certificate to tenants		✓
Notify local council and utility companies		✓
Oversee and arrange end of tenancy check-out		✓
Negotiate with landlord and tenant the security deposit return and deductions		✓
Manage Council and utility accounts between tenancies		✓
24/7 emergency cover for tenants		✓
Manage tenants, liaise with contractors, and arrange repairs where required		✓
Arrange quotes and send to landlord for repairs over £250		✓
Arrange servicing, property maintenance & refurbishment between tenancies		✓
Regular property inspections with full report provided to the landlord		✓
Provide annual income and & expenditure report		✓

Our lettings process

Quality marketing

To attract the right tenants and make your property stand out in the crowd, it's important to professionally market your property. We take this step seriously and will help to prepare your property for marketing to ensure it is shown in the best light and shines online.

01

Rental valuation

Before we meet you at the property we will send you our agency agreement and terms so you are fully in the know. We'll bring comparable reports for similar properties and offer an accurate, up-to-date rental valuation following a tour of the property.

02

Advice and recommendations

We will also offer recommendations for any maintenance or refurbishment that could add value to the property and help attract a higher rent. Of course, our experienced agents will also answer any questions you have about letting out your property. We will follow up in writing to confirm the value and our recommendations.

03

Marketing the property

We'll advise you how to prepare the property so it's in the best condition before we come around and take photographs, property videos and virtual tours, if required. We'll also create a professional floor-plan. Your detailed listing will be uploaded to the major property portals including Rightmove, Zoopla and Jacobs Properties website, as well as promoted across social media.

04

Paperwork and legals

We carry out the legal checks required to make sure all certificates are in place to let your property such as Energy Performance Certificate, Gas Safety Certificate, Electrical Inspection Report, Portable Appliance Test (PAT) smoke and carbon monoxide detector checks, Legionnaires Risk Assessment and much more. We will ask you to complete a Landlord Detail Form with all relevant information about your property that will be important for the tenants and our property management team such as the location of the stop-clock, utility suppliers and more.

05

Finding your tenant

We will match your property to the tenants we already have registered on our database, and market the property far and wide to generate the most interest. Suitable tenants will be booked in for viewings which we will take care of, asking as many questions as possible to assess if the tenants are suitable. We will confirm any application in writing to you and provide you with as much helpful information as possible so you can make an informed decision. Whilst we are always here to guide and advise, it is always your decision as a landlord which tenant you choose.

06

Holding deposits

Once a tenant is secured, we collect a holding deposit and send lots of information to your tenant including How to Rent Guide, deposit protection information, a copy of the tenancy agreement and copies of all certificates. With your consent, we will agree and add any additional clauses, if relevant such as break clause, parking and pets allowances.

07

Tenant referencing

The tenant will be fully referenced using a professional, nationally recognised referencing company. The checks are comprehensive and include income checks, previous landlord details and credit history.

08

Contracts and deposit payment

Once the tenants, or guarantor, pass referencing, copies of the agreements will be sent to both landlord and tenant for signing. Your tenant pays the first month's rent and balance of deposit before the keys are handed over. Prior to moving in, we will arrange a professional clean of the property and ensure all maintenance and repairs are complete.



Our professional promise

We are members of ARLA Propertymark, a professional body for letting agents, and belong to their Client Money Protection Scheme. This gives you complete peace of mind and reassurance that you are working with an agent you can trust.

09

Inventory and first rent

We will arrange an inventory and check-in using a professional inventory company or inventory clerk. The tenant must sign the inventory, or make any changes before signing, if required. The rent, minus our commission and expenses, is then paid to you with a full statement for complete transparency. For tax purposes, we can provide you with a report and statement at year-end too.

11

Regular inspections

It is important to us to make sure that your tenant is looking after the property. Regular inspections give us the chance to spot any maintenance problems, and the tenant an opportunity to raise any maintenance concerns. This ensures good communication. A happy tenant is far more likely to take good care of your property.

12

Check out

The tenancy can be terminated either by the landlord or the tenant according to legal guidelines. Prior to the end of the tenancy, we visit the property and ensure the tenant is aware of any actions they need to take before check-out. Your tenant has a duty to return the property in its original condition. We use a professional inventory company for the check-out process to ensure any deposit deductions are properly documented. We then discuss, agree and prepare the next tenancy with you.

10

Property Management

Since we started the business in the early 1990s, we've built up a team of excellent, trustworthy local contractors. Your tenant will have access to the contact details of the Property Maintenance team if any issues arise and we provide an out of hours emergency cover for our Fully Managed properties, available 24/7. Our team will always discuss and get sign off for any maintenance costs with you as landlord before instructing the contractor including checking if any existing service cover is in place.



Keeping things in check

We provide our landlords with a useful checklist, something not many other agents do. This has proven to be a really useful way to help you be organised and get things done!

Immediate

- ✓ Ensure that you have a valid energy performance certificate.
- ✓ Check that your landlord's gas safety check is up to date.
- ✓ Ensure that you have an up to date EICR electrical safety certificate and electrical items provided have been PAT tested.
- ✓ Ensure that you have a legionnaires test certificate.
- ✓ Ensure that all smoke alarms and carbon monoxide detectors are fitted in the correct place in accordance with manufacturer's instructions.
- ✓ Ensure any furniture and soft furnishings comply with current fire regulations.
- ✓ Obtain consent to let from mortgage lender and leaseholder and arrange suitable buildings insurance.
- ✓ Apply for Overseas Landlord Tax Exemption if applicable.
- ✓ Check with your local authority to see if you require a HMO (House of Multiple Occupation) licence for your property.
- ✓ Provide agent with access key for marketing property (photos and floor plan).

Pre tenancy

- ✓ Complete Landlord Detail Form.
- ✓ Keys - 2 x full set (1 x Tenant, 1 x agent).
- ✓ Keys - 3 x additional front door keys (1 x tenant, 2 x agent).
- ✓ Ensure all maintenance jobs are complete.
- ✓ Ensure property has been professionally cleaned and the garden is well presented.
- ✓ Ensure all personal items are removed (including those in loft and garage).
- ✓ Inform Agent if you wish to take out Landlord Rent Guarantee Insurance.
- ✓ Ensure you have provided all instructions e.g. oven, boiler etc.
- ✓ Arrange forwarding of post to your home address.



Hear from our clients

Jacobs Properties have been reliable and professional from the first moment we contacted them to rent out a property. They have given us valuable advice and we had great faith that they would select the right tenant.

Nicola Hayes, Property Owner

We have conducted our business with Jacobs Properties for over 12 years now. They are a trusted partner that have given professional and courteous service over an extended period of time. They are always proactive in resolving problems with our properties whenever they arise and all with reasonable charges. We highly recommend them to anyone needing to rent their property.

Ann Strobel, Property Owner

Just moved in to a property managed by Jacobs. The team are incredibly helpful and my move in process has been easy. From viewing to completing.

Nathaniel Abrams, Tenant





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[jacobs.properties](https://www.jacobs.properties)