

leapfrog  
*lettings & sales*

a guide to our lettings services



leapfrog  
*finding your next pad*



to let

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[www.leapfroglettingsandsales.co.uk](http://www.leapfroglettingsandsales.co.uk)



# Welcome



**Moving is a busy and exciting time and we're here to make sure the experience goes as smoothly as possible by giving you all the help you need under one roof...**

Leapfrog Lettings & Sales has become a well-respected and established, independent company since opening our office in Skelton back in 2009. Since this time we have grown and expanded, with an enviable and well-deserved reputation, specialising in Residential Property Sales, Property Management and Lettings within the East Cleveland and North Yorkshire area, stretching from Stokesley, Great Ayton and Guisborough, over towards Redcar, Marske, Saltburn and the smaller villages surrounding Skelton.

With over 28 years local market experience, we are committed to delivering the highest possible standards of service to vendors, purchasers, landlords and tenants and pride ourselves on a modern, proactive approach. We are ideally placed to offer customers a local service backed up by the expertise and resources of modern, proactive company and our team is on hand to support you through every stage of the Sales, Purchase and Lettings journey.

At Leapfrog, we are very proud of our local roots, which is why our branch is staffed by local experts who can provide useful insight into the market in a particular area. They will be able to tell you exactly what your property could be worth on the sales or lettings market. As well as in-house advice and assistance, we offer a comprehensive marketing service, meaning if you instruct us to sell or let a property, you can be sure we will work hard to bring it to the attention of the largest possible audience.

We strive to be that agent; working tirelessly to get you the best price for your property and making your priorities, our priorities. We offer a very competitive fee structure and our comprehensive, knowledgeable service, is being appreciated by vendors, landlords and tenants throughout the area.

Here at Leapfrog, we have always used computer and internet technology, but the company's biggest strength is the genuinely warm, friendly and professional approach that we offer all of our clients. For advice you can trust on all aspects of selling, buying, letting or renting a home, please contact **Leapfrog Lettings and Sales** today.

## residential lettings

### Our commitment to you...

When you decide to let your property, employing a knowledgeable and recognised agent to handle the letting for you can give you peace of mind.

You can trust Leapfrog to protect your interests by dealing responsibly with all the procedures involved in letting and subsequent management. We pride ourselves on being specialists in our industry and are committed to offer the highest levels of care and attention, ensuring your property is let quickly and that the tenancy runs as smoothly as possible.

We have always offered our clients exceptional service and consistently improved our reputation year on year. Our highly motivated and dedicated staff who have vast local knowledge, are passionate about what they do and are trained to advise you on all the aspects of letting your property; from the initial marketing strategy through to the basic legal and taxation considerations and finally to the Tenant's departure at the end of the tenancy.

As members of the UK Association of Letting Agents (UKALA) we adhere to defined lettings and management standards and have an approved complaints procedure. We also offer Client Money protection as standard provided by UKALA. We are also members of the Independent Ombudsman Scheme using the Property Redress Scheme.

Because we are specialists in our field, we can devote more time to finding you a suitable professional Tenant quickly and efficiently by offering various levels of service to suit your requirements, anything from a simple let, to comprehensive management and maintenance of your property and we include some of the following:-

- Rental appraisal and full market consultation
- Competitive commission rates
- High profile marketing including taking photographs, measurements and erect a 'To Let' board
- Extensive advertising and marketing initiatives
- Accompanied viewings
- Comprehensive full referencing on Tenants and any Guarantors including right to rent checks, anti-money laundering and residency checks.
- Prepare the appropriate tenancy agreement
- Register deposit monies
- Issue monthly statements and chase prompt payment of accounts
- Insurance for guaranteed rent schemes available
- Legal protection policy available
- We have Professional indemnity insurance & Public Liability Insurance
- UKALA and NLA members
- Client money protection (CMP) provided by UKALA
- All UKALA members belong to the Independent Redress Scheme provided by PRS

We offer a **free assessment** to prospective landlords and give advice on achievable and realistic rental figures. We are highly committed in offering a professional and reliable service and our dedicated team are available for appointments longer than most of our competitors, so evening and weekend appointments are no longer a problem!





# we'll put your property in front of millions...



## Prominent website marketing

With greater numbers of sales being generated via the internet, Leapfrog ensure that, within hours of instruction, key information about your property is added to our comprehensive website. Full sales particulars of your home can be both accessed and downloaded from [leapfroglettingsandsales.co.uk](http://leapfroglettingsandsales.co.uk).

We also are affiliated to major property portals to give your property maximum exposure locally, nationally and worldwide including [rightmove.co.uk](http://rightmove.co.uk).

## much of our success has been built upon repeat business & recommendations

### Pro-active marketing

We believe in renting properties and not waiting for them to let themselves. We take a proactive approach and telephone registered applicants, encouraging them to arrange an internal viewing. These applicants are carefully selected, and we contact only those that meet the criteria of your property in order to make the best use of your time and to avoid disappointment.

### Accompanied viewings and quality feedback

We provide accompanied viewings on all our properties in order to receive immediate and honest feedback from potential buyers which allows us to overcome any potential objections they may have. We then endeavour to provide constructive feedback within 24 hours of the

appointment in order to adapt our marketing strategy to aid a speedier house sale. If you have provided us with a key to your home, you can be assured it will be left secure and exactly as we found it.

### 'To Let' boards

Leapfrog without doubt, have the most attractive and professional eye catching digitally printed "To Let" boards which act as our "24 hour salesperson". Despite modern technology, many customers still drive around their favoured areas looking for suitable properties, or someone in your neighbourhood may know of someone looking to buy in your area. Subject to your approval, our board will be positioned in the most convenient location in order to gain maximum visual impact and reach the maximum number of potential buyers.

# preparing to let your property

## Rental valuation

We now have many responsible and financially secure people wishing to rent a comfortable home. Our experienced Lettings Manager will visit your property without charge or obligation, to assess what rental figure could be realistically achieved by drawing comparisons with similar property we have let in the area and to discuss the service options available. We will also discuss other details such as whether you will allow children, pets or smokers and provide information about your responsibilities to third parties once your property has been let.

## A first class, pro-active service with a personal touch

Our office located in Skelton is comfortable and cheerful - creating an environment where Landlords and Tenants are made to feel welcome and advise in all aspects of renting is freely available.

## Competitive Fees

As an independent firm, Leapfrog are able to offer a competitive rate of commission that we will only charge once your property has been rented - therefore paying only for our success.

## Decoration, Appliances & Gardens

One of the most important things to remember is that well presented properties attract good Tenants. They also achieve higher rents and let more quickly than properties which require updating. First impressions can make a huge difference and we are always ready to advise on any work needed which should be completed prior to the commencement of our marketing campaign. There is no need to furnish the property as most shorthold tenancies are unfurnished as a lot of Tenants prefer to use their own furniture to save on storage costs. In an unfurnished property, we recommend there should be carpets, curtains, light fittings, TV aerial, fitted kitchen (with cooker) and fitted bathroom.

As a Landlord, repairs and decoration to the outside of the property are your responsibility. Where properties have a garden, Landlords are required to supply a minimum amount of gardening equipment such as a lawn mower and tools. Tenants are responsible for keeping garden areas in a tidy state and you will need to supply the necessary equipment to achieve this. Washing machines, cookers, dryers, dishwashers and heating systems should be in good working order and clean. We strongly recommend a service contract for central heating systems and full information should be supplied. The Tenant must leave the property as they found it and the cost of making good will be deducted from their deposit. However, you must appreciate that normal wear and tear will take place and decorations naturally deteriorate over time.

## Mortgage and Leasehold Property

Generally, Landlords are required to seek permission from their lender if a mortgage is outstanding on the property. If the property is leasehold, the Freeholder or Management Company should be notified and arrangements made for payment of ground rent and maintenance charges. They may require a copy of your tenancy agreement, failure to do so may prejudice the tenancy.



## Building & Contents Insurance

Landlords are required to maintain a fully comprehensive policy of insurance on the building and their contents of the rented property. If the property is an apartment, it is likely that the Management Company or freeholder arranges the building insurance, however you will still be responsible for insuring your own contents. Please make sure that you are adequately covered. The Tenant is responsible for insuring their own possessions.

## Utilities

As the Tenant will be responsible for electricity, gas, water, sewage and telephone, Landlords should arrange the closing of accounts with the suppliers before vacating their property. Services should NOT be disconnected.

## Council Tax

It is your responsibility to notify the relevant local authority to close the account in your name.

## Telephones

Landlords should obtain a closing account before leaving their property. Tenants should make their own application for reconnection.

## Maintenance

We will always contact you before any major repair or maintenance is carried out. Leapfrog uses the skills of local craftsmen and tradesmen. We will deal with all maintenance issues from a dripping tap to possible emergencies such as storm damage or breach of security. Copies of all service contracts and appliance checks should be passed to us.

## Keys

All keys in our possession are security coded. There should be sufficient front door keys for each occupant and a set for Leapfrog. We should be notified where spare keys are kept and these should be clearly labelled.

## Burglar Alarms

It is vital that we have clear instructions where an alarm is installed. A 24 hour service contract should be arranged, keyholders and local police should be advised of arrangements.

## Personal Arrangements

Please notify the Post Office of your new address if applicable to arrange a redirection. When a Landlord is resident abroad it would be particularly helpful to have a U.K representative.

# legal & moral obligations



**In recent years, new regulations have been introduced to improve safety in rented accommodation. All Landlords need to be aware of the implications of the legislation. The penalties for non-compliance are severe and can include a substantial fine and/or imprisonment.**

## Arrangement of Gas and Electrical Inspections

The Gas Safety (Installation & Use) Regulations 1994 require landlords to ensure that all gas appliances and installed pipe work are maintained in a safe condition and that they are inspected annually by an approved Gas Safe registered contractor. A Landlord's Gas Safety Certificate must be kept and issued to all tenants prior to the start of a tenancy.

Since June 1, under **The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020**, landlords in England have been required to have the electrical installations in their properties inspected and tested, at least every five years, by a person who is qualified and competent.

This applied in England to new specified tenancies from July 1 2020 and will apply to all other tenancies from April 1 2021. A new specified tenancy is a tenancy which was 'granted' (signed) on or after June 1 2020.

The regulations refer to an electrical safety report being obtained by the person conducting the electrical installation inspection and test.

An Electrical Installation Condition Report (EICR) is used within the industry for this purpose. An EICR is a report carried out to assess the safety of the existing electrical installation within a property and is used to describe its condition. Its purpose is to confirm as far as possible whether or not the electrical installation is in a safe condition for continued service. The EICR will show whether the electrical installation is in a satisfactory or unsatisfactory condition and will detail a list of observations affecting the safety or requiring improvements.

Landlords are required to give all tenants a copy of the EICR within 28 days of it being completed. If the EICR is unsatisfactory (e.g. it has defects with C1, C2 or F1 codes), the landlord has a responsibility to carry out any remedial or further investigative work within 28 days of the unsatisfactory report being issued, or any shorter period if specified as necessary in the report, and provide evidence to the tenants and local housing authority that any remedial work has been completed and the electrical installation is now safe for continued use.

Landlords do not need to have another EICR done if the commissioned report was unsatisfactory, but they will need to keep all the supporting certificates for the remedial and further investigative work with the EICR to show the required remedial works have been completed.

The regulations require landlords to have the electrical installations in their properties inspected and tested by a person who is qualified and competent. To determine those who are qualified and competent to undertake the electrical inspection, landlords can either:

- Check if the inspector is a member of a competent person scheme for inspection and testing; or
- Require the inspector to sign a checklist certifying their competence, including their experience, whether they have adequate insurance and hold a qualification covering the current version of the Wiring Regulations and the periodic inspection, testing and certification of electrical installations.

**Registered Competent Person Electrical** is a single mark and register set up in 2014 following an agreement between all government-approved electrical Competent Person Scheme Operators to raise awareness of electrical safety in the home by simplifying the task of finding and checking a competent, registered electrician.

## The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

Landlords are required to install smoke alarms on every floor of their property, and test them at the start of every tenancy. Landlords would also need to install carbon monoxide alarms in high risk rooms such as those where a solid fuel heating system is installed. Those who fail to install smoke and carbon monoxide alarms would face sanctions and could face up to a £5,000 civil penalty. This would bring private rented properties into line with existing building regulations that already require newly-built homes to have hard-wired smoke alarms installed.

**Why do you need to install a Carbon Monoxide detector?** The Royal Society for the Prevention of Accidents reports that there are approximately 50 deaths per year and over 1100 hospital admissions annually as a result of carbon monoxide poisoning in

the UK. Carbon monoxide (CO) is a tasteless, colourless and odourless gas that is produced by incomplete combustion. A common source of CO in a domestic property would be a faulty appliance such as a boiler.

Statistics show that residents of privately rented accommodation account for a much greater proportion of annual carbon monoxide incidents than could be expected. A report by the Gas Safety Trust into carbon monoxide risks per housing sector showed that the likelihood of an incident in privately rented accommodation was significantly higher than that associated with any other housing sector. According to statistics gathered since

1998 residents of rental properties are on average three times more likely to suffer a CO related incident.

Although landlords are already obliged to have a yearly check carried out on any gas appliances, this alone cannot guarantee protection from carbon monoxide.

The installation of a CO detector is quick, easy and cheap, and ensures your tenants are protected from what is often referred to as the silent killer. Current advice from the Health and Safety Executive already states that a CO detector should be installed in rental properties, but this has always been down to the discretion of each landlord or letting agent. From October 2015 it will become law that any high risk room, i.e. those containing a heating appliance, must have a CO detector installed.

**What happens if you don't act on these changes?** Failing to comply with the legislation planned to come into force from the 10th of October 2015 will leave you open to a penalty of up to £5000.

**What does this mean for you?** As a private landlord, you must consider the effect this legislation will have on your portfolio.

Building regulations already require that properties constructed after June 1992 have a mains powered, interconnected smoke alarm system installed to BS5839-6 2013 Grade D. It is likely, however, that Landlords of all of the above property types will need to consider their carbon monoxide detector provision in light of the new regulations.

We can organise supply and installation of the preferred longer term smoke alarms for £20 per alarm inclusive of fitting and £30 per carbon monoxide detector. These will be fitted as standard and where necessary, if shown as missing.





# legal & moral obligations

## Legionnaire's Risk Assessments

There have been a number of recent changes by the Health & Safety Executive (HSE) and Housing Minister, which we are required to notify you and inform you of your responsibilities. New regulations in respect of The Approved Code of Practice L8 and "reducing the risk of Legionnaires disease" requires that all rental properties have a Legionella Risk Assessment completed on all rented properties, of which is carried out by a competent person that all relevant recommendations be immediately complied with.

Unfortunately with local councils becoming more strict on their rules, this is not something that can be ignored due to legal/compliance issues, particularly in relation to tenants health and safety matters, whereby local councils have the power to impose fixed penalty fines up to £500.

The provisions of the amended act are to ensure health & safety is complied with. Regulations are made up of:

- **ACoP (L8) The control of Legionella bacteria in water systems**
- **HSG274 Part 1, 2 and 3**
- **COSHH Regulations**

## Your Legal Requirements

Your legal requirement as a Landlord is to appoint a competent person to:

- **Identify and assess sources of risk (Risk Assessment)**
- **Carry out any new risk assessments, only if any changes occur to the hot and cold water services, or if the owner changes**
- **Prepare a scheme for preventing or controlling the risk**
- **Implement, manage and monitor the precautions**
- **Keep records of the precautions**
- **Appoint a person to be managerially responsible**

**What is a competent person?** A competent person is, as defined by the Health & Safety Executive, is someone who has sufficient training, experience or knowledge and other qualities that allow them to assist you properly, in carrying out the risk assessments and any additional recommendations. The level of competence required will depend on the complexity of the situation and the particular help you need.

### Who we will be using as a competent person?

Leapfrog Lettings have begun working with a local Water Hygiene Specialists who offer a wide range of water treatment and water hygiene services designed to improve both the safety and cost effectiveness of our customer's water systems, providing the highest

standards in water management, with memberships to the British Occupational Hygiene Society and Residential Landlords Association.

### Cost implications

The cost of this Assessment will be £70.00 upwards and will provide us with a valid certificate. Unless otherwise instructed, we will be requesting our chosen contractor to carry out these Assessments for all of our Landlords. A revised assessment will also be required for every new tenant moving into a property managed by us or a maximum of two years, whichever is the soonest.

Please note that should you wish to instruct your own assessment, we will require a copy of their report for our review and records within two weeks.

## Energy Performance Certificates

From April 2012 all properties which are let to a new tenant must have an Energy Performance Certificate in place prior to marketing commencing. From April 2018, ratings must be Grade E or higher to market a property, otherwise we will be unable to market unless improvements to raise the EPC grade are met by the Landlord/Owner. We can arrange an EPC for you at a cost of £70 inc VAT. Please note that contractor's charges are borne by the landlord.

## Health & Safety Regulations

The Landlord and Tenant Act 1985 section 11 (as amended by section 116 of the Housing Act 1988) requires the landlord (a) To keep in repair the structure and exterior of the dwelling including drains, gutters and external pipes (b) to keep in repair and proper working order the installations of water, gas, electricity and sanitation (c) to keep in proper working order installations for space and water heating.

Landlords also have a duty to ensure that the premises, fixtures, fittings and appliances are safe.

## Right to Rent checks

From 1st February 2016, all private landlords in England, including those subletting or taking in lodgers, have to legally check the status of new tenants to ensure they have the right to be in the UK before renting out a property.

Many responsible landlords are already doing this as a matter of routine, but now that it's compulsory, all landlords must familiarise themselves with the process. If they don't comply with the legislation they could face a heavy penalty. Right to Rent checks requires landlords or agents to check ID to determine the immigration status of all prospective adult tenants before the start of a tenancy. As your chosen agent, we will carry out these checks on behalf of you and obtain evidence from Tenants through valid documentation, which will be retained on our files for as long as required and a maximum of 2 years, in line with GDPR.

# taxation

## Inland Revenue administration and reporting

Depending on your circumstances, income from property in the UK must be declared to the Inland Revenue. Landlords can claim personal allowances against income from property. Expenditure incurred in connection with letting including interest paid on a mortgage can be offset against your tax liability and a wear and tear allowance in the case of furnished property may be granted. We will provide an annual statement itemising rental income received and all expenditure to enable your tax computation be completed. (We would advise you to take independent advice from a professional body with regard to your tax affairs). The cost of this statement to the HMRC will be £20 on tenant finder properties and £35 for fully managed properties.

## Overseas Landlords

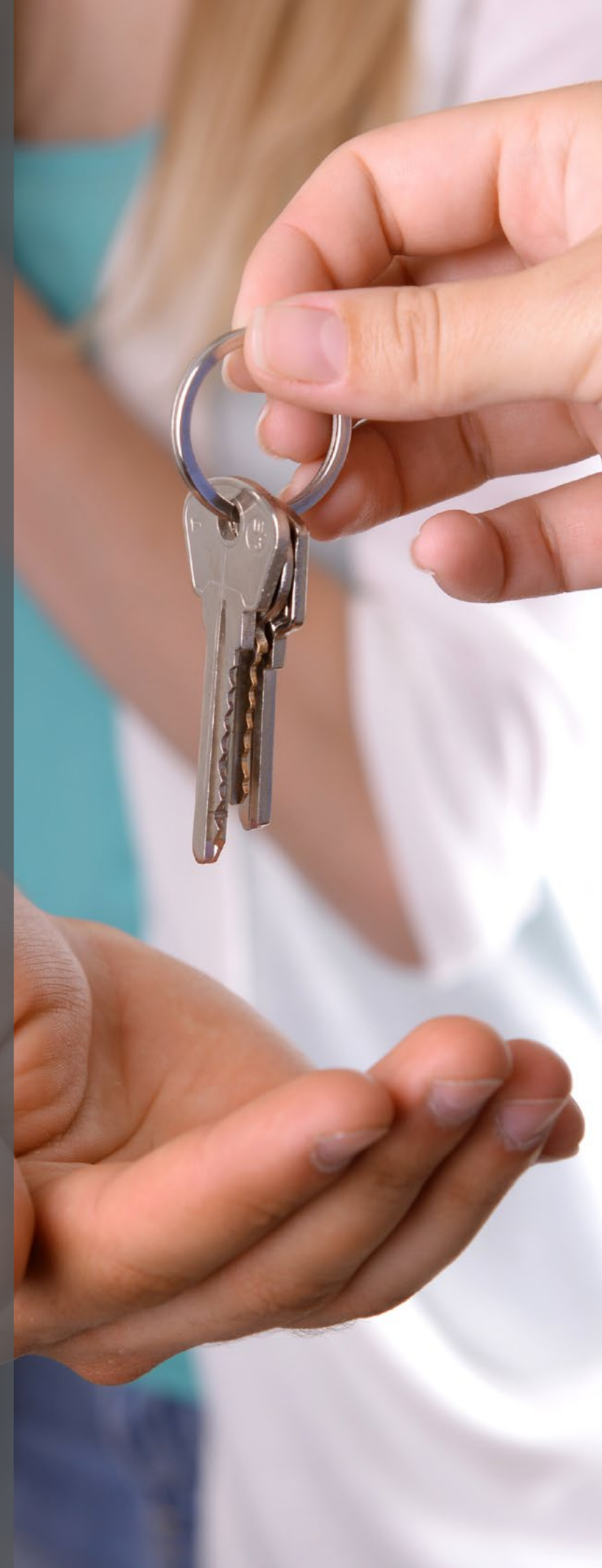
Overseas landlords are classed as Non-Resident Landlords and all income from property is subject to tax. To enable rental income to be paid gross, you can apply for an exemption certificate from the Inland Revenue. We can supply you with the necessary forms and guidance notes and would recommend that these are completed as a priority. Our fee for sending this information off annually is £50.00.

## Tenancy Deposit Scheme

Under the new provisions of the Housing Act 2004, it is illegal for a Landlord to hold a deposit under an 'Assured Shorthold Tenancy' unless they are member of an accredited scheme. Effective from the 6th April 2007, this legislation makes provision for both the protection of the tenancy deposits and the resolution of disputes over their return. Leapfrog are members of the Deposit Protection Scheme - a custodial tenancy deposit protection scheme accredited by the Government. Our cost for registering the bond is £15.

## Inventories & Schedules of Condition

We always recommend that a complete inventory is carried out before a tenancy commences as the greatest decider in any dispute over deposit monies is impartial hard evidence. We appoint our Lettings Manager to carry out the Inventory and will produce a detailed document listing the contents and condition of the property. At the end of the term, a 'checkout' visit is conducted and a final report is then produced together with an updated inventory compilation. Please advise us in advance should you require us to arrange an independent inventory. Prices are available upon request and start from £50 upwards depending on size, number of bedrooms and outbuildings.



# fees & packages

## Full Management Service

For landlords who want the stress taken out of letting their property, we are able to offer a comprehensive 'Full Management' package, this includes:-

- Comprehensive marketing strategy and eye-catching digitally printed 'Pad to Let' boards
- Accompanied viewings to suit
- Full referencing on all tenants and guarantors
- Preparation of Tenancy Agreements & service of all legal notices during tenancy
- Preparation of Inventory & Utilities
- Rent collection and deposit
- Inland Revenue administration and reporting at £35 annually
- Overseas Landlords at £50 annually
- Health & Safety regulations
- Arrangement of gas and electrical inspections
- Regular Inspections and property maintenance as required
- Tenancy Renewals
- Final Inspections, Inventory and check out procedure

## Full Management Set-up Fee (Landlord's share) £300

This set-up fee includes the following:-

- Agreeing the market rent and finding a tenant in accordance with the landlord guidelines
- Provide guidance on compliance with statutory provisions and letting consents
- Advise on refurbishment
- Carrying out Marketing the property & advertising on relevant portals
- Accompanied viewings (as appropriate)
- Erect a To Let board outside property in accordance with Town and Country Planning Act 1990
- Advise on non-resident tax status and HMRC (if relevant)
- Inventory Fee (landlord's share) £75 upward depending on number of bedrooms and/or size of the property & additional rooms & outbuildings

## Fully Managed monthly fee - from 10% upwards

This is a monthly commission calculated as a percentage of the monthly rent and includes the following;:

- Collection and remit the monthly rent received
- Deducting commission and other works
- Supplying monthly statements
- Pursuing non-payment of rent and providing advice on rent arrears actions
- Advise all relevant utility providers of tenancy changes
- Undertake quarterly inspection visits per annum and notifying the landlord of the outcome
- Arrange routine repairs and instruct approved contractors (with written quotes)
- Holding keys throughout the tenancy term

# fees & packages

## Additional non-optional fees and charges

(irrespective of level of service)

### Deposit Registration Fee - £15

All tenants' deposits must be registered by law with a Government-authorized Scheme. This fee is for registering the landlord and tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by Leapfrog Lettings is The Deposit Protection Service.

### Renewal Fee (Landlord's Share) - 25% of rent

It is important to negotiate a contract that may determine some security both for a Landlord and a Tenant This includes amending and updating terms and arranging a further tenancy agreement, grounds notices and agreements.

### Right to Rent checks - £20 per applicant

The scheme applies to all people over the age of 18 living at a property and using it as their only or main home. Landlords are expected to check all adults' immigration status, including people who live in the property but aren't named on the tenancy agreement. We will carry out and apply these checks using our chosen independent referencing company, checking and verifying against presented original documents/ID required.

### Section 21 notice - £20

In the event of a Section 21 notice being issued.

### Check Out Fee (Landlord's Share) - NIL

When it is time for the tenant to leave the property, this fee covers agreeing with the tenant(s) a check out date and arranging an appointment; instructing the inventory provider to attend; negotiating with the landlord and tenant(s) any disbursement of the security deposit. Then to return the deposit as agreed with the landlord and tenant to the agreed parties. Remit any disputed amount to Scheme for final adjudication. Unprotect the security deposit and to instruct contractors, obtain quotes, organise repairs/replacement of any broken or missing items.

### Additional Property Visits - £15

If a visit (over and above the quarterly visits included in the monthly fee) is required - for example at the specific request of the Landlord, or to resolve a neighbour dispute - a fee is charged.

### Gas Safety Certificate - £ 70

The Gas Safety (Installation and Use) Regulations 1998 state that all let and managed properties must be tested annually for safety. Leapfrog Lettings appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. This charge includes the cost of the certificate.

### Electrical Inspection Conditioning Report - between £150 - £200

Leapfrog can appoint a qualified electrician to do this and the above fee covers arranging access and retaining the certificate, giving a copy to the tenant. This charge includes the cost of the certificate but excludes any necessary remedial works.

### Legionnaires Certificate

We can arrange a certificate at a cost of £70 upwards. Should you wish to arrange your own, we will require the certificate to be kept on our files and a copy given to the tenant.

### Energy Performance Certificate

We can arrange a certificate at a cost of £70 upwards. Should you wish to arrange your own, we will require the certificate to be kept on our files and a copy given to the tenant.

### Court Attendance - £50/hour

In the unfortunate event where Leapfrog Lettings might need to represent you in court - for example if a tenant requires eviction, these fees apply.

## Withdrawal Fees

### Withdrawal Fee - £75

When a Landlord dis-instructs us before a tenant's application has been processed. Plus the landlord is to pay for return of holding fee equating to one weeks rent.

### Withdrawal Fee - £200

When a Landlord dis-instructs us after a tenant's application has been processed.

### Withdrawal Fee - £250

When a Landlord withdraws from a fully managed service and wishes to retain the tenant.





# fees & packages

## Landlords Additional Information

### Accompanied Viewings

We accompany all prospective tenants on viewings and pride ourselves in being open longer, offering evening and weekend appointment to suit.

**Comprehensive tenant referencing** We use comprehensive in-house referencing as well as Van Mildert, Letsure and Rent4sure, to carry out full credit history checks, stability and residency checks, affordability assessments including financial, right to rent, fraud and anti-money laundering checks and employment references.

### Preparation of Tenancy Agreements and service of all legal Notices during the tenancy

The form of tenancy regularly used is an Assured Shorthold Tenancy which is in accordance with the Housing Act 1988 (as amended). The tenancy commences with a 6 month fixed term with the option to renew. Alternatively, if you do not wish to commit to a further fixed term, the tenancy will become a Statutory Periodic tenancy where the tenant stays in the property under the terms and conditions of the original agreement and the tenancy continues to "roll over" month to month. Should you wish to end the tenancy, you must serve 2 months notice in accordance with the tenancy dates. Leapfrog Lettings will serve the relevant Section 21 notice requiring possession to your tenant. Should your tenant wish to leave they must give 1 month notice in writing to end the tenancy the day prior to a rent due date. The cost for this service is £20.

### Rent Collection

Rent is collected calendar monthly in advance and we encourage your tenant to pay by standing order. Once the rent receipt is processed, we endeavor to pay your rental income due less any agreed expenditure direct into your bank account using our Bacs system promptly. We carry out a payment system on a daily basis to avoid any delays.

### Regular Inspections and Property Maintenance

We are committed to carrying out regular inspections ensuring that the property is being cared for to an acceptable standard and remains in good order throughout. We aim for three monthly inspections to keep maintenance at a controllable level (if required) and after every inspection, you will receive a written report of the condition and details of any maintenance we deem necessary to protect your investment. Should repairs become necessary or your tenant informs us of a problem, we will contact you prior to instructing contractors. In most cases we will obtain an estimate of costs, instruct the contractor and monitor the repair. Carrying out repairs on a timely basis is not only important to your tenant; it is important to safeguarding your investment.

### Tenancy Renewals

Should you wish to offer a further fixed term to your tenant we will arrange to have a new Assured Shorthold Tenancy Agreement drawn up and duly signed. (There is a 25% administration charge for this service).

### Final Inspections and Check out procedure

At Leapfrog we take a deposit equivalent to a minimum of one month's rent at the onset of the tenancy. We have a stringent check out procedure at the end of every tenancy whereby we arrange to meet the vacating tenant at the property to carry out a final inspection. All meter readings are taken and a forwarding address is obtained. We stress to the tenant that they have an obligation to inform all services and as a safeguard we also write to all service providers with outgoing meter readings etc and forwarding addresses for final bills providing everything is in order we aim to refund the tenants deposit within 5 days of vacating. Should we consider that the property is not in order in accordance with the Inventory and Schedule of Condition, we are obliged to give the tenant 7 days in which to rectify the problem by liaising with us for entry to the property. If the tenant does not rectify the problem within the given time frame, we will make arrangements to resolve the problem and deduct the relevant costs from the deposit.

**The Leapfrog Full Management Service includes all the above for a monthly management fee (unless stated). All our services are designed to ensure your needs are met but we would be happy to add to or remove any of the above and design a service to suit your requirements.**

# fees & packages

## Tenant Finder Service

An ideal package aimed at Landlords who prefer a more "hands on" approach once a tenant is placed and the legal issues have been dealt with, Leapfrog Lettings are able to offer a comprehensive 'Tenant Finder' package including:

- Comprehensive marketing strategy and eye-catching digitally printed 'Pad to Let' boards
- Accompanied viewings to suit
- Full referencing on all tenants and guarantors
- Preparation of Tenancy Agreements
- Preparation of Utilities
- Initial month's rent collection and deposit collection
- Arrangement of initial gas safety certificate and landlord electrical inspection certificate (if not already completed)
- Health and Safety regulations

### Tenant Finder Set-up Fee (Landlord's Share) **75% of first month's rent or £450 min fee**

This set-up fee includes the following:-

- Agreeing the market rent and finding a tenant in accordance with the landlord guidelines
- Provide guidance on compliance with statutory provisions and letting consents
- Advise on refurbishment
- Carrying out marketing the property & advertising on relevant portals
- Accompanied viewings (as appropriate)
- Erect a To Let board outside property in accordance with Town and Country Planning Act 1990
- Inventory Fee (landlord's share) £75 upward depending on number of bedrooms and/or size of the property & additional rooms and outbuildings may be extra dependent on the number of bedrooms and/or size of the property and outbuildings
- Advise all relevant utility providers of tenancy changes
- Holding keys throughout the initial marketing term
- Advise on non-resident tax status and HMRC (if relevant) - HMRC statement for the year costs £20

### Additional non-optional fees and charges (irrespective of level of service)

#### Deposit Registration Fee - £15

All tenants' deposits must be registered by law with a Government-authorized Scheme. This fee is for registering the landlord and tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by Leapfrog Lettings is The Deposit Protection Service. If a landlord wishes for us to register the bond and transfer over to him, this fee would be charged.

#### Renewal Fee (Landlord's Share) - £99

It is important to negotiate a contract that may determine some security both for a Landlord and a Tenant. If the Landlord requires a new tenancy agreement once the fixed term has elapsed then this includes amending and updating terms and arranging a further tenancy agreement, grounds notices and agreements.

#### Right to Rent checks - £20 per applicant

The scheme applies to all people over the age of 18 living at a property and using it as their only or main home. Landlords are expected to check all adults' immigration status, including people who live in the property but aren't named on the tenancy agreement. We will carry out and apply these checks using our chosen independant referencing company, checking and verifying against presented original documents/ID required.





# fees & packages

## **Inland Revenue administration and reporting - £20**

Depending on your circumstances, income from property in the UK must be declared to the Inland Revenue. Landlords can claim personal allowances against income from property. Expenditure incurred in connection with letting including interest paid on a mortgage can be offset against your tax liability and a wear and tear allowance in the case of furnished property may be granted. We will provide the HMRC with a statement itemising rental income we receive and all expenditure to enable your tax computation be completed. (We would advise you to take independent advice from a professional body with regard to your tax affairs).

## **Gas Safety Certificate - £70 upwards**

The Gas Safety (Installation and Use) Regulations 1998 state that all let and managed properties must be tested annually for safety. Leapfrog Lettings appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. This charge includes the cost of the certificate.

## **Electrical Inspection Conditioning Report - between £150 - £200**

Leapfrog can appoint a qualified electrician to do this and the above fee covers arranging access and retaining the certificate, giving a copy to the tenant. This charge includes the cost of the certificate but excludes and necessary remedial works.

## **Legionnaires Certificate - £70 upwards**

We can arrange a certificate at the above cost. Should you wish to arrange your own, we will require the certificate to be kept on our files and a copy given to the tenant.

## **Energy Performance Certificate - £70 upwards**

We can arrange a certificate at the above cost. Should you wish to arrange your own, we will require the certificate to be kept on our files and a copy given to the tenant.

## **Withdrawal Fees**

**Scale 1: £75** - When a Landlord dis-instructs us before a tenant's application has been processed.

**Scale 2: £200** - plus the Landlord agrees to refund the whole tenant's 'One week's holding fee' when a Landlord dis-instructs us after a tenant's application has been processed.

## **Landlords Additional Information**

(Tenant Finder service)

### **Accompanied Viewings**

We accompany all prospective tenants on viewings and pride ourselves in being open longer, offering evening and weekend appointment to suit

### **Comprehensive tenant referencing**

We use our own in house referencing as well as Letsure, Van Mildert and Rent4sure to carry out full referencing including credit history checks, stability and affordability assessments including financial, fraud and employment references.

### **Preparation of Tenancy Agreement**

The form of tenancy regularly used is an Assured Shorthold Tenancy which is in accordance with the Housing Act 1988 (as amended). The tenancy commences with a 6 month fixed term with the option to renew. Alternatively, if you do not wish to commit to a further fixed term, the tenancy will become a Statutory Periodic tenancy where the tenant stays in the property under the terms and conditions of the original agreement and the tenancy continues to "roll over" month to month. Should you wish to end the tenancy, you must serve the tenant 2 months notice in accordance with the tenancy dates by means of a Section 21 notice requiring possession to your tenant. Should your tenant wish to leave they must give 1 month notice in writing to end the tenancy the day prior to a rent due date.

Please note that contractor's charges are borne by the landlord.

### **Tenancy Renewals**

Should you wish to offer your tenant a further fixed term, we can arrange to have a new Assured Shorthold Tenancy Agreement drawn up duly and signed. There is a cost of £99 for this service.

### **VAT**

VAT is charged at the standard rate.

**IF YOU WOULD LIKE ANY FURTHER INFORMATION ON OUR FEES, PLEASE CONTACT OUR OFFICE.**







# leapfrog

*lettings & sales*

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