



# Looking to Rent

RESIDENTIAL, COMMERCIAL LETTING & SALES

PROPERTY MANAGEMENT & LANDLORD SERVICES

Commercial Landlord Service Guide  
& Information Pack

Looking To Rent was established in 2003, specialising in all aspects of residential and commercial letting. We have offices situated in the East and West of Glasgow.

We believe that the key to our success is the exceptional level of service we provide to both our landlords and tenants. We are a proactive and positive company who can offer a tenant finder package for any commercial property.

## Commercial Tenant Finder Package

Our “Tenant Finder Package” will help ensure all legislation is in place and take your property to market.

### The Tenant Finder Package includes:

- Initial meeting to provide the landlord with all the information and advice on preparing the property.
- Rental valuation based on our expertise of the local market.
- Property Letting Appraisal.
- Professional promotional marketing images.
- Listing on our own social media channels and website, Rightbiz, CoStar UK and Gumtree.
- Inclusion in our property matching system of prospective tenants.
- In person or virtual accompanied viewings by one of our highly experienced agents.
- Complete tenant reference checks.
- Negotiating heads of terms and term of lease.
- Collection of the initial rent and deposit.
- Tenant move in and key hand over.
- Meter readings obtained and contact made with the relevant heating, energy suppliers, water companies and local council.
- Contact made to property factor to advise of the change of tenancy.
- Transfer of initial rent and deposit to the landlords chosen account.

The “Tenant Finder Package” can be enhanced to ensure that both the landlord and tenants needs are satisfied with our added extras.

## Additional Tenant Finder Extras:

- To Let board - £225.00<sub>plus vat.</sub>
- Professional 4K promotional marketing video - from £150.00<sub>plus vat</sub>
- Preparation of a standard commercial lease to the tenant prior to moving into the property via Looking To Rent – from £600.00<sub>plus vat.</sub>
- Arrangement of a commercial solicitor and instructing a full repairing & insuring lease (FRI) – price subject to solicitor

### Charges:

Market fee:	£350.00 <sub>plus vat.</sub>	
Fee once tenant is found:	£600.00 <sub>plus vat.</sub>	For all rents above £20,000.00 per annum the tenant finder fee may be increased and is agreed upon prior to marketing.

# Further Landlord Information

## Consent to Let

As a landlord you must obtain consent, or delegated authority, from all owners, mortgage lenders or other relevant parties before letting a property.

## Insurance & Maintenance

It is compulsory that you have building insurance cover. Building Insurance may already be included within your factoring costs however if you are unsure, you should check with your factor prior to taking out a new policy. Looking To Rent will require a copy of the policy to be forwarded to our office.

Once a tenant lease commences, the landlord can recoup monies paid relating to the property, under the terms of the lease agreement.

## Keys

Looking To Rent require a minimum of two sets of keys for the property. Once the tenancy commences both sets of keys will be handed over to the tenant.

If a landlord requires access to the property during the marketing process 48 hours notice must be given in order to ensure our availability. Keys can be collected from the office during working hours and proof of identification will be required as a security measure before keys can be released. All keys must be signed in and out of the office.

Please note as a landlord retaining keys for the property, this does not give you the right to access the property when tenanted. At Looking To Rent we can also provide a key cutting service should you require any additional keys.

## EPC

All properties require an energy performance certificate (EPC) to be carried out every 10 years or after any major changes to the property. This certificate provides an energy efficiency rating for the property. The results of this report must be present on any advertising documents and a copy of the report must also be sent to the tenant.

Looking To Rent can arrange for your property EPC or check the register.

## Factoring

To allow Looking To Rent to engage with your property factor, written authorisation must be given by the landlord to the factor and a copy forwarded to our office. If no authorisation has been provided Looking To Rent cannot engage with the factors regarding any issues.

## Tenant(s)

Finding the right tenant(s) for a property is fundamental to the success of the tenancy. Once Looking To Rent carry out a property match from our list of prospective tenant(s), the applicant(s) must then go through the Looking To Rent application process.

When dealing with a prospective tenant's application, copies of references, bank statements, photographic identification and proof of income are all taken. Once a prospective tenant's application has been approved, a move in date is scheduled.

The prospective tenant(s) will only become tenants once paperwork has been signed by both parties (Tenant(s) and Landlord).

## Commencement of Tenancy

The tenancy commences on the date shown in the lease agreement. Prior to the tenant moving in we will take meter readings, these readings are then passed on to the appropriate utility companies. At this time the local council will also be notified of the change in tenancy.

We are unable to inform any TV or telephone companies of the change in tenancy as this must be done by the user of the service. Consequently you should also ensure that your provider knows when you no longer require this service at the property.

## Rent Payments

Once the tenancy commences all initial payments and deposits, minus any deductions there might be, will be forwarded onto the landlords chosen accounts within 14 working days along with a statement of accounts.

## Empty Property

The provisions within our agency agreement do not cover your property when it is vacant. If you are concerned about the property being empty and you want us to inspect the property periodically, please inform us. We have tailored packages to suit all needs and to help minimise your concerns.

## Non Domestic Rates

If the property is vacant, Looking To Rent can apply for exemption/property relief on your behalf where applicable. This is a chargeable service and not included within your agreement. The administration charge will be invoiced and due to be paid within seven days. Please note Looking To Rent cannot guarantee successful property relief as the local council makes this decision.

## Access/Meetings on the Landlord's behalf

Looking To Rent is more than happy to help accommodate access to your property where you have chosen to use your own contractors.

We are also happy to attend any meetings relating to the property on your behalf where the meeting is taking place within a 30 mile radius of our office. This is a chargeable service out with your agreement. Should you require our access/meeting facility out with 30 miles of our office a charge would be discussed in advance.

## Recommendations

As safety is paramount to your property and the tenant, you may be required to supply further certifications if requested by the tenant/solicitor.

The certificates that may be requested are:

- Electrical Installation Condition Report (EICR)
- Portable Appliance Test (PAT)
- Gas Safety Certificate
- Asbestos Report
- Legionella Risk Assessment

Further information regarding the certificates are available upon request. Should your property require any of these, Looking To Rent can have all works carried out by our vetted contractors. Please see price list at the end of this document.

## Complaints Procedure

Should you be unhappy with any service that we have provided during the management of your property, you are advised to make an official complaint. An official complaint must be submitted in writing to your dedicated Looking To Rent office which will then be processed through the following stages.

### **Stage 1:**

We will acknowledge receipt of your complaint in writing, within 5 working days of receipt you will be designated a named person who will be investigating your complaint.

**Stage 2:**

Your named contact will investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, within 10 working days of us receiving your complaint.

There may occasionally be circumstances out with our control which prevents us from adhering to this time frame. These include, but are not limited to: -

- When the office is closed for public holidays.
- Where adverse weather or sickness has led to staff shortages.
- Where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available.
- Where we cannot respond in full without visiting the rental property and the tenant is restricting access.
- Where we cannot respond in full without the input of a key member of staff who is not available.

Should this be the case we will contact you and let you know when we anticipate being able to respond.

**Stage 3:**

Upon receipt of our stage 2 response, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

**Stage 4:**

Our senior manager will write to you within 10 working days, confirming our final position on your complaint and explaining our reasons.

## Finally

We look forward to marketing your property and finding a tenant. Should you have any questions please do not hesitate to contact our office.

Kind Regards



Warren Crawford  
Managing Director

The information in this document is subject to change without notice and should not be construed as a commitment by PMWC Limited t/a Looking To Rent

All prices/fees within this document are displayed plus 20% VAT.

VAT Number: 322902136

Last updated August 2023



## Price List

### Safety certificates / assessments:

Energy Performance Certificate (EPC) with no floor plan	from £250.00plus vat.
Energy Performance Certificate (EPC) with floor plan	from £295.00plus vat.
*Gas Safety	from £170.00plus vat.
*Electrical Installation Condition Report (EICR)	from £240.00plus vat.
*Portable Appliance Test (PAT) (up to 14 appliances)	£ 90.00plus vat.
*Legionella Risk Assessment	from £240.00plus vat.
*Asbestos Report	from £250.00plus vat.

### Property additions:

Yale Key	£ 8.00plus vat.
Mortice Key	£ 10.00plus vat.
Large Mortice or Chubb Key	£ 12.00plus vat.
Door Fob (all types of fobs cannot be copied)	£ 15.00plus vat.
Attending to give access or attend meetings on the landlord's behalf.	First hour including travelling per hour £ 25.00plus vat.
Non Domestic Rates exemptions application	per claim £ 15.00plus vat.

\*Please note these prices do not include any remedial works that maybe needed to make property compliant with legislation. All remedial works will be quoted for.

## Property Refurbishment & Enhancement Services

At Looking To Rent we can accommodate any size of repair or refurbishment for your property, if you have any other requirements that are not listed please do not hesitate to contact for an estimate.

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