



Looking to Rent

RESIDENTIAL, COMMERCIAL LETTING & SALES

PROPERTY MANAGEMENT & LANDLORD SERVICES

Residential Landlord
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.

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 tailor letting packages to suit the landlords individual needs.

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

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.

It is good practice to also have landlord insurance in place, although this is not compulsory at present. Landlord insurance can be beneficial to have as it is often inexpensive and many include additional cover for extenuating circumstances.

To make it convenient for our landlords we have partnered with Alan Boswell Insurance Broker Ltd who can offer competitive rates for all your property insurance needs.

Along with landlord insurance Alan Boswell also provide Legal & Rent Guarantee Insurance.

For free no obligation quote please click the links below:

[Landlord Insurance](#)

[Legal & Rent Guarantee](#)

Please note that alternative policies can be found online.

Landlord Registration

It is essential that you register with the local authority as a landlord. Each local council will require you to provide your personal and property details including confirmation of safety certificates. Once you have completed this registration, please provide Looking To Rent with your landlord registration number and expiry date. We are happy to assist should you require any help or further information.

Keys

Looking To Rent require a minimum of three sets of keys for any property up to a two bedroom, however, if there is more than two bedrooms or multiple tenants on the agreement, further keys will be required. The relevant number of keys will be given to the tenant(s) upon occupation and a set of pass keys retained within our office. In some cases, if additional tenants that are not named on the tenancy who are authorised to reside at the property, the landlord will be required to supply additional keys. In the event you require the pass keys, 48 hours notice is required 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 if you retain 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 advertisement documents and a copy of the report must be also be sent to the tenant.

Looking To Rent are able to arrange for your property EPC or check the register to see if your property currently has one.

Fire Detection & Carbon Monoxide

All properties must be fitted with at least one smoke alarm in each hallway/landing, one smoke alarm in the daytime living area and one heat alarm in the kitchen. All alarms can be either powered by mains or a sealed lithium battery however, all alarms must be interlinked.

If your property has a carbon fuelled appliance/gas supply then you must install one carbon monoxide alarm within each room fitted where there is a carbon fuelled appliance. These units detect the build up of dangerous gases and are compulsory.

Looking To Rent can offer either installation of hard wired or lithium battery powered alarms to be fitted inline with the current legislation.

Fire & Carbon Monoxide Detection Service

All smoke, heat and carbon monoxide detectors require to be checked and serviced. Most commonly it is advised that alarms should be serviced on an annual basis and tested to ensure they are operating at full

capacity. It is also advised at the time of the service that any batteries that required to be replaced as per the manufactures guidelines are changed. Servicing the detectors helps to prevent call outs for beeping alarms and also ensures that the alarms are still within the expiry date which is a legal requirement.

Looking To Rent can arrange the servicing of all fire and carbon monoxide detectors.

EICR & PAT

All properties must have an Electrical Installation Condition Report (EICR) and Portable Appliance Test (PAT) completed prior to the tenancy commencing. The EICR is valid up to 5 years and PAT is valid from 1 year. A copy of these reports must be sent to the tenant.

Looking To Rent can arrange these safety tests and any remedial works that may be required.

Gas Appliances

It is a legal requirement that all carbon fuelled appliances in residential tenanted properties are inspected on an annual basis. Inspections must be carried out by a Gas Safe registered engineer and must meet strict conditions before a safety report is issued.

Central heating systems occasionally break down and the cost of repairs can be substantial. For this reason we recommend a service contract. If you decide to take out a service contract or are currently in possession of one, please let us know. The details will be kept on file and should the tenant have any problems, we will contact your service provider on your behalf.

Looking To Rent can arrange for your property to have a gas safety check and all other related gas works carried out.

Legionella Risk Assessment

Landlords have a duty of care to ensure that the risk of exposure to tenants, residents and visitors by legionella is properly assessed and controlled. Health and safety legislation requires landlords to carry out risk assessments for the legionella bacteria, which must be carried out by a competent person. Risk assessments can range from 1 - 2 yearly reviews, depending on the water systems in place and the assessor.

Looking To Rent can arrange for the legionella risk assessment to be carried out on your behalf.

Window Blinds

In 2014 new regulations came into force relating to window blind "cords". The regulations require all blind operating cords that can form a loop to be made child safe.

All blinds cords must be out of the reach of children and at least 1.5 meters from the floor. If any of your blinds do not appear to comply, they may present a strangulation hazard for children and should either be replaced or a separate safety system should be fitted. These safety systems are generally low cost, easy to fit, and fall into 3 categories:

- 1: If the blind has a 'bead' loop pull cord, the cord must be cut and chain breaker connector fitted. It is however vital that the correct size connector is used to ensure the cord breaks correctly.
2. Fit a pull cord tension/tidy which keeps the pull cord taut and fixed at all times. This is only suitable for loop pull cords.
3. Fit a pull cord cleat (hook). This must be secured to a surface adjacent to the blind which is out of the reach of children and at least 1.5 Metres from the floor. The cord must be secured around the cleat after each and every operation of the blind. This is the most common safety measure to help lower the risk and help ensure the well being of tenants.

Looking To Rent can arrange this service on your behalf to help ensure all blinds are compliant.

Water Stopcock

Unfortunately water leaks may happen in properties. When this does happen, to help reduce the amount of damage that may be caused it is key to have an easily accessible stopcock. Predominantly these are manufactured from brass and can sometimes become very stiff to turn in order to shut off the water.

Looking To Rent can offer an easy solution to help eliminate the failing of a brass stopcock and to make sure that turning the water off is quick and easy for the tenant. We recommend that all properties are fitted with a Surestop Stopcock, which is a system that works using a surface mounted switch that does not require electricity.

The installation of the Surestop system requires a main stopcock to already be present in the property and easily accessible. This would be determined by a free survey undertaken by a Looking To Rent contractor.

Further information can be found at www.surestop.co.uk

Furnishings

Any furniture left in a property should be safe to use and well maintained. All soft furnishings must comply with fire regulations and the fire regulation labels should be attached. If not, the furnishings must be removed from the property and cannot be stored at the rented address.

Unopened mattress protectors must also be provided by the landlord for each bed at the beginning of the properties first tenancy. At the end of this first tenancy the tenant will then supply new unopened mattress protectors to be used by the following tenants.

Looking To Rent can supply mattress protector on your behalf.

Burglar Alarms

Properties with burglar alarms fitted may have a user code/fob as well as a master code. The only means of changing the alarm number is with the Master code which is retained only by the landlord and Looking To Rent. Consequently while your tenants can have the benefit of the alarm they cannot change its settings. Due to the potential social impact of a malfunctioning alarm, they should be serviced on a regular basis.

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 made Looking To Rent cannot engage with the factors regarding any issues.

Tenancies

All new tenancy agreements that commence on or after 1st December 2017 will be a Private Residential Tenancy Agreement (PRT). The PRT is an open ended tenancy.

For a tenant to bring the agreement to an end 28 days written notice must be given. Should the landlord wish to end the tenancy within the first six months, 28 days written notice will also be required. A tenancy lasting longer than six months will require 84 days written notice from the landlord.

In order for the landlord to bring a tenancy to an end their reasoning must comply with the grounds set by The Scottish Government, of which there are 18. Should you require further information regarding these grounds this can be supplied upon request. Landlord notice periods are subject to change due to COVID19.

Tenant(s)

Finding the right tenant(s) for a property is fundamental to the success of the tenancy. After 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. Seven days prior to the agreed date all paperwork will be sent to the prospective tenants to allow them to familiarise themselves with the documents, seek legal advice if necessary and complete.

The prospective tenant(s) will only become tenants once paperwork has been signed by both parties (Tenant(s) and Looking To Rent) and the lease start date has commenced.

Deposits

A deposit is required for all tenancies. This is set at a minimum of one months rent and a maximum of two months rent.

The deposit will be treated in accordance with the Tenancy Deposit Protection Regulations. The deposit is held to cover damages, breakages and any other liabilities under the term of the tenancy agreement.

Commencement of Tenancy

The tenancy commences on the date shown in the tenancy agreement. Prior to the tenant moving in we will compile an inventory of the property if the landlord has opted for this service. The inventory will list all furnishings, fixtures and fittings and will contain a description of their condition. A copy of the inventory will be sent to the tenant, who will then have seven days to provide feedback via our inventory software. If any amendments are required they will be added to the inventory once reviewed. Allowing the tenant to propose any amendments helps to confirm the accuracy of the document.

Whilst compiling the inventory we take meter readings, these readings are then passed on to the appropriate utility companies. At this time the local council will 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

On appraisal of a property Looking To Rent will indicate what we believe to be a realistic rental value. This value will be based on the present market and condition of the property.

Following the commencement of a tenancy, rent payments are due by tenants monthly in advance and are due payable on the same date each month unless otherwise agreed. We do encourage tenants to pay their rent by standing order, however, should they pay by another method, we must allow time for to become clear funds in our bank before payment is forwarded to the landlord.

Payments from Looking To Rent will be made to the landlord via BACS, and will be processed dependant on the rent due date on either 3rd, 17th or 28th of each month. If these dates fall on a weekend, bank or company holiday payment will be processed on the next working day. A statement will be issued to you via email on the payment date.

Inspections

Looking To Rent conduct regular inspections of all tenanted properties. These inspections permit us to check the property is being maintained as well as highlight any issues. Once the inspection has been

completed a report will be emailed to the landlord and will notify of any repairs/maintenance required. We can also conduct inspections on untenanted properties this would be subject to an additional fee.

Advising of repairs/maintenance early can help to reduce the risk of the problem escalating and the potential cost increasing.

Repairs

Properties at some point may require some remedial work. The tenant should contact Looking To Rent to report any issues they are having. Looking To Rent will then inform the landlord in writing of any issues. In many cases the problem can be resolved quickly, however there are two important points to remember when it comes to repairs:

Firstly, if a fault occurs and we are unable to reach the landlord, we will authorise repairs up to the agreed amount stated on the "Full Management Sole Agency Agreement". The reason for this is that there is a statutory obligation* for a landlord to carry out repairs within a specified time frame. If the landlord cannot be reached then Looking To Rent will make any necessary decisions.

Secondly, once a property is tenanted, landlords have an obligation to ensure it is well maintained. Carrying out repairs quickly is as important for the landlord as it is for the tenant. After all, repairs caught early can save money. Tenants have the right to contact Environmental Health if repairs are not being attended to promptly, and any ensuing enforcement order could include extra repairs. Work not completed by the landlord can be undertaken by Environmental Health and they may add an additional charge on top of the repair bill.

(*The obligation of the landlord is stated in the Landlord & Tenants Act 1985, section 11).

Debt Recovery Process

In the event that the tenant does not make the rent payment by the due date Looking To Rent will begin the following procedure.

Stage 1:

If the rent payment is not made on or before the due date the tenant will receive a reminder phone call and email.

Stage 2:

In the event that the tenant has not made the payment within 3 days of the due date, the tenant will receive a '1 to 7 days overdue' reminder letter.

Stage 3:

In the event that the tenant fails to contact our office within 7 days of the rent due date, Looking To Rent will schedule a meeting with the tenant. The purpose of the meeting will be to discuss the rent arrears and attempt to agree a suitable payment plan.

Stage 4:

If payment is not received after 7 days overdue you will be issued with a '7 to 14 days overdue reminder letter. Where applicable, your guarantor will be contacted and your landlord will attempt to recover the pay-

ment from them. If the rent remains in arrears after 14 days, you may be charged 'statutory interest' - this is 8% plus the Bank of England base rate of the outstanding arrears over and above the remaining balance.

E.g. if you owe £1,000 and the Bank of England base rate were 0.5%:

- the annual statutory interest on this would be £85 ($1,000 \times 0.085 = £85$)
- divide £85 by 365 to get the daily interest: 23p a day ($85 / 365 = 0.23$)
- after 50 days this would be £11.50 ($50 \times 0.23 = 11.50$)

Stage 5:

If the rent arrears have still not been resolved, a final warning 14 to 28 days overdue letter will be issued. This letter will advise the tenant that the landlord will proceed with taking legal action to recover any unpaid rent.

Stage 6:

In the event that no payment has been received and no payment plan has been agreed between the tenant and Looking To Rent after 28 days, a letter will be sent advising the tenant that the landlord will apply to the First Tier Tribunal in order to recover the cost and seek to gain possession of the property. At this stage the Looking To Rent can no longer be involved with the debt recovery.

Ending of Tenancy

Once a tenant submits written notice that they wish to end the tenancy, a pre move out inspection and move out date will be scheduled. If we hold up to date marketing and the findings at the final move out are satisfactory the re-marketing of the property will commence within 2 working days from final inspection unless written termination from the landlord states otherwise.

The pre move out inspection allows Looking To Rent to assess the property and advise the landlord and tenant of any required maintenance/repairs. Prior to the move out date we will make arrangements to with the tenant to return keys. During our move out inspection the pre move out inspection notes and original inventory are checked and final property inspection is carried out.

Meter readings and a forwarding address for the tenant will be taken and the deposit is refunded to the tenant once all parties are in agreement.

Should there be any dispute over deductions, evidence from the Looking To Rent/landlord will have to be submitted to the deposit scheme and the case will be handled by an adjudicator. Looking To Rent cannot be held accountable for any decision made by the deposit scheme and will not be held financially responsible.

Empty Property

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

Council Tax

Should the property become empty Looking To Rent can apply for exemption/property relief on your behalf where applicable. This is a chargeable service not included within your management fee. The administration charge will be deducted from your rental account if in credit, alternatively a seven day invoice will be produced for payment. Please note Looking To Rent cannot guarantee successful property relief as the local council makes this decision.

Paying bills on behalf of the landlord

Looking To Rent can offer this service, to pay up to the value of one month's rent on tenanted properties on landlords behalf and deduct this from the monthly income. This payment will be displayed as an expenditure on your statement. There is a charge for this service to cover administration. Please note Looking To Rent can only pay a bill once rent has been received and hold clear funds.

Handling Insurance Claims

Looking To Rent can manage any insurance claim for your property. Should you wish Looking To Rent to act on your behalf we would require written confirmation and our insurance handling claim form to be signed. This is a chargeable service and not included within your management fee. All fees are dependent on the nature of the claim and will be discussed prior to authorisation.

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 management package. Should you require our access/meeting facility out with 30 miles of our office a charge would be discussed prior and agreed.

Tax

Income received from renting a property may be subject to tax and therefore we strongly recommend that you take advice from an accountant. Expenses including the management fee incurred can be set against tax liability.

Overseas Landlords

Landlords residing overseas who own rented property in the UK can apply to the Inland Revenue for an exemption certificate. This enables us to pay the gross rent (minus Looking To Rent deductions) to be paid in full.

Should a valid exemption certificate not be in place it is a statutory requirement that Looking To Rent deduct tax at source, currently this is rated at the lowest prevailing tax rate. In these circumstances, we will withhold the necessary funds from your account on a monthly basis and will issue a certificate at the end of each tax year indicating how much tax we have paid to the Inland Revenue on your behalf. This is a chargeable service and not included within your management fee, this would be agreed at the signing of Our Sole Agency Agreement.

Should you reside or subsequently move overseas, you may decide to contact the Centre for Non-Residents, an Inland Revenue office based in Bootle, for an exemption certificate. We are happy to offer more advice about this.

Complaints Procedure

If you be unhappy with any service that we have provided during the management of your property, you are advised to make an official complaint in writing to your dedicated office. Once this occurs the following process will take place:

Stage 1:

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

Stage 2:

Your named contact will then investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, this will happen 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.

Stage 5:

You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if you feel we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable time scale.

You can contact the Housing & Property Chamber at:

4th floor, 1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900
www.housingandpropertychamber.scot

Letting Agent Code of Practice (Scotland) Regulations 2016

All letting agents in Scotland must comply with “The Code” and hold a registration number. Should you require a copy of “The Code” please request this from our office in writing.

Finally

We look forward to managing your property, and 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 inclusive of 20% VAT.

VAT Number: 322902136

Last updated October 2023

Letting Agent Registration Number: LARN1908034

Price List

Safety certificates/assessments:

Energy Performance Certificate (EPC)	£120.00 inc vat
*Fire Detection & Carbon monoxide alarm service	£90.00 inc vat
*Gas Safety	£96.00 inc vat
*Electrical Installation Condition Report (EICR)	£174.00 inc vat
*Portable Appliance Test (PAT) (up to 14 appliances)	£96.00 inc vat
*Combined EICR & PAT	£234.00 inc vat
*Legionella Risk Assessment	£96.00 inc vat

Installation/safety works:

**Hardwired Smoke, Heat & Carbon Monoxide Alarms	
Hardwired Interlinked Smoke Alarm	£90.00 inc vat
Hardwired Interlinked Heat Alarm	£108.00 inc vat
Hardwired Carbon Monoxide Alarm (non interlinked)	£135.00 inc vat
Hardwired Radio Control to interlink alarms (subject to live feed)	each £72.00 inc vat
Access Hatch	£60.00 inc vat
Stand alone Breaker	£108.00 inc vat
Additional RCD breaker	£48.00 inc vat
***Lithium Sealed Battery Smoke, Heat & Carbon Monoxide Alarms	
7 - 10 Year Lithium Battery Interlinked Smoke Alarm	£78.00 inc vat
7 - 10 Year Lithium Battery Interlinked Heat Alarm	£90.00 inc vat
7 - 10 Year Lithium Battery Carbon Monoxide Alarm (non interlinked)	£78.00 inc vat
****Standard Consumer Unit	from £498.00 inc vat
Fire Blanket	£30.00 inc vat
Window Cleats (up to 5 blinds)	£60.00 inc vat
Additional cleat per window	£3.60 inc vat
*****Window Service (up to 7 windows)	£174.00 inc vat
Additional windows	£12.00 inc vat

Property additions:

Surestop Stopcock	from £174.00 inc vat
Yale Key	£9.60 inc vat
Mortice Key	£12.00 inc vat
Large Mortice or Chubb Key	£14.40 inc vat
Door Fob (all types of fobs cannot be copied)	£18.00 inc vat
Property Deep Clean	from £180.00 inc vat
Mattress Protectors (Double)	£21.00 inc vat
Mattress Protectors (Single)	£18.00 inc vat
Attending to give access or attend meetings on the landlord's behalf. First hour including travelling	per hour £30.00 inc vat
Paying bills on behalf of the landlord	per bill £12.00 inc vat
Council tax exemptions application	per claim £18.00 inc 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.

** Due to all alarms being hard wired and interlinked the use of trunking may be needed, however to help the aesthetic of the property we may use UPVC white hatches to avoid trunking if possible, this would result in an additional cost of £60.00 inc vat per hatch. Radio control bases for interlinking can only be used if there is a permanent live in ceiling where alarm is being installed. Prices listed in the "Fire Detection System & Carbon Monoxide alarms" section are only applicable when carried out in conjunction with any full property alarm installation. Should you require any of the priced above items in this section to be carried out on their own an additional call out charge of £72.00 inc vat is applicable.

*** Due to the alarms being dependant on radio frequency, the structure / fabrication of the property may play a negative factor in the alarms working to their full capacity and may cause them to lose their pairing.

****Due to the new consumer unit sensitivity this can sometimes highlight any underlying wiring problems, please note this price does not include any remedial works needed once the unit is installed.

*****Window service does not include parts and these are chargeable.

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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