



# why choose

A landlords guide to our easy and stress free process

Austin  
*Residential*

# Tailor-made solutions for landlords

**Austin Residential is one of Middlesex's most well known and respected firms of Estate Agents.**

Our property team has valuable experience in all sectors of the residential property market, from prestigious country houses to rural cottages and town centre apartments.

We offer tailor-made solutions to make letting and management of residential property as easy as possible. Our experienced team specialises in providing a professional and personal service, offering information, help and advice to meet the needs of all landlords.

Our aim is simple: to provide the best possible service, assist you from start to finish and communicate regularly throughout the whole process – whatever your property matter.

Please take a few moments to read this brochure to discover why you should choose us.

## Why Choose Austin Residential?

- ✓ Highly skilled team of professionals with in-depth local market knowledge
- ✓ Proven track record of success in the residential sector
- ✓ Specialist advice in the letting of all types of property
- ✓ Global exposure of properties through our cutting edge website [austinresidential.co.uk](http://austinresidential.co.uk) and major national portals including Rightmove, Prime Location and Zoopla
- ✓ Quality colour printed sales particulars with bespoke options and floor plans
- ✓ Comprehensive database of applicants matching quality tenants to properties
- ✓ Targeted national, regional and local advertising campaigns
- ✓ Up-to-date knowledge of the legislation
- ✓ Maintenance Team providing a reliable workforce to deal with problems

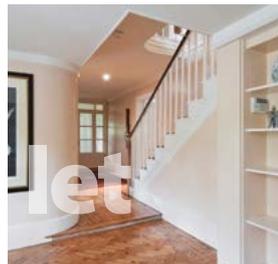




**Austin**  
*Residential*  
**Let**  
01895 613005 austinresidential.co.uk



# Have you seen the signs?



With unrivalled success in Ruislip and surrounds we have let an amazing amount of property in recent months and have tenants waiting to rent in your area.

Our reputation as one of the area's leading agents is growing due to three things: Unrivalled marketing, professional & experienced staff and superb local knowledge.

**If you are considering letting and would like a free no obligation valuation call our team today on 01895 613005.**

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*Residential*

to find out more and to view all  
our available properties please visit  
[austinresidential.co.uk](http://austinresidential.co.uk)

# Our unique service, step by step



*“Once the best possible  
rental is achieved  
through high profile  
marketing, we put  
measures in place to  
protect your income  
throughout the  
tenancy”*

Neil Palmer – Managing Director

## 1 Free Market Appraisal

We will provide you with a free market appraisal and advise on any work which may be required to ensure your property attracts quality tenants paying the highest achievable rental figure. We can, also, advise on steps which may need to be taken to comply with the 'ever-changing' rules and regulations prior to offering the property 'to let'.

## 2 Web Advertising

Your property will be instantly available on our innovative website – [austinresidential.co.uk](http://austinresidential.co.uk) – with floor plans, photography and location maps. Your details will also be automatically sent to relevant applicants and also loaded onto [primelocation.co.uk](http://primelocation.co.uk), [rightmove.co.uk](http://rightmove.co.uk) and [zoopla.co.uk](http://zoopla.co.uk), three of the leading property portals.

## 3 Marketing and Advertising

First impressions count and the first thing potential tenants see before they even pass the front door is the photographs of your property. We spend time, use professional cameras and skilled photography to capture the best pictures that will make your home rent quickly. Distinctive 'To Let' boards will be arranged by agreement with the Landlord prior to marketing.

## 4 Referencing

All prospective tenants are fully referenced by an independent agency, who will check the tenants identity, employment status, credit history and also gain references from previous landlords if applicable. Only tenants who pass our vigorous referencing checks and who have been approved by the landlord will be offered the property.

## 5 Tenancy Agreement

Your property will be let on an Assured Shorthold Tenancy Agreement usually for an initial 6/12 month term, which will run on a month to month basis following expiration of the fixed period. Longer and shorter initial terms can be arranged and this can be discussed further with the Agents if required. The tenancy agreement is an important document and provides the contract between landlord and tenant in which the different responsibilities are explained.

## 6 Inventory

We would produce a full Inventory and Schedule of Condition of the property prior to the tenant moving in to record both the condition of the property and anything left in place including carpets and curtains etc. It is essential that an accurate record is taken as this can then be used to compare the condition at the end of the tenancy should a claim against the deposit need to be made.

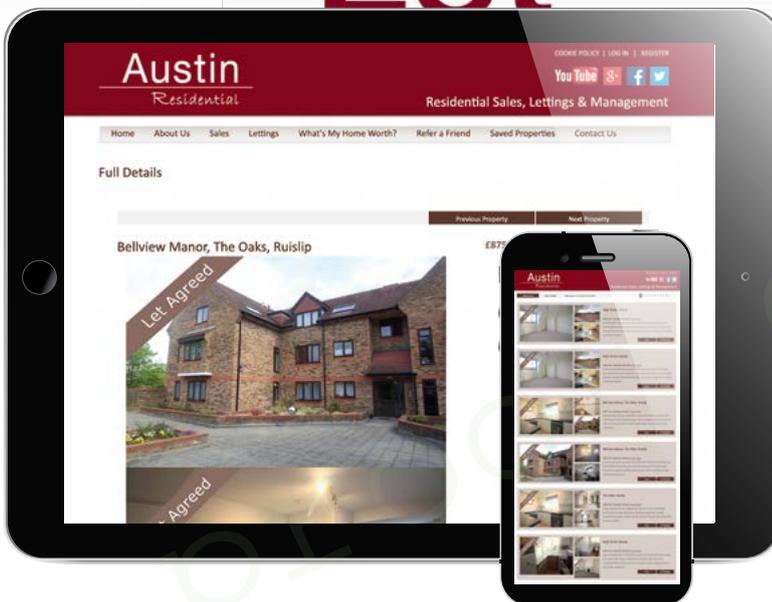
(additional charges apply)

# Austin

## Residential

# Let

[austinresidential.co.uk](http://austinresidential.co.uk)



rightmove 

Zoopla

 PrimeLocation

### 7 Deposit

Since The Housing Act of 2004 came in to force in 2007, all deposits must be held in an approved Tenancy Deposit Scheme. We would collect the deposit, which is 5 weeks rent and forward it to a Deposit Protection Scheme. The deposit can then be used to off-set charges for breakages/damages or for rent arrears occurring during the term, if required.

### 8 Rent Arrears

The agent will inform the Landlord as soon as practically possible of any delay or default on the rent and will make best endeavours to obtain the arrears and advise further action if necessary. Rental income can be guaranteed via certain insurance policies which we can suggest, if necessary.

### 9 Landlord's Obligations

The Landlord has a duty under the Landlord and Tenant Act 1985 to keep the property in a good state of repair and to keep all wiring, plumbing, heating, electrical and gas appliances provided in safe and good working order. Legislation is continuously changing and Austin Residential can keep you up-to-date with all necessary obligations that apply.

### 10 Opening hours to suit your needs!

Our office is open Monday to Friday 9-6pm and Saturday 9-4pm so we are always available whatever your property requirements.

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Residential

# Let only or fully managed?

	Let Only	Fully Managed
Free rental valuation	✓	✓
Marketing advice, Internet and 'To Let' board	✓	✓
Accompanied viewings	✓	✓
Full tenant referencing service	✓	✓
Preparation of Tenancy Agreement	✓	✓
Collection of deposit and first months rental in advance	✓	✓
Placement of deposit into Deposit Protection Service	✓	✓
Meter readings & notification letters provided to utility companies	✓	✓
Rental collection		✓
Co-ordination of any necessary repairs or maintenance works which may arise during the tenancy		✓
Arrangement of annual Safety Certificates		✓
Periodic inspections		✓
Inform Landlord of 'ever-changing' legislation		✓
Rental arrears collection		✓
Notices to quit		✓
Outgoing inspection		✓
Deposit dispute		✓



# Peace of mind for busy Landlords

**Choose our Complete Management service, and all you have to do is sit back and enjoy the rent, whilst your dedicated Property Manager keeps you fully informed of any issues.**

Once your property is let the work doesn't stop there. Today's tenants can be quite demanding, expecting maximum value for their rental.

Whether it be fridge failure or a leaking shower, you can be sure any tenant will want a swift repair – however inconvenient the moment may be for you.

This is why clients value our property management service where we look after any repairs and tenancy issues for you. And, for your peace of mind, we also visit the property to keep an eye on its condition: plus, we'll check that your rent is paid promptly.



to find out more and to view all our available properties please visit [austinresidential.co.uk](http://austinresidential.co.uk)

**Austin**  
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Austin Residential is an extremely professional organization.

S Zauwar

Always professional, efficient and go out of their way to help.

B Nunan

Always providing friendly and sound advice

R Cole

Efficient, professional, knowledgeable, responsive, friendly and extremely helpful team

E Dragut

So accommodating and responsive and unbelievably helpful

M Hoskins

They have made my move very simple and easy

C Grant

Superb service from all the staff - made the whole lettings process simple and easy

Eleanor Stevens

Excellent service, they found me a great tenant and took care of everything

Peter Jacobs

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