



PMC

PROPERTY
MANAGEMENT
& LETTINGS

*Letting your
Property*

Letting your property with PMC

A property is probably the most expensive investment someone will make, and should be managed and taken care of accordingly. Not only is it our aim to maximize the return on your investment, but also to sustain its capital growth. We do this by not just concentrating on collecting rental, but by maintaining the fabric of the property and, where possible, adding to its value.

As a property management company, our first obligations are to our clients, and we know and understand the importance of having a good relationship with tenants. We pride ourselves on being an approachable and fair-minded company, and we are fully committed to fulfilling the role of property managers.

In this guide, we will cover the process of letting your property from start to finish, including explaining our common sense approach to some of the leasing grey areas.



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Our Accreditations:



About Us

PMC is a privately owned and managed business, established in Aberdeen in 1995 with offices across Scotland.

As one of the leading independent property management companies in Scotland, we take care of our clients' most valuable assets, covering everything from arranging and managing lettings, property staging, and factoring for both commercial premises and residential homes. We are proud to be a family company and work with the best local partners to provide an excellent and unmatched service to our customers. We are passionate about empowering local businesses and helping to grow the reputation of Aberdeenshire's professional tradespeople.

At PMC, we are fully committed to providing excellence in our service standards across the entire range of our property management and lettings operations. With many options available for landlords and tenants we believe first-class customer service to be fundamental to our business. To assist with achieving this core value, we believe transparency between client and managing agent is also a critical component.

We believe that the provision of efficient customer care and service is of paramount importance in building and maintaining relationships with our clients, and the great service we provide is at the core of everything we do.

The 'key' to our success we believe, is our ability and desire to communicate with our clients with ease so that 'small' issues are never allowed to become 'big' problems.

Useful Contact Information

PMC Management & Lettings:

Property Shop: 01224 678888

Head Office: 01651 873 838

lettings@pmcproperty.com

Our Fee Structure

An outline of our Fee Structure is included in the table below. A full list of what services are included can be found on Page 5 of this document.

<i>Fully Managed</i>		
Marketing Fee	Advertising on PMC website and other 3rd party sites, viewings, negotiations, preparation of lease & arranging ingoing inventory	60% of first months' rental +VAT (£250+VAT min)
Standard Commission	Monthly management %	12%+VAT
PMC Factoring Client Commission	Monthly management %	10.5% + VAT
Multiple Property Commission (3-5)	Monthly management %	9.5% + VAT
Multiple Property Commission (5-9)	Monthly management %	8.5% + VAT
Multiple Property Commission (10+)	Monthly management %	6.5%+VAT
<i>Tenant Find Only</i>		
	Advertising on PMC website and 3rd party sites, viewings, tenant negotiations, preparation of lease	100% of first months' rental+ VAT (£600+VAT min)



Third-Party Costs

The items listed below are services that as a landlord you may need to engage to lease your property. We can arrange for any of these items to be carried out on your behalf.

The prices noted below are approximate.

<i>Service</i>	<i>Rate</i>
Tenant Referencing-credit check	£15+VAT Per tenant
Ingoing Inventory - Outgoing Inventory	Approx. 10% of monthly rental- Minimum £50 +VAT
Energy Performance Certificate	From £60+ VAT depending on the size of property
Landlord Gas Safety Certificate	£65+VAT for boiler plus £12+VAT per other gas appliance
Portable Appliance Testing	£40-£80+ VAT dependent on number of appliances
E I C R	£130-£170+VAT dependent on property size
Smoke / CO Detectors	£85+VAT per Smoke, £95+VAT per Heat and £40+VAT per CO
Legionella Risk Assessment	£60+VAT
Landlord Registration	From £66
HMO License	From £655





Ad-Hoc Services

Yearly Income & Expenditure Statements	£50 + VAT
Preparation of Private Residential Tenancy	£120+VAT
Change-over of Utilities (applicable to tenant find clients only)	£30+VAT
Building Factoring	POA
Buy to Let Consultation	£25 per hour
Empty property inspections	£15 per visit
HMO Applications	£120+ VAT
Property Staging & Interior Design	POA



Our Service Options

We offer a FULL MANAGEMENT SERVICE and TENANT FIND ONLY SERVICE as well as a range of ad-hoc and miscellaneous services which can be found listed in the Fee Structure section on Page 3 of this document.

Full Management Service

Our Full Management Service for landlords includes:

- Preparation of lease particulars including photos & video
- Arrangement of an advertising plan and execution of the plan
- Carry out accompanied viewings with prospective tenants
- Negotiating terms of the lease
- Tenant screening
- Preparation of lease agreement and obtaining a signed copy of the same
- Collection of first monthly rental & deposit (note our initial fees and any third-party fees outstanding are deducted from this).
- Arrange any safety checks if necessary
- Arrange Inventory
- Arrange change-over of utility accounts including council tax (note any telephone accounts must be terminated by the account holder as they will not take instructions from a third party)
- Settle any final accounts for the above from the next available rental
- Collection of all subsequent monthly rental payments (note our monthly management fee is deducted from this)
- Monthly rental statements
- Carry out quarterly inspections & email quarterly inspection reports to the landlord
- Deal with any tenant enquiries/requests
- Action any maintenance/repairs required up to the value of £250 + VAT (without obtaining authorisation from landlord)
- Serve the appropriate Notice to Leave to terminate the lease when required
- Contact landlord to obtain instructions upon notification tenants are vacating
- Re-check Inventory upon tenants vacating
- Provide landlord discrepancies statement for any deductions being made to tenant's deposit (the deposit scheme decision is final when considering deductions)
- Contact utility suppliers, including council tax, upon tenants moving out and provide meter reading.

Tenant Find Only

Our Tenant Find Only service for landlords includes:

- Preparation of lease particulars including photos
- Arrangement of an advertising plan and execution of the plan
- Carry out accompanied viewings with prospective tenants
- Negotiating terms of the lease
- Tenant screening
- Preparation of lease agreement and obtaining a signed copy of the same
- Collection of first monthly rental & deposit (note our initial fees and any third-party fees outstanding are deducted from this)
- Provide information sheet to ingoing tenants with landlord's details including bank details for subsequent rental payments
- Provide information sheet to the landlord with tenant's details including a signed copy of tenancy agreement.



Ad-hoc & Miscellaneous Services

We have compiled a list of services that we offer to both new and existing clients. Details of these services are listed below. Whether it should be one service you wish to engage in or several, our team are here to help.

Change-over of Utilities

This can be very time-consuming and we as a company can offer to take the hassle away by contacting all suppliers including the council tax office, upon new tenants moving in or old tenants vacating. It should be noted that we cannot change over telephone, broadband or sky accounts, the account holder is responsible for this.

This service is included in our full management option.

Yearly Income & Expenditure Statements

These can be provided at a landlord's request should they require it for a tax return or their financial records.

Buy to Let Consultation

It can be a daunting thing to make a property purchase for rental investment and we can offer comprehensive advice on properties that you are considering purchasing for that purpose.

Preparation of Private Residential Tenancy ONLY

Building Factoring

We offer a comprehensive Property Management Service tailored to suit the requirements for blocks of flats, estates, and commercial premises. This service would cover, not exclusively, the preparation of annual budgets, periodic inspections, contractors' work, arranging all repairs and property maintenance, attending/arranging residents' meetings, and collection of factoring fees from all residents.

Property Staging and Interior Design

The finishing touches can make a big difference when letting your property. At PMC, we take the stress out of furnishing and staging your property with our bespoke design and staging service. From furnishing your home or commercial property all the way to styling and staging for going on the market, we can tailor our service to meet your requirements and suit your budget.

A price guide for our Ad-Hoc services can be found on Page 4 of this booklet for your reference. Get in touch with our team for more details.



Rental Value

We have an excellent knowledge of the rental market in Aberdeen and Aberdeenshire, and, not only do we consider market conditions when placing a rental value on a property, we look at the full picture.

- What type of tenant would this property suit?
- How many similar properties are offered for rental?
- What is the condition and age of furnishings and fittings?

All these factors contribute to a rental value as well as many other variable factors.

We would provide an expected rental range, for example, £600 - £650 per calendar month. Our valuations are always realistic with the aim to secure a suitable tenancy as quickly as possible.

Our years of experience & understanding of the rental market will provide you with a realistic and competitive valuation to achieve the best value for your property.



Marketing the Property

We prepare professional lease particulars for all properties which include photographs and videos. The particulars are to be well presented, non-exhaustive, and highlight all the property's plus points.

The property shall be exposed to as many appropriate marketing avenues as possible. We have no set advertising plan as each property is different, and so, needs an individual advertising plan. Although the internet tends to be the furthest-reaching advertising method, we do not discount other, more traditional methods. We have listed several marketing tools we use below:

- PMC Property Management & Lettings website
- Various Property Websites, both local & national (e.g. Zoopla, Citylets, Lettingweb, s1homes)
- Social Networking Channels (e.g. Facebook, LinkedIn, Instagram)
- Press Advertising- Available on request (e.g. P&J)
- Window/Garden Boards
- Mail Shots – Sent to universities and large-scale companies where relocation is common (e.g. NHS)
- Relationship with Relocation Companies

We recommend that we carry out all viewings but do recognise that landlords sometimes wish to meet with prospective tenants, and this can be arranged.

A decorative interior scene featuring a window with a view of greenery. In the foreground, there is a stack of books, a white geometric vase, a black vase with a plant, and a small potted fern on a tray. The text is overlaid on a dark green rectangular background.

*Did you know PMC
also offer a Property
Staging and Interior
Design service to
help you attract the
best tenants?*

See Page 7 for more
information

Property Safety Regulations

There are a number of Safety regulations that must be met when letting your property. These include:

Energy Performance Certificate

It is a legal requirement that all landlords have a current Energy Performance Certificate (EPC) for their property before advertising (valid for 10 years). This has been designed to enable prospective tenants to see how energy efficient the property is. By 31 March 2022, all properties will need to have at least EPC band E, and from 1 April 2022, any new tenancy will require the property to have an EPC of at least band D. We can arrange this works for you if required. An Energy Performance Certificate must be provided and displayed in the property offered for let.

Gas Safety Certificate

If your property has a gas supply, then by law you are required to have a gas safety certificate carried out on an annual basis.

Legionella Legislation

Health and safety legislation now states that landlords must carry out risk assessments for the Legionella bacteria which cause Legionnaires' Disease and thereafter maintain control measures to minimise the risk.

Electrical Safety

An EICR (Electrical Installation Condition Report) and PAT (Portable Appliance Testing) are required to be carried out to ensure the safety of the electrical systems and appliances within their property. EICRs are undertaken every 3 -5 years, dependent on the electrician's recommendation, and PAT testing is recommended annually.

Fire Detection

You have a duty to provide smoke alarms and carbon monoxide alarms in your properties and to maintain them. The following is a minimum standard:

- One functioning smoke alarm in any room which is frequently used by the occupants for general daytime living purposes.
- One functioning smoke alarm in every circulation space, such as hallways and landings.
- One heat alarm in every kitchen.
- All alarms should be interlinked (hardwired). The number and position of the alarms will depend on the size and layout of the house. There should be at least one alarm on each floor.



Inventory

Prior to a tenant taking up occupancy, an inventory must be taken. An inventory shall consist of a full listing of contents, furniture, fixtures, finishings, and description of any outside areas and outside storage. Photos, where deemed to be necessary, shall be provided within the inventory. The inventory will also include utility meter readings and supplier details (where known).

A tenant shall sign two copies of the inventory upon occupancy, one for their records and one for our records. Upon vacating the property, the inventory shall be re-checked, and any changes shall be noted. Any abnormal discrepancies shall be valued and deducted from the deposit held.

"Wear & Tear" Explained

When a tenant has moved out and there are discrepancies in the inventory, this is normally where our common-sense approach is tested. A degree of wear and tear must be expected, and the age of items and decoration must be taken into consideration. Certain areas of a property will be more susceptible to wear and tear than others, for example hallway décor and stair carpets. What we would describe as unacceptable wear and tear is damaged plasterwork, crayon or writing on décor, and dirtied and stained carpets through neglect rather than an accident.

Maintenance

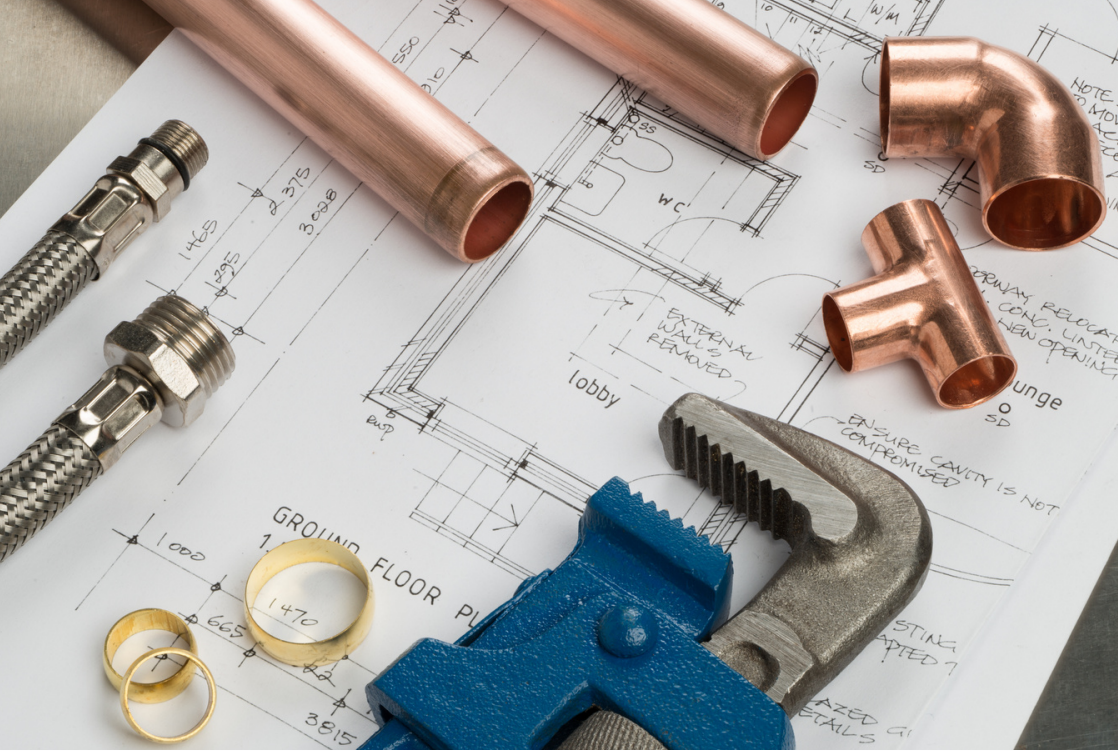
It is our commitment to keep any property in good order and, not only attend to general day-to-day repairs but consider ad-hoc maintenance and upgrading that should be undertaken to avoid costly repairs later.

In the lettings industry, issues and maintenance work is inevitable. Our innovative new Maintenance Portal, Fixflo, means that tenants can easily report issues within the property to our maintenance team, upload images and troubleshoot simple problems themselves with easy-to-follow guidelines where necessary. Job progress can be tracked online by tenants, landlords and contractors alike via unique portals.



To find out more, head to:
<https://www.pmcproperty.com/report-an-issue>





Within our Full Management Service we will ask the landlord to sign a property management contract to enable us to fulfill our commitment to honour repairs and keep up with ad-hoc maintenance with a spending limit of £250+VAT. Where a repair exceeds this, we will seek the landlord's permission before proceeding. We do however reserve the right to act upon emergency repairs which may exceed £250+VAT only where the landlord cannot be contacted for instructions.

We have a pool of reliable and helpful local tradesmen whom we have built a good and trustworthy rapport with. Where necessary, and where common sense prevails, we shall endeavour to obtain two quotes for any maintenance works. Details and/or paperwork for maintenance agreements or guarantees in respect of any appliances, central heating systems, etc., must be provided, to enable us to take full advantage of these in the event of any breakdowns or faults arising.

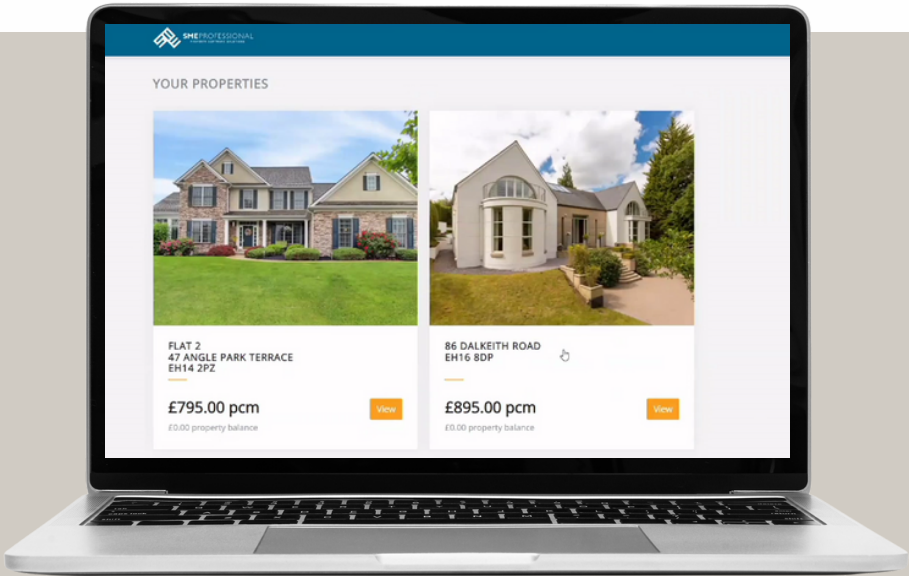




Your Landlord Portal

At PMC, we offer access to a Landlord Portal, where property owners have the ability to log in to their own unique portal and view information related to each of their properties.

Our portal allows you to run annual statements, view inspection details and photos, see that rent has been paid, and access important documentation, all in one place.



Below is a list of items that the portal allows our landlords to access:

Property statement:

Allows the landlord to generate their own statement

Property balance:

Lists the history of transactions associated with the property and provides the total amount due to the owner

Tenant balance:

Lists the rent payments against the days expected and will show any outstanding balances from the tenants

Landlord float:

The running balance of the float and any associated expenses that have been subtracted from it

Future deductions:

The total sum of items not yet deducted

Statement documents:

A copy of each statement generated for this property will automatically be added to this folder

Certificate documents:

Shows any safety certificate files uploaded against the property

Inspection documents:

Lists any inspection documents uploaded against the property

Tenancy documents:

A copy of each tenancy agreement generated for this property will automatically be added

Documents:

Any other relevant documents for the property

Rental Payments & Deposit

If we are instructed to provide a full management service, we will collect all rental payments on your behalf and, after any deductions of all (if any) sums expended in respect of repairs/maintenance, remit the balance to your nominated bank account. We will also email a monthly statement for your records. Rental payments shall be collected from tenants by standing order and paid into the landlord's bank account within 5 working days of receipt.

A standard deposit of at least one month's rent should be taken along with the first month's rental payment and will be held by a government-approved Tenancy Deposit Scheme (Safe Deposit Scotland is our preferred service) in accordance with the legislation which came into effect on 2 July 2012. This legislation is designed to safeguard the tenant's deposit and minimise any disputes. We will submit the deposit to a Government approved Tenancy Deposit Scheme to hold for the duration of the tenancy and provide the Tenant with certain key information, called Regulation 42, explaining deposit protection. Further information on the deposit scheme can be found at:

www.mydepositscotland.co.uk/landlords/resource-centre otherwise please call our office if you have any questions.

Alternatively, there is another scheme/ type of deposit that can be taken, called Reposit.

Reposit is used by many other companies in Aberdeen and throughout the UK. As demand for alternatives to cash tenancy deposits has rapidly increased in recent times, our research concluded that Reposit has the best offering on the market for landlords and tenants. Our partnership now gives you access to the benefits of being able to offer a market-leading deposit alternative.



The benefits of using Reposit include:

8 weeks' worth of cover, compared to the maximum of 5 weeks offered by cash deposits:

Reposit gives you 3 additional weeks' worth of protection. This is the most cover available compared to other similar products on the market.

Increased demand, fewer voids:

Properties advertised with a 'deposit free option' have been shown to attract 26% more click-throughs online and will typically let quicker. Therefore, offering a deposit-free option can increase tenant demand, helping you to sustain rent levels and reduce void periods.

Faster dispute resolution:

If a tenant raises a dispute at the end of tenancy, Reposit will obtain a final verdict within 14 days, much faster than the traditional cash deposit schemes, which can take up to 12 weeks.

The Reposit cover is valid for any combination of rent arrears, damages, removals and cleaning – it is essentially a direct replacement for a traditional cash deposit.

If Reposit is chosen by the tenant, they will pay Reposit a service fee equivalent to just 1 weeks' rent. Reposit is free for the landlord. At the end of tenancy, Reposit will handle the collection of all valid end of tenancy charges and ensure payment to you. Please note that Reposit mediates the entire end of the tenancy process. A landlord will not need to interact with the insurer directly to make a claim.

Of course, making sure you get paid at the end of tenancy is one of our key concerns. We selected Reposit as our partner because they are FCA regulated and FSCS protected, and their product is underwritten by a top 5 Lloyd's of London insurer. As such they have always ensured reliable pay-outs.

Taxation

UK Landlords are required to pay tax on property income after offsetting any allowances and expenses. In the case of landlords residing abroad then the Non-Resident Landlords (NRL) Scheme comes into effect. In order to avoid the agent having to retain 20% of your monthly rental for tax purposes you would be required to complete an NRL1 form, which is available from www.hmrc.gov.uk, prior to you leaving the UK. In the case of joint owners, a form must be completed for each owner. The forms are required to be submitted to the Inland Revenue who will inform both the landlord and their agent that approval has been given for the rental income to be paid with no tax deducted. The Inland Revenue will ask the landlord to complete a Self-Assessment Tax Return once a year to establish if there is any tax liability.

To register as a landlord and your property please log onto: - www.landlordregistrationscotland.gov.uk

Note - we cannot lease a property on your behalf without your landlord registration number.



Multiple Occupancy Tenancy

House in Multiple Occupancy (HMO). From October 2003 if a house is in multiple occupancy (3 or more unrelated persons) then the owner will be required by law to have a HMO Licence which can be obtained from the appropriate Local Authority. There are eligible criteria that will have to be complied with. There is a fee payable to the Local Authority for issuing an HMO Licence. Should you wish for PMC Property Management & Lettings to apply for an HMO Licence on your behalf we can offer this service but reserve the right to charge a small fee for this arranging and organising any compliance of the criteria set by the local authority. Please ask for further details.

Further details on HMO can be obtained at: -
<https://www.aberdeencity.gov.uk/services/services-business/licences-and-permits/houses-multiple-occupation>

Tenant Screening

We have invested time and experience into our tenant screening and have endeavoured to make the application process for tenants as comprehensive and non-exhaustive as possible, whilst keeping it as informative and thorough as required.

Some of the things we do to ensure the right tenants for the right property are:

- Analyse all applications
- Interview tenants
- Reserve the right to carry out a credit search (£15+VAT) and obtain any additional information from a tenant other than what is provided on the application forms, but this is not always deemed to be necessary.
- Obtain references for past and present Landlords, employers, bank managers or accountants where applicable.

Follow us on social media
for our latest updates:



We're here if you need us

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