

Ridgewater

Sales & Lettings

Local • Independent • Expert



Landlords

Information

Why Use Ridgewater Sales and Lettings?

Ridgewater are your award winning local letting agent

Meet the team at Ridgewater

Helping you on your property journey...

Neil Tozer
Managing Director



Mike Lawton
Torquay Real Estate



Jennifer Tozer
Director



Your local, independent, award winning agent



Ridgewater Sales and Lettings - the United Kingdom

Best Independent Estate Agency - South West England
ridgewater.co.uk

SME UK
news ENTERPRISE

Best Independent Estate and Lettings Agent
Devon



**BRITISH
PROPERTY
AWARDS**
2021 - 2022

SILVER WINNER

LETTING AGENT
IN SOUTH WEST
(DEVON)

**—
DID YOU
HEAR...?
WE WON!**



Ridgewater

Sales & Lettings

Local • Independent • Experts

Our promise to you....

Ridgewater was founded by Neil Tozer in 2008 after struggling to find an agent locally who offered the service he was looking for.

Many people he spoke to felt the same and seemed disillusioned with hidden fees and poor service.

A different type of agent was created, one that focuses on your individual needs.

We believe in always doing the best by our customer, it's our promise to you.

- We will always make you feel welcome
- We will understand and meet your needs
- We will build relationships through professionalism and trust
- We will constantly strive for improvements
- We take pride and enjoyment in what we do
- We will be transparent in everything we do





Why Use Ridgewater?

Ridgewater is a totally Independent Lettings and Management Company founded and run by professionals with extensive local knowledge. We are a refreshingly modern specialist letting agent with the ethos of providing unrivalled customer care whilst delivering fast results ensuring Landlords maximise the income potential for their investment.

We recognise that our clients will have a diverse range of circumstances, therefore we think it is important that whilst we have devised a fantastic Lettings and Management service, it is very much the case that one size doesn't fit all and as such we tailor the service around each individual's different needs.

Whilst there are complex laws surrounding the letting of a residential property we try to ensure matters are uncomplicated and that we minimise any risk by professionally managing your investment.

We have carefully looked at our brand image because we wanted our brand to reflect how differently we want to operate and therefore we wanted a clean, modern and professional brand that stands out, this can be seen by our distinctive to let boards, our web-sites and our local advertising. Our brand image reflects the modern approach that we adopt in letting your property and once occupied the attention to detail in managing your property efficiently and effectively.

We believe in providing our landlords AND tenants unrivalled customer service to ensure that the whole tenancy is a trouble free experience from beginning to end.



AT RIDGEWATER WE
BELIEVE WE OFFER
YOU MORE THAN
ANY OTHER AGENT
IN TORBAY

HERE ARE A FEW
REASONS WHY WE
BELIEVE IT.....

We are your local, independent property experts.

Our high street offices are at the heart of the community. If you ever need us we are always on hand to help.

Our two local offices are highly visible and easily accessible and we always have a freshly ground cup of coffee ready to welcome you.

You will deal with a dedicated local property expert based in one of our offices, and being truly independent we are free to tailor our service to suit you.

Showing your property off to its best.

We do everything we can to present your home in the best possible way; from professional quality photography, floor plans and virtual tours, to our high street office window, and it's all included as standard.

Ridgewater are your online and local agent.

We offer everything you can get from a online agent plus so much more.

Companies that advertise as online are just estate agents without the local office, team and knowledge.

We are always available to help.

We get you seen in all the right places.

As well as our local offices we show your property off to the world!

Unlike many agents we are on ALL of the main property search sites such as Rightmove, Zoopla, On The Market, Primelocation and we can even create custom adverts on Facebook and get your property out to our 4500 followers plus millions more!

Ridgewater will only ever give honest advice.

The biggest reason why properties don't rent is that agents tell the owner what they want to hear, and that usually means over pricing it to get the property listed.

We will never over price properties for ego.

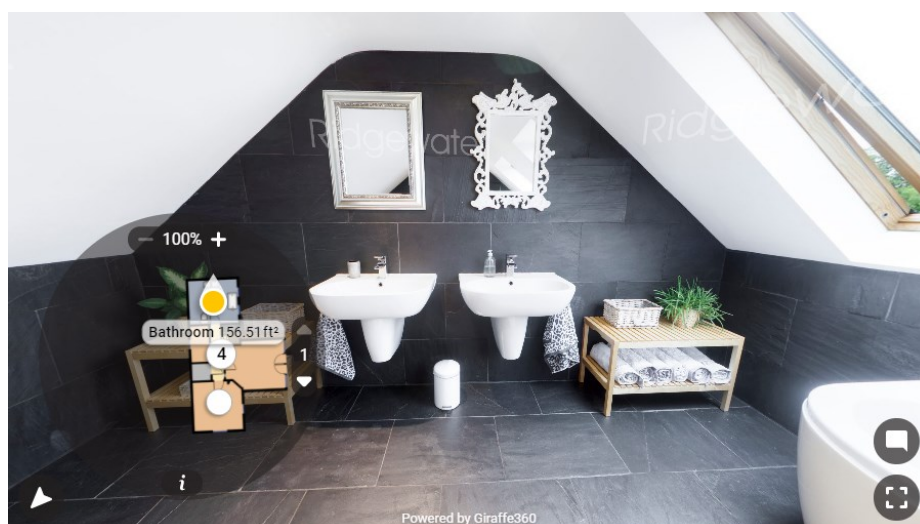
We want to rent your property so will only ever give you an honest appraisal backed up by comparables.



MEET OUR GIRAFFE



Our state of the art camera that creates a 3D virtual tour of your home... and its included as standard on our Fully Managed and Complete Tenant Find Service



Some agents charge extra if you want professional photographs...



At Ridgewater, excellence is included as standard*



A leading competitor's photo



Our photo of the same room

Your home deserves so much better

- We removed the personal belongings.
- Much more of the room is shown.
- The correct lighting is used to show off the room.
- There is no distortion, the uprights remain upright.

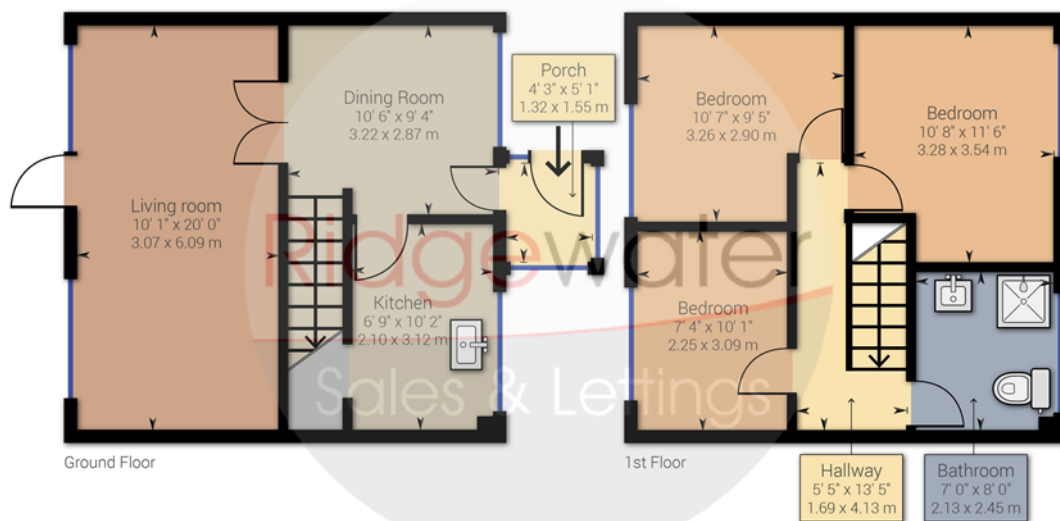
* With our Full and Complete Management Service



We include a floor plan for free, because people like them!*

1 in 5 buyers would ignore a property listing completely if it didn't have a floorplan.

Over a third of buyers said that they were less likely to even enquire about a property without a floorplan.



Approximate net internal area: 814.75 ft² / 75.69 m²
While every attempt has been made to ensure accuracy, all measurements are approximate, not to scale. This floor plan is for illustrative purpose only and should be used as such by any prospective tenant or purchaser.

Powered by Giraffe360

Source - Rightmove

* With our Full and Complete Management Service

What will Ridgewater do for you and your property?

- ◆ Free no obligation market advice on the current rental value of your property.
It is important that your property is valued correctly.
- ◆ Advertising and marketing of your property, including a 'To Let' board , where appropriate.
Being seen in all the right places is so important.
- ◆ Advise on presentation and furnishing of your property.
Helping you make a great first impression.
- ◆ Free 3D floor plans on property detail and online.
Because people love a floor plan!
- ◆ Regular updates regarding interest levels and marketing.
We constantly monitor how your property is performing and let you know
- ◆ Accompanied viewings with prospective tenants.
We can help demonstrate all the best features of your home
- ◆ Regular feedback after viewings.
Good or bad, it's so important to get some feedback.
- ◆ All tenants fully and independently referenced.
We will do every thing we can to ensure you get the best tenant.
- ◆ Advice on your legal responsibilities as a Landlord
We ensure your property and tenancy are fully legally compliant

Management Packages and Charges

A comparison at a glance!

	Rent Collection	Standard	Complete
Price Per Month*	7.5% (6.25% + VAT)	12% (10% + VAT)	14% (11.66% + VAT)
Initial Set-Up Fee	£449	£349	£349
Tenant Referencing	✓ (up to 2 people)	✓	✓
Unfurnished Move-In Inventory	✓	✓	✓
Furnished Move-in Inventory	£48	£48	✓
Monthly Rent Collection	✓	✓	✓
Monthly Rent Statement	✓	✓	✓
Rent Arrears Chasing (2 phone calls and 2 letters)	✓	✓	✓
Deposit Registration	✓	✓	✓
Gas, Legionnaires & Electric Safety Reminders	✓	✓	✓
6 Monthly Property Inspections (From Month 3)	+	✓	✓
Maintenance Issues Managed with access to Fixflo	X	✓	✓
Out of Hours Emergency Calls	X	✓	✓
Rent Increases	X	✓	✓
Move-Out Inventory	+	✓	✓
Deposit Dispute Handling	+	+	✓
Serving Section 21	X	+	✓
Rent Protection & Legal Expenses inc. Arrears Chasing	X	X	✓
Annual Portfolio Review Meeting	X	X	✓

+ This can be arranged for an extra fee

* Subject to a minimum fee of £50 (inc. VAT) for rent collection; £65 for Standard Management; £80 for Complete Management. Minimum term of 6 months.

Please note Multi-Agency Set Up is as above PLUS £120 incl. VAT payable up front to cover the cost of marketing.



Our Services:

COMPLETE MANAGEMENT SERVICE -

All Tenancies on our complete management service include:-

- Nil Excess Rent guarantee
- Legal expenses

If the tenant defaults on their rent, we will continue to pay you any rent due until the tenant vacates the property and take the necessary legal action to evict the tenants.

Also Includes:-

- Advice on the rent you can expect to receive.
- Advertising and marketing of your property, including a 'To Let' board where appropriate.
- Advise on presentation and furnishing of your property.
- Advise on your responsibilities as a landlord.
- Accompanied viewing with prospective tenants.
- Considering and dealing with applications and taking up references on prospective tenants and guarantors including Right To Rent Check (please note that although we endeavour to ensure that the tenant is suitable, we cannot guarantee this).
- Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.
- Arranging for the drawing up of the inventory / schedule of condition excluding lofts and other inaccessible areas.
- Collecting a deposit from your tenant which will be held in the Deposit Protection Scheme
- Notifying the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.
- Collection of monthly rents with payments to you within 3 working days of receipt.
- Preparing and sending rent statements outlining income and expenditure.

- Issuing rent demands for late payments and notifying you as appropriate of rent arrears.
- Visiting the property at regular intervals. The purpose of the visit is to check that the tenants are fulfilling their obligations under the terms of the tenancy, it does not represent a survey or inventory check. We do not visit empty properties unless requested to do so in writing, however, in the normal course of letting, periodic visits may be made by our letting staff. Extra visits can be carried out on request in accordance with our scale of charges.
- Responsibility for the day to day management of your property. This may involve arranging for general repairs or maintenance to be carried out subject to the agreed limit. In an emergency we reserve the right to carry out required repairs, even if the costs exceed the agreed limits without further reference to you. The cost of repairs is normally deducted from the rental income
- At the end of the tenancy, check the inventory and/or schedule of condition to assess whether the property is, in our opinion, in acceptable condition, subject to fair wear and tear. If appropriate we will negotiate any necessary deductions from the deposit to cover the tenants share of the costs of repair or replacement.
- Organise return of the deposit to the tenant at the end of the tenancy, provided that the tenant has in our opinion complied with the terms of the tenancy and the condition of the property is satisfactory. If you or your representative(s) wish to inspect the property before we agree the condition with and/or return the deposit to the tenant, you must do so the day after the tenant vacates the property and inform us before the tenancy termination date of your intention to do so. Strict legal deadlines for resolving tenants' deposits apply.

All for just 14 % pcm INC VAT (11.66% + VAT)
£349 incl. VAT set up charge – No Let No Fee

STANDARD MANAGEMENT SERVICE

As above but without Rent Guarantee and Legal Cover

We can offer our Management Service without the extra benefit of the rent protection and legal cover.

All for just 12 % pcm INC VAT (10% + VAT)
£349 incl. VAT set up charge – No Let No Fee

Please note Multi Agency Set up fee is as above plus £120 incl. VAT payable up front to cover the cost of advertising, photography etc. for both Management Packages



Tenant Find Packages and Charges

A comparison at a glance!

	Advertise Only	Tenant Find	Complete Tenant Find
Standalone Price (inc. VAT)**	£249 (payable up front)	£399	£549
Photographs and Descriptions of Property	✓	✓	✓
Advertised on Online Property Portals	✓	✓	✓
Advertised on Ridgewater Property Website	✓	✓	✓
Promoted in Office Windows (Subject to availability)	✓	✓	✓
Accompanied Viewings	X	✓	✓
Referencing	X	✓ (up to 2 people)	✓
Right to Rent Check	X	✓	✓
Negotiation of Tenancy	X	✓	✓
Compliance Advice	X	✓	✓
Tenancy Agreement	X	X	✓
1st Month's Rent Collection	X	X	✓
Deposit Collection and Registration	X	X	✓
Initial Statement	X	X	✓
Full photographic inventory	X	X	✓
Full Photographic Inventory (£48 extra for fully furnished)	X	X	✓
Council Tax, Water Authorities & Utility Companies notified	X	X	✓

** Payable for each letting where the tenant is introduced through the agent.



ADVERTISE ONLY SERVICE - Our service will include:

- Advice on the rent you can expect to receive.
- Photographs and description of your property.
- Advertising and marketing of your property on Rightmove, On The Market, Zoopla, Prime Location and Many More.
- A 'To Let' board where appropriate.
- Featured on our Facebook Page.
- Your Property advertised on Our Mobile Friendly Website.
- Advertised until a tenant is found.
- Advice on presentation and furnishing of your property.
- All enquiries emailed to you for you to contact and arrange an appointment.

£249 INC VAT - Payable upfront

Please note this service does not any paperwork, tenant checks or advice on your responsibilities as a landlord

TENANT FIND SERVICE - Our service will include:

All of the above plus.

- Advice on presentation and furnishing of your property.
- Advice on your responsibilities as a landlord.
- Accompanied viewing with prospective tenants.

£399 INC VAT - set up charge - No Let No Fee



COMPLETE TENANT FIND SERVICE - Our service will include:

All of the above plus

- Considering and dealing with applications as well as taking up references on prospective tenants and guarantors including Right to Rent Check. (please note that although we endeavour to ensure that the tenant is suitable, we cannot guarantee this).
- Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.
- Arranging for the drawing up of the inventory / schedule of condition excluding lofts and other inaccessible areas.
- Collecting a deposit and initial rent payment from your tenant, which will be paid to you within 5 working days of receipt. Registering the deposit with the Deposit Protection Scheme.
- Notifying the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.

£549 INC VAT - set up charge - No Let No Fee

Please note Multi Agency Set up fee is as above plus £120 inc VAT payable up front to cover the cost of advertising, photography etc.



Other Services we can offer include:-

Property investment advice -

We are happy to help you find your next investment property and can advise on potential return, work required, buying with a tenant in situ etc. **This Service is FREE**

Property Renovation -

We can arrange anything from a tap washer to an extension! Please come and talk to us about your requirements and we can advise on the potential effect on rent renovation work can have. Our advice is free, charges for arranging large scale work vary depending on the work required.

Build to Let Advice -

We can advise on building developments for the purpose of renting out the properties rather than selling them.



The Lettings Process:

Receiving Instructions

Once we have received your written instructions we can then commence the process. We will send you relevant agreements depending on the service level you have taken along with your client documentation.

Safety Regulations

There are a number of safety regulations that govern the letting of a residential property such as gas appliances, electrical equipment as well as furniture and furnishings that remain at the property during a tenancy. We will advise you of your responsibilities and assist you in ensuring that you are fully compliant

Marketing

As soon as we have received your instructions in writing we then commence a full marketing programme designed to secure a quality tenant in the shortest timescale.

Viewings

We undertake to accompany all viewings of the property with prospective tenants. Following the viewings we will report back to you with constructive feedback and any offers of rent.

Offers of Rent

Once a prospective tenant has expressed an interest in the property we will contact you with an offer of rent (subject to contract and receipt of satisfactory references). We will then confirm the information to you in writing.

Agreed Let

On receipt of your acceptance of offer we then commence the process of referencing the prospective tenant. It is important to stress that all tenancies are subject to credit and reference checks and are therefore not legally binding until the tenancy agreement has been signed.

The Move-In Process

Prior to the move in we produce an inventory and schedule of condition. We prepare the tenancy agreements and legal notices. We take the first month's rent and security deposit in cleared funds and once all documentation is signed we hand over the keys to the tenants and your property is successfully let.



Landlord Frequently Asked Questions.

Everything you need to know about being a landlord!

Why do I need a letting agent?

We can save you a great deal of time, money and stress. Finding the right tenant for your property could take a long time if you wait for responses from private adverts or rely on word of mouth locally. These methods also tend to attract the worst sort of tenants who are trying to bypass referencing and credit checks. We have access to an enormous pool of quality tenants via huge internet exposure, our network of prominent branches, the latest tenant-matching software and our links with Relocation Agents and major employers. As we vet tenants so thoroughly, we have fewer problems with rent arrears and other such issues which makes our Letting Fee money well spent. We can also guide you through the maze of regulations which changes constantly, to help keep you safe from prosecution.

What services do you offer?

We provide a "Letting Service" or a "Letting and Management Service" The Letting Service is geared towards experienced Landlords whose day-to-day business is the management of their portfolio. The majority of our clients choose the Letting and Management option as this provides a complete service from start to finish, offering you peace of mind and the satisfaction that your property is in capable hands.

Can I manage my property myself?

You certainly can, however many Landlords under estimate the amount of time and skill that is required to manage a property and tenant well. By paying a slightly higher fee than the Letting Service, we can handle virtually every aspect and provide a useful buffer between you and your tenant. You still make all the decisions but we do all the work for you. Many major employers and Relocation Agents will only take on properties that are managed by a reputable Letting Agent.

What sort of agreement is used?

There are a number of different types of agreement that should be used depending on the circumstances of the tenants, the landlord and indeed the property. In the majority of cases it will be what is called an Assured Shorthold Tenancy for a fixed period of at least 6 months.

How is the rent paid?

Typically a standing order is set up from the Tenant's bank account and the rent will be paid in advance. Our automated accounts systems mean that once the monies have 'cleared' through the banking system the rent is paid by BACS directly into the account of your choice. A detailed statement of account is naturally part of our service and forwarded to you on a monthly basis.



What happens if the tenant doesn't pay the rent?

As part of our service we endeavour to ensure that the rent is paid on time. Having carefully selected the tenant in the first place, there's unlikely to be a problem. However people's circumstances do sometimes change during a tenancy and if the rent is not paid, we'll advise you on the appropriate course of action. Our complete management service includes Rent Guarantee

What about a deposit?

We ask tenants for a deposit which is usually equal to 5 weeks rent. It will only be returned when the tenant has given vacant possession of the property and left it in a satisfactory condition, allowing for wear and tear, and complied with his or her responsibilities under the Tenancy Agreement. The Deposit will be placed in the Deposit Protection Scheme

What happens when my property is empty?

You must advise your insurance company in accordance with their requirements regarding empty properties. Please check your insurance policy for the relevant details. We only charge you commission on rents that we collect so when a property is empty we're losing money too, so rest assured we'll be doing everything we can to ensure that your property will be let sooner rather than later.

What are my outgoings?

These will usually include:

Mortgage

Insurance- Buildings & Contents (as a minimum)

Repairs to the property and contents - unless caused by the tenants

If leasehold - ground rent and service charges

Managing agent fees

When the property is empty, utilities and services

What about tax?

You will be liable to pay tax on any profit generated from letting your property, the amount of tax you pay will depend on your circumstances.

If you are overseas for more than six months in any tax year, you will be regarded as a non-resident Landlord. The current legislation requires us to deduct and pay over to the Revenue tax at the basic rate unless we are in receipt of an exemption letter from the Inland Revenue. Once we are notified by the Revenue that you are exempt, we will no longer need to deduct tax.

Please note that where there are joint landlords (including married couples) an exemption is required for each landlord. Our staff will be happy to discuss these arrangements with you.

We can recommend an accountant if you need one.



Do I need to tell my insurance company?

Most certainly, yes, otherwise you may find your insurance is invalid. Your insurer may wish to increase the premiums or be unable to accommodate your wishes. Should you need it, we are able to offer alternative Buildings and Contents insurance cover. Please ask our staff for further details.

What do I do if my property is leasehold?

The managing agents or freeholders must be advised of a change in the type of occupancy may affect the buildings insurance. You should obtain the freeholders or managing agents consent prior to letting and advise us of any restrictions within the head lease which your tenant should be aware of.

Who looks after the garden?

The maintenance and upkeep of the garden is usually the responsibility of the tenant. However, should you have a particularly large garden or any precious plants then it may be advisable to arrange for a gardener, the cost of which should be incorporated in the rental value. It is advisable to provide the materials for maintaining your garden even if the property is unfurnished.

Do I have to provide furniture?

No. Interestingly enough, in most cases we have found that there is very little difference in rental values between furnished and unfurnished lettings. Our staff will advise you on the most appropriate option for your property.

An unfurnished property would require carpets, curtains and usually white goods. The requirements for a furnished property can vary depending upon the style and location of your property.

What am I responsible for repairing?

As a Landlord you have a legal obligation under the Landlord and Tenant Act 1985 to maintain the structure of the building, the sanitation and the supply of services. In addition, should an item in the property require replacing or repairing through fair wear and tear then you would be expected within the terms of the Tenancy Agreement to deal with this.

Do I need to tell my mortgage company that I'm letting my property?

Yes, you'll normally find that there is a clause in your mortgage agreement which makes this a requirement but it is rare nowadays for your Lender to object to your request.

A Landlords Guide to Safety Regulations

THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1994

These regulations came into effect on the 31st October 1994 to ensure that gas appliances are properly installed and maintained in a safe condition so as to avoid the risk of carbon monoxide poisoning. It is the responsibility of the landlords of domestic properties that ALL 'Gas Appliances' and Gas Installation Pipe work owned by him are checked for safety at least once a year by a member of the GAS SAFE and that accurate records are kept of those safety inspections as well as any relevant work needed to be quoted for and carried out if agreed. These records must be provided to the tenant. These regulations also apply to new properties.

'Gas Appliances' , includes any fitted gas appliance, for example:-

Central heating system

Gas heaters

Gas fires

Gas cookers

'Gas Installation Pipework', includes gas pipe work, valves, regulators and meters.



Faulty equipment can lead to death and a conviction of unlawful killing on a landlord. Under the Regulations any appliance that does not conform to the regulations can be disconnected.

Failure to comply with these regulations may jeopardise the life of your tenants and lead to prosecution with penalties of imprisonment or fines up to £5000.

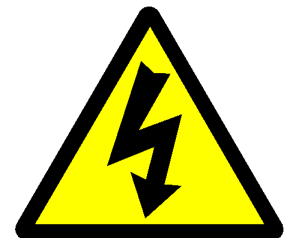
We can arrange a gas certificate, please enquire for current prices.

THE ELECTRICAL EQUIPMENT (SAFETY) REGULATIONS 1994

The above regulations impose an obligation on the Landlord to ensure that all electrical appliances and installations left as part of a let property are inspected every five years.

We recommend that all electrical appliances in let properties are regularly checked and serviced. Failure to comply with these regulations may jeopardise the life of your tenants and lead to prosecution with penalties of imprisonment or fines up to £5000.

There are particular requirements for houses in multiple occupancy (HMO's).



We can arrange an electrical certificate and our recommended Electrical Contractor will be happy to quote for your property.

SMOKE DETECTORS and CARBON MONOXIDE DETECTORS

Building regulations require that all properties built since June 1992 have mains smoke detectors installed on each floor.



From October 2015 all properties must have at least battery smoke alarms on each floor and Carbon Monoxide alarms fitted to properties with solid fuel heating to protect your tenants

THE FURNITURE AND FURNISHINGS (FIRE) (SAFETY) REGULATIONS 1988 (AS AMENDED)

All upholstered furniture made after 1950 is included within these Regulations. The furniture covered by the Regulations includes sofas, settees, seat pads, beds, headboards, pillows, arm chairs, scatter cushions, futons, mattresses and bean bags, but not curtains, carpets, bedclothes (including duvets) and mattress covers. To comply with the Regulations these types of furniture must be fire resistant and in most cases carry a permanent label to this effect. To be 'Fire Resistant' most furniture and upholstery must have passed an 'ignitability test' specified in the Regulations.



If you ask us to let or manage your property, you must remove any furniture which does not comply with these Regulations before the tenancy begins. Any replacement furniture you place in the property must comply with the Regulations.

There are heavy penalties imposed by these regulations on landlords who do not comply with them. The penalties for non-compliance include a maximum of six months imprisonment and/or up to a £5000 fine.

You can obtain further guidance on these regulations from your local Trading Standards office.

ENERGY PERFORMANCE CERTIFICATES

The Energy Performance Certificate (EPC) gives homeowners, tenants and buyers information on the energy efficiency of their property. It gives the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is the best and with the average to date being D/E.



Does everyone need an EPC?

The EPC is required by law when a building is constructed, sold or put up for rent. So you will need a certificate if you are a landlord.

You will need to provide an EPC which will be valid for ten years, to prospective tenants, the first time you let or re-let your property after 1 October 2008

The Minimum rating required is an 'E'. Properties under this rating will need improvement before renting out

We can arrange an EPC for your property please enquire for current prices.

MANAGING THE RISK FROM LEGIONNAIRES' DISEASE

Landlords are responsible for ensuring that the risk of exposure to legionella in their premises is properly controlled.

This means that they have a duty to assess the risk from exposure to legionella to their staff, residents, guests, tenants and customers by implementing appropriate control measures. This is especially important in residential buildings where vulnerable people may be at risk, such as retirement flats, or where the accommodation is provided specifically for a group who may be susceptible to legionella.



We can arrange Risk Assessment for your property please enquire for current prices.

HOMES - FITNESS FOR HUMAN HABITATION ACT

Landlords must ensure that the property meets the requirements of this act, we can provide details and assistance to you.

Insuring your property:

Landlord's Insurance

Many Landlords think that insuring their building is all they need to do but have you considered loss of rent following a catastrophe or re-housing your tenant while works are carried out? How about public or third party liability insurance or rent guarantee and legal expenses? There's a lot to consider in reality.

We can recommend an excellent local insurance specialist to help you.

Please speak to us about your insurance requirements.



Complete Management Service Rent Guarantee and Legal Cover

Full Details of service provided.

Landlords Contractual Guarantee

This guarantee is an addendum to and forms part of the Complete Lettings Services agreement between Us (the agent) and You (the Landlord). It is effective from the date of the commencement of the tenancy in respect of the tenant named in the reference.

This guarantee forms part of the service standard for the managed service provided by Us. In support of this service for vetting prospective tenant's financial covenant and general credit worthiness, if the tenant falls into rent arrears and continues to default, we will seek to obtain vacant possession of the property and pay certain limited rent to You.

Any rental payment defaults will be individually reviewed and the most appropriate enforcement method will be selected - including effective credit control processes and utilisation of any tenancy guarantor if available. Payments made under this guarantee will be at our discretion, and we will discuss all options with You in the event that the tenant were to fall into, and remain in, rent arrears.

Within months of the start of this guarantee, if there is any default in payments, payment may be made monthly, in arrears:

- In relation to tenants at the property known as , , , ,
- Up to a maximum of £per calendar month until the tenant vacates the property
- Until vacant possession is obtained, or up to the limit of the guarantee (£50,000), whichever is the sooner
- The Landlord must agree to any action Ridgewater recommend to gain possession of the property
- Payments will be made subject to any deductions agreed in the agency agreement
- Deductions will also be made for any outstanding charges due from You
- In the event of a counter-claim, all payments under this guarantee will be held back until the Court orders that rent was lawfully due. You will be required to fund the legal action to defend a counter-claim

If payments are made under this guarantee, You may be required to give consent for possession and/or debt proceedings to be issued in your name against the tenant in your capacity as Landlord should the tenant default upon their rental payments. By signing the agency agreement, You agree that in the event of payments being made under this contractual guarantee, your rights to recover such sums shall be passed to Us in order to affect recovery of sums paid, and any balance of recovery will be paid to You after all court fees, costs in connection with the recovery and rent guarantee (where applicable) have been deducted.

The terms of this guarantee form a contract between You and Us.



Example of one of our Inventories

3 Pages from a 42 Page report

PROPERTY CONDITION REPORT



Agent Ridgewater Residential Lettings
38a Fore St, St Marychurch, Torquay

Property

Owner

Tenant

Date of Inspection 10 September 2018

Inspected by Alexandra Mcevoy

Commencement of Lease 10 September 2018

Water Meter Reading meter reading 00720

Note: this inventory and schedule of condition should be checked at the commencement of the tenancy and returned to the managing agent within 7 days, together with any additions, deletions or amendments as the tenant considers appropriate. Should no such annotated copy of the inventory and schedule of condition have been received from the tenant within the specified time then the original copy as held by the managing agent shall be deemed to be a true and accurate record of the condition of the premises and any contents therein

All items on this inventory and schedule of conditions are in a serviceable condition unless otherwise stated. The descriptions of the listed items are for identification purposes only and there is no attempt to determine or pass opinion as to whether an article is genuine or reproduction.

Appliances and equipment have not been tested. If found not working the tenant should inform the managing agent in writing within 48 hours of signing this document. Walls, paintwork, glass, tiles, ceramic ware, electrical fittings, flooring, furnishings and all fixtures and fittings are in a serviceable clean condition with no obvious defects, unless otherwise stated.

The tenant should ensure that they respect the property and treat it as if it were their own. During the tenancy any lost or broken items should be replaced immediately by the tenant.

When vacating the property all inventory items should be left in a serviceable and clean condition and in the same rooms in which they were found on occupation. If they are not left in the same rooms a charge may be levied to the tenant. Blocked sinks, pipes, gutters and drains etc are the tenants responsibility.

Periodically the agent or landlord may need to carry out general inspections of the property. Advance notice of these will be given.

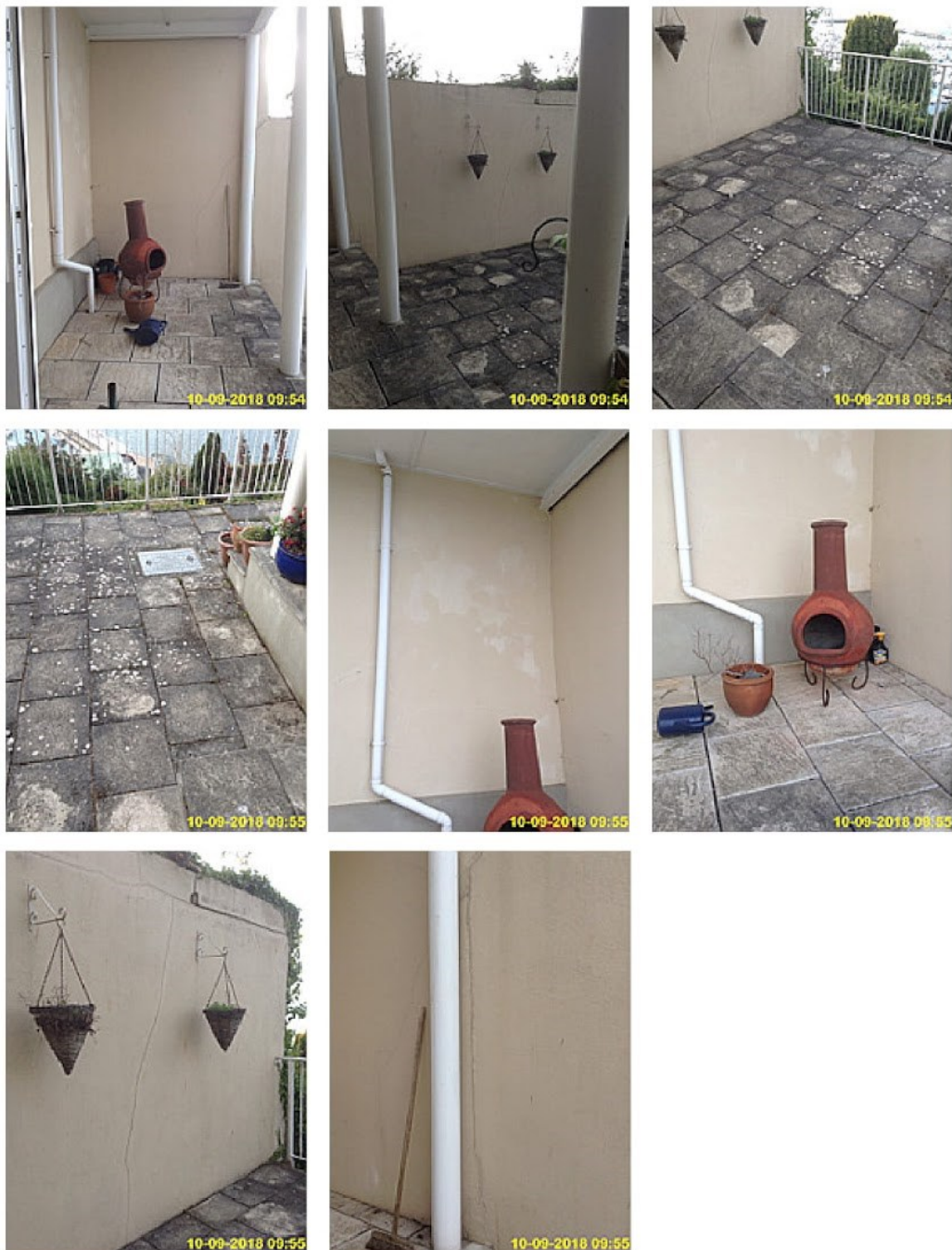
Ridgewater Property Ltd endeavour to be as accurate as possible in the preparation of all reports and assessments however we do not accept responsibility for errors on this or other inventories prepared by us. The final decision as to any charge to be paid by the tenant remains that of the agency or the landlord concerned.

We would recommend that this report is studied carefully and any additional circumstances relating to the property and known to the property owner or agency be taken into account.

If the tenants encounter any problems not already mentioned with the property during their tenancy the agent or landlord should be advised immediately.

Exterior Front	Comments	Tenant Comments
Paving leading to communal door	in good order	
Gates/Fences metal gates painted black and gold	in good order	
Letterbox in communal door and individual boxes in communal entrance hall	in working order	
Bins kept at front of property	all present	

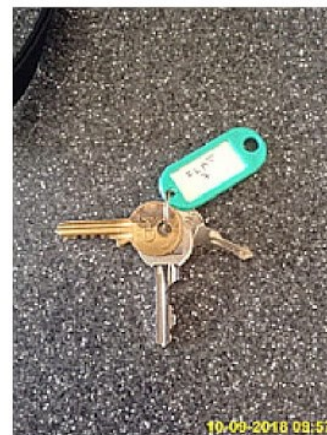




Exterior General	Comments	Tenant Comments
Gutters/Downpipes yes	in good order	
Hot Water System glow worm boiler fitted to wall in cupboard in kitchen	in working order	
Water Reading meter reading 00720	in cupboard in kitchen	
Gas Reading serial number 963596 meter reading 3554	in cupboard in flat entrance hall	
Electricity Reading we had no key for electric cupboard to obtain a meter reading	in communal hallway outside flat front door	



Security/Safety	Comments	Tenant Comments
Safety Switches fitted to wall in flat entrance hall	in good order none missing	
Smoke Alarms fitted to ceiling in flat entrance hall	in working order	
External Door Locks yes	keys present	
Window Locks yes	keys present	
Keys 1 x communal door, 1 x flat door, 1 x letter box key	all in working order	



Entrance Hall	Comments	Tenant Comments
Walls painted white	few scuff marks and chipped paint present	
Ceiling painted white	in good order	
Light Fittings 1 x white plastic fitted to ceiling with glass shade	in working order	
Switches/Power Points white plastic and chrome fitted to walls	in good order no marks or damage	
Floor Coverings	in good order no marks or	

Example of one of our Inspections - 4 Pages from a 5 Page report

Reports are printed in A4

ROUTINE INSPECTION REPORT



Agent Ridgewater Residential Lettings
38a Fore St, St Marychurch, Torquay

Property

Owner

Tenant

Date of Inspection 18 September 2018

Inspected by Alexandra Mcevoy

Outside	Comments
Windows	In good, clean, working order with no damage
Guttering and downpipes	In good condition
Any oil gas or petrol canisters on the premises?	No
Any signs of oil patches on the driveway?	There was a dark patch on the driveway
Boundary fences/hedges in good order	In good condition
Lawns cut and trimmed	Gardens weeded, lawns mowed and generally well kept



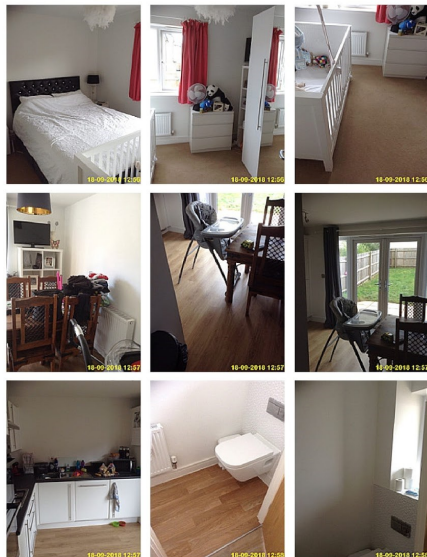
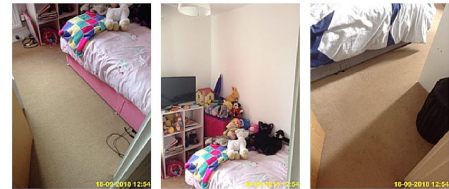
General	Comments
How many adults in occupation?	1 x adults

Any signs of smoking or pets? No smoking, one small house cat

Any signs of mould or condensation? No to either

Any evidence of a potential hazard? No

Internal	Comments
Entrance hall	In good condition
Lounge	In good condition
Kitchen	In good, clean, working order with no damage
WC	In good, clean, working order with no damage
Stairs and landing	In good order
Bedroom 1	In good condition
En suite	In good, clean, working order with no damage
Bedroom 2	In good condition
Bedroom 3	In good condition
Bedroom 4	In good condition
Bathroom	In good, clean, working order with no damage
Ceiling under the bathroom showing any signs of leaks	No
Bath/Shower sealant intact	In good condition
Any signs of leaks on any upstairs ceilings	No
Ill fitting doors	No
Bath or sink taps	In working order
Light switches	In working order
Damage to plugs or sockets	In good order
Smoke alarm/s	In working order



Visual Electrical Checklist	Comments
No signs of burning, overheating or damage near meter/ consumer unit	No
There are no blanks missing from the front of the consumer unit	No
RCDs in consumer unit checked for operation by pressing the button on RCD	Ok
The tenant is not reporting any regular tripping of RCDs and/or MCBs	No

Sticker on consumer unit states electrics have been tested within 5 yrs	30/01/2015 to 31/01/2025
The tenant is not reporting that any sockets or switches are not operational	No
Fittings including lights, switches and sockets are tightly secured	Ok
Fittings including lights, switches and sockets have no cracks/ damage	Ok
There are no signs of modifications of the electrics by unqualified persons	No
There is no excessive use of extension leads or adaptors	No
Lounge Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Kitchen - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bedroom 1 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bedroom 2 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bedroom 3 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bedroom 4 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bathroom 1 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.
Bathroom 2 - Lights, switches and sockets are secured with no cracks/ damage	In good, clean, working order with no damage.

Additional Comments
Lovely property, happy tenant.

Overall
No issues.

NOTE

This is intended to be a routine inspection of the general condition of the areas of the property that the tenant is responsible for.

This is not a structural check of the property or damp report and the person carrying out this report is not a qualified surveyor or builder.



Thinking of selling your Property?

Don't forget we are also an estate agent!

If you are thinking of selling your property now or in the future please get in touch with our sales department for a bespoke service tailored to your needs.

How can Ridgewater help with your property sale?

- ♦ Free No obligatory market advice on the current value of your property.
- ♦ Advertising and marketing of your property, including a 'For Sale' board where appropriate.
- ♦ Advise on presentation and furnishing of your property.
- ♦ Free Virtual Tour, Professional quality photographs and floor plans on all properties.
- ♦ Regular updates regarding interest levels and marketing.
- ♦ Accompanied viewing with prospective purchasers 7 days a week (where possible)
- ♦ Regular feedback after viewings.
- ♦ Negotiating on offers and offering advice on all prospective purchasers. Including qualifying their ability to purchase.
- ♦ Chasing and regularly updating the sales process.
- ♦ Help and advice on purchasing a new property.
- ♦ Dealing with solicitors and all members of the chain to ensure a swift completion.
- ♦ Advise of rental income for investment purchases.



OUR ENVIRONMENTAL COMMITMENT

WHAT WE'RE DOING TO HELP OUR ENVIRONMENT

We're taking steps to become more eco-friendly and below are some goals that we've already met.

- We have 1 fully electric car - saving an estimated 4.6 metric tons of CO2 per year
- We are committed to changing all our company cars to electric or hybrid by 2024
- Changing our processes to save paper. This has saved over 18,000 sheets of paper over the last 12 months..... That's 2 Trees!
- We use Octopus Energy for our electric - they are 100% renewable
- We are trying to spread the word about Octopus Energy and other green & eco-friendly energy suppliers, sign-up with them through our referral link and we will plant two trees in conjunction with Woodland Trust.



Ridgewater

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