

YOUR GUIDE TO LETTING



Churchill
Sales & Lettings
Retirement Property Specialists

Have you inherited a retirement apartment or is selling not an option right now?

Why rent with us?

Churchill Sales & Lettings offer a range of flexible services to Landlords.

The benefit of letting is not only time to consider your options, but also an income to help with Service Charge and Ground Rent fees, whilst maintaining your asset.

Our aim is to take the weight off your shoulders whilst you decide what is best for you.

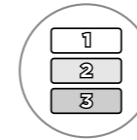
Churchill Sales & Lettings is the in-house Estate Agent for Churchill Retirement Living. As part of the Churchill Group, we understand the design, facilities and lifestyle that is on offer within the developments. After all, who better to let your apartment than the company who built and/or manages it?



Why rent through Churchill Sales & Lettings?



We only sell and let retirement properties, making us experts in our industry.



We offer three levels of service - Tenant Find Only, Rent Collection and Fully Managed.



We use Assured Shorthold Tenancies, to give both the Landlord and Tenant a degree of flexibility whilst committing to a minimum of 6 months.



We have an extensive database of prospective Tenants actively searching for a property such as yours.



Every viewing will be personally accompanied by the Lodge or Development Manager. They will inform potential Tenants of the finer details regarding safety, security, the lifestyle on offer and will be on hand to answer any questions.



We produce stunning property brochures, with detailed floor plan layouts and photographs of the individual apartment as well as the communal areas, such as the Owners' Lounge and Gardens.



We are Client Money Protected and Property Ombudsman affiliated.



We will support you from start to finish. Whether you are a new or experienced Landlord, we will ensure that you understand all of your responsibilities and legal obligations.

Fee Schedule

A set up fee of £420 (£350 + vat) applies to all service levels

KEY
 IDL - Independent Living
 AML - Anti Money Laundering
 TDS - Tenancy Deposit Scheme

| Service | Tenant Find Only £600 Minimum | Rent collection 12% | Fully Managed 18% |
|---|-------------------------------------|------------------------|----------------------|
| Market appraisal | ✓ | ✓ | ✓ |
| Property brochures + online marketing | ✓ | ✓ | ✓ |
| Accompanied viewings | ✓ | ✓ | ✓ |
| Negotiate the best rent achievable | ✓ | ✓ | ✓ |
| Confirm all safety checks are current - advise on renewal if necessary | ✓ | ✓ | ✓ |
| Process Tenant's references, Right to Rent, IDL and AML | ✓ | ✓ | ✓ |
| Arrange Inventory | ✓ | ✓ | ✓ |
| Draw up the Tenancy Agreement and ensure it is signed by both parties | ✓ | ✓ | ✓ |
| Collect first month's rent and security deposit | ✓ | ✓ | ✓ |
| Notify utility companies of new occupiers | ✓ | ✓ | ✓ |
| Log Security Deposit with TDS and send out Prescribed information | ✓ | ✓ | ✓ |
| Send relevant details to the Management Company | ✓ | ✓ | ✓ |
| Collect the monthly rent and transfer to your nominated account | | ✓ | ✓ |
| Carry out six monthly property inspections | | | ✓ |
| Arrange Check out report | ✱ | ✱ | ✓ |
| Arrange repairs/maintenance to be carried out following your instructions | | | ✓ |
| Manage your property on a day to day basis for the duration of the tenancy | | | ✓ |
| Email out monthly statements | | ✓ | ✓ |
| In the event of any rent arrears, chase the Tenants, advise you of any action taken and the legal options available | | ✓ | ✓ |
| Serve any notices following your instructions | ✱ | ✓ | ✓ |
| Liaise with both parties regarding the renewal of the Tenancy | ✓ | ✓ | ✓ |
| Send out renewal documents as and when agreed | ✱ | ✱ | ✓ |
| Process End of Tenancy procedures and dilapidations | ✱ | ✱ | ✓ |
| Agree re-marketing if required | ✓ | ✓ | ✓ |
| Advise of any refurbishment costs if required | ✓ | ✓ | ✓ |

✱ Additional service available for a fee

All fees include VAT



FAQ'S

All answers are correct in accordance with the current legislation as of June 2023

Q Will my Tenants be expected to meet the Lodge or Development Manager like new apartment Owners, to be approved?

A Yes. All Tenants are treated the same as apartment Owners, including ensuring that they are right for the development and able to live independently.

Q What if I want the apartment back?

A Both the Landlord and Tenant will be committed to a minimum 6 month term. A break clause within the Tenancy Agreement will enable both sides to give 2 month's notice at any time after the 4th month, according to the terms of the lease. This means that the notice cannot end until 6 months after the start date.

Q What if I decide to sell the apartment?

A Again, you would not be able to complete on any sale within the first 6 months, but there will be a clause within the Tenancy Agreement laying out the terms of this process.

Q Who pays the Service Charges and Ground Rent?

A Service Charges and Ground Rent (if applicable) will always be paid by the Landlord.

Q What if the Tenant damages the apartment?

A This is what the Inventory is for. If damage is caused to the apartment, then the Tenant has a legal obligation to inform us. If the damage is deemed to be the Tenant's responsibility, then this will be noted on file and, if urgent, repaired at the cost of the Tenant. If it is superficial then we will look at this at the end of the Tenancy when handling the end of Tenancy dilapidations.*

Q Can the Tenant make alterations?

A Only with written approval from the Landlord and/or the Management Company. Again, there will be a clause in the Tenancy Agreement stating that the Tenant must seek approval for any changes they wish to make and that these must be removed at the end of the Tenancy, unless otherwise previously agreed. We would also state that if any damage is caused in the process of removing the alteration, this must be made good at Tenant cost.

Q Can the Tenant bring pets?

A Firstly, this will depend on whether or not the Head Lease allows pets. Secondly, as the Landlord, are you happy to accept pets and if not, do you have a good reason to decline the request?



Q What happens if the Tenant does not pay their rent?

A We would start by calling the Tenant. In most cases there is a simple reason – a Standing Order may have been set up incorrectly or there is an issue at the bank. Most of these issues can be rectified easily and quickly. If after 7 days no rent has appeared, we would begin our arrears process. We would obviously discuss this with you should this happen.**

Q Who holds the Security Deposit?

A The Housing Act 2004 requires that every Landlord or Letting Agent who takes a deposit for an Assured Shorthold Tenancy in England and Wales must protect the deposit under an authorised Government approved Deposit Protection Scheme. We will be using the Tenancy Deposit Scheme (TDS) Custodial Service.

Q How does this affect how dilapidations are handled at the end of the Tenancy?

A Once your Tenant has moved out and you have received the check-out report, it is at this point you decide if any damages caused are Tenant responsibility. There must be total clarity in this process, both parties are kept informed and once both parties are in agreement, the deposit can be returned minus any deductions, through the TDS.

Q Do I require permission from Churchill Estates Management before I can Sub-Let?

A We strongly recommend that you familiarise yourself with the Lease to confirm whether you are able to sublet your apartment. In order to confirm any Contingency fund contributions or associated fees, please contact Churchill Estates Management on 01425 888910 or legaladmin@cem.co.uk.

* Applies to Fully Managed

** Applies to Fully Managed & Rent Collection

For more information and advice, please contact either
the Lodge Manager at your development or call
Churchill Sales & Lettings on freephone

0800 077 8717

lettings@churchillsl.co.uk

churchillsl.co.uk

Churchill Sales & Lettings, Churchill House
Parkside, Ringwood BH24 3SG

Churchill

Sales & Lettings
Retirement Property Specialists