

evolve

LETTINGS



A complete guide to letting your property

www.evolvelets.co.uk

Emily



Isabelle



Neil



Peter



Sara



Nicola



evolve
LETTINGS

*Our team are
knowledgeable and
respected property
professionals*

About us

Evolve is an independent agency with branches in Bramham, West Yorkshire and Whitby, North Yorkshire. We specialise in the letting and management of residential properties and offer a new and exciting alternative to traditional high street letting agencies and online agents.

We provide our customers with the unique advantage of having their own dedicated, expert agent allowing us to build trust with all our clients through a friendly and personalised service. Our team are knowledgeable and respected property professionals with over 60 years combined experience in the industry.

Importantly, we all share a passion for delivering exceptional customer service and the relationships we build with both our landlords and tenants are central to our business.

Our aims

e

To listen to our customers and ensure that our service is ever-evolving, so that we can continually meet and exceed your expectations.

e

To provide a simple, smooth service to all our customers focusing on the highest levels of personal customer service throughout your lettings journey with us.

e

To create positive, long term partnerships by caring about our customers and ensuring that they enjoy dealing with us.

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To offer competitive fees without compromising on outstanding customer service.

Why choose Evolve?

Selecting the right agent is essential for the smooth management of your property and you need to feel confident that the team you work with will be focused on you and your property.

The Evolve difference

We want to be different, and we understand that every property and landlord is different too.

Our tailored service

We will tailor our service to meet your individual requirements, whether you are a first-time landlord with one property or an experienced investor with a portfolio of properties.

Enjoy the experience

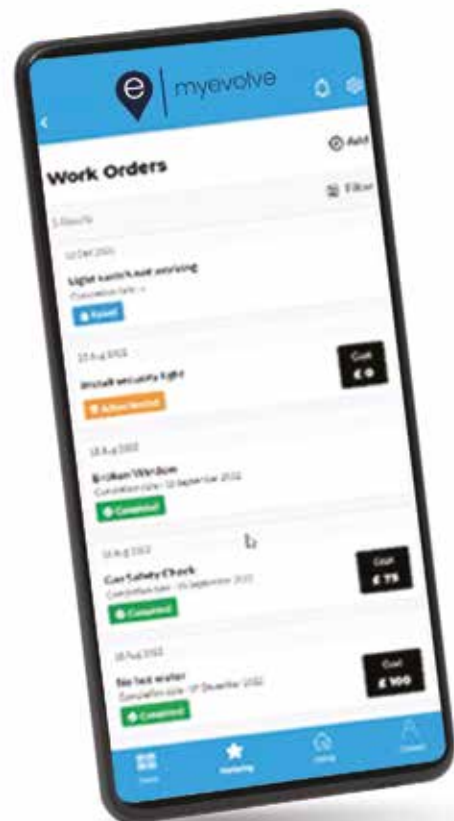
Above all, we want you to enjoy the experience of working with us.



myevolve for landlords

We offer:

- ✓ dedicated, expert agents allowing you a single point of contact
- ✓ highly experienced staff providing you with a bespoke, friendly and personal service
- ✓ access to our landlord portal offering you easy access to all of your tenancy documents, safety certificates and statements
- ✓ competitive fees without compromising on outstanding service
- ✓ professional, clear and easy to use mobile-friendly website.





Complete reassurance

To offer you complete reassurance that you are dealing with a reputable agent, we are members of the following bodies allowing you confidence that our services are fully regulated and that all client money is fully protected.



Your rental property

There is a lot to consider when choosing or preparing a house for letting and we are more than happy to offer our help and advice so that your property rents as quickly as possible for the best price.

Your outgoings will usually include:

- mortgage
- buildings and contents insurance (as a minimum)
- repairs to the property
- managing agent's fees
- ground rent and service charges (if leasehold)
- utilities and services when the property is empty.

Our landlord portal will give you easy access to all of your documents

Tax

You will be taxed on income generated from your rental property. The amount you pay will depend on your individual circumstances.

Consider getting extra advice from an accountant so you are clear as to your tax liabilities.

Non-resident landlords

If you are overseas for more than six months in any tax year, you will be classed as a non-resident landlord for tax purposes and will be required to apply to HMRC.

If no exemption letter is provided to us, then legislation requires that we deduct tax at the basic rate and pay it over to HMRC. Please note that where there are joint landlords an exemption is required for each landlord.

Insurance

You should inform your insurance company that you intend to let your property otherwise you may find that your policy is invalid.

You should also update your insurance company in accordance with their requirements if your property is going to be empty.

Our buy-to-let service

The team at Evolve has excellent experience in dealing with buy-to-let properties and are extremely well placed to help you whether you are starting your journey as a landlord or adding to an existing portfolio.

Buy-to-let remains an excellent long term investment which can provide you with both income and capital growth. Please get in touch with us to arrange a free consultation designed to give you:

- ✓ advice on the best type and size of property to purchase
- ✓ recommendations on the best areas in which to invest
- ✓ guidance on rental prices and yields for any properties you may be considering
- ✓ an overview of the letting process so that you understand your costs and legal obligations.



*Buy-to-let remains
an excellent long
term investment*

Our services

The building blocks of our services to you are built on honesty and transparency and so we have developed a simple fee structure which will allow you to choose an option best suited to your individual requirements.



Full management

A fully comprehensive tenant find and property management service.

We will market your property, secure tenants, carry out reference and credit checks, ensure compliance with legislation, issue tenancy agreements, prepare an inventory, collect rents, carry out property inspections and routine maintenance, register deposits, negotiate renewals and rent reviews and deal with the checkout at the end of the tenancy.

We take care of everything for you, so this service is ideal if you have limited spare time, live abroad or simply want to ensure that your property is being looked after by trusted, qualified professionals.



Rent collection

A mid-way service for those landlords who want to know they have our support for rent collection and compliance but wish to remain involved with the day-to-day management of their property.

We will market your property, secure tenants, carry out reference and credit checks, ensure compliance with legislation, issue tenancy agreements, prepare an inventory, register deposits, collect rents and negotiate renewals and rent reviews.

Landlords will carry out property inspections and routine maintenance and deal with the checkout at the end of the tenancy.



Let only

Our let only or tenant find service is aimed at experienced, professional landlords.

We will market your property, secure tenants, carry out reference and credit checks and issue tenancy agreements, but the property will be passed back to you to manage once the tenancy commences.

You should only consider this service if you are confident that you can remain up to date with all legislation and regulations and have time to manage your property on a day-to-day basis, including cover for out of hours emergencies at evenings and weekends or when you are away.

Services at a glance

	Full management	Rent collection	Let only
Marketing and advertising	✓	✓	✓
Accompanied viewings	✓	✓	✓
Credit checks and referencing	✓	✓	✓
Tenancy agreements	✓	✓	✓
Collect and register deposit	✓	✓	✓
Rent collection	✓	✓	✓
Prepare an inventory	✓	✓	✓
Renewals	✓	✓	✓
Rent reviews	✓	✓	✓
Deposit return	✓	✓	✓
Overseas landlord tax	✓	✓	✓
Utilities transfer	✓		
Routine maintenance and repairs	✓		
Inspections	✓		
Issuing notices	✓		
Arranging safety checks	✓		
Checkout	✓		

We will tailor our service to meet your individual requirements

Managing your property

The management of your property will be focused on excellent customer service and high levels of communication. Please find details of our fully managed service below so that you are clear on how we will look after you and your property.



Marketing and advertising

Virtually all tenants now start their search for a property online, so getting your home on our mobile-friendly website and on Rightmove, the leading property marketing platform, is our priority.

Our website is professional, clear and easy to use and is updated daily. All our properties feature photos, floor plans and video tours to ensure maximum exposure.

We also advertise your property through Facebook, Instagram, LinkedIn, To Let boards and by offering virtual tours. In addition to this, your property will be matched to our list of registered applicants through the latest in computer software so that it is shared with prospective tenants as soon as it is goes on the market.



Tenant selection and referencing

A successful tenancy is dependent on matching the right person to the right property.

Suitability is also key and as professional and experienced agents, we are able to attract good quality tenants and can assess a potential applicant's suitability before they even view a property.

We are partnered with Goodlord who offer a market-leading referencing service. They will carry out credit checks, confirm earnings by engaging with employers, accountants and pension providers and verify tenant references by contacting landlords and previous letting agents.



Tenancy Agreement

We will issue a comprehensive Assured Shorthold Tenancy Agreement (AST) to your tenants and will sign this document on your behalf. A draft copy of our Tenancy Agreement is available on our website.



Inventory and Schedule of Condition

It is essential that an accurate Inventory and Schedule of Condition is drawn up and agreed at the start of each tenancy. This will reduce the likelihood of a dispute at the end of the tenancy and will help to ensure that your property is returned as it was handed over. This document will list all of the items at the property together with a comment on their condition and will be supported by time and date-stamped photos.

Please don't underestimate the importance of this document when agreeing to let your property.



Deposits

We will collect a deposit equivalent to five weeks' rent and this will be held in accordance with Tenancy Deposit Regulations.



Reposit

This is an alternative to the traditional cash deposit which offers landlords more protection and is a great value option for tenants.



Rent collection

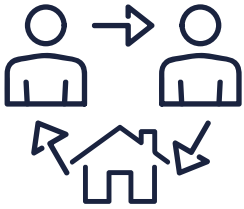
We will collect rent from your tenants. Typically this is monthly and by standing order. The payment will be transferred to your chosen account, less any fees or expenses due for the period, and you will receive a simple, clear statement from us detailing all the transactions relating to your property. For ease, these statements can also be accessed through your myevolve portal.

We also manage any rent arrears and will advise you of late payments and the appropriate course of action should a tenant fall behind with their rent. We can offer you rental protection to give you complete peace of mind.



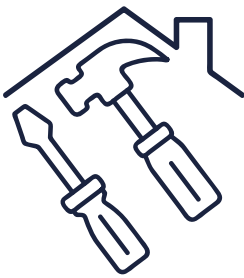
Inspections

We will conduct routine visits to your property during the tenancy to ensure that the tenants are meeting their obligations under the tenancy agreement, but also to check that there are no outstanding maintenance issues that need to be addressed. You will receive a comprehensive report from us allowing you an insight into the tenancy and peace of mind that your property is being well looked after.



Renewals

A pro-active renewal service ensures that we are aware of a tenant's intentions as early as possible. If a tenant wishes to remain in your property we will work with you to negotiate a renewal. We understand the importance of retaining good quality tenants and will balance this with advice on appropriate rent increases to maximise your income and keep your property in line with current market rental values. If a tenant wishes to vacate we will ensure the correct notice is served and manage the end of their tenancy.



Maintenance and repairs

We have invested in the latest technology so that tenants can report maintenance issues or repairs via an online reporting system. This allows us to act quickly and efficiently and ensures that your property remains well maintained.

Once we receive notification of a repair, we will confirm how you wish to proceed and coordinate the work with one of our trusted and reliable contractors. Invoices will be deducted from rents received and will show on your monthly statements.

We also operate an out of hours emergency service to offer support and guidance to tenants in the event of an emergency outside of normal working hours.

In addition to reactive maintenance we have systems in place for routine maintenance; including gas and electrical safety inspections; so that you can be confident your property remains fully compliant at all times.



End of a tenancy

We will carry out a thorough check out of your property at the end of the tenancy. The Inventory and Schedule of Condition will be checked to ensure that the property is returned as it was handed over, allowing for fair wear and tear. If the property is not returned in an acceptable condition then deductions will be made from the tenant's deposit, subject to Statutory Deposit Regulations.

What do our customers think?

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I am extremely satisfied with the work that Evolve have done for me. They have been efficient, professional and a pleasure to deal with. The team are very approachable and great with my tenants. I would highly recommend their services.

L. Hemsworth

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“

Emily has managed our properties efficiently and with a very professional manner. She is extremely knowledgeable and deals with queries in a timely manner. She is friendly and helpful and we know our properties and our tenants are in good hands. We wouldn't hesitate to recommend her and Evolve Lettings.

Grangewood Properties Limited

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“

From the first communication with Evolve they understood our needs, our living style, our ideal location and only took us to properties which did almost fit the bill. Once in situ they continued to support us during our rental and as we left to move into our new purchased home supported the full process to move out. They are professional, speedy with responses, considerate of our needs, kept us up to date and overall exceptional. This was our first rental experience and I have heard some horror stories. I can honestly say I would rent again - only via Evolve of course.

Cheryl and Simon Winter

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“

I thoroughly recommend Evolve lettings, we have just signed for our second year with them and the renewal process was made as easy as arranging the original agreement. It's a new build property and there were a few issues which the house builder needed to sort. Isabelle at Evolve took care of having these issues rectified and kept us in the loop at every stage of the process.

G. Mainwaring

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Safety and legal requirements

Keeping your tenants safe is one of your primary responsibilities as a landlord and there are an ever-increasing number of checks, inspections and tests that are required to ensure that you meet your legal obligations.

Energy Performance Certificates (EPC)

All residential properties offered to let must have an EPC in place with a rating of 'E' or above. This document is prepared by a qualified and accredited Domestic Energy Assessor who visits the property to create a detailed report covering elements such as glazing, insulation and heating. The certificate is designed to give prospective tenants information on the energy efficiency and carbon emissions of any properties they may be considering renting.



Once produced an EPC is valid for 10 years and it is not necessary to commission a new one each time there is a change in tenant.

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

These regulations make it a mandatory requirement for landlords to have their properties inspected and tested by a qualified and competent electrician every five years. A copy of the Electrical Installation Condition Report (EICR) must be provided to the tenants and any remedial work required must be completed within a maximum of 28 days, with proof provided to tenants.



Failure to comply with these regulations not only put your tenants' lives at risk but can also result in the local authority imposing financial penalties of up to £30,000.

Gas Safety (Installation and Use) Regulations 1998

These regulations make it mandatory for landlords of domestic properties to arrange an annual safety check of all gas appliances and gas installation pipework. This must be carried out by a Gas-Safe registered engineer and accurate records of the check must be kept and provided to the tenant. This is to avoid the risk of carbon monoxide poisoning and to ensure that appliances are properly installed and maintained in a safe condition.



Failure to comply with these regulations not only puts your tenants' lives at risk but can lead to imprisonment or fines of up to £5,000.

Smoke and Carbon Monoxide Alarm (England) Regulations 2015

Private Sector landlords are required to have at least one smoke alarm installed on every living storey of their properties and a carbon monoxide alarm must be positioned in any room containing a solid fuel burning appliance (e.g. a coal fire or wood burning stove). We also strongly recommend that a carbon monoxide alarm is installed in any rooms that house gas boilers and heaters in order to reduce the risks to both tenant and landlord. Landlords must then ensure that the alarms are in working order at the start of each new tenancy.



Failure to comply with a local authority remedial notice can result in a fine of up to £5,000.

Furniture and Furnishings (Fire Safety) Regulations 1988

All furniture and furnishings provided in a rental property should comply with the Furniture and Furnishings (Fire Safety) Regulations 1988. These set the levels of fire resistance for domestic upholstered furniture, furnishings and other products containing upholstery. To ensure that they comply with the Regulations, a landlord must ensure that all of their furniture is "Fire Resistant" and carry a label to this effect. Any furniture which does not comply must be removed from the property before a tenancy begins.



Penalties for non-compliance include a maximum of six months in prison and/or up to a £5,000 fine.

Legionella Risk Assessment

The Health and Safety at Work Act and The Control of Substances Hazardous to Health Regulations specifically state that landlords have a legal obligation to carry out an assessment in respect of legionella bacteria. The landlord's responsibility to their tenants and others is their legal duty to ensure that their properties remain safe from all hazards.



There are significant penalties and fines for not complying.

The best way to ensure that you and your property remain fully compliant is to allow us to organise checks on your behalf

Landlord checklist

- ✓ Book a market appraisal with Evolve so that we can visit you at your property to offer full guidance and advice on the letting process, including a current market rental valuation.
- ✓ Obtain permission to let from your mortgage company and advise your lessor if you own a leasehold property.
- ✓ Review your buildings and contents insurance.
- ✓ Organise all relevant safety certificates including EPC, gas and electrical checks. Evolve can assist with all of these, making the process simple and easy for you.
- ✓ Provide Evolve with a set of keys and let us do the rest!



Our friendly and knowledgeable team will always be happy to offer you help and guidance

evolve | key to
LETTINGS your move

For more information visit us at www.evolvelets.co.uk

email us at lettings@evolvelets.co.uk

Call us on Wetherby **01937 221401** or Whitby **01947 824070**