



Residential Lettings

“ Whether you are letting, renting, buying, selling, investing, seeking premises for your business or even developing new homes, we always aim to get the **best result** and provide you with a service as **individual as your needs.** ”

Michael Jones

Michael JONES

A service dedicated to

We open more doors...



“

This is the first time I have let a property and I am pleased with the service from Michael Jones and Company. They rented my property quickly and I found the whole process very efficient. Nothing seemed like too much trouble and they answered the many questions I had as a newcomer to lettings. I would definitely recommend them to other landlords.

”

Jason Collier

landlords and tenants



Founded in 1991, Michael Jones and Company is a young, vibrant organisation, which is committed to providing a service that shows we value our customers. Early on in our growth we recognised that property management is a specialist area and established Michael Jones Residential Lettings to offer a dedicated service to landlords and tenants.

Over the years we have built a reputation for providing a service that maximises the benefits of letting, and makes it as easy and trouble free as possible for our clients. We take pride in our professional approach to property management and continually strive to offer the best advice, and the highest standard of customer care.

Today we are one of the largest letting agents in the area still independently owned. Our network of offices are staffed by experienced lettings professionals and equipped with the latest technology, combining the benefits of computerisation with the personal touch.

Letting through experience

Whether you are new to letting or an existing landlord, you need to be sure that your investment is protected and in safe hands. Our team of professionals have extensive experience of advising landlords on the implications of letting, from preparing your property to supervising end of tenancy procedures, as well as the important matters of insurance, legal obligations and taxation. We have the expertise to guide you thoroughly through the whole process and deal with any queries as they arise.

We welcome the opportunity to visit your property and provide a free rental appraisal. Contact us to arrange a convenient time and let us show you how our dedicated service gives you a great deal more.

Michael JONES



Why choose Michael Jones and Company?

Extensive coverage

Our network of offices, website at www.michaeljones.co.uk, clearly visible letting boards and full colour adverts in all the local property press, ensure that your property will be seen by prospective tenants wherever they are living, minimising any 'empty period' between lets and maximising rental income.

A flexible approach

Some landlords like to be fully involved with the letting of their property, while others are often not available or able to sort out the issues associated with their property that typically occur. Our tailored letting and management service offers a flexible approach to suit all needs with three distinct levels of service:

- Letting with Full Management
- Letting with Rent Collection
- Letting Introduction Only

For complete peace of mind many landlords select our Letting with Full Management service. We take care of everything professionally and expertly, so that you enjoy the benefits of hassle-free letting.

Our lettings professionals can deal with all maintenance issues, from sorting out a leaking overflow to organising redecorating and refurbishments. We use carefully vetted, reliable, local tradesmen and contractors to get the job done effectively, efficiently and economically.

Personal service

We believe in providing a personal service to our clients. Unlike other agents, every aspect of the letting and management of your property is managed under one roof. So, you will never have to deal with remote accounts and maintenance offices or impersonal call centres. Our team will be familiar with your property and on hand to assist you whenever you need their assistance.



The right level of service to suit you



Selecting the best service

Letting with Full Management

Managing a property is time consuming and far more involved than most people realise. By taking responsibility for every aspect, we take away all the stresses and strains of letting. Our Letting with Full Management service offers a complete solution and peace of mind.

It is ideal for the busy landlord or owner who lives away from the local area and needs to rely on the expertise and knowledge of an agent they can trust to manage their property. From the initial marketing, search and vetting of a suitable tenant through to dealing with any queries, repairs and maintenance matters on your behalf, we will take complete care of your property. In addition to receiving the rent and serving any legal notices, we will prepare an inventory, conduct regular inspections, produce written reports and discuss insurance and associated taxation issues.

Letting with Rent Collection

For landlords who wish to maintain an active role in the daily management of their property, our Letting with Rent Collection service offers a protected and secure option. We apply our usual thorough procedures in finding and selecting a suitable tenant, preparing an appropriate agreement, arranging the tenancy and receiving rent monthly on behalf of the landlord. Tenants contact the landlord for all maintenance and general queries.

Letting Introduction Only

Our Letting Introduction Only service is designed for the experienced landlord who lives locally and is familiar with legislation concerning rented homes and the complexities associated with property management.

We will organise the advertising, find and select a suitable tenant, prepare an appropriate agreement, arrange the tenancy and collect the initial rent and deposit.

Whichever service you choose, we strongly recommend that landlords take out appropriate Rent Guarantee and Legal Protection Insurance.



	Letting with Full Management	Letting with Rent Collection	Letting Introduction Only
Property profile and comprehensive marketing	●	●	●
Digital photographs and full colour advertising	●	●	●
Accompanied viewings	●	●	●
Comprehensive vetting of applicants	●	●	●
Preparation of appropriate Tenancy Agreements	●	●	●
Free rental appraisal and in-depth consultation	●	●	●
Compile a detailed inventory and schedule of condition	●	●	●
Receiving rents	●	●	
BACS payment of rent	●	●	
Organise the extension or termination of a tenancy	●	●	
Preparation of renewal document for tenancy extension	●	●	
Serve all legal notices	●	●	
Monthly Landlord statements	●	●	
Conduct a check out of the property and contents and collect keys	●	●	
Compile a report detailing findings and observations	●	●	
Deduct any costs of repairs and cleaning from tenant's deposit	●	●	
Regular property visits and written reports	●		
Dealing with repairs and maintenance	●		
Dealing with day to day tenant enquiries	●		
Obtaining quotes and organising maintenance work	●		

See enclosed Terms and Conditions for a detailed list of charges.

Rent receipt

Rents received (with the exception of our Letting Introduction Only service) are transferred directly to the landlord's preferred account by BACS (Bank Automated Clearing System) on the next working day following receipt of cleared funds. Each month a statement detailing any expenditure is issued.

Arrears

We monitor incoming rent payments and our computerised accounts system will quickly pick up any delays in payment that can usually be solved by a friendly telephone call or letter.

In the rare event of a more serious problem, we will liaise with the landlord to discuss the appropriate action to be taken. We will offer

our experience and advice with every effort made to settle any difficulties without resorting to legal action. However, should this become necessary we will assist in any way we can. Rent Guarantee and Legal Protection Insurance cover provide a cost effective safeguard against these situations, enabling landlords to take prompt and appropriate action without worrying about the costs involved.

Your gateway to successful letting

Finding a suitable tenant

Marketing

As soon as you instruct us to proceed, your property will be marketed to prospective tenants both locally and on our website. Using the latest technology we will create a profile of your property on our computer system, which will automatically identify any suitable applicants whose requirements match the facilities available and location of your property.

Your property will be marketed extensively using a variety of tried and tested marketing tools, including the internet. Traditionally, newspapers with the best local coverage generate the most interest and we have eye-catching, full colour adverts in the main property press every week.

Michael Jones and Company has excellent connections with large businesses in West Sussex to promote listings of properties to their workforce. We also liaise with national relocation agents who look for property on behalf of companies.

Arranging viewings

When prospective tenants register with us, we take the time to understand their requirements and obtain full details about them. This enables us to match your property quickly and accurately with a tenant's needs and situation, and to check their suitability against any preferences you may have, such as non-smokers and no pets.

We always accompany viewings and have a strict policy that prohibits prospective tenants taking keys and viewing properties on their own, even when the property is unoccupied.

Tenant vetting

Full and stringent reference checks are carried out professionally by an independent company. These checks include electoral roll, credit check, credit score, anti-fraud, affordability, employer's reference and landlord/Letting agent reference (if relevant). Under the circumstances where a guarantor is required, full reference checks on the guarantor are also carried out.

Inventory and Schedule of Condition

Prior to the tenant moving in, we will prepare a detailed Inventory and Schedule of Condition. This document is vital as it provides a comprehensive record of the contents and condition of the property. It is updated at changeover of tenants.

Tenancy Agreement

We will prepare the Tenancy Agreement and all related documents. In most cases the agreement will be an Assured Shorthold Tenancy drafted to comply with the appropriate Housing Acts and current legislation. However, depending on the situation, the agreement will be drafted to comply with Common Law (e.g. where a Company let is arranged).



Landlord's responsibilities and the law

Safety

Landlords are bound legally to ensure the safety of rented property and contents so that no injury or damage is caused to the occupants, neighbours or public. They must also adhere to statutory regulations that apply to a let property.

Statutory duties

Landlords have certain duties with regard to repairs. These duties are a legal obligation covered under existing legislation.

The landlord must:

- Keep the structure of the property secure and in good repair, condition and working order.
- Keep the installations for gas, electric and water in good repair and working order.
- Keep the sanitary appliances and installations in good repair and working order.
- Keep the installations for heating water and space heating in good repair and working order.

Safety legislation

There are a number of other areas of safety that are covered by housing legislation including:

- Furniture & Furnishings – fire safety
- Electrical equipment
- Electrical installation, repair and maintenance
- Gas safety installation and use
- Smoke detectors



Landlord's arrangements

Electricity and gas

Before letting their property landlords must notify these utilities to arrange a closing account. Services should not be disconnected as this can cause problems and delays with reconnection.

Water and council tax

Water rates and council tax are usually the responsibility of the tenant during the life of the tenancy. Michael Jones and Company will inform the relevant water company and local authority about tenants moving in and moving out.

Leasehold property

The freeholder or management company should be notified and arrangements made for payment of ground rent and maintenance charges. We will require details of any lease or covenant restrictions that may apply to the property.

Keys

Four sets of door keys must be available for each occupant and Michael Jones and Company. All other non-security keys should be clearly marked and left in the property. Keys in our possession are security tagged.

Getting off the ground



Preparing to let

We will visit your property to assess its rental value taking into account the location, size, general condition and current demand for that type of home.

Our experienced lettings professionals will discuss your particular requirements such as whether you will allow pets, smokers, etc., and explain the landlord's responsibilities when a property is let regarding:

- Consent to let
- Superior Landlords and Head lease compliance
- Insurance
- Utilities

Your property

A property must be offered in good condition and the better the overall presentation, the higher the rental figure you are likely to achieve.

Kitchen appliances and the heating system should be in good working order, serviced and clean. Service contracts, particularly for central heating, are strongly recommended.

Tenants are responsible for keeping the garden tidy and so landlords should leave a lawnmower and tools as necessary.

Furnished or unfurnished?

We let both furnished and unfurnished properties. Demand is much higher for unfurnished properties as many tenants rent on a long-term basis and want to be surrounded by their own possessions. With furnished properties it is vitally important to ensure that all furnishings comply with current fire and safety legislation.

An unfurnished property should include: carpets, curtains or blinds, light fittings, fitted bathroom and kitchen with cooker. Other kitchen appliances may also be supplied depending on the nature of the kitchen. Valuables and personal items, such as ornaments should not be left in a rented property, but it is important that it retains a homely and welcoming feel with appropriate fixtures and fittings.

There are no hard and fast rules as to what should be supplied in a furnished property. However, in addition to the items provided in an unfurnished property, the following guidelines may help:

- Furnishings in all rooms, including beds and mattresses (from experience we often find that tenants wish to use their own bedding and towels).
- Cleaning equipment – vacuum cleaner, dustpan and brush, buckets and ironing board.
- Basic sets of crockery, cutlery and cooking utensils

We recommend that audio or television equipment is not left in the property, but connection is available. Further advice can be provided by our professional lettings team.



Extending or ending a tenancy

Advice and notices

Michael Jones and Company will write to you and your tenants approximately twelve weeks before the tenancy is due to expire in order to establish your requirements for extending or ending the tenancy.

Extending the tenancy

Subject to your approval, we will prepare a renewal document setting out the length of "extension", changes in rent and any amendments, so that the "extended" tenancy is fully documented.

Ending the tenancy

If the tenancy is to be ended, Michael Jones and Company will issue the appropriate possession notice to the tenant. We will arrange to meet the tenant and conduct a check out of the property and contents against the original inventory, collect keys, and make the property secure.

Deposits

Following the check out of the property, we will send you a report detailing our findings and observations. Any cost of cleaning required or repairs, which are beyond fair wear and tear, will be deducted from the tenant's deposit.

Tenant deposit money and how it is dealt with, in the event of a dispute, is subject to legislation. This legislation changes regularly. Information on this matter can be provided by our lettings professionals.

What next?

When any cleaning or repairs are completed, your property will then be ready for your next tenant or for you to move back into.

Looking after your asset

Landlords should expect to carry out a regular programme of refurbishment every 2-3 years when general wear and tear begins to show, to maintain their valuable asset. Michael Jones and Company is able to assist by arranging quotations and estimates for redecorations and small refurbishments with our approved tradesmen.



Protecting your asset

Safeguards and insurance

Insurance products

Insurance providers and insurance products are a matter of choice for landlords. When you notify your existing insurers about your plans for letting your property, they will be able to advise you on what products Buildings/Contents/Rent & Legal) they can provide.

Changes introduced by the Financial Services Authority (FSA) strictly govern the way insurance products are sold. As a result of these changes, Michael Jones and Company has been approved as an Appointed Representative of Letsure (Lumley Letsure Ltd) and also as a Homelet Premier Agent. Letsure and Homelet are experts in providing insurance services and products for Landlords, Tenants and Letting Agents. We are also able to provide details and information on landlord insurance.

Rent insurance

Before a tenancy is agreed, all applicants are carefully checked to determine their suitability as a tenant and their ability to meet the requirements of the Tenancy Agreement. However, events may occur in the future that change a tenant's circumstances and occasionally problems arise.

Michael Jones and Company is able to offer Letsure's and Homelet's comprehensive Rent Guarantee and Legal Protection insurance to landlords. This insurance not only covers rent in the event of non-payment by the tenant, but it also covers the cost of legal action to regain possession of your home (should it be necessary). Landlords should give serious consideration to this level of protection, particularly where rental income is meeting the cost of any mortgage repayments.

Household insurance

Buildings insurance is clearly essential and where a mortgage is involved it is most likely a compulsory stipulation by the lender. We strongly recommend that landlords have at least basic contents insurance, even if the property is to be let as unfurnished.

Michael Jones and Company is able to offer Letsure's and Homelet's household insurance products for buildings and/or contents to landlords, and contents insurance for tenants. As an appointed representative firm, we are able to offer these policies at very attractive rates.



Taxation

Tax

Whether you are resident in the UK or overseas, the income from letting your property is subject to UK tax and must be reported in your Self Assessment Return.

All monthly statements and receipts sent to you by Michael Jones and Company, and any invoices and bills paid directly by you should be retained to prove income and expenditure for your tax return.

Tax exemption

If you live or are intending to live overseas and have a good tax history, you can obtain exemption from being taxed at source. Michael Jones and Company is able to provide you with Inland Revenue forms to apply for exemption.

Tax deductions

All landlords are allowed to make certain deductions from income before calculating profit, whether you are resident abroad or in the UK. These deductions usually include:

- Michael Jones and Company commissions, Management fees and Administration charges.
- Council tax while the property is vacant.
- Accounting fees and certain legal expenses.
- Buildings and Contents Insurance, Rent Guarantee and Legal Protection Insurance premiums and any insurance claim fees.
- Ground rent and maintenance charges on leasehold properties, and repair and maintenance of gardens, communal areas, roads and drains, and the cost of lighting to common parts where the landlord is responsible.
- Wear and tear allowance for furnished property.
- Interest on loans for the purchase and improvement of an investment property.
- VAT on all charges where applicable.

Deductions only apply while the property is let or available for letting.

For advice on taxation, you should consult an accountant who specialises in advising landlords of residential property.



We open more doors...

Michael Jones and Company is one of the largest independently owned letting agents in the area. We regularly commission independent market research to help us maintain the exceptionally high level of customer satisfaction that is the key to our success. Whether you are new to letting or an existing landlord, we take care of every aspect so you can rest assured that your property is in safe hands.

With our extensive coverage, flexible service and personal approach, you get the right tenant and the best service to suit your needs. Our experienced and dedicated lettings professionals can manage the whole process for you or simply help you to organise your own property management.

To discuss your property, please visit or contact one of our lettings offices. We will be delighted to help and look forward to being of service to you.



...to give you a great deal more

“ Michael Jones and Company always return our calls promptly and are quick to act on any issues, resolving anything that needs to be sorted out with our five properties efficiently and effectively. They are very professional and a pleasure to deal with. ”

Gordon Lewis

“ The staff at Michael Jones and Company are very helpful, understanding and pleasant. Their customer care is great. I am very pleased with how professional, polite and attentive everyone is and glad that we chose them. ”

Leo Farrow





We open more doors

**Michael
JONES**

For more information on our comprehensive service, visit or contact one of our lettings offices. We will be delighted to help and look forward to being of service to you.

LETTINGS

Worthing

8 Chapel Road, Worthing BN11 1BJ
Tel: 01903 213111
Email: lettings@michaeljones.co.uk

Littlehampton

8 Chapel Road, Worthing BN11 1BJ
Tel: 01903 730888
Email: littlehamptonlettings@michaeljones.co.uk

Lancing

37 North Road, Lancing BN15 9AS
Tel: 01903 522001
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SALES

Worthing

8 Chapel Road, Worthing BN11 1BJ
Tel: 01903 213281
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Goring

100 George V Avenue, Goring BN11 5RP
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COMMERCIAL

Commercial

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Findon Valley

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Lancing

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