

our guide for landlords



Everything you need to know to let
your property with confidence



Perry Bishop

PROPERTY MADE PERSONAL



Trying to decide who to appoint as your letting agent? We were too and know just how it feels, with so many agents out there. We have no hesitation, however, in recommending you to Perry Bishop. Thoroughly professional in every aspect... They found us tenants within a week of going on the market and at a figure well in excess of the valuation of one of their competitors. Thank you... You are a credit to your profession.”

HUGH H (Trustist)



Perry Bishop is a member of the Association of Residential Letting Agents (ARLA Propertymark) and voluntarily adheres to its strict Code of Conduct.



we care about property

*we care
about you*

Welcome to Perry Bishop's Lettings and Management service

Whether you are a first-time investor, professional portfolio operator or private landlord letting your own home, our award-winning lettings team is here for you - making letting your property easy and enjoyable through careful guidance and customer care.



Our experienced letting agents have been helping landlords secure tenants and tenants secure homes across Gloucestershire, Oxfordshire and Wiltshire for many years - bringing the right tenants and properties together to arrange mutually agreed tenancy lengths, minimise void periods and secure the best rental yield in the current market.

We offer a choice of services, with something to suit all budgets. Whether you're simply looking for assistance with finding new tenants, keen to self-manage but concerned about meeting your legal obligations or want to enjoy complete peace of mind by choosing full management, our helpful agents are here to guide and deliver the right service for you. If you're looking to build your portfolio, we can also make sure that you're among the first to hear about suitable investment opportunities, via our sales teams.

Thank you for choosing us.

Sian Harris

SIAN HARRIS

Lettings Director

local knowledge swift action *personal service*

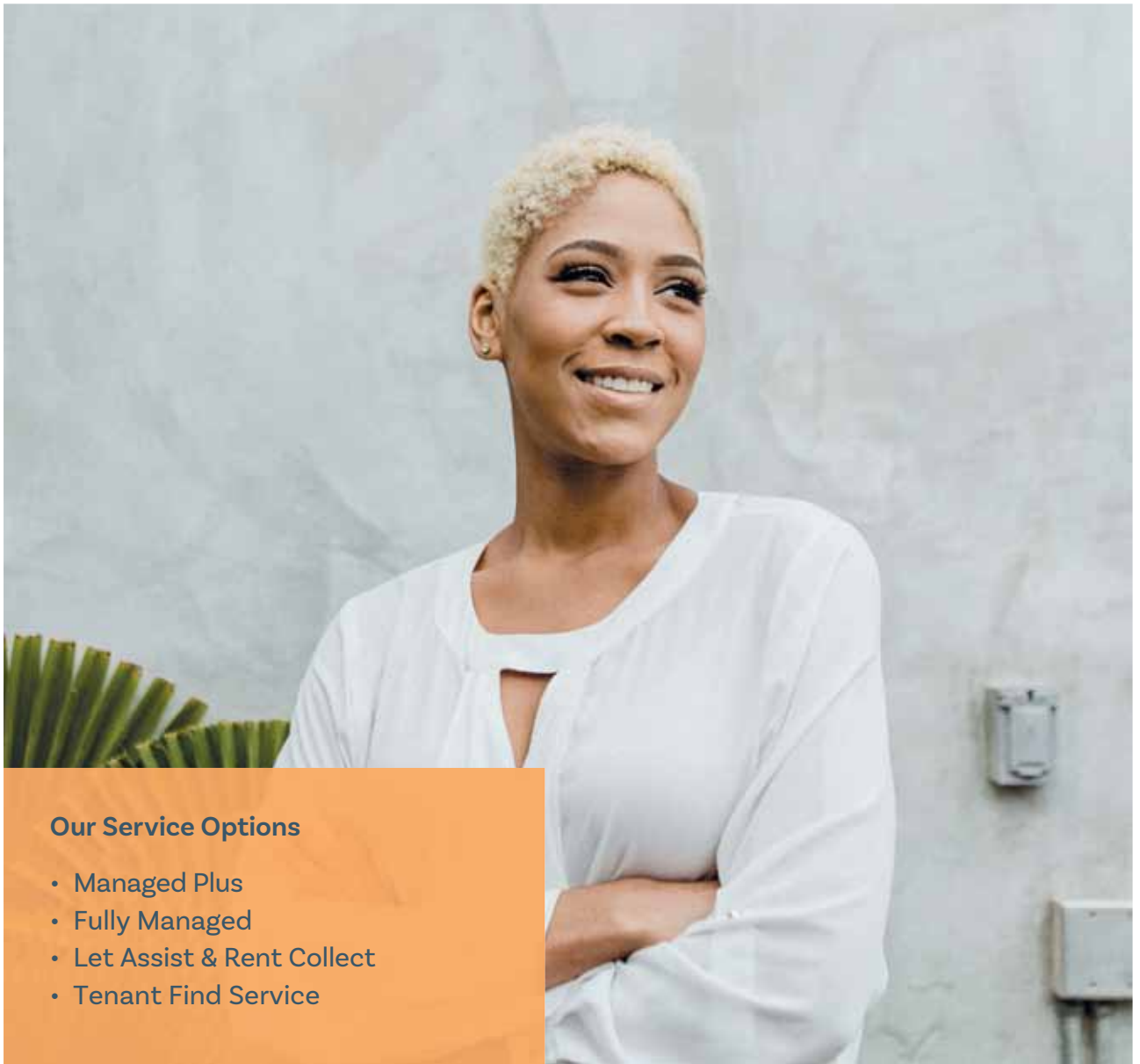
Whether you are an existing landlord looking to transfer management of your portfolio or have just invested in your first buy-to-let property, enjoy superior marketing and award-winning customer service when you let your property with Perry Bishop.

Our service is registered with Propertymark – a professional membership and regulatory body for letting agents and agencies in the UK.

MANAGED PLUS

For complete peace of mind our Managed Plus package offers it all and is fast becoming our most popular package, given the level of protection it offers. It includes as standard everything the Fully Managed package offers, but with the added protection of Rent Guarantee and Legal Cover, enabling you to totally sit back, relax and concentrate on your day job.





Our Service Options

- Managed Plus
- Fully Managed
- Let Assist & Rent Collect
- Tenant Find Service

FULLY MANAGED

For those landlords who don't want the burden of being a full-time landlord, this is our standard management package.

It includes professional photography, the marketing and finding of new tenants (including viewings) and arranging of legal documentation associated with any tenancy. It also includes the arranging of compliance certificates, for example a Gas Safety Certificate, a PAT Test (Portable appliance testing) and/or Electrical Installation Certificates (EICR) at the commencement of the tenancy and when they are due for renewal.

We will carry out thorough property visits, taking photographs each time to create an in-depth report throughout the term. Each report will provide both you and your tenant(s) with an accurate record of the property's condition which will help reduce the chance of disputes later on or at the end of the tenancy.

Our Property Managers are dedicated to maintenance – they will pick up maintenance issues before they become serious and ensure works are dealt with promptly and efficiently, so that potentially serious problems are avoided and bills are kept to a minimum.

We will also deal with the return of the deposit on your behalf, including any negotiations surrounding the deposit and its return.

Our Services for Landlords

LET ASSIST AND RENT COLLECT

Specifically designed for Landlords who wish to self-manage the ongoing maintenance of the property, but who need our professional assistance in order to comply with all legislative requirements. This service also includes an annual rent appraisal/rent renewal and an annual inspection of the property.

TENANT FIND SERVICE

Otherwise known as Let only or Tenant Find, this package is for landlords who only need assistance with finding new tenants and setting up the legal documentation involved. Most suitable for landlords who don't wish to be involved with the marketing, administration or referencing when securing a tenant but have the skills, time and legal knowledge to manage their own properties from there on in.



We've been delighted with the service we received from Perry Bishop. They provided us with valuable advice, ensured that the process went smoothly and let the house the same day as it was first marketed. Highly recommended."

RICHARD H (Trustist)



property experts *who care*





Why choose Perry Bishop as your Lettings Partner?

COMPREHENSIVE MARKETING STRATEGY

Be seen in all the right places. Your property will be listed on the three biggest property portals: **Rightmove**, **Zoopla** and **OnTheMarket.com** as well as on our popular website.

Reach tenants looking on **Facebook** and **Instagram**.

Our large tenant database will be notified and viewings arranged with our professional viewings team.

MULTI-BRANCH AGENCY

Enjoy marketing across our established and respected branch network, covering Gloucestershire, Oxfordshire and Wiltshire.

PROFESSIONAL PHOTOGRAPHS, VIDEO TOUR AND FLOORPLAN

Ensure your property stands out from the crowd with exceptional photography and a video tour, including use of a drone.

Our professional marketing service ensures you attract the best tenants and command the best rent.



Why choose Perry Bishop as your Lettings Partner?



CHOICE OF SERVICES

Whether you're just looking for help finding new tenants or seek an agency to manage the whole process, we have a service to suit you.

Choose between: Managed Plus, Fully Managed, Let Assist & Rent Collect or Tenant Find Service

AWARD-WINNING CUSTOMER EXPERIENCE

We've appeared in the Best Estate Agent Guide, compiled by The Property Academy and Rightmove. Only the country's top 5% of agents make it into this prestigious industry guide.

EXPERIENCED AND FRIENDLY TEAM

Our dedicated lettings team live locally and have extensive knowledge of the region we cover.

Become part of our Landlord Network and enjoy regular landlord focussed newsletters and invitations to exclusive seminars.

THE PERRY BISHOP PORTAL

A brilliant tool for landlords seeking real time updates 24/7 on their rental properties.

Enjoy detailed status of each tenancy. View and review works orders.

See full transaction history and statements.



LEGAL UPDATES

Enjoy complete peace of mind when you let with Perry Bishop – our ARLA qualified agents will keep you updated on all changes to lettings legislation.

ASSOCIATED SERVICES

Tap into our market-leading referencing and inventory services.

Enjoy cost-effective rent guarantee insurance.

Hear first about great buy-to-let investments via our branch network.

Get the latest updates on buy-to-let mortgages via our approved financial services partners.



We let properties with Perry Bishop and have been extremely happy with the service, advice and support provided. The team are always available and provides timely and honest feedback. We appreciate their guidance and trust their judgement. As such, we are happy to recommend.”

Richard J (Google Reviews)

Looking to let your property in Gloucestershire, Oxfordshire or Wiltshire?

we've got you *covered*

Cheltenham

01242 246980 (option 2)
lettings@perrybishop.co.uk

Stroud

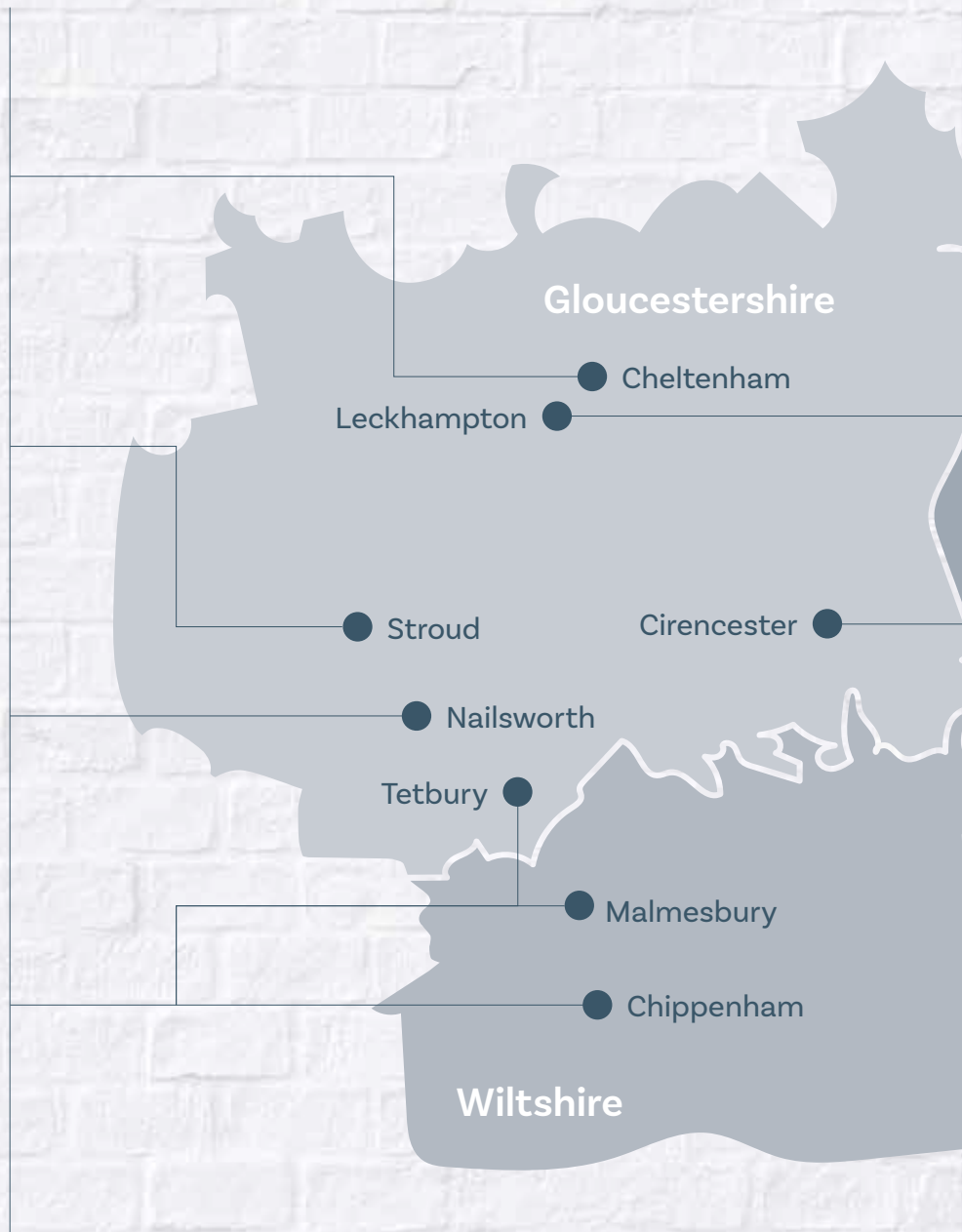
01453 762306 (option 2)
lettings@perrybishop.co.uk

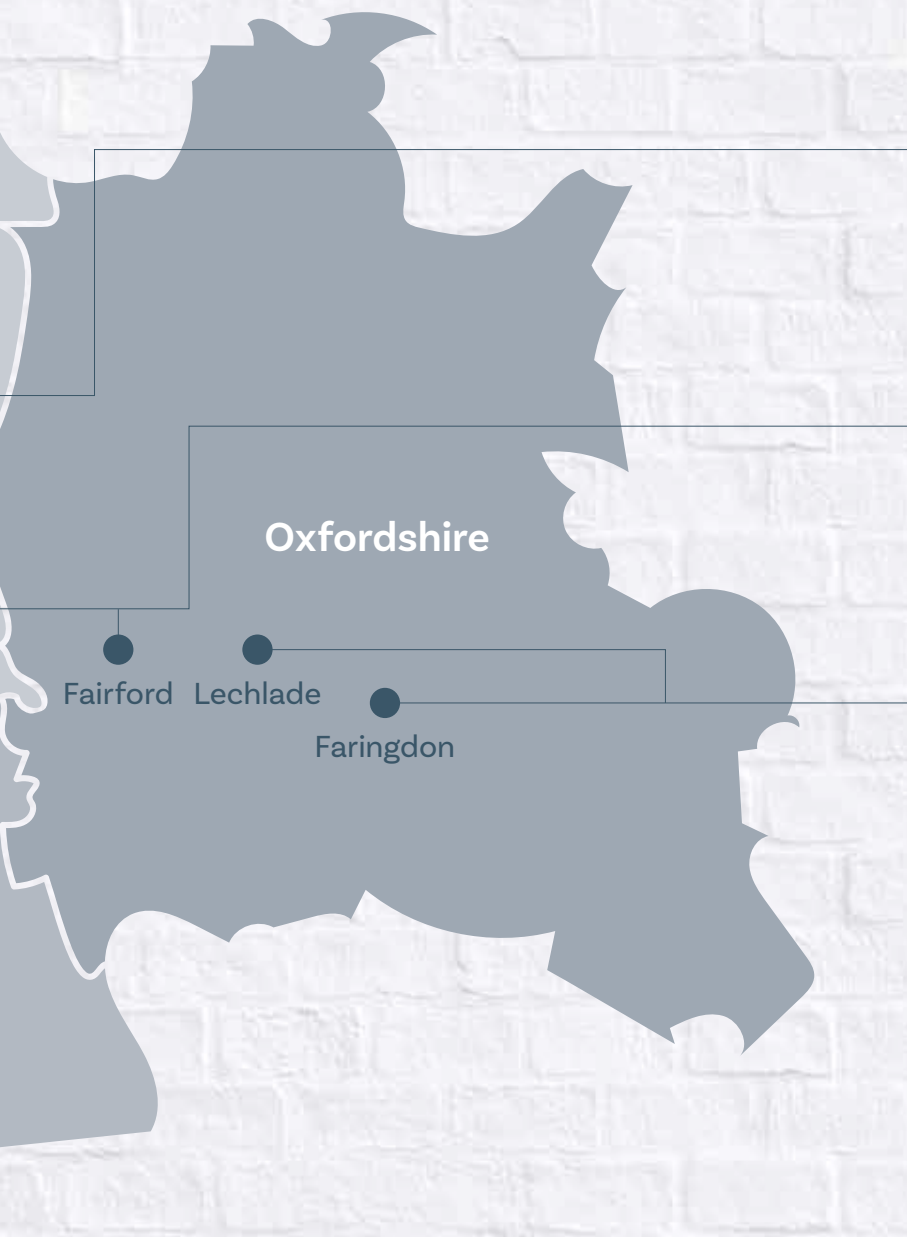
Nailsworth

01453 836736 (option 2)
lettings@perrybishop.co.uk

Chippenham, Malmesbury & Tetbury

01666 504418 (option 2)
lettings@perrybishop.co.uk





Leckhampton

01242 246982 (option 2)
lettings@perrybishop.co.uk

Cirencester & Fairford

01285 655355 (option 3)
cirencesterlettings@perrybishop.co.uk

Faringdon & Lechlade

01367 240356 (option 2)
lettings@perrybishop.co.uk

we're here for you

Invested in your very first buy-to-let or just need a quick overview of what's required of you before letting a property? Our helpful checklist covers all the essentials.

PERMISSION & PROTECTION

Before you let a house or flat, especially if you have a mortgage, you may need permission to do so – get permission in writing. It is absolutely vital you arrange a landlord's insurance policy before letting – this covers you for claims for injury or worse from the occupants, visitors or the general public, plus malicious damage and for any void periods – usually up to 30 days.

GAS SAFETY CHECK

If the property has a gas supply you will need to arrange a Gas Safety Check and issue a Gas Safety Certificate. Any gas appliances in the property will need to be tested as part of this – this is a legal requirement with heavy fines for non-compliance.

EPC

You will need to provide an Energy Performance Certificate (EPC). It shows the energy efficiency of the property and must be provided by law whenever the property is marketed to let to a new tenant. This is valid for 10 years. If, however, you should do any works or renovations it is advisable to have the EPC updated.

ELECTRICAL SAFETY

Landlords of privately rented accommodation must ensure national standards for electrical safety are met, as set out in the 18th edition of the 'Wiring Regulations', which are published as British Standard 7671. Electrical installations must be inspected and tested by a qualified and competent person at least every 5 years.

A copy of their report - An Electrical Installation Condition Report (EICR) - must be shared with the existing tenant within 28 days of the inspection and test. A copy must be shared with a new tenant before they occupy the premises. Where the report shows that remedial or further investigative work is necessary, work must be completed within 28 days or any shorter period if specified as necessary in the report.

SAFETY ALARMS

Make sure your tenants are safe by installing and maintaining a safety alarm on each floor of the property. A carbon monoxide detector must also be fitted and maintained. Properties built after 1992 will have automatically been fitted with safety alarms wired into their electrical circuits. They will in addition have a battery fitted. The safety Alarm should be cleaned at least once per annum and the battery backup changed as necessary.



Your property lettings check list

FURNITURE

If the property is offered fully or part furnished, check that the furniture and furnishings provided comply with current fire regulations. You are not liable to check furniture provided by tenants, only the furniture you provide as a landlord, including: three-piece suites, sofas, armchairs, seat pads (including dining and desk chairs), bean bags, padded headboards, convertible sofa beds, futons, loose and stretch covers for upholstered furniture, nursery furniture, conservatory furniture and garden furniture suitable for indoor use. All must meet safety standards as per the Furniture & Furnishings (Fire Safety) Regulations 1993. Look for the fire safety labels and if there aren't any, remove the item.

MAINTENANCE/RISK ASSESSMENT

Do your own safety, security and maintenance inspection/risk assessment report for the whole property, making sure there are no obvious dangers such as loose stair rails and treads, slippery surfaces, faulty locks on doors and windows, faulty electrical cables and plugs, sockets, wrong electrical fuse types, blocked gutters and drains, items needing decorating/painting etc. Having written evidence that you have carried out these checks could be a life saver in the event of a claim.

PROFESSIONAL CLEAN & REMOVAL OF VALUABLES

Professionally clean the property, including any flooring/carpets. It would be fair and reasonable to expect the property cleaned to the same professional standard on exit, although this can no longer be a term of their tenancy. Remove any items which you value or that could cause a danger to anyone in the property.

INVENTORY

Have an independent inventory/schedule of condition report done prior to the tenancy commencing.

OTHER POINTS TO CONSIDER

Leave a Property Guide at the property, giving the tenants all the information they may need, including the location of all stop taps, fuses, switches, alarms and operating/safety instructions for all appliances.

As a landlord, be aware that you will have on-going costs and some maintenance from time to time. We advise keeping a reserve with us in preparation for this. Here is a list of some of the essential costs and a timescale of these requirements:

- EPC certificate – every 10 years.
- Gas Safety Certificate – every 12 months.
- EICR – every 5 years – visual on change of tenancy.
- Letting agents fees – initial tenancy set up cost.
- Deposit scheme fees if you use an insured scheme. The DPS custodial scheme is free.
- Boiler service – annually.
- Landlords insurance.
- Void allowance – allow one month's rent per annum in case of vacant periods.
- Council tax and utility bills – you will be liable to pay these if the property is empty between tenants.
- Ground rent and service charges – if the property is leasehold.
- Redecoration/Repairs/Maintenance – as with any property, over time you will need to do general repairs and maintenance.

This list is not exhaustive but a general guide to help anyone thinking about lettings. For complete peace of mind, choose one of Perry Bishop's managed service options.



A pleasure to deal with, so efficient and professional. I would not have my properties managed by anyone else.”

Polly M (Google Reviews)



Service comparison

your choice

	Managed Plus	Fully Managed	Let Assist & Rent Collect	Tenant Find Service
Market Appraisal	✓	✓	✓	✓
Digital & Personal Marketing	✓	✓	✓	✓
Accompanied Viewings	✓	✓	✓	✓
Pre-Tenancy Documentation incl Right To Rent	✓	✓	✓	✓
Accompanied Check In appointment incl Smoke & Carbon checks	✓	✓	✓	
Rent Review & Negotiations	✓	✓	✓	
Rent Collection & Monthly Statements	✓	✓	✓	
Dedicated Property Manager	✓	✓		
24 Hour Repair Reporting	✓	✓		
Management of routine repairs and maintenance	✓	✓		
Access to our trusted qualified contractors	✓	✓		
Property Refurbishment Advice	✓	✓		
Manage annual & periodic safety inspections	✓	✓		
Periodic Property Visits	✓	✓		
Negotiating claims from the tenants' deposit	✓	✓		
Liaising & processing deposit dispute resolutions	✓	✓		
Rent & Legal Protection	✓			



Absolutely amazing team and helped me with everything that came up and handled very professionally The phone calls back and forth The emails that were sent and received The information was always there when needed and kept me informed on everything that was happening.”

James F (Google Reviews)



Very efficient and professional service to set-up a tenancy agreement at short notice. Great customer service, would definitely recommend Perry Bishop.”

Holly H (Google Reviews)



Perry Bishop have helped us find tenants on our new project. They are very knowledgeable about the local market and have been very easy to work with. Thanks the team for all their advice and help. Highly Recommend.”

Tom E (Google Reviews)



We are shortly due to be renting our property as we move overseas. Having never rented a property before we were extremely nervous about the process. However, Perry Bishop have been amazing. They kept us fully updated throughout and have always been on hand to answer our numerous questions. I'm pleased to say they made a very stressful situation straightforward. Thank you.”

Darren R (Google Reviews)



Perry Bishop look after my rental property and as I am often abroad, the team go over and above to help keep the rental in order. Perry Bishop are always on hand to help and really care for both the tenant and landlord. I highly recommend the team and thank them for their care.”

Natasha W (Google Reviews)

PerryBishop

PROPERTY MADE PERSONAL



The Perry Bishop team were awesome. They went above and beyond to manage the block of flats we let through them.”

PAUL M (Trustist)

“I am delighted with the service that Perry Bishop provided, keeping me in touch with progress at all times. The best letting agency I have dealt with.”

LAURA B (Trustist)

“Perry Bishop’s Rental Service follows on from the outstanding business that is the Sales Department. The delivery of the Rental Department was professional, friendly, accurate in its pricing and very good value for money. I would highly recommend Tammy and their services!”

LYNDA M (Trustist)