

# LANDLORD'S GUIDE TO LETTING THROUGH AYLESFORD

UNITED KINGDOM

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ITALY

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SOUTH AFRICA & MAURITIUS

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**AYLESFORD**  
INTERNATIONAL

MAKING PROPERTY  
WORK FOR LANDLORDS  
FOR MORE THAN 40 YEARS.

LONDON IS NOT SHORT  
OF LETTINGS AGENTS.  
LIKE COFFEE SHOPS,  
THERE SEEMS TO BE ONE  
ON EVERY CORNER.

BUT WHAT IS RARE IS  
SEASONED EXPERIENCE.

# EVERYTHING YOU NEED TO KNOW ABOUT A SMOOTH AND SUCCESSFUL TENANCY.

At Aylesford we have been letting and managing beautiful properties for more than 40 years. Today, we collect rent in excess of £10 million per year.

We're proud that many of our landlords have been with us for several decades. They like our highly personal service and the results we have gained for them through every type of market.

If you're new to being a landlord, or simply want to get up to speed with what's needed, we hope you'll find this guide useful.

The Aylesford lettings team is here to help in any way. Feel free to call us at any time.

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WE KNOW THE  
RENTAL VALUE OF  
YOUR PROPERTY.

MORE IMPORTANTLY,  
WE KNOW WHAT IT  
COULD BE.

## MAXIMISING YOUR PROPERTY'S POTENTIAL

### Presenting your property

First impressions are everything when viewing a property. We frequently show tenants up to 18 different properties in a single day. The ones that get shortlisted and chosen make that initial good impression straight away.

At Aylesford we not only have the knowledge but an in-house design team who can maximise the potential of your property. We can also take care of any work that's needed, whether it's touching up some paintwork or designing and furnishing an entire house.

### What tenants look for

- Cleanliness: no matter how beautiful your home, it must also be immaculately clean (including windows and carpets) and have a welcoming, fresh atmosphere. Air the property regularly, and in winter program the central heating. Before a tenancy starts, send in professional cleaners.
- Carpets and flooring: keep carpets light, neutral and plain. Wooden flooring is very popular and strongly recommended for reception rooms and entrance halls. However, if applicable do check any terms of your lease regarding wooden floors.
- Paintwork: stick to white or a plain colour, and keep it fresh and scuff-free.
- Windows need to be clean. Blinds, shutters and curtains should also be clean and fit the window area properly.
- The kitchen: one of the single most important rooms in the house, the kitchen should be well equipped with modern appliances that are in perfect working order. Ideally, the kitchen should have a gas hob and electric oven, a good-sized fridge-freezer with ample capacity, dishwasher, microwave, a washing machine and a separate tumble dryer. Make sure you provide the appliance instruction manuals; if you don't have them they're normally available to download from manufacturers' websites.
- Bathrooms: tenants tend to like white sanitaryware and power showers. If possible, lay fully tiled floors, and fit shower screens rather than curtains. Always make sure that grouting and mastic are immaculate.
- Bedrooms: where possible, fitted wardrobes are an asset as they provide maximum storage space.
- Television and telephone: tenants expect a television aerial and, very often, satellite/cable services as well. Every property should have a phone line and broadband.
- Lighting: where possible, low voltage lighting is much preferred.
- General maintenance: a poorly maintained home does not instill confidence. Change blown light bulbs; attend to loose or broken fixtures and fittings; clean the windows inside and out.
- Exterior: make sure lawns are mowed, flower beds are weeded and window boxes are planted and watered. In winter, carry out a seasonal tidy-up.

### Furnished or unfurnished?

The more flexible you can be, the wider your target market becomes. If your home is unfurnished, we can assist in furnishing it from top to bottom if a suitable offer comes along.

Similarly, we can arrange to put all your contents in storage if a tenant wants to furnish it themselves. Our service is geared to maximising the letting potential.

## MEETING THE MYRIAD OF RENTAL REGULATIONS. DONE AND DUSTED.

### MAKING YOUR PROPERTY LEGAL


As a landlord, it is your responsibility to provide a place to live that operates smoothly and safely, and which complies with relevant law. At first sight, these legal obligations look quite onerous, but in reality they are relatively straightforward. Again, Aylesford's lettings team can take care of every detail to make sure your property complies.

Your property must have:

- An Energy Performance Certificate (EPC)
- A Gas Safety Certificate
- An Electrical Inspection Condition Report (EICR)
- Legally compliant fire-resistant furniture

Please note Aylesford cannot market your property without first receiving the EPC, and a tenancy cannot begin without a valid Gas Safety Certificate.

#### Energy Performance Certificate (EPC)

By law , you must provide any prospective tenant with an Energy Performance Certificate, produced by an approved Domestic Energy Inspector. If you fail to supply one, it is a criminal offence which carries a fine.

You may already have an EPC if you purchased the property recently. If not, you can source one yourself or ask us to instruct an approved inspector. We are happy to organise a report for you at a cost of £50 (plus VAT) £60 (inc VAT) plus the fee for the report itself.


Please note that we cannot market your property until we receive its EPC.

#### Legionella

Legionella bacteria are commonly found in the environment. However, they breed rapidly in warm stagnant water and if they reach a sufficient concentration can cause the respiratory illness Legionnaires' Disease, which can be fatal. These bacteria breed especially well in poorly maintained hot water tanks and other hot water and air conditioning systems. It is now a legal

requirement for all landlords to carry out a written risk assessment of their property for legionella. This is a relatively simple process which requires consideration of the condition, state of repair, efficiency and insulation condition of systems. More guidance on the assessment process can be obtained from the Health and Safety Executive at: [www.hse.gov.uk/legionnaires/index.htm](http://www.hse.gov.uk/legionnaires/index.htm)

#### Gas safety

For a tenancy to begin, all gas appliances , installations and pipework must have been checked within the last twelve months by an installer registered with the Gas Safety Register. This check must then be repeated at 12-month intervals. A certificate is left at the property to confirm to your tenants that this has been done, and the period it covers.

It's a good idea to book your safety check well ahead of a new tenancy. If work is needed, it can be lengthy and involved.

If we manage the property for you, this is one of the standard checks we organise. If we aren't your management company, we will need a copy of your valid certificate for our files.

Our administration fee for organising a Gas Safety check is £50 (plus VAT) £60 (inc VAT), and the fee for the check itself is in the region of £75 (plus VAT) £90 (inc VAT).

#### Electrical safety

1. Electrical Installation Condition Report (EICR)  
The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st June 2020. It means that all new tenancies that were signed on or after 1 June 2020 and which started from 1 July 2020 and all existing tenancies from 1st April 2021 must have an Electrical Installation Condition Report. The Regulations require landlords to ensure that every fixed electrical installation is inspected and tested at least every five years by a qualified engineer. You will be required to

obtain a report which gives the results of the inspection and test, supply that report to each tenant within 28 days and retain a copy until the next inspection is due. A copy of the latest report must be provided to any new tenant before occupation, or any prospective tenant within 28 days of a request.

Proven breaches of the regulations can result in a financial penalty of up to £30,000.

If you would like us to book an Electrical Inspection in on your behalf, please don't hesitate to contact us.

◆ The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) order 2007

◆ Gas safety (Installation and Use) Regulations 1998

Electrical appliances should be checked to ensure that:

- Live parts are not accessible;
- Leads are not worn or frayed and are complete with no joins;
- Correct plugs (marked BS1363) are fitted and correctly fused;
- Any moving parts are guarded;
- Electric blankets are serviced according to the manufacturer's instructions;
- Microwave doors are clean, free from corrosion and effective;
- Washing machines, cookers etc. have been serviced and are in good working order;
- Electric heaters and central heating appliances have been serviced and are in good working order;
- Fireguards and any fire extinguishers meet BS3248;
- Fire blankets are marked BS6575 1985.

To make sure you comply we recommend a portable appliances test ('PAT') carried out by an NIC-qualified electrician. We can organise this for you: our administration fee is £50 (plus VAT) £60 (inc VAT) and the check itself will range from £80 (plus VAT) £96 (inc VAT) for up to 20 appliances.

You should also:

- provide manufacturers' instruction manuals (usually available on their websites), or other written instructions for each appliance
- give Aylesford evidence of safety checks for our files.

### Fire and furniture

Every property and its contents need to comply with various regulations governing fire and fire prevention.

### Smoke Alarms

Any home built after June 1992◆ must have mains-operated interlinked smoke alarms fitted on every floor.

### Carbon Monoxide Alarms:

Carbon monoxide alarms must be installed next to gas appliances and checked before the start of the Tenancy.

Although not legally required we also recommend that:

- a fire blanket or extinguisher is provided in the kitchen.

### Furniture

Any furniture intended for normal use inside the home (but excluding bedding, carpets and mats) must comply with fire safety regulations◆. They must be resistant to the 'ignitability test' of having a lit match or cigarette placed on them.

Furniture that must be able to pass this test includes:

- all upholstered furniture;
- three piece suites;
- beds and divans including the upholstered bases;
- padded headboards;
- sofa-beds;
- furniture with loose or fitted covers;
- children's furniture;
- cots and other items used by a baby or small child;
- cushions;
- high-chairs;
- mattresses of any size;
- pillows;
- garden furniture which may be used indoors.

There are some exceptions to this requirement, and they include 'antique' furniture (i.e. furniture made before 1950), bed linen, loose covers for mattresses, curtains, carpets and mats.

Any furniture made since 1990 (manufactured in the UK or for the UK market) has had to comply with this standard. If you're in any doubt, it should have a label confirming that it contains approved 'CM' foam (or you should refer to the manufacturer or company where the furniture was purchased).

### Houses in Multiple Occupation (HMOs)

There are regulations governing properties which are shared by different parties who are not 'one household'. If you are in any doubt please take legal advice on any requirements which might affect you.

◆ Building Regulations 1991.

◆ Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993).




LAWYERS.  
FINANCIERS. BOARD  
DIRECTORS.

WE ARE ENVIABLY WELL  
CONNECTED WITH  
LONDON'S HIGHER  
QUALITY TENANTS.

## MARKETING YOUR PROPERTY

### First things first

In order to let your property, you need to:

- request written consent from your mortgage lender (if applicable)
- find out if you need permission from any Head Lessor if your property is leasehold or share of freehold. Where applicable please provide a copy of the Head Lease
- give your signed instructions for us to market the property
- provide the EPC and, before the tenancy, a Gas Safety Certificate
- show us evidence of your identity . We need to see two documents as follows:
  - Either your passport, or driving licence or birth certificate;

and:

- a recent utility or similar bill showing your name and address (mobile phone bills excluded).

Please note we have to see original documents, from which we will make certified copies. If you can't bring in or post originals, you will need to send us copies that have been certified as genuine by a lawyer.

### Corporate landlords

If the landlord is a company which is quoted on the London Stock Exchange, we require a certified copy of the Certificate of Incorporation.

If the company is not quoted, we require certified copies of two of the following documents:

- Memorandum and Articles of Association
- Certificate of Incorporation
- A set of the latest accounts
- The last Annual Return.

In addition, we would need proof of identity and residence of two of the directors, providing personal documents from the list above for private landlords.

### Pricing and marketing

Following a detailed appraisal, we will offer you expert guidance on how to maximise your property's potential. We will also suggest an asking price for the rent, based on comparable properties and our continuous day to day experience of the market.

Once we have agreed the rent and the length of tenancy you require, we will market the property for you. This activity, which is covered by our commission, includes:

- all photography, design and writing of a brochure in PDF format
- direct email marketing to our corporate and private tenant databases; applicants; relocation agents and trusted agents with whom we share part of our commission
- listing on the Aylesford website, which is also automatically uploaded to the major lettings websites including:
  - Rightmove
  - PrimeLocation
  - Zoopla
  - LonRes, the 'agent only' website accessed by all the major agents and relocation agents.
- selected magazines

### Viewings

We arrange all prospective viewings. These are carried out by a member of the Aylesford lettings team or, if applicable, one of our trusted sub-agents.

# A LANDLORD'S GUIDE TO LETTING THROUGH AYLESFORD

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## MAKING THE TENANCY HAPPEN

### References

Once we have found you a tenant and you have both agreed the terms of the tenancy, Aylesford will take up references. Usually, this means requesting a credit reference agency check on the tenant, and a bank reference. If needed, we can also seek references from an employer, previous landlord and personal referees, and/or any particular references you may require.

### Guarantor


In certain cases we may suggest you should require the protection of a guarantor. This is someone nominated by the tenant who is prepared to meet all their financial obligations should they fail to do so. A guarantor must be based in the UK, holding a UK bank account. We only do a bank reference check on a guarantor, we do not do the full referencing.

### The Tenancy Agreement

We prepare a draft tenancy agreement and send copies to you (and, if required, your solicitor) and the tenant for approval. Once both sides are happy, we forward the final contract to you both. Please initial every page in the bottom right hand corner, indicating that you have read and agreed its terms. You should then ask someone to witness your signature on the final page. Once signed and dated, this agreement is binding and no further changes can be made. When we have received signed contracts we will complete the documents and ask the tenants to pay the required deposit.

If the tenancy agreement is being signed on behalf of a company, we need written proof that the signatory is authorised to sign it.

### Deposit

The tenant lodges a deposit against the cost of any damages or dilapidations; the deposit is equivalent to 5 weeks rent if the rent is under £50,000 per annum and 6 weeks if the rent is above this amount. The deposit is held by Aylesford as a stakeholder. If the tenancy is an Assured Shorthold Tenancy, the deposit is safeguarded by the Tenancy Deposit Scheme (TDS) . At the end of the tenancy, and if any deductions have been agreed by both sides, we release the funds either to you or the tenant. If an

agreement isn't reached, we release the funds to the TDS in accordance with their rules.

## COSTS YOU SHOULD EXPECT

In addition to safety checks mentioned above, the main costs you will incur for each tenancy are:

- Maintenance costs. The general upkeep of the fabric of the property; the costs of ensuring it is legally safe to rent; insurance; and the repairs and maintenance of all appliances, furnishings and equipment (excluding any damage for which a tenant may be liable).

- Service charges and ground rent. The landlord is liable for any service charges and ground rent which may be payable to a superior landlord, or management company or agent.

In setting up the tenancy, some or all of these costs may apply:

- Gas and electrical safety inspections, as outlined on page 6.

- Lease preparation: the landlord fee is £150 (plus VAT) £180 (inc VAT) towards the cost of preparing the lease.

- Deposit holding (for Assured Shorthold Tenancies).

If we are not your chosen management company, we charge a deposit administration fee of £50 (plus VAT) £60 (inc VAT). This covers the cost of holding and releasing the deposit funds and registering them with the TDS.

If Aylesford manages your property, we will charge a fee of £100 (plus VAT) £120 (inc VAT). This covers holding the deposit under TDS rules; for arranging repairs, cleaning and any maintenance at the end of the tenancy; for negotiating any dispute between the parties; and for forwarding the deposit or any balance of it to the TDS if there is a dispute.

- Administration in disputes

If a dispute is referred to the TDS at the end of the tenancy, we make a further administration charge to cover our costs in form filling, phone calls, photocopying etc. This is typically in the region of £50 (plus VAT) £60 (inc VAT).

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 The Tenancy Deposit Scheme is administered by The Dispute Service Ltd, PO Box 1255, Hemel Hempstead, Herts, HP1 9GN. [www.tds.gb.com](http://www.tds.gb.com).

• Dilapidation negotiation

Even if we do not manage your property we can negotiate dilapidations on your behalf. The cost is £250( plus VAT) £300 (inc VAT) and this includes our time spent in negotiations, requesting quotations, sourcing replacement items and so forth. This fee is payable regardless of whether the dispute is resolved.

• Court hearings

If we have to attend court as a witness on your behalf, we will charge a fee of £200 (plus VAT) per hour £240 (inc VAT) per hour, plus travel costs. This applies to both managed and unmanaged properties.

**ARRANGING UTILITIES & OTHER SERVICES**

The tenant is responsible for all the costs of the services below during the tenancy. The only exception is heating/hot water if this is already included in a service charge you pay. In this case, it is normal to build these costs into the rent.

- Telephone. If you are moving out of the property, you will need to contact your landline provider so that the tenant can then open their own account there. Providers insist on customers contacting them personally.
- Gas, electricity, water, council tax. Aylesford will contact these services and open new accounts in your tenant's name.
- TV licence, Sky/cable services, burglar alarm monitoring. Accounts such as these should be opened directly by the tenant.

Insurance

The landlord and tenant are each responsible for their own insurance cover. The landlord should therefore insure the building and contents against forcible entry, theft, fire, or damage caused through a system fault or failure. You should also make clear to your insurance company that the property has been let. We also recommend that you consider public liability insurance, if your existing cover does not extend to protecting you against, for example, injury to tenants or damage to their belongings.

After refurbishment or periods of vacancy

If you've had builders or decorators at work, or the property has been empty for a while, we recommend giving your home an 'MOT'.

This entails checking that appliances, power showers, sinks, baths, lavatories, drains, windows, fixtures and fittings all work; that the hot water is indeed hot; that there are no drips or leaks; and that there are no potential safety issues such as loose stair carpeting or trailing wires.

Inventory and check-in

On the day your tenant moves in, or just before, an inventory and inventory check-in will be prepared by an independent inventory clerk. This inventory can be used for all future tenancies. A copy of the inventory is sent to you and your tenant shortly afterwards.

The report will state the condition of the property at the start of the tenancy. Please read it carefully; if you disagree with anything in the report we must hear from you within 14 days. Beyond that point we will assume that you have approved the report.

A clean start

Before your tenant moves in, we strongly recommend that you arrange for the property to be professionally cleaned, including carpets, curtains, fittings and appliances. This will be shown in the inventory check-in and the tenant will be required to leave the property in the same condition at the end of their tenancy (fair wear and tear excepted). For a comprehensive list of what is required, please refer to the Landlord's pre-tenancy and the tenants exit check list on page 15.

Keys

You will need to supply four sets of keys to the property:

- three sets are required by the tenant. Should they need any more, they must ask your consent and also pay and arrange for extra sets themselves.
- one set is needed by us (or whoever is managing the property) for emergency access, maintenance and routine visits.

Television Licence

It is the responsibility of the tenant to hold a television licence for the property, for the duration of their tenancy.

Your mail

We recommend that you arrange for your mail to be automatically redirected by Royal Mail.

THE DRIPPING TAP.  
THE BROKEN GUTTER.  
THE FLOODING EMERGENCY.

CHOOSE OUR MANAGEMENT  
SERVICE, AND IT'S OUR  
PROBLEM, NOT YOURS.

## OUR MANAGEMENT SERVICES

### Full Management

As well as finding and referencing tenants, drawing up tenancy agreements and collecting rent, we can offer you a full management service.

This means taking care of all day to day issues for which you are responsible, in providing your tenant with a home that works smoothly and safely.

The advantages to landlords are considerable:

- we field all calls from tenants, around the clock
- we decide, from experience, on the most cost-efficient action
- we are major customers of trusted plumbers, builders and decorators and secure excellent work at a sensible cost
- we make regular Management Visits
- this extra level of service can attract higher quality tenants and better rents.

If you prefer, you can specify maintenance contractors of your own. However, if we are unable to reach them or they are unavailable, we use our own suppliers in order to minimise inconvenience to your tenant.

### Management Visits

Part of our management service is to give you the reassurance that your property is in good order. We personally visit the property at regular intervals to assess its general condition and listen to any concerns from your tenant. This often leads to catching issues while they are still minor and inexpensive to fix.

Please note that these visits are 'walk throughs' to pick up on readily visible problems. They are not specialist surveys on the condition of the property, nor are they inventory checks. If a significant problem comes to light which demands extra visits by us or relevant specialists, additional costs will apply.

We can also make Management Visits to non-managed properties, at a negotiable fee.

Routine maintenance

Our first objective is to minimise maintenance costs and ensure that visits are necessary and reasonable. We remind tenants:

- they are expected to carry out the everyday tasks that any householder has to deal with: from replacing light bulbs and fuses to keeping sinks, drains and gutters clear and functioning
- they must report any genuine problem promptly, and be particularly vigilant when it comes to issues such as gas, electricity, leaks or ingress of water
- they must wherever possible prevent problems; for example, by leaving the central heating on to avoid frozen pipes.

Reporting routine problems

Tenants should call our Property Managers during office hours:

Tel: 02073512383  
Email: [management@aylesford.com](mailto:management@aylesford.com)  
Office: 440 Kings Road, London, SW10 0LH

Our offices are open from 9.00–6.00 Monday to Thursday, and 9.00-5.00 on Friday.

If we are not your management company, please make sure your tenant knows who to contact. This is especially important in the event of an emergency

Property emergencies

If we manage your property and your tenant has an emergency situation, we tell them to call Aylesford immediately. If the call is outside office hours, a recorded message gives the relevant number so your tenant can call an approved contractor directly.

We also ask tenants to make sure that their problem actually needs emergency attention. Emergency call-outs at night or public holidays often attract surcharges; if they summon help for something that could reasonably wait they may be expected to cover the extra cost. We also warn them that costs caused by their own carelessness or neglect will not be borne by the landlord.

What counts as 'an emergency'?

As a general rule, an emergency is a situation that threatens your tenant's safety or security, and/or threatens to damage the property. Examples include:

- A leak that cannot be stopped
- A break-in or accident that leaves the property unsecured
- A complete power failure
- An electrical smouldering or fire
- A heating failure with the risk of frozen pipes.

# A LANDLORD'S GUIDE TO LETTING THROUGH AYLESFORD

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## FINANCIAL MATTERS

Aylesford is a member of ARLA (the Association of Residential Lettings Agents) and therefore adheres to a strict code of practice. The rent we collect on your behalf, and deposits we hold from tenants, are fully protected through ARLA's Client Money Protection Bonding scheme.

### Collecting and forwarding rent

We ask tenants to set up a bank standing order so that we receive their rent promptly. We issue a demand, generally two weeks before each due date.

As soon as the rent arrives in our account we prepare an invoice/statement showing how much we have collected, our fees and any other deduction (for example, for incidental maintenance) we have made.

We then pay our remittance by bank transfer directly into your nominated account, or by cheque (as directed by you). If there are any bank charges for sending our payment (this is particularly common for overseas transfers), we will deduct these from our remittance to you.

We naturally do everything in our power to make sure that your tenant pays their rent in full and on time. However, if he or she fails to do so, we recommend that you instruct solicitors. In this instance you would be required to pay for all legal fees and costs incurred.

### Tax and overseas landlords

You should be aware that UK rental income is liable to UK tax, regardless of where the landlord happens to live.

If you are an overseas-based landlord receiving UK property income:

- you will need to file annual tax returns. For further information on how to apply to the HMRC for a Certificate of Self Assessment please go to the HMRC website (address below).
- you may apply to the HMRC to receive rental payments gross (i.e. without tax deducted), quoting Aylesford's registration number as your collector. If HMRC agrees to the request they will provide us with a confirmation certificate, and from that point on we will be able to remit your payments with no tax deducted.
- if you are not registered with HMRC, Aylesford is bound by law to deduct tax at the basic rate on all rent we receive, and to pay this directly to HMRC each quarter.

For more information, please visit:  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

## END OF TENANCY

### Landlord's pre-tenancy and the tenants exit check list

When a tenancy comes to a close, the basic principle is that the tenant should hand back the property to you in the same state they found it.

This includes returning all furniture to its original position and paying for a professional clean.

A checklist for the end of tenancy is as follows:

1. A professional clean throughout.
2. Carpets to be professionally cleaned.
3. Net curtains should be washed and curtains and blinds left in a clean state according to any particular instructions.
4. Fridges should be defrosted, cleaned and turned off. Remember to leave the door ajar to prevent mould.
5. Cookers should be thoroughly cleaned with an appropriate cleaner. Do not use chemical cleaner on self-cleaning panels.
6. Extractor hoods should be cleaned and filters replaced.
7. Cupboards & drawers should be emptied and cleaned.
8. Marks should be carefully removed from furniture, walls and paintwork.
9. Windows and window frames should be thoroughly cleaned.
10. Soap dispensers in washing machines & dishwashers should be thoroughly cleaned.
11. Gardens should be left in a neat and tidy state with lawns mown and borders weeded.
12. Rubbish should be removed from the property as charges may be incurred for any clearance needed after the tenancy has ended.
13. All furniture and contents should be relocated to their original positions as listed on the inventory.
14. Arrangements should be made for mail to be redirected/forwarded automatically.
15. A forwarding address must be provided.
16. Standing orders should be cancelled.
17. We will contact utility companies on your behalf: gas, electricity, council tax and water, so please ensure we have copies of recent bills. However, telephone, television licencing, Sky TV or cable services should be contacted directly by you.
18. Landlords / Tenants should contact their landline provider, and any other supplier with whom they have a contract, to terminate their accounts and request a final bill.
19. All manuals must be left at the property.
20. All dead light bulbs must be replaced.
21. Please take extra care to ensure all damage / mess caused by pets has been cleaned up. i.e steam cleaning furniture, marks to the property, removal of pet hair, or damage to the garden including excrement.

### Inventory check-out

We will arrange for an independent inventory check-out to take place on your tenant's last day. We advise the tenant it is a good idea to be there if they can.

If the tenancy is an Assured Shorthold Tenancy the landlord is responsible for the cost of the check out. For Common Law Tenancy's a tenant would pay for the check out. If both parties choose to have their own inventory, in which case each pays for their own clerk. The check-out report normally follows within a week or so, and we send copies to you and the tenant. If there are damages or areas for attention ('dilapidations') we will discuss them with you and the tenant. It may be necessary to make a deduction from the tenant's deposit.

If you can't agree these deductions with the tenant, and the agreement is an Assured Shorthold Tenancy (AST), we will release the tenant's deposit to the Tenancy Deposit Scheme (TDS), in accordance with the scheme's rules. If the tenancy is not an AST, we can request that the TDS or another party assists with arbitration. In either event, costs will be involved. The statutory rights of the landlord and the tenant to take legal action through the County Court remain unaffected.

Once any deductions have been agreed, the tenant's deposit is normally returned within 7 working days.



# SOME USEFUL NUMBERS.

## STARTING WITH OUR OWN.

### USEFUL CONTACT NUMBERS

If the property is managed by Aylesford,  
please call:

Tel: 020 7351 2383

Email: [management@aylesford.com](mailto:management@aylesford.com)

Office: 440 Kings Road, London,  
SW10 0LH

Our offices are open from 9am–6pm  
Monday to Thursday and 9am–5pm on  
Friday.

Emergencies out of hours: please call the  
same number above, and listen to a  
recorded message for emergency contact  
numbers of approved firms who can send  
help. These are also available on our  
website.



### Other useful numbers

Fire, Police, Ambulance: 999

Police (non emergencies only): 101

If you think you smell gas: 0800 111  
999 (Transco)

### General utilities and local council numbers:

British Gas	: 0800 048 0202
British Telecom	: 150
Thames Water	: 0845 920 0888
Kensington and Chelsea	: 020 7361 3000
Hammersmith & Fulham	: 020 8748 3020
Westminster Council	: 020 7641 6000
nPower	: 08457 145 146
EDF	: 0800 056 8888

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### PLEASE NOTE:

This document does not constitute a contract but is intended to give general advice and comment on what is usually expected when renting a property. It is also given without liability on the part of Aylesford International or its staff. Any of the points may vary depending on the requirements of the landlord and the tenant and accordingly, the terms signed in the tenancy agreement between the landlord and the tenant will override any information provided herein.

Fees and costs are correct at the time of printing but may be subject to change in the future.

Aylesford International  
440 King's Road  
Chelsea  
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