



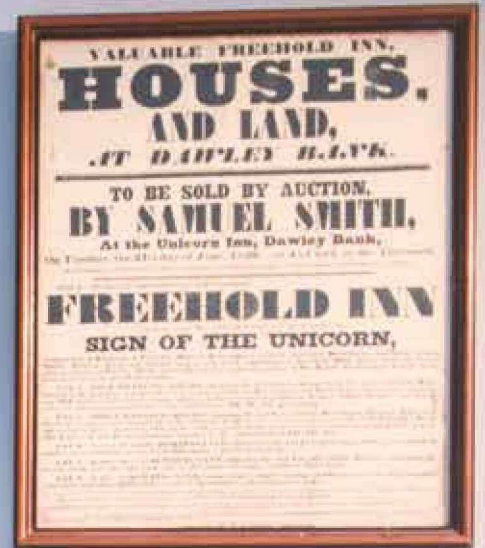
Lettings

Residential Letting &
Property Management



Helping *you* move

Trust Barbers
with all your
property needs...





It is our mission statement

"To treat everyone as you would expect to be treated yourself"
and you can be sure that our team will provide you with the
highest levels of customer service and professionalism.

Welcome

Barbers is an award winning, long-established independent Estate Agency specialising in all aspects of property including; Sales, Lettings, Property Management, Auctions, Financial Services, Conveyancing, Surveying and Relocation.

We would like to thank you for giving us the opportunity to offer our services to you.

As your personal property advisors, communication between everyone along the journey is critical to ensure we achieve your goals.

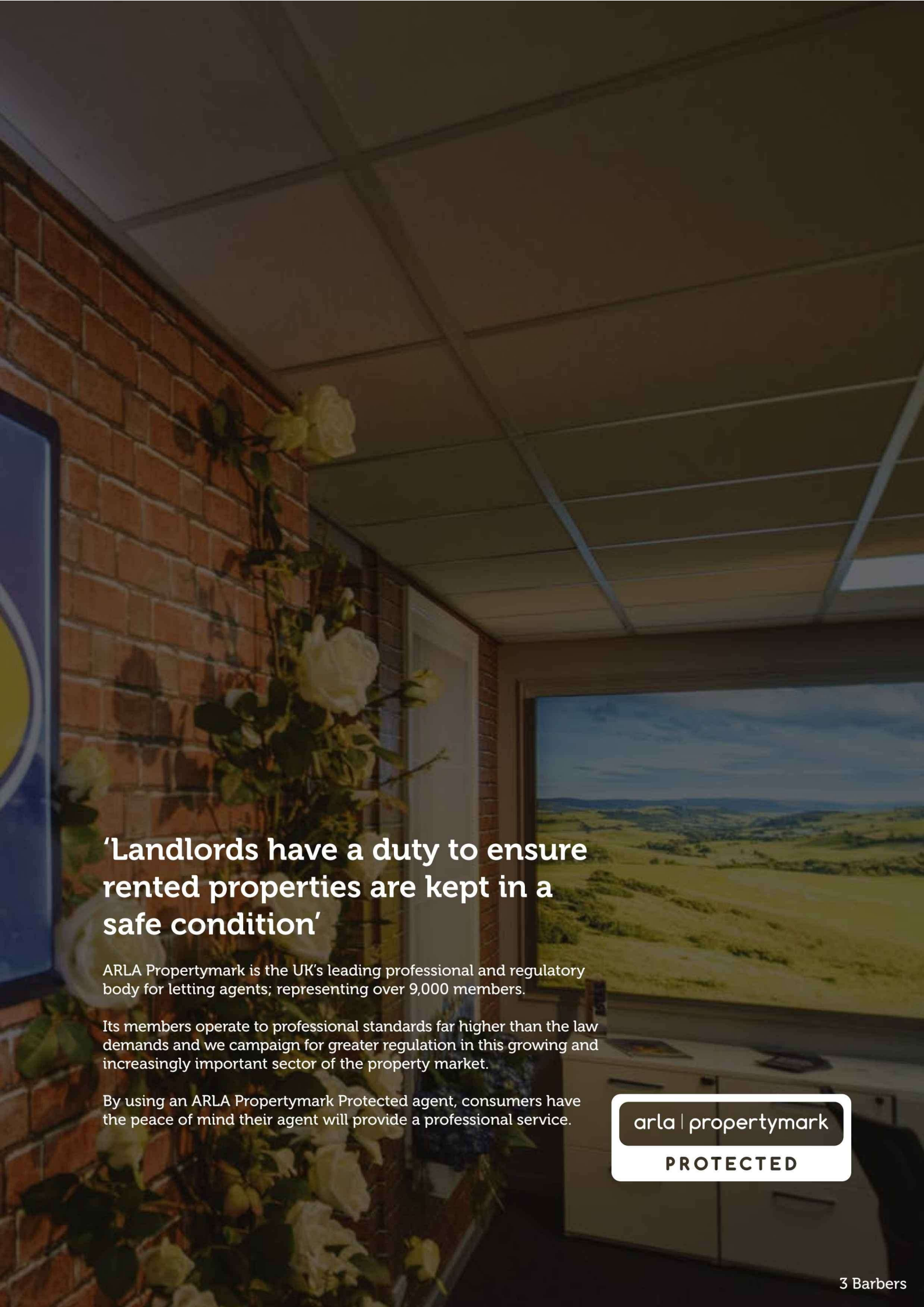
Our History

Barbers was established in 1848 by John Barber, who began his own business as a surveyor, valuer, estate agent and auctioneer which enabled him to open the company's head office in Wellington by 1851. Today, Barbers has developed and flourished into one of the most recognised Estate Agency Networks in the West Midlands.

The biggest driver of our continued development and success is our people. Every single member of our team starts in a training role and is developed within the business, learning our culture and customer service; all of our Valuers are well trained dedicated local people who understand the importance of great service.

You have our commitment that we will work professionally and enthusiastically to provide you with a first-class service to ultimately achieve your goal. Our dedication to service ensures we remain one of Shropshire's leading Estate Agents.





'Landlords have a duty to ensure rented properties are kept in a safe condition'

ARLA Propertymark is the UK's leading professional and regulatory body for letting agents; representing over 9,000 members.

Its members operate to professional standards far higher than the law demands and we campaign for greater regulation in this growing and increasingly important sector of the property market.

By using an ARLA Propertymark Protected agent, consumers have the peace of mind their agent will provide a professional service.

arla | propertymark

PROTECTED



**'Amazing service, easy, fast, efficient.
Very polite and informative. Made the
process of renting a property incredibly
simple and was kept up to date all the
way through from start to finish.
Would give them 10 stars if I could'**

Mr S

What it takes to let.

At Barbers we offer an unrivalled level of service to ensure that letting your property is as easy as possible.



Preparing your Property

Properties which look their best let quicker and achieve higher rents, so it's worth considering the type of tenant you would like to attract, and decorating or furnishing with them in mind.

Whether the property being let is your own home or a rental investment - traditional or contemporary - it pays to ensure you will appeal to your target market at a time when tenant expectations are rising.

Permission to Let

Where the property to be let is subject to a mortgage, permission to do so is required from the mortgagee. You must obtain your mortgagee's permission to let in writing. We will require a copy of their authority before we can commence marketing.

If required, we will be very happy to recommend mortgage brokers to you. If your property is a leasehold, permission to let will be required from the freeholder.

Insurance

It is essential that the property and your contents are adequately insured, both while the property is empty and while it is let. Your insurers must be told that the property is to be let, failure to do so may invalidate your cover.

Decorations & Carpets

We recommend these should be fresh and neutral in terms of colour and style. Higher quality properties will always attract better quality Tenants and therefore it is vital that a property is well presented to meet the expectations of a potential Tenant.

Unfurnished or Furnished?

By far the greatest level of demand from Tenants is for properties that are let unfurnished, which traditionally includes just carpets, curtains and a cooker. This also suits Landlords, who avoid becoming responsible for furniture and the annual testing and maintenance of electrical appliances.

Domestic Appliances

These should also be of good quality and condition and subject to regular servicing. It is important that full instructions for use are left on the premises to avoid the need to call in an engineer to demonstrate. Gas and electrical appliances must meet legal safety requirements and oil appliances must be tested annually.

Cleaning

It is essential that the property is handed over in a clean condition. We recommend that the property be professionally cleaned throughout, including all carpets and appliances.

Chimneys must also be swept and any septic tanks emptied.

This creates a benchmark that will be recorded in the Inventory and Schedule of Condition.

Telephone & TV

A working telephone line and TV aerial must also be provided. You should instruct whichever company supplies your telephone service to put a temporary stop on the line when you vacate and send you a closing account either direct or via the Agent's office.

Empty Properties

It is important that you comply with your insurance requirements during vacant periods, especially during the winter months.

Gardens

The gardens should be left in good seasonal order, as Tenants will be responsible for their maintenance and upkeep.

Council Tax

We will notify the local Council Tax office of each occupier and of any void period between Tenancies.

Keys

Three complete sets of keys should be provided, two for tenants and one to be retained at the Agent's office in case of emergency.

Safety Regulations & Precautions

Landlords have a duty to ensure that the rented property is kept in a safe condition and it is therefore essential to examine the property and its contents closely before letting. Failure to comply with the following Safety Regulations may constitute a criminal offence under the Consumer Protection Act 1987 and could lead to a fine or imprisonment.

Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System was introduced under the 2004 Housing Act. It is a risk-based evaluation tool, designed to identify potential hazards to health and safety from any deficiencies identified in dwellings.

Fire & Furnishing Regulations

Under the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended) a Landlord who is letting a property is responsible for ensuring that the furniture carries the appropriate fire resistance labels.

Electricity

Under the Electrical Safety Standards Regulations 2020 it is a Landlord's duty to ensure that electrical installations are inspected and tested by a qualified and competent person at least every 5 years.

Water Systems

Landlords have an obligation to take suitable precautions to prevent or control the risk of exposure to legionella which can cause Legionnaires' Disease.

Gas Safety Regulations

The Gas Safety (Installation and Use) Regulations 1998 govern a landlord's duty to make sure gas appliances, fittings and flues provided for tenants are safe. It is a requirement that an annual gas safety check is carried out every 12 months by a Gas Safe Registered engineer.

Regulatory Reform (FIRE SAFETY) Order 2005

In effect since October 2006, it applies to the common parts of blocks of flats and houses in multiple occupation (HMOs). It is a mandatory requirement that a detailed fire risk assessment be carried out to identify any risks or hazards and any such findings should be eliminated or reduced.

Energy Performance Certificate

Since October 2008, rental properties have been required to have an Energy Performance Certificate which rates the efficiency of a property and provides information including estimated energy costs. From 1st April 2018 domestic rental properties must meet a minimum energy performance rating of E-39.

A grayscale photograph of a hand holding a white, circular smoke and carbon monoxide alarm. The alarm has a series of vertical slats around its perimeter. The hand is positioned at the bottom, with fingers gripping the sides of the device. The background is a plain, light-colored wall.

Consumer Protection from Unfair Trading Regulations 2008 (CPR).

There is now a legal duty to disclose anything that might influence a consumer's transactional decision. In other words, any matter that could affect a tenant's decision to apply to rent a property should be brought to their attention at the earliest stage.

The legislation is unfortunately vague and could range from the proximity of a local wind farm to the likelihood of flooding, or whether any serious crime has taken place at the property or nearby.

Currently, Trading Standards have been asked to obtain "case law" but an owner/ landlord would be liable if something is not disclosed. Please therefore bring to our attention any matter that you feel should be disclosed at the earliest possible opportunity.

Smoke & Carbon Monoxide Alarms

The Smoke & Carbon Monoxide Alarm (England) Regulations 2015 require private sector Landlords to have at least one smoke alarm installed on every floor and a carbon monoxide alarm in any room containing a fuel burning appliance. (e.g. a coal fire, wood burning stove).

As best practice, we also recommend that carbon monoxide alarms are installed in any room with a gas or oil appliance.

Smoke & Carbon Monoxide Alarm (Amendments) 2022

From 01st October 2022, a Carbon Monoxide Alarm must also be installed in any room used as living accommodation containing a combustion appliance (excluding cookers).

Important Considerations

Assured Shorthold Tenancies

An Assured Shorthold Tenancy (AST), under the Housing Act 1988 (amended 1996) is the most common type of residential Tenancy Agreement. Under the terms of the agreement, a Tenant has exclusive possession of the property, although it gives limited security of tenure to the Tenant.

Inventory and Schedule of Condition

Prior to a Tenancy, we are able to undertake an Inventory and schedule of Condition, which record the decorative and physical state of your property and its garden. This will be supported by digital photographs. Tenants are required to agree and sign the Inventory, allowing us to accurately assess the property and gardens at the end of the Tenancy prior to refunding the deposit.

Security Deposits

We will obtain a deposit from the Tenant. This security deposit is held by ourselves, as stakeholder throughout the Tenancy. Once damages, if any, have been agreed and copies of all receipted final invoices have been checked, the balance of the deposit will be returned to the Tenant.

Remittance of Rent

Rent will be paid to the Landlord via BACS once we are in receipt of cleared funds. We require all Tenants to pay their rent to us by standing order; however, there are occasional circumstances where a Tenant may choose to pay by cheque. Present banking arrangements are such that it is necessary for us to allow approximately five working days for rent cheques to be cleared.

Void Periods

Our management service does not include the supervision of the property when it is vacant although, in the normal course of conducting marketing viewings, periodic visits may be made to the property by our lettings staff.

Instructions to Solicitors

You will be informed of any rent arrears or breaches of covenant brought to our attention. Should it prove necessary to employ the services of solicitors you will be responsible for instructing them, and for all the fees involved.

Taxation of UK Resident Landlords

Landlords who remain resident in the UK are required to declare rental income annually, together with all other income, as it is assessable, after allowable expenses, for Income Tax. We recommend that you seek further advice from a qualified accountant/financial advisor.

Taxation of the Non-Resident Landlord

Where the Landlord of the property is a resident abroad for six months or more and has not been approved under the Non-Resident Landlords Scheme (see below), the Commissioners for Inland Revenue will, under UK Income Tax Law, hold the managing Agent (or the Tenant where there is no Managing Agent appointed) personally liable for the payment of tax of income from rent collected on the Landlord's behalf.

The Taxation of Income from Land (Non-Residents) Regulations 1995

This requires the rent-receiving agent to retain the tax element on the net rent and to pay it to HM Revenue & Customs on a quarterly basis, within thirty days of the end of the quarter.

However, overseas Landlords and their partners are able to apply to HM Revenue & Customs for approval to receive their rental income gross, and thereby gain "exemptions" from this requirement. The majority of Landlords qualify for this exemption, provided they have a "good tax history" with no debts outstanding.

The forms must be completed individually by both the Landlord and their partner as neither your Accountant or Tax Adviser nor the Managing Agent can apply for "exemption" on your behalf. If "separate" exemption is not granted for both Landlord and partner, the Agent will be obliged to retain and pay the tax element on half the rental income.

HM Revenue & Customs notifies both Landlord and Agent when an "exemption certificate" has been granted but, without the certificate, the Agent is obliged to keep strictly to the 'collect and pay' rules with fines imposed for failure to comply. It is obviously in all parties interests to follow the correct procedure and overseas Landlords are strongly urged to appoint a Tax Adviser in the UK to oversee their accounts.

Value Added Tax

All our fees, and any other charges made by Barbers, will be subject to VAT at the prevailing rate.

'Conscientious, professional and kind'

Mr & Mrs H

Our Service

Tenant Find

Our Tenant Find service is perfect for Landlords who have the time and experience to manage their own investment, but still require the reassurance and convenience of professional marketing and Tenant vetting to be carried out on their behalf.

Marketing

A comprehensive marketing strategy including the circulation of your Property Details to all suitable prospective Tenants, listings on all the major internet web portals, details distributed to our list of numerous Corporate Relocation Agents, Blue-Chip companies, institutions and private tenants.

Legal Tests

Organising an Energy Performance Certificate, Landlord's Gas Safety certificate, Electrical Installation Condition Report and Legionella risk assessment on your behalf keeping you compliant with your legal obligations.

Thorough Referencing

Once we have secured a suitable applicant, they will be interviewed in our office by a member of our team. Then we will undertake detailed referencing which includes a financial or employment reference, Landlord reference and an accountant reference where applicable. A credit check will be used to establish whether the applicant has any County Court Judgements, bankruptcies or adverse credit history.

On receipt of satisfactory references, we can make an informed decision with our client about the suitability of the tenant(s) before entering into a legally binding contract.

Legal Documents

Preparation of a detailed Assured Shorthold Tenancy for an initial fixed term of either 6 or 12 months.

Rent Payments

Collection of the first month's rent, to be paid as cleared funds prior to the start of the Tenancy. We shall arrange for all subsequent payments to be paid direct to you.

Deposit Protection

Collection of the deposit and ensuring compliance with statutory deposit protection legislation.

Utility Transfer

Transferring legal responsibility for gas, electric, water and council tax accounts to the Tenant's name.



Letting & Rent Collection

Our Letting & Rent Collection Service includes all the benefits of our Tenant Find service, and in addition Barbers Property Management will handle:

Inspection of your Property

At the end of your Tenancy, we will arrange for the Inventory to be checked by the Inventory Clerk and for a Schedule of Dilapidation (if any) to be prepared.

Rent Collection

Our team monitors and arranges for the collection of rent in accordance with the terms of the tenancy agreement.

Reliable Records

Our team prepares and submits a regular Statement of Account to the Landlord and/or the Landlord's Accountant.

Full Management

Our Full Management Service provides Landlords with comprehensive and thorough administration of their property. In addition to the services provided in the Tenant Find and Letting Services. Full management includes:

Property Maintenance

Your dedicated Property Manager will oversee any day-to-day maintenance, repair or servicing of appliances.

Added Financial Protection

Barbers can arrange rent guarantee & legal expenses (see separate terms & conditions).

Property Inspections

Undertake regular visits to your property. These inspections are an opportunity for us to investigate any defects that come to our notice or are brought to our attention and to ensure that the tenant is maintaining the property to an acceptable standard.

Service Options

	Let Only	Full Management
Qualified, experienced & dedicated lettings team	✓	✓
Online marketing campaign on Rightmove, Zoopla & 20 other websites	✓	✓
Comprehensive marketing strategy specific to your property	✓	✓
Accompanied viewing service	✓	✓
Extensive database of potential clients	✓	✓
State of the art software system for comprehensive record keeping	✓	✓
In-depth tenant referencing and credit checks	✓	✓
Right to Rent checks completed and recorded	✓	✓
6 or 12 month Assured Shorthold Assured Tenancy Agreement	✓	✓
Detailed written Inventory with photographs	✓	✓
Registration of Deposit with deposit scheme	✓	✓
Preparation statutory prescribed information	✓	✓
Organising legal safety checks and schedule of completion	✓	✓
Testing and recording of all smoke and carbon monoxide alarms	✓	✓
Collection of first month's rent and deposit	✓	✓
Accompanied check in service and key handling	✓	✓
Local council & Utility transfer to tenant		✓
Property inspection with condition report		✓
Copy of invoices to landlord		✓
Organising tenancy renewals		✓
Organising renewal of legal safety checks		✓
Dedicated Property Manager		✓
Organising Energy Performance Certificate Renewal		✓
Copy of invoices to landlord		✓
Legal support helpline		✓
Preparing and Issuing Section 21 6A Notice		✓
End of Tenancy Check out		✓
Deposit Negotiation		✓
Organising end of Tenancy property improvements		✓

A man and a woman are looking at a laptop screen together. The man is leaning over the woman, and they both appear to be smiling and engaged with the content on the screen. The background is slightly blurred, showing what looks like an office or home workspace.

Rent Guarantee

If you're a landlord then you're probably well aware of the fact that every tenant can seem completely fine on paper but can, unfortunately, become unable to pay the rent. Although the referencing process is extremely thorough and robust, it is impossible to predict how a tenant's circumstances may change during the tenancy.

An unexpected illness, breakdown in relationship, redundancy, or some other serious circumstance which may unfold without warning will likely impair the tenant's ability to meet their rental obligations.

Even the most reliable of tenants can find their financial position changing drastically through no fault of their own, which can in turn compromise their ability to pay the rent on time and in full. This is where rent guarantee insurance can provide the necessary peace of mind to ensure that your investment is protected.

Registration of the Tenant's Deposit

Landlords are required by law to lodge the tenant's deposit in a formal deposit scheme. We will register the deposit with The Dispute Service (TDS) and provide the tenant with the relevant prescribed information.

Zero Deposits

The Zero Deposit process is smooth and easy, helping to take the stress out of renting and moving house.

A guarantee is purchased

You, the landlord chooses to use Zero Deposit. Your tenant(s) then purchase a guarantee that gives you protection equivalent to six weeks rent.

The tenancy ends

At the end of the tenancy, if there are no damages or unpaid rent, then the guarantee will end and there is no further action required.

Damages or Unpaid Rent

If you can't settle a dispute with your tenants your claim will be sent to TDS for adjudication. Approved claims will be paid to you within two working days.

Disputes Sorted Quickly

Claims will be adjudicated by TDS, our expert partners, who will settle the dispute within 28 days - at no cost to you.

Fast Payouts

Landlords receive approved payouts fast; two working days and they'll have the money transferred directly to them.

Ensuring Good Conduct

Tenants are financially liable for damage. Non-payment may impact credit history.

A hand is holding a tablet computer. The screen of the tablet shows a large checkmark icon inside a square frame. Below the icon, the text 'inventoryservice' is visible, followed by 'inspection | report | document' in a smaller font. The background of the image is dark and out of focus, showing bokeh light effects.

**'Providing our clients
with complete peace
of mind'**

Specialist Inventory Service

Our dedicated in house inventory team will conduct a detailed ingoing inventory and schedule of condition of a property prior to the tenancy starting.

Being fully qualified members of ARLA Propertymark (Inventories) demonstrates that we have achieved accreditation in our profession and meet industry best practice standards. The success of a deposit dispute is dependent on the quality of the inventory and the schedule of condition. A professional and diligent approach is essential in ensuring tenants and landlords avoid financial loss.

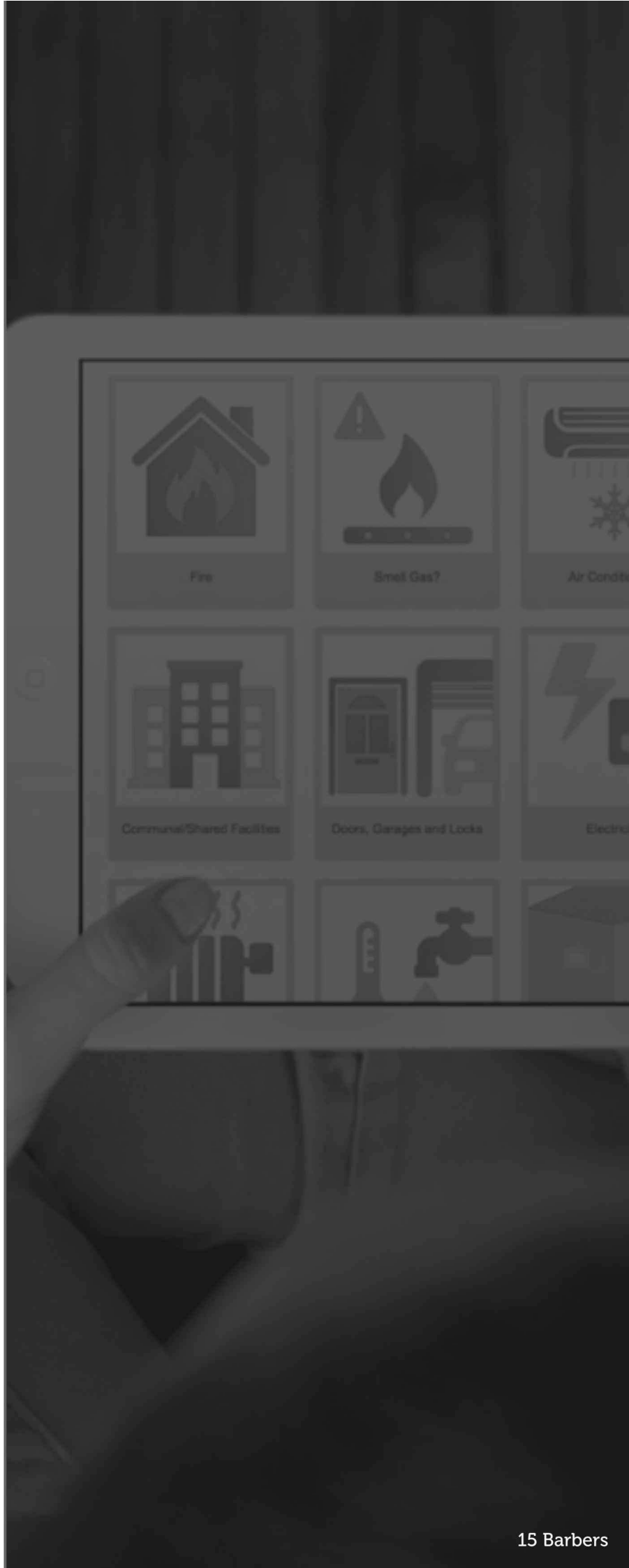
In-house Property Management Team

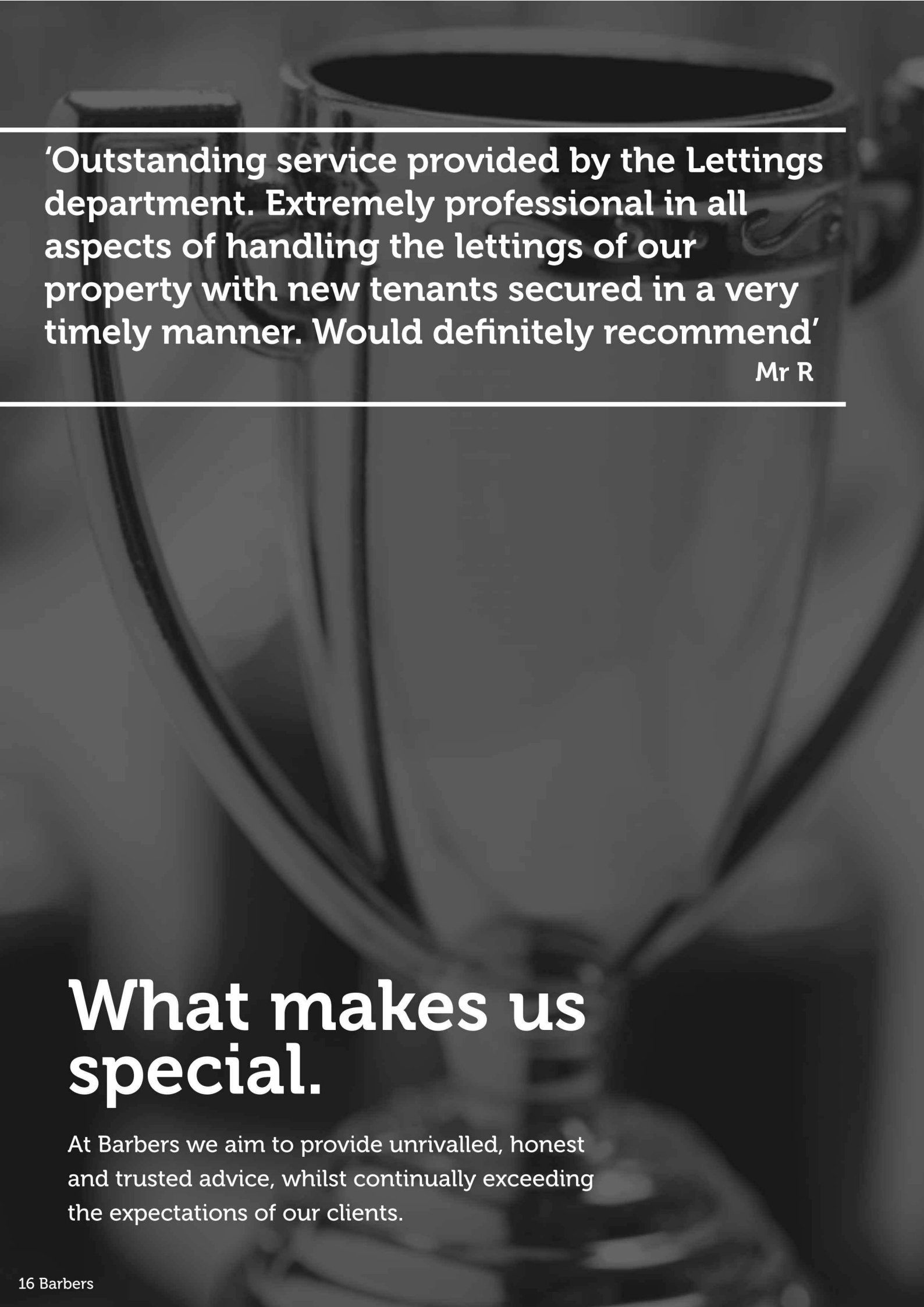
Both the landlord and tenant will be allocated a dedicated property manager – One person from our specialist team who deals with all matters relating to the property. We offer a full range of maintenance contractors who are competitively priced, reliable and prompt.

We are equally happy to work with landlords preferred qualified contractors who are familiar with the property. The main consideration is that all repairs are dealt with swiftly and competently so that any damage to your property is minimised and the tenant is spared, as far as possible, any distress or inconvenience.

Tenants Handbook

A comprehensive manual is given to all tenants to ensure they understand their obligations and responsibilities.





'Outstanding service provided by the Lettings department. Extremely professional in all aspects of handling the lettings of our property with new tenants secured in a very timely manner. Would definitely recommend'

Mr R

What makes us special.

At Barbers we aim to provide unrivalled, honest and trusted advice, whilst continually exceeding the expectations of our clients.



'Barbers website generates over 25,000 visits per month from people all over the world'

Our Sign

When a prospective tenant arrives, we want your property to be the one they want, it is important that the property has kerb appeal and makes the client want to come in. First impressions really count, it is said that it takes most people 7 seconds to form a first opinion.

Barbers sign is one of the most recognisable and respected brands in Shropshire. The sign signals quality and professionalism to the buyers – a feeling that ties in with your property.





'Everyone knows the importance of the right first impression'

Photography

Never has the old adage a picture paints a thousand words been more true than when it concerns property photography.

Barbers ensure our clients' property is presented in the best light, everyone knows the importance of the right first impression. A fact that is even more important now that 70% of tenants use the Internet as their starting point when searching for a new home.

Elevated photography can display your property to its full potential, setting it within the surrounding landscape or portraying a view at its very best. Even a few feet of elevation can give a totally different viewpoint. Our experienced team will consider the best photography options for you.

Our Customer Journey

Whilst you are initially engaging Barbers to appraise and rent your property, this is very often only one part of the journey. Once you have engaged the services of our company, there are so many other services we offer.

Our Lettings Team will be available to help with Removal Companies, Utility Arrangements, Buildings & Contents insurance and many other services.

Whilst moving home can be very stressful, we endeavour to give you the support you need through the whole process.

Renting your next home

If you are looking to rent another property, your designated property advisor will assist you with advice and comparable market analysis to ensure you rent correctly.

Every Lead Answered

Barbers have invested in the latest technology to ensure that all enquiries are responded to, enquiries from tenants are received by email, phone call or in person and our teams are well trained to provide effective levels of service across all enquiries.

A quick knowledgeable response is required by all potential landlords and tenants in today's society and it is very important to have the correctly trained teams dealing with enquiries.

We aim to respond to every enquiry as quickly as possible via an experienced member of our team who will provide a confident response.

Contact us

Property Management
01630 650140

Wellington/Telford
01952 221211

Market Drayton
01630 652314

Newport
01952 820239

Whitchurch
01948 666660

Shrewsbury
01743 276200



Barbers