

The **Frost** Partnership

Residential Lettings and Management



“With dedicated lettings staff in each of our branches across The Frost Partnership network, you can be sure of professional advice with a personal touch. In-depth local market knowledge and an extensive database of high quality tenants allows us to achieve the highest possible rental figure for our landlords, whilst our local presence means we are there when you need us; looking after people and property.”

Jeremy Fisher MARLA
Group Area Manager, Frost Lettings



Frost Residential Lettings and property management

Frost Lettings specialises in property management and residential lettings. Our overriding commitment is to generate maximum interest in your property and secure the best rental value possible from quality tenants. Our services include looking after the maintenance of our clients' property and managing the collection of rent over the period of the lease.

We are an independent estate agency and a member of the Association of Residential Lettings Agents (ARLA), the National Association of Estate Agents (NAEA) and the Royal Institution of Chartered Surveyors (RICS). Therefore, we adhere to the strictest codes of practice in the industry so you can be assured of a service that is transparent, established and overseen by experienced and qualified management teams.

Throughout the tenancy agreement, we take it upon ourselves to assist you with the ever growing raft of regulations from new legislation. Our staff are on hand to provide you with professional and practical support to ensure you are fully aware of your liabilities.

As a company we are committed to delivering exceptional service and keeping you informed on a regular basis. Our philosophy is “Looking after people and property” and we do just that, treating your property with the utmost care so that you don't have to worry about it.

We look forward to looking after your property needs.

Jeremy Fisher MARLA
Group Area Manager, Frost Lettings

Why choose The Frost Partnership to let and manage your property

Speak to us first if you want a speedy let, whilst achieving the highest rental value, to a quality tenant. Our fully qualified lettings management team offer you their in-depth local knowledge, our vast experience in successful lettings and all the reassurances of being a professional ARLA Licensed Member.

ARLA/RICS regulated lettings qualifications

We comply with the strict terms and conditions set out by the Association of Residential Lettings Agents. This includes:

- Client Money Protection Scheme
- Client money is protected and audited by the RICS
- Professional Indemnity Insurance
- Qualified and trained lettings staff
- We are part of The Property Redress Scheme – a government authorized Consumer Redress Scheme for lettings, property management and estate agents and other property professionals.

Established local network

Our integrated office network gives us a marketing edge over our competitors by way of increased marketing exposure and the ability to reach more potential tenants. With over 100 years estate agency experience behind us, we are happy to share our in-depth local knowledge of the geographical areas in which we operate.

At the forefront of property marketing

Our innovative marketing service is designed to put your property firmly in the spotlight with a professional video tour displayed on our website and portals such as Rightmove and OnTheMarket. Your property details are sent to the widest possible audience using press advertising, email “Property Alerts” and our monthly online digital newsletter, “A Touch of Frost”. We also use social media including Facebook and Twitter; if potential tenants are there, then so are we!

Frosts are proud to be selected members of Relocation Agent Network – a division of Cartus, the premier global provider of relocation services –helping us reach a worldwide audience of high quality tenants.

No other local agent can offer this comprehensive marketing package that leaves no stone unturned in achieving the successful rental of your property.

Tenant referencing

Full credit checks on tenants are imperative before allowing them to rent your property. We offer this service to ensure our clients are protected.

Rent Guarantee and Legal Protection

Over and above our commitments to ARLA, landlords who let their property through The Frost Partnership and use our Full Property Management Service, receive 12 months rent guarantee and legal protection free of charge, subject to the tenant passing our independent referencing service.

We understand that our landlords need the security of knowing that their rental income is guaranteed, regardless. With our rent guarantee policy for 12 months, you can be totally assured that your investment is safe hands. We have set a benchmark that few, if any, local estate agents can match.

Please contact us to find out more about Rent Guarantee, Legal Protection service and property management services for your property.

Expert advice

If you are looking to rent your home for the first time, or you are interested in investing in buy-to-let properties and require realistic and informative advice on how to achieve the best returns, both our lettings and sales teams are here to assist you in your decision making process.

Clear communication

We are diligent in our feedback and continue to keep close communication links with clients throughout the course of the tenancy. We advise on rent increases when appropriate and our experienced management skills will keep both yourself and your tenants happy throughout the agreed tenancy period.

Local teams here for you

With dedicated lettings personnel in every branch we can provide professional advice as well as detailed local information that affects the rental value of your property. Our local contacts often make us first choice for blue chip companies looking for rental properties for employees so you can be sure of high quality potential tenants for your property. A local presence means we are there when you need us; looking after people and property.



“EXCELLENT all round service!
Fantastic people to deal with.
Thoroughly pleased with
every aspect of the rental
process. Trustworthy, calm and
hardworking people. I’m very
happy and will be using your
services again in the future.”

CPA Landlord



“Professional, serious, helpful. Everything that you need from an agency. When we had an issue in the house, it was dealt with quickly. First good experience I ever had with a lettings agency.”

Miguel Carvalho Tenant



Services tailored to suit you

Our objective is to ensure a smooth lettings process. To assist, we offer three levels of service, plus additional services to create a package best suited to your needs. For a detailed breakdown, please refer to our full terms and conditions.

Full management service

Full management services include all of the services listed in ‘let only’ and ‘let and rent demand’, plus:

- Arranging routine maintenance and repairs, including minor repairs not exceeding a pre-determined upper cost limit without client's consent. The Frost Partnership will only use a competent tradesman or reputable company, and other contractors registered with an approved self-certification scheme, when it is necessary to arrange electrical/gas repairs.
- We will carry out periodic inspections and report to you defects that come to or are brought to our attention.
- The provision of reputable contractors to provide emergency cover.
- Subject to held retained funds, we can pay current outgoings such as ground rent, insurance premiums and service charges or similar contributions to shared expenses (except mortgage liabilities), when presented, and account to you regularly.
- End of tenancy procedures, including closing inspection and repayment of deposits (less any amounts held for dilapidation).

Our minimum ‘full management’ term is six months, thereafter we will require a three month notice period. Further details are explained in our terms and conditions.

Let and rent demand service

Let and rent demand services include all of the listed ‘let only’ services, plus:

- Receipts of rent paid by the tenant by cheque, cash or standing order.
- Administration of forwarding of rent after clearance of the funds received. Allow five working days for funds to clear.
- Regular statements of rent received.
- In the event of rent being over seven days overdue, we will endeavour to notify landlord and tenant of the outstanding amount.

Our minimum term for the ‘let and rent demand service’ is six months, thereafter we will require a three month notice period. Further details are explained in our terms and conditions.

Let only

The services provided in our commission include:

- Initial inspection, valuation and advice on preparing the property for letting.
- Marketing of the property including newspaper advertising, website listing and our online marketing campaigns.
- Accompanied viewings with prospective tenants.

- Vetting prospective tenants by obtaining references through an independent referencing agency, including credit checks.
- Negotiating and preparing the terms of the tenancy agreement including liaising with solicitors if necessary.
- Arranging the transfer of services, i.e. gas, electricity, water and council tax into the tenant’s name and for the closing accounts to be sent direct to you for settlement. This does not include the transfer of the telephone, cable or satellite systems.
- Collection and receipt of initial rental instalment plus the agreed deposit.
- Completion of a standing order mandate for the payment of future rent.
- Registration of tenant’s security deposit with the Tenancy Deposit Scheme.

Our services at a glance

Service feature	Fully managed	Rent demand	Let only
Free consultation and valuation service	✓	✓	✓
Property marketing plan	✓	✓	✓
Internet property advertising	✓	✓	✓
Newspaper advertising	✓	✓	✓
Arranging and conducting accompanied viewings	✓	✓	✓
Negotiating and agreeing offers	✓	✓	✓
Tenant referencing service	✓	✓	✓
Annual rent assessment reviews	✓	✓	✓
Debt control	✓	✓	
Rent demand service	✓	✓	
Monthly accounts statement	✓	✓	
Organise property maintenance	✓		
Routine property visits	✓		
Handle dilapidation negotiations following check out	✓		
Agree and disburse tenant's security deposit	✓		
Arrange for renewal of gas safety if required	✓		
Arrange inventory and check in/out inspections	✓		
24 hours emergency tenant help line	✓		
Dedicated accounts team	✓		
Online maintenance reporting for tenants and landlords	✓		
Ensure property complies with current regulations and legislation	✓		
Oversea insurance claims where authorised	✓		
Liaising with 3rd party issues if required	✓		
Advice on refurbishment and upgrading	✓		
Portfolio management	✓		

For all levels of service, the following services attract extra costs:

✓ Preparation and signing of tenancy agreements ✓ Tenancy renewal ✓ Energy performance and gas safety certificates ✓ Professional inventory ✓ Checkout report ✓ Lodging of security deposit with TDS ✓ Submission of disputed deposit to TDS



Property management

Your property, in safe hands

Our property management service is designed to take the stress, hassle and confusion out of the process. Depending on the type of service you require, we can deal with everything from finding a suitable tenant, drawing up all paperwork and contracts, account handling, ensuring you comply with current legislation, liaising with utility companies, day-to-day maintenance, right through to the end of a tenancy and any disputes

that may arise when a tenant vacates your property. Our objective is to ensure a smooth lettings process.

It's all about location and with our full management service our locally based property management team are on hand with rapid response and effective solutions to any problems that arise. So you can relax, knowing that we've got it covered.

“You and your team have been magnificent over the last few years for us as managing agents and for that I am eternally grateful. You have been extremely efficient and effective in letting the flat without any extended blank periods. Your accounting, payment and consistent courteous customer service has been exemplary throughout the last 15 years. Am happy to share these sentiments with any clients or senior management who wish to have referrals and testimonials.”

Simon Ball Landlord

Landlord’s checklist

Over the years we have established an enviable reputation for letting high quality unfurnished and furnished accommodation. In order to maintain these high standards, we reserve the right to refuse to offer any property that, for whatever reason, does not meet these requirements or those of Gas and Fire Safety regulations.

There are several things to remember before you let your property. Our Landlord’s checklist below will help you to make all the necessary arrangements.

Have you provided us with identification?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you informed your mortgage lender?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you informed the Head Lessor? (i.e. leasehold property)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you arranged to forward your mail?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you fully covered for insurance, i.e. buildings and contents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you employed the services of an accountant? If not, we may be able to recommend one.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you are residing outside the UK, have you registered with the Non-resident Landlord Scheme?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

All gas and electrical equipment should be in good working order and it is also advisable to check that all plugs are correctly and safely wired in order to comply with the required regulations. A dripping tap, loose electrical socket or fault of a similar nature should be attended to before you leave.

Have you arranged for your electrical appliances, including central heating boiler, to be covered by maintenance contracts and have they recently been serviced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you arranged a Gas Safety Record and electrical check?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you fitted smoke/CO alarms on each floor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does your furniture comply with the 1988 regulations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you provided us with three clearly labelled front door keys, garage keys and keys for any other external doors, and completed and returned your Landlord’s Property Details?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you left all instruction manuals and guarantees in one place – preferably in a ring binder?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have a garden – has it been left in good maintainable order with the necessary gardening appliances available or have you arranged for a gardening service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

It is essential that the property is left in a clean and tidy condition with all windows cleaned. Please ensure that paint work, furniture and soft furnishings are clean and in good condition. Please note the following:

• No food should be left in the fridge	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• All linen should be left laundered (if applicable)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Cupboards and wardrobes to be emptied of all personal effects	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Garage to be left empty	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Carpets, curtains, nets and windows to be left clean	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you have any concerns or questions regarding any of these points, please contact us and we will ensure that one of our experienced lettings managers advises you accordingly.

Legal requirements

for landlords

Landlords in the UK are required to adhere to stringent safety regulations designed to protect tenants from avoidable hazards. Frost staff are given comprehensive training and have detailed knowledge of how to handle these risks, guaranteeing you peace of mind that your legal obligations have been fulfilled. We would like to draw your attention to the following specific pieces of legislation, on which our staff can provide further advice and guidance.

Gas and electrical safety

The Gas Safety (Installation and Use) Regulations 1998 stipulate that all gas appliances must be inspected annually by a Gas Safe registered engineer. A valid Gas Safety Record must be issued each time and updated every twelve months. Non-compliance is a criminal offence with serious penalties. The Electrical Equipment (Safety) Regulations 1994 require that electrical equipment, including wiring, is safe. A Portable Appliance Test (or more detailed full electrical inspection, if necessary) should be carried out regularly and all electrical testing must be conducted by a qualified and registered engineer.

Fire and furnishings

The Furniture and Furnishings (Fire and Safety) Regulations 1988 state that it is a criminal offence to let premises with upholstered furniture that does not comply with the safety regulations. There are certain exemptions to note, but the penalties for non-compliance are tough.

Energy Performance Certificate (EPC)

If you're letting a property, the law requires you to provide an Energy Performance Certificate (EPC) to prospective tenants. An EPC is a legal requirement for any new tenancies and details the energy performance of a property. It is carried out by an accredited Domestic Energy Assessor to ensure it meets all legal requirements and is valid for 10 years. Your local Frost Partnership branch is able to advise you on the cost of an EPC and will be happy to arrange it for you.

Recent lettings legislation means that as of 1st April 2018, landlords of domestic private properties are not permitted to grant a new tenancy if their property has an EPC rating of band F or G and, from 1 April 2020, they may not continue to let a domestic property with an EPC rating of band F or G. If your property has a rating of F or G talk to The Frost Partnership or email Jeremy Fisher, Group Lettings Manager jeremy.fisher@frostlettings.co.uk.

Smoke Alarms and Carbon Monoxide Regulations 2015

From 1st October 2015 all properties are required by law to have a smoke alarm on each floor of the property. Additionally, in any room with a solid fuel appliance there must be a carbon monoxide or joint smoke / CO alarm fitted. If not mains operated, batteries should be checked and replaced regularly.

A fire blanket or small fire extinguisher should be provided in the kitchen.

How to Rent Guide

A How to Rent Guide must be supplied to the tenant prior to commencement of the tenancy. Failure to do so will affect the landlord's ability to terminate the tenancy.

Tenancy Deposit Scheme

With effect from 6th April 2007 it became law, under the Housing Act 2004, that all tenancy deposits have to be protected. Tenancy deposit protection schemes ensure that if the landlord and tenant dispute the deposit repayment amount at the end of tenancy then it will be resolved by the dispute resolution service. There are two types of scheme and we will be happy to advise you on the correct type for you. Find out more at www.direct.gov.uk/en/TenancyDeposit

The Housing Health & Safety System (HHSRS) and Houses in Multiple Occupation (HMOs)

Under The Housing Act 2004 there is a mandatory requirement for landlords of properties made up of three or more storeys AND occupied by five or more people to have a licence issued by the local authority as these are viewed as Houses of Multiple Occupation (HMO). Certain local authorities also class smaller low occupancy properties as HMO's and you should familiarise yourself with your local authority's policy. The HHSRS is the risk assessment system by which residential properties are assessed by local authorities. Certain HMOs and other properties might be assessed under HHSRS at some point.

Right to Rent

As part of government reforms to the immigration system, from 1 February 2016, all private landlords in England will have to make right to rent checks. Landlords will need to see documents proving that the tenant has the right to be in the UK. Acceptable documents include UK or EEA passport, Home Office immigration status document or certificate of naturalisation as a British citizen. Landlords who don't make the checks could be fined up to £3,000.00. The Frost Partnership will carry out these checks on your behalf to ensure you comply with legislation.



“From the moment we first stepped into The Frost Partnership, we have received courteous, friendly, prompt and efficient help and service. We could not have asked for more from an estate agent whether when letting the flat or selling it for us. ...we have no hesitation in recommending you to everyone looking for a letting or selling agent.”

Mr and Mrs Coles Landlords



Presenting your property for letting

In order to maximise the letting potential of your property, quality of presentation and attention to detail are crucially important. The more attractive and complete the presentation, the easier it becomes to find a high calibre tenant and achieve a good rental return. Key points to consider include:

- **Décor and fittings**
Décor and fittings should be in good order. Most tenants' preference is for plain, natural colours for decoration and carpets.
- **Kitchens**
Kitchens should be fully fitted with up-to-date appliances including an oven, hob, washing machine, a good capacity refrigerator/freezer and dishwasher.
- **Bathrooms**
Showers are a prerequisite and there is a general preference for neutral coloured suites and tiled walls.
- **Exterior**
To create a good impression, the exterior of the property must be in good, fresh decorative condition. Garages should be cleared ready for use, and gardens presented in attractive seasonal condition.
- **Appliances**
All appliances and machinery must be in good working order, and serviced as appropriate.
- **Instruction manuals**
Manufacturers' operating and instruction manuals for all appliances and electrical equipment should be left in the property. It is important that all electrical equipment and the central heating boiler are serviced and in good working order.
- **Utilities**
Ensure that all available utilities are connected to the property including telephone line, electricity, gas and water. Where provided, check that LPG gas containers and oil tanks are full at the start of the tenancy and that the septic tank is empty.
- **Keys**
A minimum of three complete sets of keys must be provided.

Tax implications

For owners resident in the UK, landlords are obliged to inform the Inland Revenue of the tenancy. If you have a property in the UK but your usual home is outside the UK, you will need to register with the Non-resident Landlord Scheme.

For more details, contact the Inland Revenue or see www.hmrc.gov.uk/international/nr-landlords.htm



Senior Lettings Staff at The Frost Partnership

Your local lettings team Part of your community

Trained in accordance with the codes of practice of the National Association of Estate Agents (NAEA), the Association of Residential Lettings Agents (ARLA) or the Royal Institution of Chartered Surveyors (RICS) – our teams are led by highly qualified staff in all offices providing top quality property services to all our clients.

Throughout our network, our management teams are dedicated to providing a level of customer service that is second to none in looking after people and property.

We care about our community. We don't just sponsor, we participate, believing it is vital to give something back to the local people that have supported us over the years. From rugby minis to cycling events and school fêtes our action packed charity event calendar is our opportunity to show we care.



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Get in touch

We are here for all your lettings needs

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All details correct at time of going to press, August 2018

“It has been a pleasure letting through The Frost Partnership. The level of service and friendliness of your staff has been of the highest order...staff were approachable, friendly and most importantly listened to what we had to say whenever we contacted the agency for help or advice. It was our first experience of renting and we are all glad that The Frost Partnership was the agency to take care of us during this period. I am sure this won't be the last time I rent a property under The Frost Partnership and I look forward to the next time.”

Alastair McNeil Tenant

The **Frost** Partnership

Looking after people and property

frostweb.co.uk