



PURE

LETTINGS & ESTATE MANAGEMENT



PURE Lettings & Estate Management is a local independent agent – primarily covering South West England – specialising in Residential Lettings and Property Management.

We are a hybrid company meaning we are able to work from any location, so we can be flexible with our meetings, providing the best possible customer service to Landlords and Tenants.

Here at PURE our message is simple –
everything we do is
“driven by you...”

We are able to offer bespoke specialist services to all our clients, ensuring we are listening to your needs and meeting your expectations.

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OUR STORY

PURE Lettings & Estate Management was formally established in October 2018. We may be a new business but we are not new to residential Lettings.

PURE has been a long held personal dream for over 6 years and one that we have been longing to bring to life during that time and while working within the lettings industry at other high street agents. Our motive has always been to deliver a service beyond the normal and our commitment has always been to continually improve and evolve within the lettings industry.

But the real secret to PURE is passion. Like all great stories, our journey to turning this dream into a reality and bringing our vision of PURE to life has been epic. It had to be. PURE is a brand built on solid foundations between us the Agent, Landlord and Tenant and with the desire to create an Agency that offers unrivalled service. We want to bring communities together, to support small businesses and to help families find their homes and in doing so, set new industry standards that other agencies can only aspire to within the lettings industry.

This is the core of who we are. It is the reason we have been able to create PURE in the belief that we will surpass your every expectation. Our bespoke, unique services do not just bridge the gap between the expected and normal. They will rise over and above to ensure that each and every one of our clients receives our 5 Star services. From re-imagining the standard packages on the market, to knowing how we want to be seen, we have built new corner-stones of integrity, reliability and quality - and made them accessible.

We are a lifestyle brand that is more than just lettings. We are a way of life, an experience glowing with desires and representing the start of a new experience.

"We are members of ARLA Propertymark which means we meet higher industry standards than the law demands."

MEET MEG

PURE Lettings & Estate Management would like to introduce you to Meg, our Head of Lettings. She is a qualified member of ARLA Propertymark and has worked in the lettings industry for the last 6 years. Over the years - and having worked for other local high street agencies - she has come to realise that there is much more to the industry and therefore decided to cultivate a plan to create PURE. Meg has been with PURE from the start and has developed the brand around knowing our clients' needs and meeting - or exceeding - their expectations.

Meg grew up in Dorset, and has had the chance to work in Dorset and Somerset over the past few years. She has a vast knowledge of the local areas and communities and wants to ensure that we support local businesses and charities.



As you will have noticed, Meg has a trusty sidekick, Reggie, who is a Miniature Dachshund. Reggie has already become a valued and indispensable member of the PURE team. He is an absolute natural for the role of 'PURE Mascot', being incredibly cute, very cheeky - and a real larger-than-life character!

AREAS WE COVER



LANDLORDS

Whether you are a seasoned Landlord or this is your first venture, we would love to help you take the next steps. We believe there are two reasons to use PURE.

One, we really do want as many Landlords as possible to maximise the potential of their biggest asset.

Two, we believe we are different from the standard agent, because we pride ourselves on proactive reliable property management, based on good customer service - plus we will tailor a package to suit your individual needs as a Landlord!

Working with PURE will give you a stress-free service ensuring every step of the journey is hassle free and in line with all legal obligations. All you need to do is choose your package and we will do the rest.

We are a member of ARLA Propertymark which means we meet higher industry standards than the law demands. Our experts undertake regular training to ensure they are up to date with best practice and complex legislative changes so they can offer you the best advice. We are also backed by a Client Money Protection scheme, which guarantees to protect your money.



ARLA Propertymark Protected & Client Money Protection (CMP) provided by ARLA
Independent Redress provided by The Property Ombudsman Service (TPO)
The Deposit Protection Service (DPS)

GETTING STARTED

THE FIRST STEP

in letting your property is to meet with us for a free of charge, no obligation property appraisal.

Letting your property involves important decisions about one of your most valuable assets. It also requires a great deal of hard work and organisation, so it really pays to talk to the right people.

At PURE we understand the importance of bespoke marketing and maximum exposure of your property. With this in mind we will be able to secure a suitable Tenant and the best possible rent.

1

EXTERNAL VIEW

2

INTERNAL DE-CLUTTERING

3

REDECORATING



THE EXTERNAL VIEW

1

This is the first view your potential Tenants will have of your property, so you should focus on optimising its appearance. Make sure all aspects of your property are up to scratch and meet all of the required standards to give you the best chance of finding the right Tenants and achieving the best price.

- ❑ Tidy up the front and back garden
(weed, trim hedges, add some new plants if necessary, clear any dead or unsightly plants, mow and fix any damaged lawn)
- ❑ Repair cracks, holes or blemishes in the driveway or walls
- ❑ Give the window frames and door a clean or a lick of paint
if you feel it would make it more appealing!
- ❑ Make sure the house number or name is clearly visible
- ❑ Keep rubbish and rubbish bins out of sight
- ❑ Clear gutters from all seasonal debris



INTERNAL DE-CLUTTERING

Potential Tenants will want to imagine themselves living in your property, so it's best to remove personal items such as children's posters, photos - and make sure teddy bear collections are stored out of sight!

- ❑ Ideally, anything that is not used on a daily basis should be put away.
- ❑ Kitchen worktop, surfaces around the bath and on top of drawers all need to be clutter free.
- ❑ Viewers should be able to view the property without any distractions.
- ❑ Any existing Tenants should be encouraged to follow these top cleaning tips.

TOP CLEANING TIPS

1. Windows to be cleaned inside and outside
2. Doors, skirting boards, and ceilings dusted and free from cobwebs!
3. Ensure the carpets throughout the property are in good condition and if possible have them professionally cleaned.
4. Ensure the bathroom and toilets are clean.
5. Eliminate any animal and cooking odours to make sure your home smells fresh and appealing.
6. Cleanliness and tidiness should never be underestimated, so clean each room from top to bottom.

REDECORATING

If possible, it's always a great idea to get on fresh coat of neutral paint throughout the property. We appreciate that this is not always possible, especially when you have existing occupants in the property, but it does go a long way to securing a Tenant who will respect the fact the property is well kept, and normally encourage them to take care of the property throughout their tenancy.

PURE has the ability to assist you with everything in the setting up of your Home to Let - from the detail of lightbulbs, to deep cleaning or redecorating internally. We can also assist with any external painting and maintenance. If this is something you would like us to manage please speak to our experts at the time of the property appraisal.

However, if you have current Tenants in situ, let us guide them to presenting the home.



MAINTENANCE

Here at PURE we know how important it is for both the Landlord and the Tenant to know they are in safe hands. That is why we take maintenance seriously. We have our own in house dedicated team, all of who are CRB checked and fully qualified.

We also hand-pick - from our local area - the best and most reliable businesses, all of who are fully qualified and for who we hold all the relevant Certificates, Contract Agreements and Insurances. PURE Lettings & Estate Management are proud to work with a select few local tradesmen and tradeswomen in and around the area we cover. We have the ability to organise work on your behalf before, during and after the tenancy.

Got your own contractors? As long as they are fully qualified, naturally we are happy for you to continue to use them, and we will be able to organise directly with them or, if you prefer, we will notify you when the work needs to be done.



PURE



Not only does PURE work with local trades we have our own designated maintenance company - Two Brothers Property Maintenance - or alternatively we can engage a contractor of your choice. This would include our obtaining prices for required work and supplying quotes so you can give approval before any work is carried out. The costs can either be deducted from the rent, or we can invoice you directly.

Please note in case of an emergency PURE will act immediately in the best interest of the Landlord to ensure the least amount of damage is caused and costs mitigated. We reserve the right to recover any expenditure for the above emergency service, and will provide receipts and reports to the Landlord.

UNIQUE PROPERTY MARKETING

We understand that each property is unique and requires bespoke marketing to advertise the property to the best advantage and in the right places. With this in mind we shall advise and discuss with you our strategy at the initial appraisal of the property.

We have strong local connections within the South West and pride ourselves on using local trades to achieve our marketing goals.

Your input to the details can often be a huge selling point to potential Tenants, so a "Landlord comment" may be a useful touch to your brochure!



PURE

ONLINE

Most property searches start with Tenants looking online for a suitable property. We will advertise your property on our Website, Rightmove and our social media accounts, to ensure both maximum exposure across all platforms and that we are engaging with the right groups of potential Tenants.

PHOTOGRAPHY

Our team will capture your property at the perfect angles with our in house high specification cameras.

However if you wish, we have access to specialist property photographers and we will advise you if we feel this would be beneficial.

FLOORPLAN

All of our properties will be marketed with floorplans and this will provide potential Tenants with a good visual for selecting the right property for them. This will be done in house using our specialised software, enabling us to give accurate layouts and dimensions of the rooms.

BOARDS

Our "To Let" boards are a prominent and distinctive marketing tool and we urge our Landlords to utilise this service.

A lot of Tenants register their details with us as a result of seeing one of our boards outside a property.



SAFETY REGULATIONS & LEGAL REQUIREMENTS

Landlords are required to comply with strict regulations in order to protect Tenants from avoidable hazards. It can be a complex process so our ARLA Propertymark qualified specialists will assist you at every stage ensuring you and your property comply.

The following information is intended as a guide only for Landlords and should in no way constitute a detailed interpretation of the complete Regulations, which are updated from time to time.

GAS SAFETY

It is a legal requirement that Landlords have a Landlord Gas Safety Certificate at the commencement of the tenancy. The Gas Safety (Installation and Use) Regulations 1998 state that all gas appliances must be inspected annually by a Gas Safe registered engineer. A valid Gas Safety Record must be issued and updated each year.

ELECTRICAL SAFETY CERTIFICATE

The Electrical Equipment (Safety) Regulations 1994 require that electrical equipment, including wiring, is safe and will not cause harm. A Portable Appliance Test (PAT) should be carried out regularly by a qualified and registered engineer.

FURNITURE & FURNISHINGS

The Furniture and Furnishings (Fire Safety) Regulations 1988 as amended in 1989 and 1993 state it is an offence to let a property with upholstered furniture that does not comply with the safety regulations. These include soft furnishings, beds, mattresses, pillows, cushions, headboards, loose and stretch covers for furniture and seat covers. All furniture purchased since 1st March 1990 should comply. If it does it will have a safety label attached.

CO2 ALARMS & SMOKE ALARMS

The regulations state that a smoke detector must be installed on each floor with living accommodation, which includes bathrooms. A CO2 detector must also be installed in any room which contains a solid fuel burning combustion appliance. Additionally, these must be tested on commencement of the tenancy.



ENERGY PERFORMANCE CERTIFICATE (EPC)

Energy Performance certificates have been introduced to help improve the energy efficiency of buildings. The EPC is required by law when a building is constructed, sold or put up for rent. The EPC Banding works on a scale of A to G with A being most efficient and G being worst.

From 1st April 2018 - properties with new tenancies and fixed term tenancies will need to have a rating of an E or above. We can help you understand what this means and assist with any works required.

INTERNAL BLINDS & CURTAINS

It is a legal requirement that all curtains and blinds that have a cord or chain comply with the recently published safety standards. It is important to ensure that the cords or chains have safety snaps on them or are secured via a hook tie.

LEGIONELLA BACTERIA

Legionella naturally occurs within water supplies making every property a potential risk. Legionella can cause a serious flu like illness and can often be mistaken for pneumonia and can at times be fatal. You are legally required to ensure that your Tenants' risk of exposure is addressed and ensure that the property is assessed and controlled.

We will carry out an initial risk assessment and should this expose the need for a specialist report to be done we will confirm this at the initial appraisal.

PRIVATE WATER SUPPLY

If your property is supplied via a private water supply we ask that we are informed of this so we can advise the Tenants accordingly. It is the Tenants' right to enjoy clean drinking water and we would always advise that the Tenant is supplied with a copy of the report from the Environmental Agency confirming the standard of the water. The Tenant should be advised if there is a specific tap to be used for drinking water only, or if the property requires a UV filter to be fitted and used, we will make it a responsibility of the Tenant to change the UV bulb throughout the tenancy.

LEGAL OWNERSHIP

At the start of PURE working with you and your property, we will ask for all parties to be declared. Whether the property is solely owned, jointly or co-owned, all owners must be named on the Terms of Business and any other legal paperwork connected to the tenancy. Please note we will also require Photographic ID and proof of address for all owners.

ASBESTOS

We ask that PURE is notified if there is asbestos present at the property. This includes any fixtures or fittings, outbuildings or roofs.

This is to ensure we can notify our contractors carrying out any work at the property, along with ensuring the Tenants are also aware of the presence of asbestos.

UNFURNISHED OR FURNISHED

The first thing to understand is that there are no strict rules guiding whether a Landlord should furnish a property.

It is completely up to you whether you offer it with nothing but bare walls and floorboards, or every possible kind of furniture, appliance, tools, kitchenware, bathroom scales and magic lanterns!

Nevertheless, the decision to let a property furnished or unfurnished will make a difference to your chances of finding a Tenant and the kind of Tenant you will attract.



LETTING AN UNFURNISHED PROPERTY

In general, Landlords with larger apartments or houses tend to let them unfurnished, since Tenants are likely to be older and may have families, along with their own furniture.

THE PROS INCLUDE:

- ☐ Tenants who buy their own furniture may stay for longer, since they have made an investment and moving could be complex and expensive
- ☐ You are not responsible for insuring Tenants' furniture or any other items they bring into the property
- ☐ Tenants may be happier with their own furniture and less problematic for you
- ☐ You have no concerns over wear and tear if the property is let unfurnished

LETTING A FURNISHED PROPERTY

Smaller properties are more often furnished and typically attract younger, more mobile Tenants.

THE PROS INCLUDE:

- ☐ You may let the property quicker than an unfurnished property because (generally) there are more Tenants looking for furnished lettings.
- ☐ You can deduct a percentage of the cost of the goods from your tax liability. Deductible expenses include both the cost of the replacement item and costs of disposal of the old item.
- ☐ When the tenancy ends, you can use the furniture yourself or offer it to future Tenants.

LETTING A PART-FURNISHED PROPERTY

A third option is to let a property part-furnished, which is a term completely open to your interpretation. This gives the greatest flexibility and makes it easier to find Tenants.

You could put in everything except beds (since many Tenants have their own), or you could show the property to potential Tenants, offering them the choice of whether to have additional furniture or not.

Ideally, there should be enough furniture that the property looks 'lived in' and functional, but not too much.

PETS?

- ❑ Tenants are often willing to pay more for pet friendly properties, so you may be able to charge higher rent.
- ❑ Marketing your property as pet friendly opens it to a much bigger pool of potential Tenants. Being openly pet friendly means that your Tenants don't need to hide their pet from you, so you can have open conversations and put rules in place.
- ❑ Being understanding about your Tenant's pet could foster a better relationship with them, and mean that they are keener to stay longer and keep the property in good condition.

OR NO PETS?

- ❑ Pets can be destructive. Even well-behaved animals can increase the amount of wear-and-tear, so post-tenancy cleaning bills may be higher.
- ❑ Neighbours could be annoyed by noisy dogs.
- ❑ Once a pet has been kept in the property, it may be difficult to rent the property to anyone with allergies in the future. Animals can carry fleas and mites, which can infest a property.



SCHEDULE OF CONDITION / INVENTORY

We recommend that you have an independent Schedule of Condition / Inventory carried out prior to the commencement of the tenancy. All inventories produced for PURE will contain a full written description of the property, its contents and a Schedule of Condition inside and out including the walls, flooring and all fixtures, fittings and furnishings provided, along with photographic evidence. This provides a crucial legal reference in case of any discrepancy or your claim against a Tenant's deposit at the end of the tenancy.

PURE will arrange this on your behalf as a matter of course, unless instructed otherwise. It is necessary to provide an informative and professionally prepared Schedule of Condition / Inventory to protect both the Landlord's and Tenant's interests throughout the tenancy.

At the end of the tenancy the property will be inspected by an independent clerk against the Schedule of Condition / Inventory and checkout report drawn up to show any differences.

When we have found the most suitable Tenant for your property, we will ensure all essential checks and legal paperwork are in place before they move in.

THE OFFER PROCESS & ACCEPTING AN OFFER

The help and support of your agent is really important at offer stage. With properties often attracting multiple offers, it is important that the process is handled objectively and ethically. We will negotiate with the Tenant on your behalf to get the best possible terms for the tenancy.

Once received, we will provide you with full details of the offer and any special conditions the Tenant may wish to negotiate. Once the offer is accepted, the let is agreed in principle and an offer confirmation will be drafted to confirm in writing terms of the tenancy, plus any special conditions. At this stage, the Tenant may be asked to pay a holding deposit and the referencing will commence.

REFERENCES & OTHER CHECKS

Referencing is an essential process when letting your property. Knowing who is moving into your property will give you peace of mind that the Tenant is suitable and trustworthy. We will carry out rigorous reference checks on your behalf, obtaining necessary credit affordability and Right to Rent paperwork. Once all have been obtained and approved, we will begin to create the Tenancy Agreement paperwork.

TENANCY AGREEMENT

This document is a legally binding agreement, setting out the rights and obligations of both Landlord and Tenant. Most residential properties are let on an Assured Shorthold Tenancy (AST) for initial fixed term of 6 or 12 months.

We can advise on all types of Agreements and options available to help you make an informed decision on areas of responsibility, conditions of tenancy, how and when the rent will be reviewed and notice terms. We will prepare all elements of the paperwork and compose a comprehensive legal document for signing.

LANDLORD OBLIGATIONS

Landlord obligations are clearly determined in Section 11 of the Landlord and Tenant Act 1985. As a Landlord, you will be responsible for maintaining the structure and exterior of your property, heating and plumbing installations and dealing with other routine repairs throughout the tenancy. We are able to assist you with any of these requirements should you need our help.

If your property is leasehold you will be responsible for paying service charges and ground rent for the property. Please note that standard homeowner insurance policies will not suffice once the Tenant is in residence as you are no longer the owner occupier.

TENANT OBLIGATIONS

The Tenant has a duty of care to use the property in a responsible way, pay the rent and keep to the terms of the Tenancy Agreement. Tenants will be expected to look after the property as though it was their own by taking responsibility of checking smoke alarms & CO2 alarms, changing bulbs and annually having the chimney swept if in use.

If the Tenants cause damage to the property, they are responsible for the cost to repair providing it is not deemed to be fair wear and tear.

BUILDINGS & CONTENTS INSURANCE

We advise Landlords to ensure that they have an adequate buildings, contents and household insurance cover in place throughout the tenancy. We will inform the Tenants that they are responsible for insuring their own contents and personal belongings. PURE will advise and offer the Tenants contents insurance policies through our nominated Tenant referencing company, but cannot guarantee that the Tenant will take out the contents insurance.

It is important to check on cover period once the property is empty. We recommend that you check your policy thoroughly.

TAX & OVERSEAS LANDLORDS

Circumstances change and you may find yourself needing to relocate elsewhere, including overseas, and wish to retain the family home. All Landlords will need to declare their rental income, expenditure and profit via the HMRC self-assessment each year.

However, Landlords residing outside the UK will also be required to register with HMRC as an overseas Landlord. HMRC will provide you with a unique Approval Number, and this needs to be given to PURE before the commencement of the tenancy. We can provide more information and the link to the HMRC website to help you get tax approval.

DEPOSITS

A deposit is paid by the Tenant at the start of the tenancy to safeguard against damage. Since April 2007, all new Assured Shorthold Tenancies (AST) must be registered with the government backed tenancy deposit protection scheme within 30 days of receipt of the deposit.

PURE will take full responsibility for registering your deposit with a dedicated scheme Deposit Protection Service (DPS) under the custodial service. We will undertake this for all our service levels. We will also provide the Tenant with all relevant documentation at the start of the tenancy.

We normally collect a deposit from the Tenant which is equal to 5 weeks rent which will be collected prior to the commencement of the tenancy. All parties to the Tenancy Agreement will agree to be bound by the terms and condition of the DPS, and the rules and decision of the alternative dispute resolution service acting on their behalf. More information can be found at the depositprotection.com or by telephoning 0330 3030030.

If you are using PURE for our Tenant Find Bronze Package and wish to hold the Deposit in a nominated scheme please do let us know and we will work with you to ensure this is moved over in a secure manner.

KEYS

It is advisable that you provide at least one set of keys for each Tenant. Where PURE will be managing the property for you, we will also require a full set which will be coded for security purposes. We can arrange for duplicates to be cut on your behalf.

COUNCIL TAX & UTILITIES

The Tenants will be responsible for paying water charges, council tax, gas, electricity, telephone bills, oil, LPG and drainage, unless otherwise negotiated.

PURE will undertake all meter readings and will inform relevant service providers of the Tenant information and readings at the start and end of the tenancy.





PURE

LANDLORD PACKAGES

Here at PURE we like to make things as clear as possible; we want you to get the service you deserve and expect. With that in mind we would like to set out our packages so you can make an informed choice. Whatever package you decide best suits your needs you can be assured of the best customer service.

We think being a Landlord should be as lucrative and pain free as possible. It maybe that you have experience in letting property or that this is your first time as a Landlord. Whatever your experience, we want to help source the right deal for you.

PURE offers Landlords a choice of 4 different service levels. The option you choose will depend on how hands-on you want to be, the level of risk you are prepared to accept and the time and energy you have available to manage your property investment and tenancy.

We understand that life can often turn hectic at times so switch onto our full management service to have one less stress and complete peace of mind.

PACKAGES:

PLATINUM
GOLD
SILVER
BRONZE

BRONZE SERVICE

TENANT ONLY FIND. BASIC BUT IT WORKS IF YOU NEED OUR HELP ONLY WITH FINDING A TENANT.

This package is perfect for Landlords who have time and experience to manage their own investment, but would like the reassurance and convenience of a professional marketing and Tenant referencing service.

It would be our pleasure to find you the best candidate to make your house a home. Pure will handle the complete set up of your tenancy and will ensure everything is organised on your behalf in the run up to the start of the tenancy.

Should you require any further assistance with improving your property to help achieve the best rental yield possible, we have access to contractors who can assist in getting the property ready for you to take over as Landlord once Tenants are in and settled.

SILVER SERVICE

PROPERTY MANAGEMENT SILVER LEVEL.
OUR BASIC MANAGEMENT PACKAGE.

Property management to us is the corner-stone of what we do. Too many agents take for granted the Landlord and the Tenant. You cannot have one without the other, and we want you to know that we see value in you as a Landlord and in your property as much as you do. We want you to be able to relax knowing that a dedicated team of staff are looking after your property and Tenant.

This service is for Landlords who wish PURE to deal with all aspects of the letting and management of their property, and deal with all Tenant queries throughout the tenancy. PURE will also undertake the handling of the end of tenancy and any deposit issues that may arise.

GOLD SERVICE

PROPERTY MANAGEMENT GOLD LEVEL.
PROPERTY MANAGEMENT WITH RENT
GUARANTEE POLICY.

Property management gold level covers all the above, with some added benefits.

- Rent Guarantee Insurance – LEVEL 2
- Professional Property Clean at the start of each tenancy
- 10 PURE professional hours, worth £600.

Example below of optional Rent Guarantee Insurance covers (Further details in our Terms of Business):

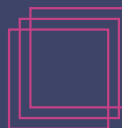
- Nil Excess
- Vacant Possession – which continues payments once a tenant is evicted
- £100,000 Legal Cover
- Rental Income of up to £7500 Per Month
- 6 Month & 12 Month Policies

PLATINUM SERVICE

PROPERTY MANAGEMENT PLATINUM LEVEL.
THE ULTIMATE SERVICE!

PURE Platinum level covers both the Silver and Gold packages, with a few big differences!

- LEVEL 3 Rent Guarantee Insurance policy
- Property Maintenance & Management programme - which include the following extras:
 - Gas Safety Certificate every year (GSC)
 - Portable Appliance Test (PAT) as needed
 - Landlord Electrical Certificate
 - (Electrical Installation Condition Report) when required
 - Mains powered smoke alarms at the start of the management
 - 10 Extra PURE professional hours (Equating to 20 PURE hours, worth £1,200)
 - Full Professional Clean at the commencement of the tenancy
 - 5 free call outs per year, for any maintenance issues (Labour & parts will be charged accordingly)
 - Priority level for all maintenance issues.
 - Manage the property throughout VOID periods. This includes regular visits if the property is vacant.
- Key Box located at property



PACKAGES EXPLAINED



	BRONZE	SILVER	GOLD	PLATINUM
★ Advice on the letting potential and current rental value of the property - offering guidance on possible and essential property improvements which relate to the current Landlords regulations.	✓	✓	✓	✓
★ Prepare unique lettings details, photographs and a floorplan and organise for an EPC if required.	✓	✓	✓	✓
★ Advertise the property from our property software and Tenant database, PURE website, the largest property portal Rightmove, our social media accounts such as Instagram, Twitter and Facebook. We will discuss bespoke marketing should we feel the property would benefit.	✓	✓	✓	✓
★ Conduct viewings at the property with prospective Tenants	✓	✓	✓	✓
★ Applying for appropriate referencing with Right to Rent Checks and ensuring we have full detailed applications from prospective Tenants.	✓	✓	✓	✓
★ Negotiating the tenancy and prepare the relevant agreement between the Landlord and Tenant.	✓	✓	✓	✓
★ Prepare the Tenancy Agreement & legal paperwork required to enter into a tenancy.*	✓	✓	✓	✓
★ Instructing the preparation of an independent inventory if the Landlord requires one.*	✓	✓	✓	✓
★ Arrange for the rent and deposits to be collected prior to the commencement of the tenancy.	✓	✓	✓	✓
★ Register the deposit with The Deposit Protection Service (DPS)	✓	✓	✓	✓
★ At the start of the tenancy we will do a handover to the Tenants, where keys will be released, and a Tenants handbook will be given and we will ensure that all relevant documents are signed and Tenants are settled.	✓	✓	✓	✓
★ Inform utility suppliers	✓	✓	✓	✓
★ As a Landlord you will receive monthly statements showing rent paid, minus fees and any outgoings against the property. Please note PURE will aim to pay away the rents within 10 working days following clearance of funds through our client account.	☐	✓	✓	✓
★ Handle all incoming payments from Tenants to ensure the rents are on time and should we need to chase the rent PURE will handle the full process	☐	✓	✓	✓
★ PURE will be responsible for arranging all certificates needed for you as a Landlord to be completely compliant with all regulations.	☐	✓	✓	✓
★ PURE will carry out an initial inspection around 4-6 weeks after the Tenants have moved into the property. After that we will schedule quarterly inspections of your property to ensure the Tenant feels looked after and the property is being regularly checked for your peace of mind.*	☐	✓	✓	✓
★ PURE will handle any maintenance and repairs as and when needed, and pay invoices from rents, while keeping you informed at all times.	☐	✓	✓	✓
★ End of tenancy/renewals - If the tenancy is to be extended to the existing Tenants for a further fixed term or on a periodic basis, or if a Section 21 Notice served to regain possession. PURE will handle the administration and paperwork on behalf of you.	☐	✓	✓	✓
★ PURE will endeavour to negotiate between the Tenant and Landlord at the end of the tenancy, in case any deductions are to be made from the deposit. If neither parties can agree on the deductions, PURE will handle the dispute process with the DPS.*	☐	✓	✓	✓
★ Rent Guarantee Insurance LEVEL 2*	☐	☐	✓	✓
★ 10 PURE Professional Hours worth £600.00	☐	☐	✓	✓
★ Professional Property Clean at the start of the tenancy.	☐	☐	✓	✓
★ PURE Platinum Level - Included in this extra cover are the following:	☐	☐	☐	✓
★ Rent Guarantee Insurance LEVEL 3*	☐	☐	☐	✓
★ Gas Safety Certificate every year (GSC)	☐	☐	☐	✓
★ Portable Appliance Test (PAT) as needed	☐	☐	☐	✓
★ Landlord Electrical Certificate when required	☐	☐	☐	✓
★ Mains powered smoke alarms at the start of the management	☐	☐	☐	✓
★ 10 Extra PURE Professional Hours (Equating to 20 PURE hours, worth £1,200)	☐	☐	☐	✓
★ Full professional clean at the commencement of each tenancy	☐	☐	☐	✓
★ 5 free call out's per year, for any maintenance issues (labour & parts will be charged accordingly)	☐	☐	☐	✓
★ Priority level for all maintenance issues.	☐	☐	☐	✓
★ Manage the property throughout VOID periods. This includes regular visits if the property is vacant.	☐	☐	☐	✓
★ Key box located at property.	☐	☐	☐	✓



PURE

Opening Times:

Monday - Friday 8.30am - 5.30pm

Saturday - 9.00am - 1.00pm

Sunday - By appointment



@purelettingsmanagement



@estatepure



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