



# oakestates

## LETTINGS SERVICES

[www.oakestates-fs.co.uk](http://www.oakestates-fs.co.uk)

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239 St Albans Road, Watford, Herts, WD24 5BQ. Tel: 01923 212111. Fax: 01923 213391. Email: [sales@oakestates-fs.co.uk](mailto:sales@oakestates-fs.co.uk)

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### Landlords 'Peace-of-Mind Max' Service Package incorporates:

- **All information listed on our 'Tenant Finder Plus' Service Package PLUS the following:**
- **FREE rent Guarantee Cover**
  - FREE cover to fully pay you for rent arrears (first six months)
  - Your legal expenses paid to assist with Tenant eviction as a result of non-payment of rent
- **FREE full Independent Inventory**
  - An independent company providing an objective, unbiased report
  - Affords Landlords great peace of mind
  - In the event of a problem at the end of your tenancy this will increase your ability to justify any deductions that are required as you will have not only a comprehensive written record of the condition of the property and its contents you will also have a comprehensive set of photographs to reduce any disputes. This will also be invaluable should any dispute go to arbitration.
  - Professionally bound reports complete with a DVD containing all photographs
  - Extensive number of high quality photographs
  - Meter readings of gas and electric recorded
  - Complies with TDS disputes procedures
  - Inventory provider fully Insured
  - Inventory signed by Tenant on check-in in presence of Clerk
  - Copy provided to Landlord and Tenant
- Notification to all service providers of change of Tenant including meter readings;
  - Gas
  - Electric
  - Water
  - Telephone
  - Council Tax
- Monthly Rent collection, ensuring rent is received on time
  - Net rent paid to Landlord monthly
- Immediately act on rent arrears if they occur
  - Chase Tenant for immediate payment
  - Serve appropriate legal paperwork on Tenant
  - Serve Section 8 Notice documentation on Tenant
  - Register late payment with rent guarantee insurance provider
  - Actively continue to work to receive overdue payments
- Three monthly property inspections
  - Independent Inventory report used as reference
  - Any defects or breaches of AST noted and reported to Landlord

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Paul Fortella t/a Oak Estates and Financial Services is an Appointed Representative of First Complete Ltd which is authorised and regulated by the Financial Services Authority.

First Complete Ltd permitted business is advising on and arranging mortgages and non-investment insurance contracts. All Estate Agency & Lettings business is conducted outside of Oak Estates & Financial Services contract with First Complete Ltd.



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- Appropriate action agreed with Landlord and actioned with Tenant
- All day-to-day Tenant queries and issues managed
  - All incidents reported in writing to Landlord within 24-hours
- All general maintenance and repairs managed and facilitated
  - All requirements and estimates provided in writing to Landlord for approval prior to commencement of works
  - All our Service Suppliers have been vetted and we hold copies of their appropriate accreditations and qualifications (Gas Safe, NIC EIC, etc) on file
- All emergency calls managed
  - Office open seven days a week to facilitate immediate response
  - Landlord approval on appropriate action always sought
  - Oak Estates will always act reasonably and responsibly in emergency situations, acting within its capacity of 'agent of necessity'
  - Follow-up report and associated costs provided to Landlord within 24-hours of incident
- Issue reminder letter to Landlord of end of tenancy two months prior to end date
- Issue appropriate Section 21 Notice to Tenant two months prior to end of tenancy to gain vacant possession (if tenancy period is not going to be extended).
- **FREE check-out of Tenant from property**
  - Independent Clerks to review condition of property with Tenant referring Independent Inventory report
  - Clerk and Tenant to note and agree any defects to property
  - Both parties sign report to confirm condition of property as noted
  - Collect key from Tenant and secure vacant position of property
  - Submit Clerks report to Landlord and agree any deduction from Tenant deposit
- On approval from Landlord and Tenant return balance of deposits to Tenant from DPS funds

### Oak Estates Lettings Services Package Fee – 14%

- Services provided by our vetted and trusted teams of Service Providers
  - Energy Performance Certificate (EPC)
  - Gas Safety Certificate
  - Portable Appliance Testing (PAT test)
  - General maintenance
  - Decorating and refurbishment



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