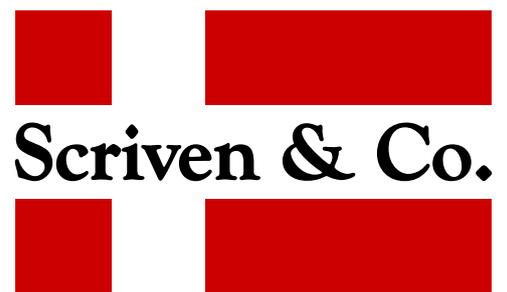


The Residential Letting
and Management
Department

0121 422 4011
(option 2)

www.scriven.co.uk



Scriven & Co.

Established 1937

About Scriven & Co

Scriven & Co was founded in 1937 by the late A J W Scriven FALPA (Jack Scriven) and became established in the Black Country and the West Midlands. Martin Scriven (Director) B.Sc. (val.Est.Man.) FRICS, (son of the Founder) subsequently joined the company in 1978. In September 2007 Gordon Tibbetts FNAEA FARLA was also appointed a director, with Martin's sons George Scriven AssocRICS NAEA, and Charles Scriven MRICS ARLA joining the family firm, and later being appointed as directors in 2015. Kevin Davis MRICS, Jon Dunbar FARLA, Nicola Stevens ARLA, and Andrew Thomas MAAT are also associates of the company, and work within the Commercial and Surveys, Property Management, and Accounts departments respectively.

Why choose Scriven & Co to let and manage your property?

Scriven & Co have been successfully letting and managing properties of various types since 1937, and we believe that anyone can "let" a property, but not everyone can look after it. To do this we spend time creating relationships between Scriven & Co, the landlord, and the tenant, to ensure your property is best looked after. We try to find tenants not just to inhabit your property, but more so for it to become their "home". As your agent we aim to provide peace of mind by ensuring legal compliance, providing professional advice (relating to maintenance or tenancy related matters) and also keeping you well informed (in terms of the property's condition etc).

The lettings department comprises a team of 6 experienced staff members dedicated to providing the best service as possible. By not mixing the team with other departments, this enables to you have consistent and efficient communication with the same person(s). You will find that all of our staff are very approachable, will always be happy to speak to you and understand the importance of finding a quality tenant as quickly as possible. We pride ourselves on giving a very personal and highly professional service, and we believe that good communications with residents and clients is vital to the smooth running of the properties we manage, creating trust that all issues will be dealt with fairly and expeditiously.

We aim to provide a professional service of the highest standard with honesty and integrity, at a competitive price.



Professional organisations and client money protection.

Scriven & Co are members of the RICS (The Royal Institution of Chartered Surveyors) and ARLA Propertymark (The Association of Residential Letting Agents), both of whom not only set the industry standards, but also ensure that all client money is protected. We also utilise the services of the PRS (Property Redress Scheme) and CEDR (Centre for Effective Dispute Resolution).

Our coverage

Scriven & Co are a member of “team”, and as a team agent we have the added benefit that your property(s) will also be marketed by the other independently run, “team” estate agents. Not only will this allow other potential tenants in the UK to monitor the rental market, but also prospective tenants looking to move to the UK from overseas.

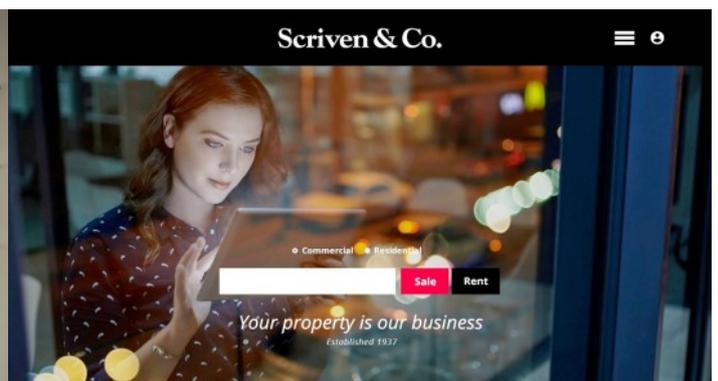
By instructing a team estate agent as your sole agent you are achieving that greater geographical coverage but still only paying a sole agency rate of commission - thus achieving a multi-agency coverage at a sole agency rate. A better service at a more reasonable cost.

Scriven & Co now manage over 500 properties in the midlands including areas such as Alvechurch, Birmingham, Bartley Green, Bearwood, Belbroughton, Bobbington, Bromsgrove, Coseley, Cradley Heath, Dudley, Edgbaston, Hagley, Halesowen, Handsworth, Harborne, Old Hill, Oldbury, Oldswinford, Quarry Bank, Quinton, Redditch, Romsley, Rowley Regis, Sedgley, Shirley, Smethwick, Stourbridge, Tipton and West Bromwich.

Please note we are not restricted to these areas and are happy to manage properties in other areas.

Our client base

We have built up a varied client base with some clients having just a single property, to others having two or three. We act on behalf of landlords that live overseas as far as New Zealand, as well as larger investment companies that have around 50 properties within their portfolio. In addition, we also act for a number of landlords in relation to the collection of ground rents. We pride ourselves on providing a personal, professional service to ALL our clients.



Which tenancy agreement, and what about tenancy deposits?

Where properties are let direct to individuals, we use Assured Shorthold Tenancy Agreements (AST's). Where properties are let to companies for the occupation of employees, a Contractual Tenancy Agreement is used.

In each case the agreement allows for a refundable deposit to be taken (in accordance with the Fees Act 2019) in addition to rent in advance. To ensure compliance with tenancy deposit regulations, we are members of The Dispute Service Ltd Tenancy Deposit Protection Scheme meaning we are able to accept and register deposits in accordance with the tenancy deposit protection regulations. To help prevent there being any dispute in relation to any tenancy deposit at the end of the tenancy, we produce a detailed written inventory/schedule of Condition and Photographic Survey at no extra cost.

Both Assured Shorthold Tenancies and Contractual Tenancy Agreements allow possession to be gained by the landlord at the end of the fixed term, or possibly during the term, depending upon the breach of the tenancy and the ground for possession. If during the course of any tenancy, you require advice regarding giving notice or grounds for possession, certain members of the letting team are suitably qualified to give you general advice regarding this.

Is your property ready to let? Does it need a makeover?

HERE ARE SOME USEFUL TIPS :

- Ensure the property (including appliances, carpets and floorcoverings) is clean throughout.
- Test appliances to make sure they are working and provide user manuals where possible.
- Prospective tenants love a property that has a clean fresh look. Therefore, making good decoration or redecorating the property in cream or magnolia (walls), white (ceilings) and white gloss/satin (wood joinery) is often carried out to help create a good first impression.
- Where a property needs modernising, simple changes like replacing dated door furniture and curtain poles with a polished chrome or brushed metal effect really helps.
- Help protect your property by installing door stops behind doors and bathroom fixtures such as toilet roll holders and towel rails. This discourages tenants from installing their own.
- Maintain any external areas to include the installation of guards where there is a significant change in level, stabilizing loose or uneven paving or paths and undertaking general garden maintenance.
- Install air fresheners to help create an inviting feeling whilst the property is empty.

Of course, every property is different and therefore there may be other useful tips and recommendations. In addition, you might require assistance in organising maintenance to be undertaken. Should you wish to discuss anything further, a member of our team is always on hand to provide advice on how to get your property let as soon as possible!

How will we find your tenant?

Using the best marketing techniques and over 80 years of experience in the industry including...

- Internet listings on the main property portals.
- Large illuminated office displays fronting the busy “Hagley Road West” that shares the border with Halesowen, Quinton and Oldbury.
- Large recognised “To-Let” board where it is possible for these to be installed.
- Newspaper advertising at our discretion, but at no charge to you (unless specific newspaper advertising is requested).
- Accompanied viewings. This gives us an opportunity to meet your prospective tenant and give you honest, personal feedback.
- Rather than request prospective tenants fill-out tenancy applications directly with the referencing agency, we ensure that each tenancy application is submitted to our offices. This allows us to review each application, assess whether we think they will be a suitable tenant(s) for you, enabling us to be in a better position to give you the right advice.
- Whereas other agents may only require the lead tenant to be referenced and credit checked, we insist that all prospective tenants over the age of 18 years must be referenced/checked with each name being detailed on the tenancy agreement. This ensures joint and several liability (in respect of the tenants), and provides better security for you.

Legal compliance

In an ever-changing industry, not many landlords are aware of the amount of red-tape and legislation that needs to be complied with. Failure to do so can mean that landlords are not able to recover possession of properties.

To ensure that we keep up to-date with legislation, each member of the lettings department take part in regular in-house and external training to main CPD (Continued Professional Development).

Here are some of the legal requirements that you might be familiar with...

- Immigration Act 2016
- Housing Act 2004
- Housing Act 1988
- General Data Protection Energy Efficiency Regulations 2015
- Landlord & tenant Act 1985
- Deregulation Act 2015
- Smoke & Carbon Monoxide Alarm (England) Regulations 2015
- Electrical Equipment Regulations 1994
- Equality Act 2010
- Money Laundering Regulations 2017
- Rent Act 1977
- The Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Fees Act 2019
- The Terrorism Act 2000
- Construction Design and Management Regulations 2015

*The above list is not a “complete list” and is an example of some of the legislation that you may recognise and need to be compliant with.

Feeling in control

We recognise the importance that landlords feel in control, and at ease, throughout any tenancy. Therefore, should any issue or matter arise, we will contact you as soon as possible to discuss whatever the matter may be, and will endeavour to provide more than one solution/option, along with the appropriate advice. After discussing things through with you, we will then act upon your instruction, ensuring that you feel comfortable and that you have made the right decision. We will not engage any contractor without your consent, unless you have previously given us consent to do so, or in the event of an absolute emergency. Should you require us to engage a contractor for you, we will only engage contractors from our approved contractors list, meaning they have the appropriate insurance, have been tried and tested, are reasonable in terms of cost, and they provide a quality yet professional service. Compared to other agents, we do not earn commission from engaging building contractors, and where we engage contractors on your behalf, we do so in accordance with the "Construction Design and Management Regulations 2015".

Rent Guarantee, Legal Cover and services available

We offer two very similar services, in the form of the "Letting & full management" service or the "Risk free letting and management". Both services comprise of full management, with the latter having a monthly "administration charge" that relates to the rent guarantee and property damage protection.

If you would like to know more....

about the possibility of Scriven & Co looking after your property, please don't hesitate to contact us so that we can arrange to come and see you, and provide a free of charge, no obligation, residential property appraisal in respect of letting and managing your property. We offer competitive yet professional services which are flexible to suit you.



A summary of the letting and management service that we provide: -

Stage One

- ☑ Advice on suitability and rental value
- ☑ Arranging Energy Performance Certificate or providing advice in terms of how to improve the EPC rating where the rating is 'E' or below (and subsequently the property is illegal to let)
- ☑ Marketing through Midland Team offices
- ☑ Internet listing using the best property portals, including scriven.co.uk, teamprop.co.uk, onthemarket.com, rightmove.co.uk
- ☑ Newspaper Advertising (see charges schedule)
- ☑ Comprehensive mailing list
- ☑ Accompanied viewing service
- ☑ Hire of distinctive 'To Let' board
- ☑ Photo display in one of the largest display areas in the region

Stage Two

- ☑ Arrangement of Landlord's Gas Safety Check (excluding cost of check/test), if required
- ☑ Arrangement of NICEIC approved contractor's test (excluding cost of test and portable appliance test), if required

Stage Three

- ☑ Assistance with the vetting, referencing and credit checks of prospective tenants through third part agency (cost of referencing and credit checks to be charged to the landlord, however, on the basis that references and credit checks are satisfactory, it may be that FREE LEGAL COVER is provided. For further information please don't hesitate to ask.
- ☑ Ensuring tenants have the right to reside
- ☑ Assistance with compliance of other legal aspects including the installation of smoke detectors to each storey, carbon monoxide detectors, and water risk assessments
- ☑ Financial vetting of prospective tenants
- ☑ Preparation of Tenancy Agreement
- ☑ Preparation of Check-in full and comprehensive Schedule of Condition incl. Photographic Survey containing meter readings
- ☑ Taking initial meter readings (if accessible)
- ☑ Ensuring the prescribed information in relation to the tenancy deposit, EPC, gas safety certificate where applicable and also the 'how to rent' checklist is issued to ensure compliance with the Deregulation Act.

Stage Four

- ☑ Visiting the property on the day the tenancy commences in order to test and document the successful testing of all smoke detectors and carbon monoxide alarms in accordance with the smoke and carbon monoxide alarm (England) regulations 2015. A small charge will be raised in respect of this testing; however, landlords can visit, test and document the testing if they prefer.
- ☑ Taking receipt of tenancy deposit on behalf of Landlord, held in accordance with the Terms & Conditions of the Tenancy Deposit Scheme (Insured Option)
- ☑ Setting up of Standing Order for payment of rent
- ☑ Implementing the Tenancy Agreement
- ☑ Notification relative to council tax
- ☑ Notification to water supplier
- ☑ Notification to utility companies

Stage Five

- ☑ Administration of Rent Collection
- ☑ Copies of current statements forwarded to advisors
- ☑ Rent review advice
- ☑ Administration of Landlord's Gas Safety Check renewals
- ☑ Administration of NICEIC Approved Contractor's Electric and Portable Appliance Test renewals
- ☑ Annual property inspections to include advice on property condition/maintenance, the tenancy, and compliance.

Stage Six

- ☑ Check-out condition assessment
- ☑ Check-out meter readings taken
- ☑ Administration of return of deposit subject to the terms & conditions of the Tenancy Deposit Scheme (Insured Option)
- ☑ Notification relative to council tax
- ☑ Notification to water supplier
- ☑ Notification to utility companies



Scriven & Co. Residential Lettings Department

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