



# Landlords Information Pack

## FULL MANAGEMENT

Our service is designed so that we take care of everything.

### Choose Harmony

Harmony Property are a forward-thinking independent letting agent here to help our clients let their properties with ease.

We are committed to providing an exceptional service infusing our traditional values with the latest technology. At the heart of everything we do are our values of honesty, reliability, respect and working to an exceptional standard.

As a professional registered agent, we are members of the Property Redress Scheme, Client Money Protect, Tenancy Deposit Scheme (custodial), Devon Landlords Association, South West Landlords Association, Residential Landlords Association, and we are accredited by L.A.S.W. and A.N.U.K.

We market your property on our [website](#), in our [shop window](#), on [social media](#) and we feature your property on the major property portals [Zoopla](#), [Prime Location](#) and [On the Market](#).

### Our Ethos

**Honest** - We believe that honesty is always the best policy. By treating our clients honestly, we can build a strong foundation to foster a long and happy partnership.

**Reliable** - Offering a reliable service is right at the top of our list. We know that our clients put their trust in us to deliver on our promises, so rest assure you can rely on us.

**Respectful** - Our clients are the spine of our business and as such will be treated with respect and dignity.

**Exceptional** - Every job we undertake we strive to achieve the highest standards possible.

- Advice on the rent you can expect to receive.
- Advertising and marketing of your property, including a 'To Let' board where appropriate.
- Advise on your compliance as a landlord.
- Accompanied viewing with prospective tenants.
- Referencing and credit checking applicants to find suitable tenants. We also complete a right to rent check.
- Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.
- Collecting a deposit from your tenant and lodging it with Tenancy Deposit Scheme.
- Use a third party to Notify the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.
- Collect the rent and forward to you quickly with a remittance.
- Preparing and sending rent statements on request.
- Notifying you of any rent arrears and acting accordingly.
- Carrying out regular inspections and forwarding you a full report.
- General day to day managing of the tenancy. This includes dealing with the tenants' issues and arranging contractors for maintenance work. We always get landlords permission before instructing a contractor. Payments to contractors are the landlord's responsibility but the invoice is usually paid out of the rent. There is a 10% commission for arranging contractors.
- When the tenancy ends, we check the property is in an acceptable condition, subject to fair wear and tear. If necessary, we will deduct fees from the deposit.
- Return the deposit to the Tenant at the end of the tenancy, provided that the tenant has complied with the terms of the tenancy agreement.



## All Part of the Service

### Compliance

There are some legal requirements when it comes to letting your property. EPC, Gas Safe, Electrical Safety are just some of them. We will advise you of your responsibilities and assist you in ensuring that you are fully compliant.

### Advertising

We will use our wide range of marketing to find you a suitable tenant as quickly as we can.

### Viewings

We carry out accompanied viewings with qualified applicants. You will receive detailed feedback.

### Referencing and Checks

When a suitable applicant has been identified we will carry out a full reference, credit check and right to rent check which will be reported to you by way of a summary report.

### Set up the Tenancy

We prepare the tenancy agreements and additional paperwork. We complete a detailed inventory of the property. We take the first month's rent and deposit and once all documentation is signed, we hand over the keys to your new tenants.

### Manage the Tenancy

Where instructed to, we will manage the tenancy as detailed in our full management package.

## Extras (cost of service plus 10% arrangement fee)

- Arranging for a complete property inventory to be carried out.
- Arrange for EPC, EICR or Gas Safe checks to be completed.
- Arrange for contractors to carry out work.

## OUR REASONABLE PRICES

For our Full Management package there is a setup fee of £149 which allows us to find a suitable tenant and complete all the required checks and paperwork.

Ongoing the fee is 10% of the total rental value which is charged monthly and deducted from the rent collected.

There is NO VAT to be added.

## OUR ADVERTISING PARTNERS

See all our properties on...

 Zoopla

 PrimeLocation

 THE TIMES

 Johnston Press

 msn

 homes24.co.uk  
your local property portal

 MailOnline

 Bing

 The Telegraph

Zoopla partnerships

 onTheMarket.com



Facebook Marketplace

## INFORMATION FOR LANDLORDS



## Complaints Procedure

We pride ourselves on a high level of customer service but understand that occasionally there can be issues and you may want to complain. In such circumstances, please follow the complaints procedure out-lined below.

### Stage 1

In the first instance please call the office on 01803 363578 and speak to the office manager to try and resolve the complaint. They will endeavor to resolve the complaint immediately and contact you no later than 5 working days after being first notified.

### Stage 2

If you are not satisfied with the outcome you may escalate your complaint by putting it in writing and sending it to Harmony Property Lettings, 61 Market Street, Torquay, TQ1 3AW or email it to [lettings@harmonyproperty.co.uk](mailto:lettings@harmonyproperty.co.uk). This must be done no later than 1 month after the initial complaint was raised and you will receive confirmation of our receiving the complaint within 2 days of receiving it. You will receive a written response within 7 days of the written complaint being received.

### Stage 3

We hope to have resolved any complaints by this stage but if you are still dissatisfied you can approach the ombudsman. We are a member of the Property Redress Scheme and the details of how to contact them are on the PRS leaflet attached.

## ENERGY PERFORMANCE CERTIFICATES

The Energy Performance Certificate (EPC) gives homeowners, tenants, and buyers information on the energy efficiency of their property. It gives the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is the best and with the average to date being D/E.

The EPC is required by law when a building is constructed, sold, or put up for rent. So you will need a certificate if you are a landlord. You will need to provide an EPC which will be valid for ten years, to prospective tenants, the first time you let or re-let your property after 1 October 2008. The Minimum rating required is an 'E'. Properties under this rating will need improvement before renting out.

## THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1994

These regulations came into effect on the 31st October 1994 to ensure that gas appliances are properly installed and maintained in a safe condition to avoid the risk of carbon monoxide poisoning. It is the responsibility of the landlords of domestic properties that ALL 'Gas Appliances' and Gas Installation Pipe work owned by him are checked for safety at least once a year by a member of the GAS SAFE and that accurate records are kept of those safety inspections as well as any relevant work needed to be quoted for and carried out if agreed. These records must be provided to the tenant. These regulations also apply to new properties.

'Gas Appliances', includes any fitted gas appliance, for example: - Central heating system Gas heaters Gas fires Gas cookers 'Gas Installation Pipe work', includes gas pipe work, valves, regulators, and meters.

Faulty equipment can lead to death and a conviction of unlawful killing on a landlord. Under the Regulations any appliance that does not conform to the regulations can be disconnected. Failure to comply with these regulations may jeopardise the life of your tenant and lead to prosecution with penalties of imprisonment or fines up to £5000. The above regulations impose an obligation on the Landlord to ensure that all electrical appliances and installations left as part of a let property are safe. We recommend that all electrical appliances in let properties are regularly checked and serviced. Failure to comply with these regulations may jeopardise the life of your tenant and lead to prosecution with penalties of imprisonment or fines up to £5000.

## ELECTRICAL SAFETY

From 1<sup>st</sup> June 2020, private landlords in England will be required to have the electrical installation in their rental properties checked by a qualified electrician to ensure that they are safe.

This means that:

Electrical installations must be inspected and tested prior to the start of a new tenancy from 1<sup>st</sup> July 2020

Checks must be carried out on any existing tenancies by 1<sup>st</sup> April 2021.

These checks must then be carried out on a five-yearly basis.

A copy of the most recent electrical safety condition report (EICR) must be provided to both new and retained tenants.

The landlord is responsible for making sure that the person who completes the check is suitably competent. Using an electrician or firm that is a member of an accredited registration scheme operated by a recognized body will give you the confidence that this has been achieved.

Building regulations require that all properties built since June 1992

have mains smoke detectors installed on each floor.

From October 2015 all properties must have at least battery smoke

If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

**Before raising a complaint, make sure you have:**

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals

0333 321 9418  
[info@theprs.co.uk](mailto:info@theprs.co.uk)  
[theprs.co.uk](http://theprs.co.uk)  
[@PropertyRedress](https://www.facebook.com/PropertyRedress)

Authorised by  
Department for Communities and Local Government

NATIONAL TRADING STANDARDS  
Estate Agency Team



### Contact Details

Harmony Property Sales & Letting

61 Market Street, Torquay, TQ1  
3AW

Registered Number 11710595

[lettings@harmonyproperty.co.uk](mailto:lettings@harmonyproperty.co.uk)

01803 363578

### Our Partners



alarms on each floor and Carbon Monoxide alarms fitted to properties with solid flue heating to protect your tenants

### MANAGING THE RISK FROM LEGIONNAIRES' DISEASE

Landlords are responsible for ensuring that the risk of exposure to legionella in those premises is properly controlled. This means that they have a duty to assess the risk from exposure to legionella to their staff, residents, guests, tenants, and customers by implementing appropriate control measures. This is especially important in residential buildings where vulnerable people may be at risk, such as retirement flats, or where the accommodation is provided specifically for a group who may be susceptible to legionella.

### THE FURNITURE AND FURNISHINGS (FIRE) (SAFETY) REGULATIONS 1988 (AS AMENDED)

All upholstered furniture made after 1950 is included within these Regulations. The furniture covered by the Regulations includes sofas, settees, seat pads, beds, headboards, pillows, armchairs, scatter cushions, futons, mattresses, and bean bags, but not curtains, carpets, bedclothes (including duvets) and mattress covers. To comply with the Regulations these types of furniture must be fire resistant and, in most cases, carry a permanent label to this effect. To be 'Fire Resistant' most furniture and upholstery must have passed an 'ignitability test' specified in the Regulations. If you ask us to let or manage your property, you must remove any furniture which does not comply with these Regulations before the tenancy begins. Any replacement furniture you place in the property must comply with the Regulations. There are heavy penalties imposed by these regulations on landlords who do not comply with them. The penalties for non-compliance include a maximum of six months imprisonment and/or up to a £5000 fine. You can obtain further guidance on these regulations from your local TradingStandards office.

### HOMES - FITNESS FOR HUMAN HABITATION ACT

Landlords must ensure that the property meets the requirements of this act.

### INSURANCE

There is no legal obligation for you to have landlord insurance, but most buy-to-let mortgages come with the condition that you have it. Being a landlord comes with risks that you do not have when you live in your own home. Imagine if a tenant of yours gets hurt – you could be facing a legal claim, and if you are sued, home insurance may not cover you. Also, if a tenant cannot stay in the property due an insured event, such as fire or flood, a landlord policy can cover the re-housing cost. It can even include cover for the loss of rent for the time when your tenants can't live in the property. Landlord insurance reflects your responsibilities and covers your risks as a landlord.

### PRIVACY NOTICE

**We at Harmony Property Lettings take the collection and processing of your data very seriously. As such we have provided a summary of what we take, when and how to enable you to understand clearly what is being done with your data.**

### **Do we pass your data to any third parties?**

As mentioned above, we may need to provide your details to third parties for several reasons. This may be to enable us to carry out our business such as maintenance of the property or other third-party agencies such as legal, financial or IT services. When we need to do this, we will ask those agencies to agree to protect your data in similar terms as our own company uses. We may also need to provide your information to Local Authorities or other government agencies for legal reasons. When doing so this will be processed under the lawful reason of 'legal obligation'.

### **What are your rights?**

#### ***Your right of access***

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

#### ***Your right to rectification***

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

#### ***Your right to erasure***

You have the right to ask us to erase your personal information in certain circumstances.

#### ***Your right to restriction of processing***

You have the right to ask us to restrict the processing of your information in certain circumstances.

#### ***Your right to object to processing***

You have the right to object to processing if we are able to process your information because the process forms part of our public tasks or, is in our legitimate interests.

#### ***Your right to data portability***

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.

### **Who are we?**

We are Harmony Property Lettings. We are the controllers of your data for the purposes of data protection legislation.

### **Who can you contact if you have a data protection query?**

If you have a query regarding data protection, please email us on at [lettings@harmonyproperty.co.uk](mailto:lettings@harmonyproperty.co.uk) or call us on 01803 363578.

### **What is personal data?**

Personal data is any information which makes a person identifiable. This could be your name, address, phone number, date of birth etc.

### **Why do we take personal data?**

We take personal data from individuals for the purpose of allowing us to operate as a letting agent. We do not take the processing of data lightly, we will only take it when it is to assist the operation of our business.

### **What Lawful Basis do we have for taking personal data?**

We do not rely on consent on its own for taking personal data. We rely on a number of lawful basis' as below to why we take personal data to allow us to operate our business. For all data one or all of the following apply as will be described in further detail below.

- (a) *Consent*: the individual has given clear consent to process their personal data for a specific purpose.
- (b) *Contract*: the processing is necessary for a contract with the individual, or because they have asked the relevant entity to take specific steps before entering into a contract.
- (c) *Legal obligation*: the processing is necessary for an entity to comply with the law (not including contractual obligations).
- (d) *Vital interests*: the processing is necessary to protect someone's life.
- (e) *Public task*: the processing is necessary for the relevant entity to perform a task in the public interest or for their official functions, and the task or function has a clear basis in law.
- (f) *Legitimate interests*: the processing is necessary for an entity's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

If you have any questions in relation to your personal data and how we deal with it, please contact us on the above contact details and we will do our best to assist.

## YOUR PERSONAL DATA

What personal data do we take?	Why do we take it?	What do we do with personal data?	Do we have a lawful reason for taking it?	How long will we keep it for?
Full Name Address Phone Number Email Bank Details Previous Property ownership details Next of Kin Medical Information Criminal history	To enable us to: - a) let you know about properties, b) provide a letting service to you, c) To enable us to make relevant checks on you to assess suitability for properties, d) to enable us to manage the property, e) to process payments, f) prepare a tenancy agreement and other related documents, g) Monitor and track your tenancies, h) discuss with the Landlord any relevant information to your tenancy, i) share with contractors in the management and maintenance of the property j) Share with Local Authorities or government agencies such as the inland revenue if required by law	Store the information in our case management system to enable us to market properties to you or provide an ongoing service to you.  Provide the information to third parties who require the information to enable them to carry out work for us, for example your name and address may be given to a contractor who will come to fix a broken item in the property.  Keep a physical record of your data.	Legitimate Interests (for the purposes of running our business)  Performance of a contract  Vital Interests (medical data)  Compliance with legal obligations	We will only keep your information for as long as we legitimately need it but for up to seven years after our last contact with you ie 7 years after initial contact with no further contact provided or 7 years after your tenancy has ended.