



f1rst move
property lettings and management

Landlord Pack

To Let

About Us

F1rst move is a privately owned independent property company specialising in residential lettings and property management. We are proud to offer a high quality and professional service, rarely matched by other agents.

What sets f1rst move apart from other agents is the wealth of experience, hands-on approach and a personal touch that makes us treat every property as if it were our own.

F1rst move was established by Directors, Josh Jeffries and James Flanagan after becoming increasingly frustrated by the service received from the letting agents managing their own portfolio.

They have built up a large property portfolio themselves and they have over 40 years' combined experience within the property sector. They have a vast amount of knowledge and can provide advice on many aspects within the property market.

F1rst move can tailor a service around a landlord's specific needs and feel we can offer exactly what a landlord is looking for from their managing agent.

Our offices are located in Chippenham, Wiltshire and Melksham, Wiltshire and our dedicated team aim to provide a first class service that is second to none.



Services

There are many reasons why a property owner/investor/landlord would decide to enter the rental market. The finding of a tenant is often just a small step in a successful letting. There are many things to consider, from legal issues and tenant referencing to gas certificates and ongoing maintenance of the property.

Of course once your tenant has moved in, you will want the remainder of the tenancy to run smoothly. Whether it is routine repairs and maintenance or an emergency in the middle of the night. Here at **f1rst** move our expert property management team are there to deal with this for you and take on the day to day management as well as any hassle that could occur, allowing you to sit back and reap the rewards, stress free.

At **f1rst** move we like to keep it simple, fair and transparent. This is why we offer two types of service:

Option 1 - Fully Managed Service

This is our most popular service. As well as everything that we offer on our Tenant Find Service we will take care of all the day to day management of your property including arranging for relevant certificates to be in place, process rent collections, make property inspections to ensure your property is being well looked after, deal with all maintenance and repair issues plus much more, taking all the problems faced away from you as the landlord.

For this service we charge 10% of the monthly rental amount or 8% for landlords with multiple properties. There is also a one-off fee payment of £250 which covers admin, advertising and the finding of a tenant.

Option 2 - Tenant Find Service

This service is designed for experienced landlords who are happy with their legal requirements as a landlord and are happy to deal with the day to day management of their property.

We will advertise your property and then once a suitable tenant has been found if required we will reference/credit check them and prepare all legal documents including the appropriate tenancy agreement and the inventory (if required). We will also arrange for the deposit monies to be placed within the DPS scheme.

You as the landlord will then be responsible for all the ongoing issues that may arise, rent collections, tenancy renewals, having the correct certificates in place serving relevant notices etc.

For this service we charge just 75% of the first month's rent.

Please note that all charges are subject to VAT.



General Information

Energy Performance Certificate

An EPC is a report that will inform you how efficient the energy is within a property. It is a legal requirement that an EPC is completed before a property is marketed. We have contractors in place that can complete these for us just in case the landlord doesn't already possess an up to date one.

Tenant Referencing

We recommend that each tenant that we place into a property has undergone referencing via a specialised independent company. The referencing company will check an applicant's state of employment, financial status, criminal background, confirm their identity and also obtain references from previous landlords/agents. It is a thorough check that gives everyone involved peace of mind that the applicant should have no reason to be anything other than a good tenant.

Gas Certificate

A gas certificate is a legal requirement that lasts for a period of one year. It must be completed for every property that has a supply of gas, however unlike an EPC it does not need to be completed whilst marketing but does need completing before a tenant is moved in. We have contractors that are able to complete certificates for you in case you do not already possess one.

Electrical Tests

An Electrical Certificate is a legal requirement. It must be completed for every new tenancy agreement within rented properties, including any tenancy renewals, where a certificate has not been carried out previously. Once completed, the certificate will last for 5 years and will need renewing before that expiration date. We have contractors that are able to complete certificates for you in case you do not already possess one.

Smoke Alarms and CO2 Detectors

Both smoke alarms and carbon monoxide detectors are legally required in rented properties. At least one smoke alarm must be installed on every storey of a property and a carbon monoxide detector in any room containing a fixed combustion appliance (e.g. a coal fire or wood burning stove). Once installed, the alarms will be checked by us prior to a tenant moving in. After a tenant has moved in, it then becomes the tenant's responsibility to regularly test the alarm.

Legionella Testing

Assessments need to be carried out on residential properties to identify the risk of legionella. Legionella is a bacteria which lives in water systems like water tanks, air conditioning units and humidifiers. When breathed in, water droplets containing the bacteria can cause Legionnaires Disease. Landlords themselves can carry out the risk assessment as long as they are competent in doing so. We have contractors that will carry out the risk assessment on your behalf.



To Let

Landlord Responsibilities

Taxes

Paying tax on your rental income, and if you are living outside the UK applying for approval to receive rent with no tax deducted. Paying all property taxes for periods when the property is not tenanted. Keeping your own records for VAT and personal taxation purposes.

Mortgage Lender

Obtaining permission to let the property from your mortgage lender and to inform us of any special conditions that they impose. We may require written confirmation of this.

Leasehold Properties

Checking that you are not prevented from letting by any terms within your lease, and advising us of any special terms in your lease that we will need to insert into the tenancy agreement.

UK Address

Arranging postal re-direction at the property, and providing us with a UK address should we require it for any correspondence.

Insurance

Obtaining buildings insurance, however we also recommend that you speak to an insurance advisor about obtaining some form of landlord insurance specific to your individual requirements, i.e. the property being furnished or unfurnished.

If you choose not to take up insurance cover we will not be held liable for any of your subsequent uninsured losses. Neither will we accept any liability to the tenant(s), their guest(s) or any third party for loss or injury arising out of the condition of the property.

Furnishings

Removing or replacing all furnishings, which do not comply with the Furniture and Furnishings (Fire Safety) Regulations 1988.

Smoke Alarms

A smoke alarm must be installed on every storey of a property.

Carbon Monoxide Detectors

A carbon monoxide detector in any room containing a fixed combustion appliance.

Gas Safety

Providing a valid gas safety certificate for the duration of any period where the property is tenanted. We are able to instruct one of our contractors to supply a certificate on your behalf, at a cost which will then be deducted from rent collected. Unless specified we will automatically renew the safety certificate every 12 months once the existing one expires.

Electrical Safety

Providing a valid electrical safety certificate for the duration of any period where the property is tenanted. We are able to instruct one of our contractors to supply a certificate on your behalf, at a cost which will then be deducted from rent collected. Unless specified we will automatically renew the safety certificate every 5 years before the existing one expires.

Energy Performance Certification

Providing a valid EPC for the property before we start advertising the property as available. We are able to instruct one of our contractors to supply a certificate on your behalf, at a cost which will then be deducted from rent collected.

Appliances

Providing us with instruction manuals for all appliances at the property, together with any details of manufacturer's guarantees, warranties or servicing contracts.

Keys

Providing us with 3 sets of keys together with any door entry/car park fobs or access codes and instructions. All window keys are to be left at the property. One set of keys will be kept at our office and the other two provided to the tenant, if 3 sets are not provided then we can get copies made and deduct the cost from rent collected.

Maintenance

Keeping the property in good repair as defined by the Landlord and Tenant Act 1985 Section 11.

Legionella Testing

A risk assessment is required for Legionella, of which can be carried out by landlords if they are competent in doing so. If you do not feel confident in doing these tests, then we can arrange for the test to be carried out on your behalf.

Alarm Codes

If there is an alarm at your property then we will require you to provide us with the code so that it can be placed on our system.



To Let

Fee Structure

Fully Managed Service

10% of the monthly rental amount

Fully Managed Service for Multiple Properties

8% of the monthly rental amount

Tenant Find Service

75% of the first month's rent

Landlord Admin Fee

(Fully managed service only) - £250, payable when a new tenant is placed

Tenant Referencing Fee

£80 per applicant/guarantor

Inventories

1 bed - £125 2 bed - £140

3 bed - £150 4 bed - £160

Energy Performance Certificate

£90

Gas Certificates

£100

Legionella Test

£75

Gas Certificate and Legionella Test

£150

Electrical Tests

Varies according to the size of the property

Checkout Fee

1 bed - £125 2 bed - £140

3 bed - £150 4 bed - £160

Rent Increase Fee

£75

Annual Tax Statement

£20

DPS Dispute

£45

Serving a Section Notice

£90

Please note that all charges are subject to VAT.



Testimonials

"F1rst move have been exceptional, they have taken all the hassle and stress out of renting. I have been working with Josh and Steve for over a year now and I have never had any late payments or any problems that they haven't been able to rectify for me. They look after my property and make visits regularly so I have peace of mind that my property isn't getting mistreated.

I have recommended f1rst move to my friends with property and also my father who has recently passed his portfolio of properties to f1rst move to manage.

Josh and Steve are very reliable, hard-working, and honest."

Miss Curtis

"Honesty, integrity and professionalism are rare qualities within the property lettings industry, however Josh and Steve at f1rst move have these qualities in abundance and have demonstrated them numerous times. I would highly recommend f1rst move to anyone who wants to let a property with complete peace of mind!!!!"

Mr Healy

"I am happy to recommend the services of f1rst move to all landlords looking for an effective and personalised property lettings solution.

F1rst move quickly vetted and found me a reliable tenant after only a few days of having my property registered with them.

Throughout the tenancy I have found the f1rst move staff willing to go above and beyond what is normally expected of a lettings company to make sure both I and the tenant had an excellent,

no hassle, experience. Any issues were dealt with swiftly and personally by the f1rst move team - which is a far cry from some of my dealings with national estate agencies!

If you are looking for a bespoke, reliable, professional yet approachable service then f1rst move are the agent for you."

Mr Newman

"It is a pleasure working with f1rst move. The team gives me everything I need to run my portfolio in a fast, efficient and friendly manner. I would definitely recommend. Excellent service, experience, advice and value."

Mr Dodds

"Josh and his team provide a first class service acting promptly and more importantly, professionally to find high quality tenants. They have made immediate access to assist in handling any issues that arise and do so with the minimum of fuss and expense - great team offering a great service."

Mr and Mrs Smith

"F1rst move stands head and shoulders above the rest delivering an exceptionally personalised service you would not receive from any of the larger chains. I would recommend f1rst move every time."

Mrs Hall



To Let

Testimonials

“Josh and Kelly from f1rst move have looked after our 3 properties since 2011. Originally from the UK we moved the family to Australia over 20 years ago. Finding someone to take care of your properties when you are on the other side of the world requires a lot of trust! Josh and Kelly have been brilliant, totally trustworthy! They have also always been reliable, professional and so easy to liaise with – highly recommend them, thanks guys!”

Mrs Dyke

“We have been renting our property through f1rst move for about 10 years now, and the service we have had through this company has been first rate, friendly, and efficient. Any issues have been resolved immediately, and I feel I know all the team personally, even though I live at a distance. The property has been occupied throughout that time by excellent tenants found by the agency.”

Mrs Levene

“The service provided by Josh and his team is first class. I have found them efficient and reliable. Also, I have spoken to my tenants and asked about the service that f1rst move has provided to them and they too have said they are very satisfied. Thank you.”

Mrs Angill

“F1rst move have been managing our property for 18 months now and have been excellent. Would I recommend them to a friend, yes 100% is the answer to that one. Nothing is too much trouble and they make it worry free for us with everything they do.”

Mr Corr

“F1rst move provide an excellent service for buy-to-let landlords. They do all that’s necessary, respond fast to queries and, because they are a small outfit, they manage to do their job without the endless bureaucracy which hampers large letting agents. Our company bought one buy-to-let investment house in Chippenham and we then went back and bought a second one, simply because managing the first one proved so straightforward with f1rst move. Highly recommended.”

Mrs Patel

“Most of the reviews already written here appear to be from Landlords, I would like to put something across from the perspective of a tenant. I have to say we (my wife and I) were extremely impressed with the service and communication we received from all at f1rst move, especially Kelly.

Prior to renting a property through f1rst move we had been with 2 other letting agents in the Chippenham area - the other 2 were absolutely shocking! Without mentioning any names, one of them was part of a large chain and it was really easy to see that they didn’t care about the tenants and that we were “just a number”. They constantly lied to us and to the landlord about us.

As can probably be expected we were a little wary when entering into a contract with f1rst move. However our wariness was only short lived as we could not have asked for a better letting agent. We rented a property through them for just over 2 years and only moved out as we were in the fortunate position of being able to buy a home of our own. They were always on hand to help, we got the impression that nothing was too much trouble. They were even really helpful AFTER we finished with them making sure that all loose ends were tied up and an open and honest conversation about the return of our deposit (which we received in full). I will always recommend to everyone looking to rent a property to go through f1rst move. 5 Stars!”

Mr Tidmarsh

Terms and Conditions of Business – Full Management

Property: _____

Landlord: _____

Subject to your confirmation of instruction with regard to the letting and management of the above property, f1rst move will: -

- Market the property within the office and on the internet.
- Put a to let board up at the property.
- For each tenant or guarantor that we reference there will be a fee of £80 payable.
- Prepare a tenancy agreement.
- Arrange for the appropriate certificates to be carried out in line with the regulations, i.e. Gas Certificates every year, of which will be payable by you as the landlord.
- There will be a fee payable for an inventory being carried out at the property, this being £125 for a 1 bed, £140 for a 2 bed, £150 for a 3 bed and £160 for a 4+ bed.
- Collect rent payments from the tenant and then pay them, after management fees and any other costs, to your nominated account.
- Transfer the deposit to a government-backed bond scheme.
- Advise the utility companies and the council of the new tenant and dates of move in.
- Send a monthly Property Management Statement showing any rents received plus any associated costs and fees that have been deducted.
- Liaise directly with the tenants and tradesman with regard to any maintenance issues at the property that may arise during the tenancy.
- We will seek your permission to carry out any maintenance, and will deduct the cost directly from the rents received. If however there are insufficient funds within your rent account we may seek you to pay the contractors directly.
- Conduct property inspections in order to ensure that the property is being looked after appropriately by the tenant and that they are adhering to the conditions of the tenancy. However we cannot be held responsible for any damage that may be caused to the property.
- Rent increase fee of £75 will be payable if a section 13 is served.
- If rental payments are not made and arrears start to build we will deal with the situation appropriately and liaise with you in order to take the appropriate actions.
- If tenant vacates the property, we will carry out a final property inspection and check the condition of the property against the original Inventory.
- On your instruction we will market the property in order to find a new tenant upon the property becoming vacant. At which point an admin fee will become payable.
- The admin fee agreed will be payable each time a new tenant has to be placed in the property.
- Deal with getting the deposit out of the government-backed scheme and sending the monies back to the tenant and/or monies back to you if deductions have been made due to damage in the property.
- Where the property has not been left in a suitable condition other than standard wear and tear, we will agree with you and the tenant, an amount to come off the deposit to cover the cost in rectifying.
- If any dispute arises due to the tenant not agreeing with amount to be taken out of the deposit we will take the necessary steps to resolve the situation.
- There will be a fee of £45 payable to liaise with the DPS, tenants and solicitors in order to try to get any dispute resolved.

- If at any point during the tenancy, the tenant for whatever reason is taken to court, the legal fees incurred will be payable in advance.
- There will be a fee of £90 payable if a section notice needs to be served.
- f1rst move cannot be held responsible when a property is vacant, however we will endeavour to visit the property to ensure that the property is secure and will report any matters that arise.
- We will be proactive in the marketing of your property when looking for a new tenant. This will involve local advertising, internet advertising and a letting board. If after carrying out this process you remove your property from our portfolio a one-off payment of £100 will be charged to yourself to cover the advertising cost.
- If the management of the property is taken away from f1rst move within a tenancy period, then the amount of commission that would have been due within that period will become payable immediately. Outside of a tenancy period, within a periodic tenancy, 2 months commission will become payable.
- If a tenant decides to purchase the property at any point, then a fee of 1% of the sale price will be payable to f1rst move.
- There will be a £20 fee if you request an annual tax statement.

Please note that all charges are subject to VAT.

Commission Rate agreed:

Admin Fee agreed:

Signed by owner of property:

Print:

Date:

Signed by f1rst move:

Print:

Date:

Terms and Conditions of Business – Tenant Find Only

Property: _____

Landlord: _____

Subject to your confirmation of instruction with regard to the letting of the above property, f1rst move will: -

- Market the property within the office and on the internet.
- Put a to let board up at the property.
- For each tenant or guarantor that we reference there will be a fee of £80 payable.
- Prepare a tenancy agreement once a suitable tenant has been found.
- Arrange for the appropriate certificates to be carried out in line with the regulations, of which will be payable by you as the landlord.
- There will be a fee payable for an inventory being carried out at the property, this being £125 for a 1 bed, £140 for a 2 bed, £150 for a 3 bed and £160 for a 4+ bed.
- Collect the first month's rent and deposit.
- Transfer the deposit to a government-backed bond scheme.
- Advise the utility companies and the council of the new tenant and dates of move in.
- Charge 75% of the first month's rent as a fee for the tenant find only service, and pay the remaining monies into your nominated bank account.
- Upon the tenant moving out we will deal with getting the deposit out of the government-backed scheme and sending the monies back to the tenant and/or monies back to you if deductions have been made due to damage in the property.
- We will be proactive in the marketing of your property when looking for a tenant. This will involve local advertising, internet advertising and a letting board. If whilst carrying out this process you remove your property from our portfolio a one-off payment of £100 will be charged to yourself to cover the advertising costs.
- A fee of £250 will be payable up front. This amount will be taken off the final fee balance due once a tenant has been placed.

Please note that all charges are subject to VAT.

Fee agreed: _____

Signed by owner of property: _____

Print: _____

Date: _____

Signed by f1rst move: _____

Print: _____

Date: _____