

A Guide for Landlords wishing to let their House or Flat

This is our Landlord Information Pack a comprehensive guide to our VATs lettings service.

VATs is the Vale of Glamorgan Assisted Tenancy Scheme and we are looking for good quality flats and houses and have prospective tenants waiting. VATS has been running for over 10 years and we pride ourselves on having developed a careful and considered approach which takes all the worry out of letting your property.


We have developed an excellent comprehensive landlord package for you. All our lettings services are completely free and guaranteed. We offer these free services as standard for landlords whereas an agent may charge for, or not be prepared to offer.

This is our information pack for landlords wishing to let a flat or house but if you have a room or rooms to let we are also interested in letting these rooms. Contact us today to discuss letting your accommodation and we can tell you more about our excellent landlord package.

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LANDLORDS

introducing our VATs Lettings Scheme

Our Landlord Lettings Pack is a comprehensive guide to our service.

We are looking for good quality flats, houses and rooms and have prospective tenants waiting. All our prospective tenants have gone through our comprehensive tenant checks. Through the Vale of Glamorgan Council we have been operating our VATs scheme for over 10 years and pride ourselves on having developed a careful and considered approach which takes all the worry out of letting your property.

We offer an excellent and comprehensive landlord package for you. All our lettings services are completely free and guaranteed. We offer these free whereas an agent may well charge for many of these services.

We are able to offer our services free because the scheme is financially backed by the Vale of Glamorgan Council to help families and individuals find a home. The private rented sector is a popular option for many families and individuals and our scheme helps them which is why our services can be provided free to you.

We understand that letting your property can be a risky and complicated business and there are increasing legislative burden for landlords to 'get to grips with' and to apply. We understand your concerns. Our commitment to you is to protect your investment through providing you with an excellent service so you receive a secure income and a worry free service. Our dedicated Landlord Account Managers are highly skilled, experienced and passionate about their job. We don't just provide a lettings service and walk away. We pride ourselves on providing a high quality lettings and an excellent aftercare service which creates long term lets and long term income.

Start by looking at our service guarantees below to see how we can help you let your property quickly and worry free. Also check the table at the end of this pack which sets out typically how much it will cost you to let through an agent and how much you will save by letting through the VATs service

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Next Steps – It's all very easy

Contact us on our dedicated landlord line 01446 709567 or e mail us at vats@valeofglamorgan.gov.uk We will be happy to talk through our landlord package and how we can help you. We will explain our services and arrange for someone to come and see your property within 24 hours.

Our Service Guarantees

Guarantee 1:

Viewing your property and finding you a good tenant guarantee

- We have prospective tenants waiting and can let your property fast with no advertising costs or lettings fees for you to pay. We charge no administration fees, set up fees or renewal fees. In fact we charge no fees at all as all our services are completely free!
- We will arrange for someone to view your property quickly to keep the time your property is empty to a minimum.
- We will answer any questions you may have about the regulations that apply to landlords seeking to let and we will explain this in a simple 'non jargon' way.
- We will give you a written list of any work required if it is not accepted.
- We will agree the rent with you and the rent won't change once we have agreed it.
- We will provide you with a full video inventory at no charge.
- We will provide a suitable tenant to view your property within 48 hours once your property is accepted onto our VATs scheme.
- We will accompany all prospective tenants when viewing your property so you can be confident the prospective tenant is right for you.
- We can, if you wish, suggest a bespoke tenancy agreement including any reasonable terms that you may wish to add, and will supervise the signing of the Assured Shorthold Tenancy Agreement between you and the tenant.

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Guarantee 2:

Our Tenant Ready Certificate Guarantee

We go the extra mile to ensure that our tenants have gone through a number of essential checks. We issue our unique "VAT's Tenant Ready Certificate" which guarantees that:

- We have seen and interviewed all prospective tenants before showing them your property and checked their suitability for a tenancy.
- We have checked any previous known tenancy record to make sure there was no history of rent arrears, antisocial behaviour or previous damage to a property.
- We have checked that the prospective tenant can afford the rent for the property with or without the help of housing benefit and have carried out a budget health check so we are satisfied that they can manage their money.

Guarantee 3:

Our Financial Guarantee Package tailored to meet your needs (see below for more detail)

We will offer a comprehensive 'financial guarantee' package. Whatever your requirements we can build you a financial guarantee package that meets these. The package can be discussed with you prior to viewing your property. Remember we charge no fees for letting your property. What landlords want is a financial guarantee if there is ever a problem with the rent or any damage and we can provide this in several ways depending on your needs. If the tenant requires housing benefit to help pay the rent we have a local agreement for these payments to be paid directly to you and not the tenant thereby taking care of a major risk for landlords when they let their property.

Guarantee 4:

Our Housing Benefit Checks Guarantee

Inevitably, a number of tenants may need some help with housing benefit to pay all or part of their rent and many landlords are worried about taking tenants on housing benefit. When set up correctly this can be a very safe way to let your property with the rent being paid directly into your bank account on a set date every month without the hassle of having to chase up tenants who have missed a

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Guarantee 4: Housing Benefit

payment. Our Lettings service takes the worry out of chasing the rent by making sure that where a tenant is in need of help from Housing Benefit this is all set up properly at the start of the tenancy.

- We will give you clear advice about the Housing Benefit payment system and whether the tenant is likely to qualify for full or partial housing benefit. We will provide this information prior to you signing the tenancy so you are completely clear on how the rent will be paid.
- We will ensure that the tenant completes a housing benefit claim form prior to moving into the property; has provided all the supporting documentation needed for their claim and will arrange for the claim to be dealt with quickly by the Housing Benefit Service.
- We will be able to arrange for direct Housing Benefit payments to be paid to you not the tenant where you have requested this.
- We the VATs team are able to provide you with information within 24 hours where you have any query regarding the rental payment of housing benefit.
- We will also ensure that you will have direct access to the Housing Benefit Team so they are able to answer any questions for you. This is because as to be accepted on the scheme the tenant will have signed a consent form for you to be able to access information on their housing benefit claim.
- We will help the tenant(s) to set up utility accounts for the property.
- We will advise Council Tax of the new tenant's details.

Guarantee 5:

Our Free Post Tenancy Landlord Support Service Guarantee

Once your property has been let we don't just walk away! We provide you with a free post tenancy aftercare and support service and we are there for you if you have any queries or problems. We also remember that some landlords are new to letting and often need support and answers to the many confusing questions and regulations that apply to renting any property. We can answer these questions for you in a non-jargon way and provide any help and support so you know exactly what you need to do as a landlord.

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Guarantees 5 (continued)

- We provide you with your own dedicated Tenancy Account Manager who can help with any questions, queries and can intervene to resolve any problems if they were to occur.
- We will provide you with a dedicated landlord telephone number to contact the team and your Post Tenancy Account Manager.
- We will provide landlords that let through this scheme with free professional advice on all matters relating to renting a home including planning, building and private sector housing legislation, regulations and requirements.
- We will after 2 months arrange a telephone appointment with you to go through our 2 month health check. We check with you and with the tenant that:
 - The tenant has settled in and you are happy with how the tenant is conducting the tenancy
 - That the tenant is looking after the property and keeping up with the rent
 - Whether the tenant may need any additional help with managing their tenancy which we can provide for free.

That is our VATs scheme's 5 Guarantees designed to make letting your property simple and worry free

Contact us on our dedicated landlord line 01446 709567 or e mail us at vats@valeofglamorgan.gov.uk We will be happy to talk through our landlord package and how we can help you. We will explain our services and arrange for someone to come and see your property within 24 hours.

What We Require To Be Accepted Onto Our Scheme

We are looking for good quality properties and a full list of requirements will be sent, or e-mailed, with this information pack. We only ask for what is the standard requirement for any landlord letting a property in Wales. As a summary all properties or rooms need to be:

- Be clean, well maintained and presented.
- Fully furnished properties should include suitable furniture and white goods that are in reasonable condition and meet relevant fire and safety regulations.

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What we require (continued)

- We require properties to have a minimum of secure and suitable light fittings, curtain tracks, carpets or laminate flooring throughout as well as vinyl / laminate in the kitchens and bathrooms.
- All properties must be fitted with operational smoke alarms that meet relevant fire and safety regulations.
- There should be a suitable carbon monoxide alarm or alarms.
- All structural elements of the property (such as rainwater goods, doors, windows and so forth), should operate as designed and be in reasonable condition and repair.
- A Gas-safe certificate and Energy Performance certificate must be provided as required by law.
- You will be responsible for managing all repairs and maintenance to the property.

Estimate of the money you might save by letting through our scheme as opposed to letting through an agent

Comparison of costs to the landlord – estimated costs for a typical letting through a letting agent where you have opted for a letting and management service	Letting through a typical Agent	Letting through the VATs scheme
Agent's Management commission estimated 10% of an annual rent of £150 a week	£780	0 - free aftercare service
Inventory	£50	0 - free inventory
Sign-up lettings fee and administration – first month or 6 weeks rent	£325	0 - free letting service
Rent Insurance and Legal Protection estimated 3% of the annual rent	£230	0 - free rent loss guarantee up to 4 weeks rent
Total Estimated costs	£1,385	0

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Our Contact Details and Our Service Promise to You

Our office hours are 9am to 5pm Monday to Thursday and 9am to 4.30pm Friday.
Contact us on 01446 709567 or E-Mail us on vats@valeofglamorgan.gov.uk

Our Service Promise

All e-mails will receive a response within 1 working day.

All contact with our landlords and tenants is logged so should your dedicated Tenancy Manager be on leave, another member of our team will be able to assist you.

All landlords will be appointed a dedicated Account Manager from the first point you contact the service and they will provide their personal contact details.

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