



The Kelvin Francis 10 Top Tips to be a better Landlord and guide to a stress free Letting

Tip 1. Service over Fee's. An agent offering a minimal fee may seem attractive initially, however you need to ask yourself if they are able to deliver the *service levels* you would expect and also the ability to offer *tenant care*. If a tenant leaves due to being unhappy with the agent, you could find yourself with a potential void period and the cost of finding a new tenant as well as loss of rent.



Tip 2. Knowing your tenant. When looking for a new tenant it is vital to ensure you've taken reasonable measures to *reduce the risk of letting your property to an unsuitable tenant*. This is where using a reputable agent, can be hugely beneficial. Kelvin Francis Rentals reference all tenants in house. We carry out credit searches, obtain current or previous landlord/agent references and employment references. We find carrying out the referencing ourselves helps us get a better feel for the tenant and their suitability, rather than relying on a third party referencing company, to simply advise if they are acceptable by their criteria or not. We like to keep our Landlords involved with the referencing of tenants and keep them informed on what information we have obtained.

Tip 3. Quality Properties. Always try and make your property look as *presentable and kept in its best order*, as it can be. We find there is a higher turnover of tenants in properties that aren't in good condition and has had general maintenance neglected. If the property is in good condition, tenants will feel more at home and are likely to stay longer. The process of moving for a tenant is not as easy as it once was, so if tenants feel they are in a quality property they will be more likely to stay and take pride in looking after the property themselves. Investing in improvements in the property and ongoing maintenance repairs might seem an unattractive cost at first, but in the long term, it's more likely to keep a happy tenant and a continual income stream, without any void periods or re-letting fees. If you compare with a car, if it's looked after and serviced regularly, there is less chance of big garage bill for a major repair, as opposed to a car that has been driven hard and neglected.





Tip 4. **Knowing your responsibilities.** As a Landlord, you have certain responsibilities to the tenant in your property. There are many **legal requirements and legislation** that you need to adhere too. Using a reputable agent, who can advise and ensure you meet these requirements, will reduce the chances of being in breach of, or breaking the law. Kelvin Francis Rentals are members of the Association of Residential Letting Agents, we ensure all our Landlords are aware of any change of legislation and make sure they and their properties are compliant at all times. We are regulated by the RICS.



Tip 5. **Furnished/Unfurnished.** Once upon a time, furnishing a property used to yield a higher rent. We have found this to no longer generally be the case. The majority of **tenants do expect white goods** to be supplied by the Landlord, but frequently have their own furniture to bring with them. Also note, that as a Landlord you are responsible for what you leave in the property, so replacing worn furniture can be a potential cost against your rental income.

Tip 6. **Preparing for your tenant.** Once you have a tenant lined up, ready to move in, it's always best to ensure the property is **clean and tidy**. This sets the right tone for the tenancy. Always carry out an inventory on the property. Even if it's unfurnished it is vitally important to note the condition of the carpets, walls, doors, cleanliness of ovens etc. If you should have a dispute with a tenant at the end of the tenancy over the condition, on the return of the property, compared to the start, without a robust signed inventory, the Landlord will have little chance of being able to make a claim on the tenants' bond. Kelvin Francis Rentals employ a third party to produce a very coherent and tested inventories on all managed properties, at no cost to their Landlords.



Tip 7. **Welcoming your tenant.** Any information that can be given to the tenant on the property is obviously beneficial, especially on **how to use appliances**. Eliminating the chances of a tenant contacting you or the agent asking for assistance on how to operate the boiler, or what day the bins are collected or even worse, how to disarm an alarm that they don't have a code for, which is going off in the middle of the night, after a brief power cut!

Tip 8. Keeping an eye on your property. A tenant has a right to quiet enjoyment of the property and not to have any unlawful disturbances. However as a Landlord, you need to know that the tenant is looking after the property. Kelvin Francis Rentals *inspect managed properties quarterly* and provide an informative visit report. We are able to check on the internal and external condition of the property and alert Landlords of any concerns, it is also a good opportunity for the tenant to raise any issues that they may have.



Tip 9. Maintaining your investment. We have already mentioned the benefits of keeping up to date and acting quickly on required maintenance. We find with using local contractors, far more cost effective than using larger, more corporate contractors. Reputable agents have good connections with local tradespeople. Kelvin Francis Rentals have an excellent panel of *trusted contractors* to cover any potential maintenance issue. Due to our excellent relationship with them, we can offer competitive costs, prompt turnaround time and a professional

finish. Unlike many agents, *Kelvin Francis Rentals do not take a commission on the cost of contractors repairs.* Our Landlord costs are kept to a minimum by only paying the actual contractors charges, no more. Please note that not all maintenance is for the Landlord to worry about. Tenants have responsibilities too. This includes keeping gardens in a good and presentable condition, changing lightbulbs and repairs required, due to their neglect. A good agent, would be able to advise a Landlord who is responsible for a repair and even negotiate any, grey area situations.

Tip 10. Rent Smart Wales. Landlords should be aware of the new legislation requiring all Landlords to be registered and licensed who manage their own property. With the costs involved for Landlords, to take training courses and then apply for a license to be able to manage their own rental properties, we are now finding landlords with tenants in situ, are asking us to manage their properties. *Kelvin Francis Rentals offer a competitively priced service* with no hidden extras and strive to offer market leading customer service, which is appealing to landlords, who want minimal involvement with their tenanted properties and Landlords who are now finding using an agent hugely beneficial and not as costly as they may have thought.



Meet Our Rental Team

Thinking of renting your property?

We understand how important your property is to you. Do you want a Professional and Friendly service?

Contact us today, by telephone 02920 766538 option 2 for Rentals or by email, rentals@kelvinfrancis.com, for a free valuation and advice.