



A COMPLETE SERVICE
The CJ Hole Lettings Guide



01. Who are we?



CJ Hole estate agents are a professional network of independently run offices, strategically positioned to cover an extensive area of the south west of England.

CJ Hole has a long history in property letting. Founded in Clifton by Charles Joseph Hole in 1867, CJ Hole's main

business was rent collection, which in the Victorian era was more common than buying. The years rolled by, the company was passed down to his sons and the business expanded to include residential property sales. With over one hundred and forty years of experience in the property business, we have earned a reputation

for providing a high quality service, a reputation we work hard to maintain. We are proud of our expertise and always strive to achieve the highest levels of customer satisfaction, through our service delivery provided by teams of qualified and motivated property professionals.



02. We are connected



There are many reasons why CJ Hole stand out from the crowd. We believe a major factor is that each office is independently owned and operated under a franchise licence within a well-regarded specialist network.

Steadily expanding, CJ Hole are part of one of the most extensive estate agency franchising networks in the country. Making cross-office referrals to other interested

house renters is all part of the service. With over 80 offices nationwide, CJ Hole offer outstanding service across the network, including country-wide referrals and access to cutting edge technology platforms.

This expansive network stretches from the north of England right down to the South West, providing CJ Hole customers with referrals from all over the

country, giving your property the highest possible exposure to tenants from every corner of the UK.

At the same time, as a franchise, every office is independently owned and managed, offering personal commitment and proficiency and a personalised, knowledgeable local service within a regional network; the best of both worlds.



03. We are here for you



Letting your property can be a daunting prospect. That is why we are here to help you understand the process. We keep track of changes in the rental market so that you don't have to.

Our agents are skilled, not only at finding the right tenants for your property, but also in advising the best way to present your property to attract those tenants.

We will ensure the property is safe, and that all legal requirements are met, giving you peace of mind. CJ Hole is primed to offer advice on the lettings market, provide professional management services, and ensure your investment is working for you.

TAKE THE FIRST STEP

The first step is to meet with a representative from

our lettings department. We will be able to make recommendations to maximise the letting potential of your property, and advise on a realistic rental value.

We can help you decide whether letting is for you, and the kind of tenants that will suit your property. This service is provided free of charge and without obligation.



04. Furnished or unfurnished?



An early question you will need to consider is whether to provide your property furnished or unfurnished.

If you choose to let your property furnished, your property will need to be fully equipped so that tenants can move in with only personal belongings. Unfurnished accommodation should include the basics - carpets, curtains and basic kitchen appliances.

In our experience, the preference is towards unfurnished accommodation and we particularly recommend this option for first time landlords. Good quality, well equipped, furnished properties also appeal to certain types of tenants, particularly corporate tenants. Anything included by you will be your responsibility to repair or replace. A full inventory is vital for all properties, particularly furnished properties.



05. Put your best foot forward



Tenants today are sophisticated, and look for a rental property that reflects their lifestyle. To achieve a competitive rent, and ensure your property is leased quickly to a preferred tenant, remember that first impressions count.

Here are some tips to consider when preparing your property for viewings:

- Keep colours neutral
- Kitchens and bathrooms should be well equipped
- Less is more in terms of decoration
- Rooms should be light and bright
- Where possible use earth tones on floors
- Gardens should be neat and tidy
- Contemporary lighting is particularly important in modern apartments
- Everything should be sparkling clean including the windows

There are also practical considerations, including:

- Windows and doors need to be secure and in good working order
- Roofs should be free of broken tiles
- Outside patios, walls, fences and paved areas should be well maintained
- The heating system needs to be functioning properly
- Stairs and rails should be secure and safe
- Seals around showers, sinks and baths should be in good repair and drainage fully functioning
- Appliances must meet electrical and gas regulations



06. Moving forward



GETTING CHECKED
Once a tenant has been found, references are taken up by an independent referencing agency. References are used to provide verification of the information provided by the tenants. The agency will check that each tenant is credit worthy by checking for CCJs and arrears and take references from employers and the previous/current landlord. Once references have been received we will contact you to confirm the result and moving in date.



When we receive your instructions and signed terms of business, we will visit the property to take internal and external photographs.

We will finalise your tenant requirements with you so that we can match your property to the potential tenants we have on our database. Our multiple office network gives us a real advantage, as we have access to a large number of potential tenants.

Whether it is through existing contacts or from advertising enquiries, we aim to find the right tenant to suit both you and your property.

To protect your investment and show the property to its best advantage all potential tenants are accompanied during viewings by a CJ Hole member of staff familiar with the property and able to deal with questions.



07. Getting agreement



CJ Hole use an approved Tenancy Agreement which has been carefully designed to protect the landlord's rights to possession, help control the tenant's activities and comply with standard mortgage lender requirements.

Tenancy agreements are usually for an initial term of 6 or 12 months, however shorter or longer term tenancies can be negotiated. The Housing Act 1988 specifies

several different types of tenancy, however, your tenancy is likely to be an Assured Shorthold Tenancy or Contractual Tenancy.

TAKING NOTE

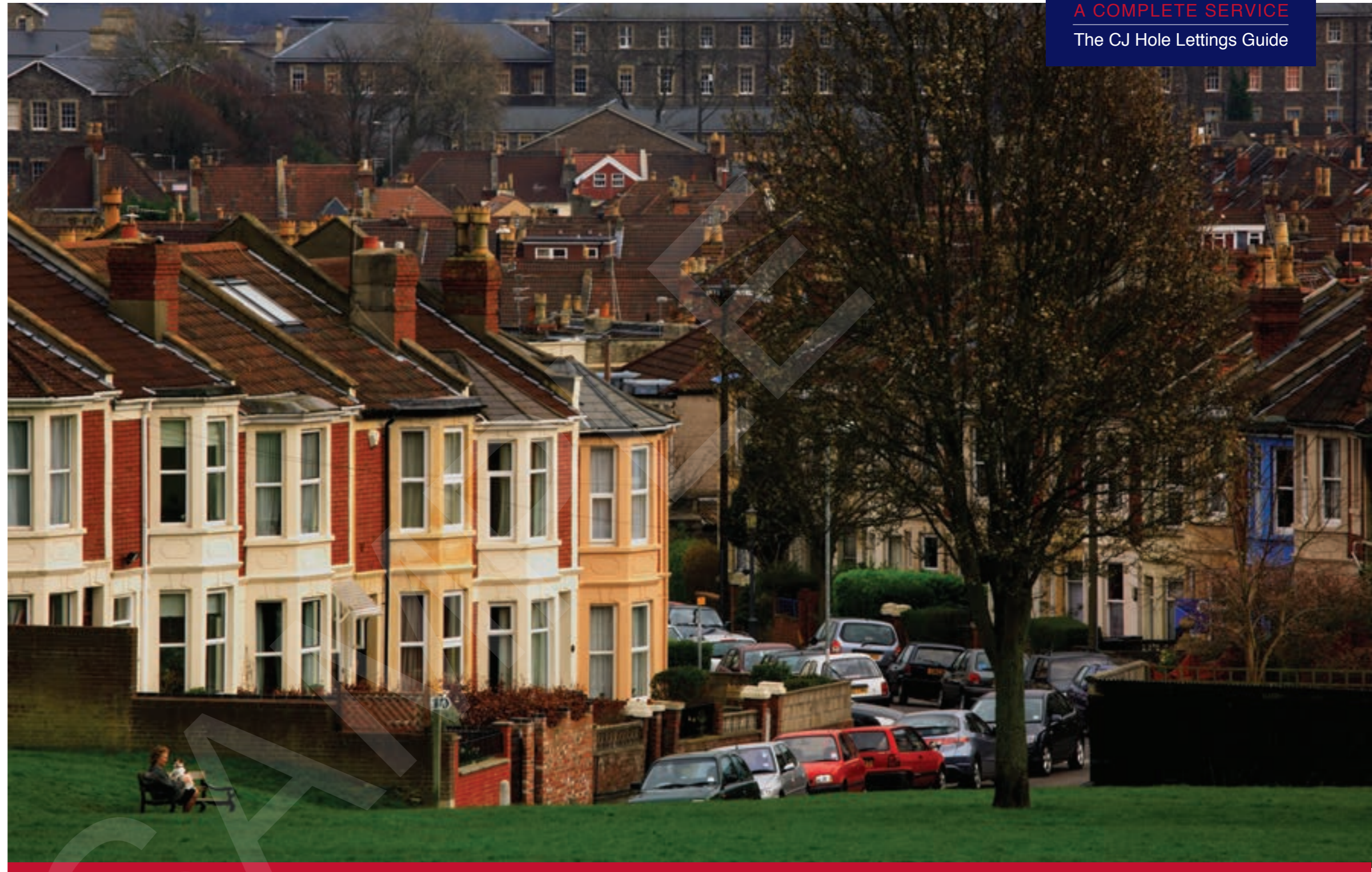
Whether you are letting furnished or unfurnished, an inventory/schedule of condition is essential. We arrange this using local independent inventory companies. At the end of a tenancy the property

is inspected against the inventory and any damage or deterioration is noted. The tenant is responsible for the cost of rectifying any damage, over and above what is considered to be fair wear and tear.

Legislation is weighted in a tenant's favour. It is necessary to provide properly prepared and accurate inventories/schedules of condition to protect landlords' interests.



08. Tenancy Deposit Scheme



As part of the Housing Act 2004 the Government introduced tenancy deposit protection for all Assured Shorthold Tenancies (AST) in England and Wales. All deposits, paid under an AST, must be registered with a government approved scheme within 30 calendar days of receipt.

At the end of a tenancy the landlord and tenant attempt to agree the basis for repayment of the deposit. In the case of a dispute the case is allocated to an independent, impartial case examiner.

MOVING IN

When the tenant signs the tenancy agreement we take the initial rental payment and, if instructed to do so, we will take receipt of and register the security deposit with our preferred deposit protection scheme. The level of deposit is generally the equivalent of 1 month - 6-8 weeks' rent.

We ensure funds are cleared before the tenant is allowed to move in and that ongoing rent is secured. The deposit will then be held in an approved protected account.



09. Responsibilities



BEING A LANDLORD

The landlord's obligations are clearly determined in Section 11 of the Landlord and Tenant Act 1985. The landlord is responsible for maintaining the structure and exterior of the property, heating and plumbing installations and dealing with routine repairs. If the property is leasehold, the landlord is responsible for paying the service charge and ground rent.

BEING A TENANT

The tenant has the responsibility of taking care of the rented property and using it in a responsible way, paying the rent and keeping to the terms of the tenancy agreement. If tenants cause damage to the property, they are responsible for a contribution towards the cost of repair beyond fair wear and tear.

BEING INSURED

Landlords should ensure that they have adequate building and contents insurance cover in place covering all fixtures, fittings, white goods and plumbing and heating installations. Tenants are responsible for insuring their own personal belongings.



10. Being managed



If you choose to have your property fully managed, we will ensure your property is cared for. We will deal with maintenance issues and arrange essential repairs and payments to contractors if required.

Our prime concern is to ensure the property is maintained in good condition. We will advise you of any improvements that may be required and work with proven contractors,

unless you have preferred contractors, ensuring prompt service at a reasonable cost.

The accounts team will ensure rent is paid on the due date and passed on to you quickly. Statements of rental income and expenditure are provided every month to ensure you have full information for tax purposes. The tenant pays rent directly to us and commission is collected on the basis

agreed in Terms of Business. We commit to visiting the property regularly during the term of the tenancy if we are providing a full management service and we will assist with extending or completing the tenancy. We can negotiate rent increases and will draw up an Addendum for the new term. If notice is not served on the tenant, the tenancy agreement automatically continues on a statutory periodic basis or we can renew the tenancy for you for a further fixed term.



11. We know about safety



Safety Regulations are extensive, designed to ensure the safety of the property and its tenants. There are heavy penalties for non-compliance. We can advise on safety matters for your property. These regulations change, but some things to consider include:

Gas Safety (Installation and Use) Regulations 1998

These cover all gas appliances, flues, meters and associated pipe work and require landlords to arrange an inspection, carried out by a 'Gas Safe' registered engineer. Once the engineer is satisfied, a Landlords Gas Safety Certificate will be issued, a copy of which must be held by us and given to the tenant before they move in. This certificate must be renewed annually. It is advisable to arrange the inspection before a tenant is found, to avoid delaying the start of the tenancy and we can make these arrangements on your behalf.

Landlords are also responsible for ensuring that either the operating instructions are shown on the appliance or an instruction booklet is supplied.

Furniture and Furnishings (Fire) (Safety) Regulations 1988 (Amended 1989 and 1993)

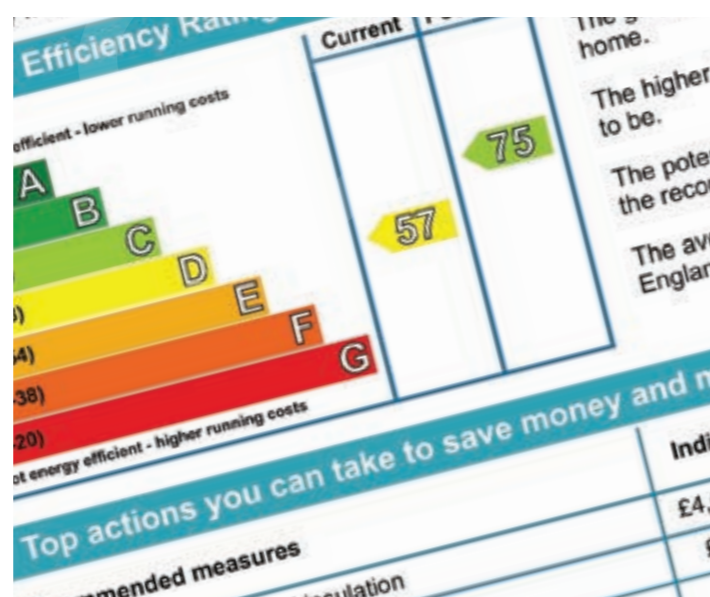
This Act covers all upholstery and upholstered furniture supplied by the landlord, including beds, curtains, pillows, headboards, mattresses, cushions, sofa beds, futons and so on. New compliant furniture will always carry the correct safety label.

The Electrical Equipment Safety Regulations 1994

These regulations apply to landlords who let accommodation containing electrical equipment. The electrical installation at a property and all electrical appliances should be regularly checked. The landlord is responsible for ensuring either the operating instructions are shown on the appliance or an instruction booklet is supplied.



11. We know about safety



Smoke Detectors
All new homes built after June 1992 must be fitted with mains operated smoke detectors. There are no specific regulations governing older buildings, but alarms on each floor of a property are recommended.

Energy Performance Certificates (EPC)
EPC's have been introduced to improve the energy efficiency of buildings. The EPC is required by law when a property is offered for sale or rent. It gives home

owners and tenants information on the energy efficiency of the property. Part of the EPC is a recommendation report listing the potential rating that the property could achieve with changes. The report lists improvements and how this would affect the energy and carbon emission rating of the property.

You do not have to act on the recommendations contained in the report. Landlords need to provide an EPC to prospective tenants the first time the property is let or when re-let. The EPC is valid for 10 years.



12. Providing answers



We recognise that landlords have questions. Here are the answers to a few common questions.

What should I do if my tenant doesn't pay the rent?
Where a rental protection product is in place, this will be invoked as specified. Where it is not and the landlord has paid for the rent collection service, CJ Hole will demand the rent from the tenant. In this case there are set procedures for dealing with rent arrears and we can give guidance on the process for gaining possession of the property if needed.

Who will oversee any repairs?

Depending on the service, our staff will determine who is liable and arrange for the work to be carried out by a qualified contractor.

What is management?

CJ Hole provide a management service to protect and maintain a property to the standard it was at the beginning of the tenancy, fair wear and tear excepted. This includes arranging all maintenance and running repairs, except for items that are clearly the tenant's responsibility.

Should I inform anyone that I intend to let my property?

Yes. If the property is subject to a mortgage, your bank or building society will require details of the tenancy in order to consent to the letting. If the property is leasehold, it may also be necessary to obtain written consent from the freeholder.

When and how will I receive my rent?

With our Full Management and Rental Collection Service, when bank details have been supplied we will arrange for payments to be made directly into your account within approximately 10 working days of receipt of the funds. With the Tenant Find Service the tenant will pay rent directly to the landlord by standing order.

Who pays the bills?

In addition to the rent, tenants are responsible for paying water charges, council tax, gas, electricity and telephone bills.

How will you find me a tenant?

Once we have established your requirements, these will be carefully matched against our database of potential tenants. We will advertise properties via internet and newspaper advertising to attract new tenants. Once a suitable tenant has been found we carry out stringent checks to ensure nothing is left to chance.



13. We are property marketing experts



CJ Hole knows that the only way to rent a property is to achieve the right marketing mix - from using eye-catching sales boards to securing prominent advertising and PR coverage. CJ Hole has developed a comprehensive marketing programme to ensure that every property we put on the market achieves the highest quality exposure possible to the broadest market segment.

Particulars are posted on the CJ Hole website, networked to over 80 agents across the country, as well as being uploaded to a variety of internet portals

(depending on which portals your branch use, please speak to them for more information). That is only the start. Together with prominently positioned offices and our dedicated, highly professional lettings team, we offer a marketing programme that is second to none - and achieves results, time after time.

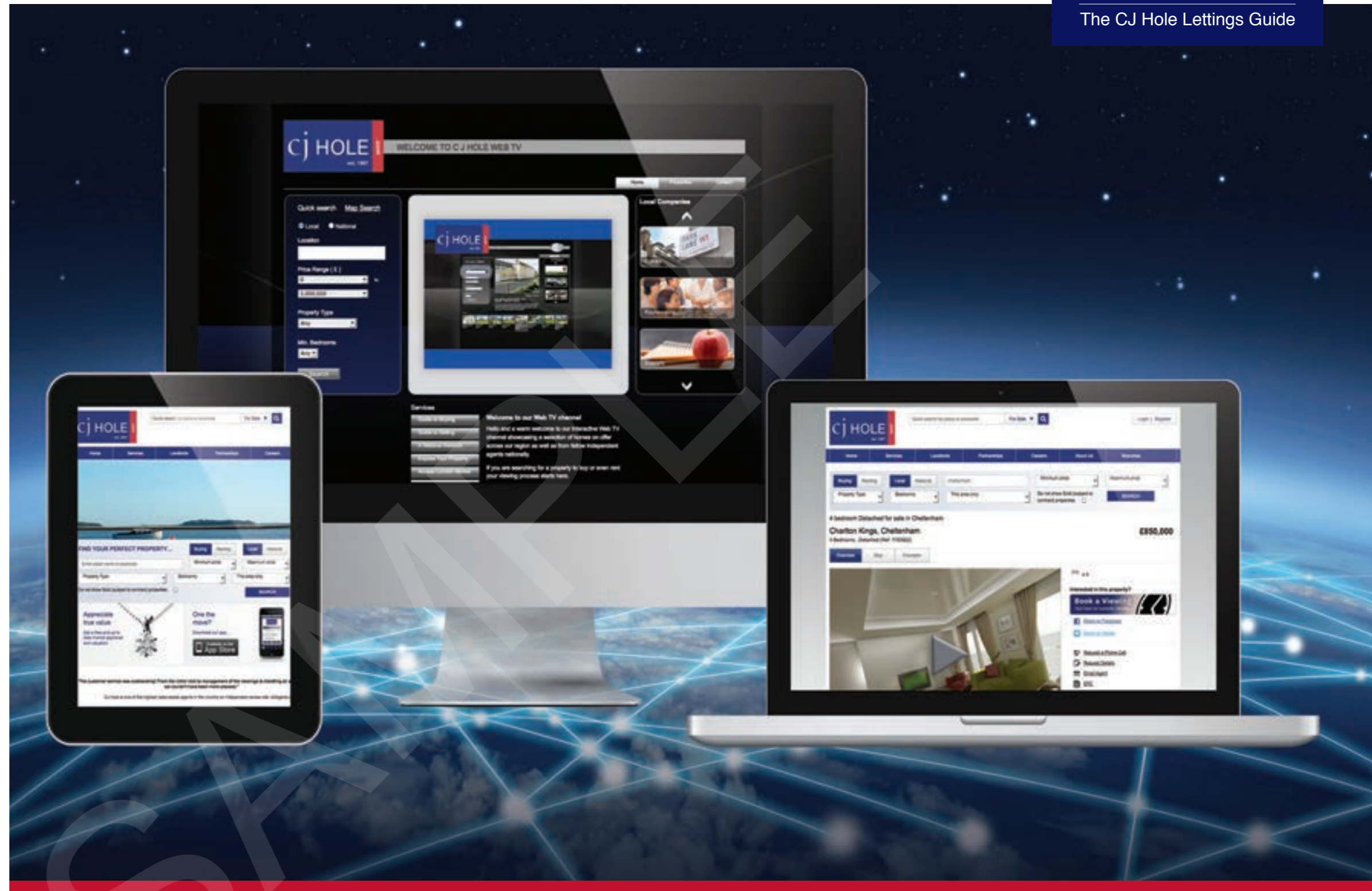
WE KNOW ABOUT ADVERTISING AND PR
CJ Hole recognises the importance of advertising and PR as part of the marketing mix. Our advertising schedule is extensive. In most instances, we advertise

across the property sections of the prominent local papers, as well as committing to specialist advertising in selected high circulation regional and national publications, newspapers and magazines.

CJ Hole advertising layouts are professionally designed to be eye-catching and memorable, and we limit the number of properties we advertise to ensure each property receives the attention it deserves.



14. We are online



We recognise that the internet is one of the most important tools for potential tenants and that is why we made a serious investment in online technology for promoting property.

CJ Hole's website uses cutting edge technology and is updated the instant a property's status changes. Simple-to-use method of accessing property details and ensuring these details are available

to a broad audience of potential tenants.

Both landlords and tenants are served by our online systems. We will make sure your property is immediately visible, and with a single entry the details are instantly distributed throughout the network.

Websites are not enough. CJ Hole also communicate with tenants across social media platforms such as Twitter

and Facebook, keeping interested parties immediately informed of new properties and local and national market updates.

Our fortnightly online magazine is not only sent out to our extensive database of applicants but also to online users who register to receive it. Each edition of our E-zine is currently being sent to over 928,752 people.



15. We set high standards



CJ Hole has an established reputation to protect. We ensure our franchisees meet and exceed the highest professional standards.

All CJ Hole branches are members of The Property Ombudsman Scheme, have Client Money Protection and have staff qualified by ARLA (the Association of Residential Letting Agents, the most prestigious professional body in the industry) or are in the process of qualifying.

This means both landlords and tenants can rest assured that they will receive professional, unbiased advice at all times.

Commitment to the highest standards is developed within our team through the CJ Hole training academy's unique mix of on-the-job training and external professional development courses. We are proud of our teams, and are committed to making sure we provide premium service – the service you deserve.



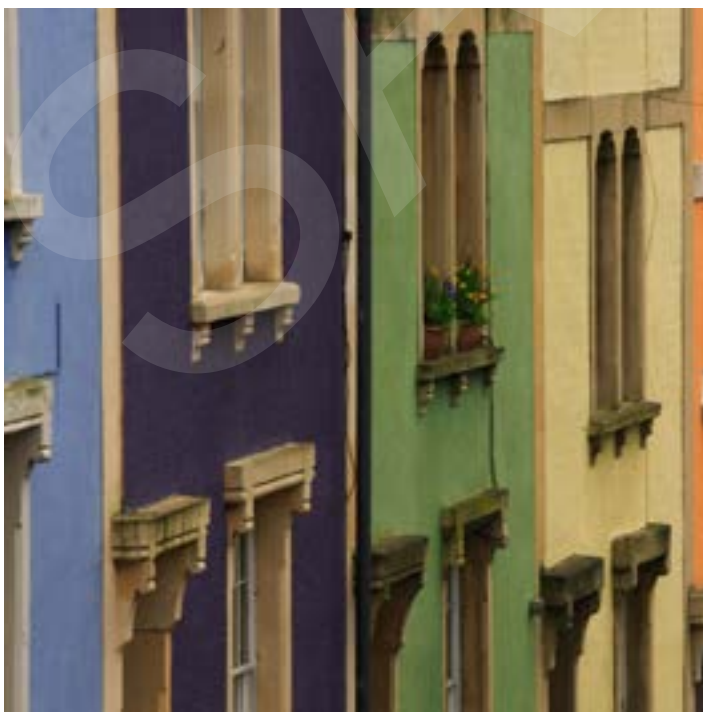
16. We are near you

CJ Hole have 15 offices covering the South West of England stretching from Cheltenham in the North, throughout Bristol and Somerset right down to Bridgwater. Having let properties in the area for nearly 150 years, whatever your property requirements we will be able to help you.

If you would like further information about our range of extensive services, please contact your local agent listed on the rear of this guide or visit our website at www.cjhole.co.uk



A Complete Service



Bishopston Office: 0117 9232888
Bradley Stoke Office: 01454 626300
Bridgwater Office: 01278 455255
Burnham-on-Sea Office: 01278 780000
Cheddar-Sales Office: 01934 740055
Cheddar-Lettings Office: 01934 740022
Cheltenham Office: 01242 255101
Clifton Office: 0117 9238238
Congresbury Office: 01934 830 333
Hanham Office: 0117 9352535
Henleaze Office: 0117 9629221
Southville Office: 0117 9634373
Wedmore Office: 01934 713296
Worle Office: 01934 512537
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