

Appendix



ARLA (Association of Residential Letting Agents)

We're proud to be ARLA accredited agents and we fully comply with the strict guidelines & code of practice set out by ARLA, the UK's professional body for letting agents and it aims to raise standards within the lettings industry.



Safe Agent

Safe Agents provide a mark of trust to letting agents that offer client money protection. Our client finances are independently audited.



The Property Ombudsman

This provides a fair, free & independent dispute resolution service for letting agents and their customers to give customers confidence in our approach.



ID/Document Checks

We are required to carry out certain checks on property owners. After you have confirmed Umega Lettings as your agent we will request an ID check, proof of your current address and proof of ownership of the property to be let. This is done via a secure third-party (AmicusID) this gives you assurance that your documents will be handled appropriately and stored safely. These checks must be completed before the start of the tenancy.

Inventories

Our photographic and written inventories are extremely detailed however if cupboards are cluttered with 'odd' items (ie, mugs that don't match/incomplete sets of cutlery) these will not be itemised in the inventory.

Tenancy Agreements

Our tenancy agreement and all relevant notices are in line with current legislation. We talk tenants & any guarantors through their obligations. We also serve the appropriate notices to successfully end a tenancy if you require repossession of your property (this can be a minefield!) or the tenant is not fulfilling any of the terms of the tenancy agreement.

Tenant Contents & Liability Insurance

We recommend that our tenants take out contents & liability insurance to cover their belongings and to cover any accidental damage to your property & furnishings.

Landlord Registration

As part of the Antisocial Behaviour (Scotland) Act 2004 all landlords must register with their local authority to ensure that they are 'fit and proper'.

It is easy to register online at www.landlordregistrationscotland.gov.uk (paying £55), naming Umega Lettings as your agent by quoting our agency reference number: 83875/230/21120.

Property Insurance

We have our own block insurance policy provided by AXA and administered by Borland Insurance Brokers. This is an excellent policy covering legal costs and loss of rent and enabling us to deal directly with AXA on your behalf, to avoid you getting involved. Quotes available on request.

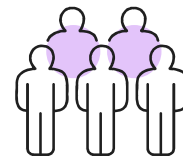
Tenancy Deposit Scheme

We administer deposits in line with the Tenancy Deposit Scheme (Scotland) Regulations 2011. Tenancy deposits are transferred to the independent 'Safe Deposits Scotland' who hold the deposit for the duration of the tenancy & Key Information about the tenancy and the deposit is provided to the tenant.



HMO (Houses in Multiple Occupation) Properties

Under the Civic Government (Scotland) Act 1982 any rented property occupied by 3 or more unrelated people must have a license from the local authority. This relates to the fitness of the landlord and the property to be used as an HMO. We can take care of your HMO license application/renewal for just a 0.5% (+VAT) increase on your management fee.



Non-Resident Tax Advice

Non-UK based landlords should complete HMRC form NRL1 (quoting Umega Lettings HMRC number NA043298) to enable UK rental income to be paid to them without deduction of UK Tax. Non-resident landlords can apply to receive rent without tax deduction on the basis that their UK tax affairs are up to date and they do not expect to be liable to UK income tax for the year in which they apply. More info available at; www.gov.uk/tax-uk-income-live-abroad/rent

Furnishings

The Fire & Furnishing Fire Safety Amendment Regulations 1993 state that all new furniture must have a manufacturer's label attached showing compliance with Fire Safety Regulations (most new furniture/upholstered furniture should comply, provided a label is attached).

Instructions/Tools

You should provide instructions for all appliances and other installations within the property & basic tools so these can be made available to tenants, avoiding any unnecessary maintenance call outs.

Factoring Commitments

Landlords should pay any factoring fees for their rental properties (including stair cleaning and upkeep of communal garden).

Maintenance

We will endeavour to contact you before carrying out any maintenance but if we do not hear back within a specified time period we will assume you have consented the works required (to ensure the comfort of your tenants).

Accounts

We endeavour to pay our landlords within 2 days of rent being received into our client account. Funds may take 2-3 days to clear in your account. Although we have strict policy relating to late rent payment & we work hard to collect rent payments on time, we cannot guarantee rent payments will reach you on a specific date each month, so you should always hold a cash 'buffer'. We can provide an annual statement of your account for tax purposes.

Safety Certificates & Installations

Safety & Compliance	Description
Energy Performance Certificate	An Energy Performance Certificate (EPC) is required for all properties on the market to provide tenants with information on the energy efficiency of the property. The EPC lasts 10 years & also highlights areas where the energy efficiency in the property could be improved.
Legionella Control	Health & Safety Executive (HSE) guidelines state that landlords have a duty of care to ensure rental properties are assessed for the presence of Legionella and that any resultant works are carried out.
Gas Safety Certificate & Boiler Service	In line with the Gas Safety (Installation & Use) Regulations 1998 gas appliances should be checked for their safety annually by a 'Gas Safe' registered engineer & boilers should be serviced annually. If you have 'Homecare' cover you may be entitled to a Landlords Gas Safety Inspection & boiler service.
Electrical Installation Condition Report	Under Sections 13(4A) & 19B(4) of The Housing (Scotland) Act, regular electrical safety inspections are required including an Electrical Installation Condition Report (EICR), to check the safety of all wiring & circuitry in the property. EICR inspections can sometimes flag additional works required in order to remedy issues and ensure the electrical safety standards are met. If remedial works are required we will discuss with you and provide a quote before proceeding.
Portable Appliance Test	Under the same regulations, a Portable Appliance Test (PAT) is required to test the safety of all portable appliances (e.g fridge/freezers, lamps, toasters, etc).
Carbon Monoxide Detector	Rented properties must have (battery or hard wired) CO detectors in rooms containing gas appliances.
Fire Blanket	A wall mounted, packed fire blanket must be provided within rental properties.
Fire Detection Alarms	The Housing Scotland Act (2006) Repairing Standards requires that rented properties must have hardwired, interlinked smoke alarms in all communal areas along with a heat detector in the kitchen. There are normally 2-3 alarms required for a two-bedroom property, and the price of the alarms will depend upon the suitability for the property. We will provide you with quotes for this work before proceeding.
Inventory	Rented properties should have a comprehensive Inventory and Condition Report to ensure the condition of the property and contents is fully documented at the start of each tenancy. This document is then used to check the property against at the end of the tenancy and may be used as evidence if a deposit claim goes into dispute. We use an independent inventory company to ensure this is viewed as fair and unbiased by the Tenancy Deposit Scheme.