

bath  
stone  
property

packages



Legal responsibilities ... Local contractors  
Effective property management ... 24/7 tenant support

It's your journey - we're here for you.

Whatever your needs [#wedopropertybetter](#)

Focused on You ...





Bath Stone Property was founded on the heritage of the beautiful city of Bath, with a fresh, innovative and forward-thinking approach focused on you.



Anna Moore (left) and Sarah Bryant (right) created Bath Stone Property; between them they have 40+ years of industry experience.

They want to offer traditional values of honesty, reliability, stability and independence whilst providing modern methods of marketing property.

Freeing up your time ...



# Delivering Experiences

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Bath Stone Property offers one of the most comprehensive lettings services tailored to suit you, backed up with qualified staff and many years of experience.

Many of our clients have allowed us to manage their properties and would not dream of going anywhere else - sit back, relax and decide how we can support you in the best possible way.

We offer three basic packages to suit the type of landlord you are, and we try to offer tailor made packages suited to you.





A close-up photograph of a person's hand, wearing a dark blue suit jacket and a white shirt cuff, knocking on a dark brown wooden door. The hand is positioned in the center-right of the frame, with fingers curled as if making a firm knock. The door has a visible grain and a metal handle above the hand. The background is slightly blurred, showing more of the door and a hint of a wall. The entire image is framed by a thin yellow border.

Connecting you  
with ideal tenants ...

# Tenant Introduction Service

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We work for you by finding the best and most suitable tenants for your property.

Bath Stone Property can carry out all the referencing and produce the legal documents for you to continue the tenancy with your tenants directly.

Our **Tenant Introduction Service** includes:



Market rent assessment tailored to your requirements.



First month's rent and deposit collection.



Printed and digital marketing details for your property.



Advice and guidance on all safety and legal requirements.



Professional internal and external photography.



All utility companies and local council informed of new tenants.



Bath Stone Property 'To Let' board for placement at the property.



Property File portal for access to all documentation.



Property listings on Rightmove, Zoopla, OnTheMarket and our website.



Property re-listing if notice is served by the tenant or Bath Stone Property.



Accompanied viewings with all prospective tenants and guarantors.





Your time ...  
made even  
more valuable

# Rent Collection Service

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This is for landlords who have the confidence to manage their own property, but not the time to check accounts regularly or the ability to enforce legal documents and procedures.

Our **Rent Collection Service** includes our **Tenant Introduction Service** and the reassurance of us managing the rental account.



Monthly rent collection from the tenant including the chasing of arrears.



Preparation of monthly statements, including VAT breakdown, emailed directly to you.



Management of the rental account, ensuring everything is done within ARLA guidelines to ensure rental payments are made from tenants on time, every month.



Supply of legal letters in the event of arrears.



**Remember - we can be flexible!**

Just let us know if this service needs to be tailored to your requirements.

# Complete Property Management

For complete peace of mind, Bath Stone Property can ultimately take care of your property management on a day to day basis.

Unlike most letting agents, we appreciate all our landlords are different, so we try to accommodate any requests you may have - we never forget this is your property, and we work for you.

Our **Complete Property Management** includes:

- ☐ Market rent assessment of your property.
- ☐ Printed and digital marketing details for your property.
- ☐ Professional internal and external photography.
- ☐ Energy performance certificate and floor plans supplied.
- ☐ Property listings on Rightmove, Zoopla, OnTheMarket and our website.
- ☐ Accompanied viewings with all prospective tenants and guarantors.
- ☐ Regular feedback of the market position and from completed viewings.
- ☐ Full comprehensive referencing of all tenants and guarantors.
- ☐ First month's rent and deposit collection.
- ☐ Rent collection from the tenant.
- ☐ Preparation of monthly statements, including VAT breakdown, emailed directly to you.
- ☐ Management of the rental account, ensuring everything is done within ARLA guidelines to ensure rental payments are made from tenants on time, every month.
- ☐ 24/7 emergency point of contact for your tenants on your behalf.
- ☐ Dedicated property manager for your property.

- ☐ Quotation sourcing for property maintenance works. Instructing and overseeing all routine maintenance issues on the property.
- ☐ Recommending and organising property improvements.
- ☐ Assistance with insurance claims.
- ☐ Advice and guidance on all safety legal requirements to ensure full compliance.
- ☐ Property File portal for access to all documentation.
- ☐ Property re-listing if notice is served by the tenant or Bath Stone Property.
- ☐ Advice and negotiation on deposit disputes.
- ☐ Market rent appraisals and negotiation of rental agreement extensions.



### **Remember - we can be flexible!**

Just let us know if this service needs to be tailored to your requirements.





Going above  
and beyond ...



# The Optional Extras

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Bath Stone Property takes care of you - whatever your needs, we can tailor our services for ultimate peace of mind.

In addition to our set packages, you can also ask us to manage the following:

*(Already included in **Complete Property Management** package):*



Energy performance certificate and floor plan supply.



Advice and negotiation on deposit disputes.



Market rent appraisals and negotiation of rental agreement extensions.



Preparation of end-of-year financial reports.



Professional and compliant tenancy agreements.



Written and photographic inventory drafting.



On-site check in and inventory sign off.



Deposit registration.



Regular property visits, including detailed photographic reports.



On-site checkout and reporting.



Rent guarantee insurance.



Obtaining and managing major property renovation.

# Safety and Responsibility

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All landlords have a duty to ensure their tenants are safe; landlords can organise these on their own, or we can manage this for you with our trusted range of contractors.

## Gas Safety

The law requires that all appliances are safe, and strongly recommends independent testing.

The Gas Safety (Installation Use) Regulations 1998 state that all let and managed properties must be tested annually for safety.

Only Gas Safe registered contractors with Approved Code Of Practice (ACOP) qualified engineers are authorised to carry out work on gas appliances and piping. **Failure to comply can result in fines or, in extreme cases, imprisonment.**

## Electrical Safety

Duty of care demands that all electrical appliances are regularly tested, particularly when the property become available to let.

The Electrical Equipment (Safety) Regulations 1994, including plugs and sockets etc. state that supplying unsafe appliances is an offence. In the event of an electrical accident, the landlord must be able to demonstrate the supply and appliances have been

independently tested and are safe.

The electrical installation of the property itself must also be assessed for its safety, and must be completed every 5 years, with an Electrical Installation Condition Report (EICR) being proof of this. An EICR assessment must be carried out by a qualified electrician or contractor.

## Smoke and CO Alarms

The law requires at least one smoke alarm installed on each floor of your property, and a carbon monoxide alarm 1-3 meters from any solid fuel burning appliances (e.g. coal fires or wood-burning stoves).

Landlords must ensure all alarms are in good working order at the beginning of each new tenancy.

## Energy Performance Certificate (EPC)

Since October 2008, all let private residential property requires an EPC by law, with a copy of the certificate provided to all tenants prior to beginning their tenancy.

Landlords are under no obligation to act on EPC recommendations, however doing so can make the property more attractive to potential clients.

## Fire and Furnishing

All furniture in a furnished let must meet the fire resistance requirements of the Furniture and Furnishing (Fire) Safety Regulations (1998).

The regulation applies to any of the following upholstered items:

- Beds, mattresses and headboards
- Sofa beds, futons and any other convertibles
- Loose and stretch covers for furniture
- Nursery furniture
- Scatter cushions, seat covers and pillows.

Bath Stone Property will not let any property containing non-compliant furniture. All items must carry a permanent label as proof that the item is compliant with regulations.

## HMO Licences

If you own a House of Multiple Occupation (HMO) which is rented with shared facilities, you may need a licence to let. Please contact us for more information, or alternatively you could visit:

**[www.gov.uk/house-in-multiple-occupation-licence](http://www.gov.uk/house-in-multiple-occupation-licence)**

or

**[www.gov.uk/private-renting/houses-in-multiple-occupation](http://www.gov.uk/private-renting/houses-in-multiple-occupation)**

(Please note these regulations are subject to change)

## Legionella Risk Assessment

Legionella is a potentially fatal illness like Pneumonia, which can be caught by inhaling bacteria generated by hot and cold water heating systems, in including storage tanks, which are not functioning properly or left stagnant for a period of time.

The Health & Safety Act 1974 the Control of Substance Hazardous to Health 1999 were recently changed, and the Control of Legionella Bacteria in Water Systems Approved Code of Practice (ACOP L8) now applies to domestic living.

We recommend that all landlords of residential properties have an assessment completed at least every two years or if significant work is carried out to the water system, pipework etc. to comply with the law.

## Landlord Insurance Services

Bath Stone Property can recommend companies who can help with rent guarantees, buildings and contents insurance cover and mandatory HMO licencing - please contact us if you need help with any of these.



Giving  
back ...



# Supporting our Community

At Bath Stone Property we love getting involved with the local community, whether it be colouring competitions with local schools or attending and sponsoring local events.

Throughout the year we arrange events to raise money for charities such as Breast Cancer Care, Jessie May Children's Charity and Macmillan Cancer Support. We have arranged coffee mornings, got ourselves muddy at obstacle events and even done the odd sky dive!

As a team, we enjoy the variety of fundraising we do, and are always looking for new local schools and charities to support - if you have or know of a local school or charity looking for additional support, we would love to hear from you at [lettings@bathstoneproperty.com](mailto:lettings@bathstoneproperty.com)



# Speak to us

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