



# CGT

[www.cgtletings.co.uk](http://www.cgtletings.co.uk)



Est. 1987

the region's leading letting agent

# INTRODUCTION

Thank you for considering CGT Lettings for the total management of your property.

Established in 1987 and with prominent offices in Cheltenham, Gloucester, Quedgeley and Tewkesbury we have become the region's leading letting agent.

At CGT Lettings we believe in offering a straightforward, honest, professional and competent service where the Landlord's interest is always of paramount importance.

We, at CGT Lettings, aim to take all the worry and concerns away from you so that you are free to carry on with your busy life.

Letting a property can seem a daunting and difficult project and although there can be issues this is where a professional and dedicated management company like CGT Lettings can help. Our team of experienced, trained professionals have many, many years of experience of the property market.

The information in this brochure does not aim to be totally comprehensive. It is a guide to the range of services that we offer. It will hopefully dispel any worries you may have. Should you require clarification on any point please do not hesitate to contact one of our fully trained staff or call in to see us. You will be made very welcome.



# HOW IT ALL WORKS

1. The first step is for your property to be valued for the rental market. This involves one of our managers visiting your property to view it. Advice will be given on standards of presentation, quality of fittings, range of appliances (i.e. dishwasher, washing machine, etc), location and duration of letting. At this time we will discuss with you, in detail, how we will manage the letting of your property. If you have preferences for the circumstances of the tenant or wish us to consider any limitations e.g. non smoker, professional couple, no pets etc. we will be happy to work within such parameters.
2. Once a rental figure has been discussed and agreed, and you have confirmed that CGT Lettings will be managing the property, we shall require you to complete our Landlords Information Booklet which will request information such as your Bank details, your address, Insurer's details etc.
3. We will then include details of your property on our availability lists. This is circulated weekly to businesses and government establishments in the area and also distributed through our own mailing list. Advertisements appear regularly in the local press and we subscribe to all of the main internet portals including Rightmove and Find a Property.
4. Our established and well visited Internet site promotes your property and improves communication, particularly for landlords overseas. The site is updated daily.  
[www.cgtlettings.co.uk](http://www.cgtlettings.co.uk)
5. All prospective tenants will be accompanied at all times when viewing your property.
6. Once a prospective tenant has been secured (subject to your approval) we will obtain references, rental guarantee and on satisfactory receipt, the tenancy will be agreed.



# MORE DETAIL

## 1. **ARLA**

We are pleased to confirm our licensed membership of the Association of Residential Letting Agents (ARLA) who in guiding the Government on current and future legislation keep us advised of any changes in the industry. All monies held by CGT Lettings are bonded and secure under the ARLA bonding scheme.

## 2. **Advertising**

We advertise regularly in the local press. Available property details are circulated through our mailing list and internet sites, to business and government establishments. We will continue to promote your property until let.

## 3. **Viewings**

A trained member of staff will accompany all prospective tenants to your property.

## 4. **References/Rent Guarantee**

We take all steps possible to ensure the highest calibre of tenant. We therefore employ a specialist company to obtain references, detailed credit searches and County Court judgement history. As a consequence of this process we are able to offer rental guarantees which include legal fees.\*

## 5. **Technology**

Our established and well visited website promotes your property. Easier and faster communication via email creates a closer bond with landlords, particularly those overseas. It has been judged by tenants and landlords to be the best local property website.

## 6. **Deposits** (1 months rent plus £100 per person minimum)

A deposit will be held in a separate account to cover any dilapidations and damages that may occur. All tenants' deposits are registered with the Tenancy Deposit Scheme (TDS).

## 7. **Services**

Electric, Gas, Water and Council Tax become the responsibility of the tenant. Prior to the tenant moving in we will take meter readings. We then advise all relevant services of the change to the account name. When a tenancy finishes we advise the relevant utility companies of the end readings.

## 8. **Tenancy Agreement**

All tenancy agreements used by CGT Lettings are in accordance with the Housing Act 1988 (as amended). Additional clauses may be added to protect certain wishes of the landlord. This section is very detailed and if you would like to discuss specific points please do not hesitate to contact the office.

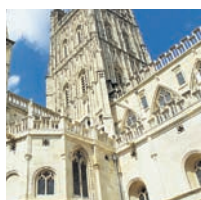
## 9. **Maintenance**

We have a team of trained and trusted contractors who will undertake to carry out repairs to your property. We recommend a repairs allowance to deal with emergencies and minor problems. It is very important that repairs and problems are attended to quickly and efficiently. In the case of a serious problem, quotes would be obtained and forwarded to you for authorisation. If you prefer us to use your own maintenance contractors we will be happy to do so.

## 10. **Legislation and Safety**

We are able to advise on all legislation including safety and we employ qualified contractors on your behalf to carry out the necessary checks. If you would prefer us to use your own contractors this can be arranged providing they are suitably qualified.

\*Conditions apply



## 11. **Rent Collection**

All rental monies are due on 1st of the month paid by Standing Order from the tenant. Rental income will normally be credited into your account around the 8th of each month. CGT Lettings operates the BACS system (electronic payments) thereby avoiding sending cheques by post. This system is simple, straightforward and benefits you the client.

In the unlikely event of rent being overdue this will be dealt with immediately and should it become necessary rental guarantees effected and any legal action will be instigated with your approval.

## 12. **Insurance**

Where possible, we request that the tenant considers taking out insurance which covers your buildings, fixtures and fittings against accidental damage. We also ask that you consider taking out insurance via our Landlord Specialist Block Policy, covering you for both buildings and malicious damage, which also provides free contents insurance.

## 13. **Inspection Visits**

We undertake to inspect your property after three months and periodically thereafter throughout the tenancy with any recommendations. You will be sent a report after every inspection.

## 14. **Inventory**

Whether your property is to be let furnished or unfurnished we will undertake a full and detailed inventory of your property. The tenant is asked to check this within 48 hours of moving in, then to sign and return it to us.

## 15. **Training**

It is essential to keep updated with legislation and regulations imposed on landlords. We operate a training scheme in association with ARLA for all members of staff, who regularly attend courses to keep up to date with changes and to attain recognised professional qualifications.

## 16. **Finance and Tax Planning**

UK rental income is subject to tax, whether the landlord lives in this country or overseas. To assist landlords in completing their tax returns, we can provide, for a small fee, an annual summary of rental income and expenditure. (Free for Gold Service customers).

For overseas landlords, we request you apply for a CNR assessment number. This enables us to pay rental income without making any tax deduction.

## 17. **Mortgages**

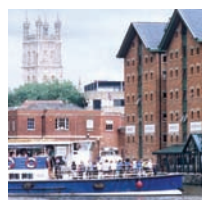
It is important that all prospective Landlords obtain permission from their lender prior to letting the property. It may be that your bank or building society will wish to see the tenancy agreement so please do not hesitate to ask them to contact us direct.

## 18. **Market Appraisal**

Our Lettings Manager will meet you at your property to assess a current rental figure. As with any property, presentation and the standard of fittings are all important, especially when wishing to attract a good quality tenant who will care for and appreciate your home as much as you do.

## 19. **Software**

Day-to-day control of financial transactions and all other activities which affect landlords, tenants and properties is carried out using a sophisticated computer network. CFP Software is the market leader in the residential property letting field and enables us to instantly access information which affects you or your property.



## 20. Services

CGT Lettings Ltd is pleased to be able to offer landlords a choice of services, therefore providing flexibility together with a choice of competitive fees, depending on budget. The fees quoted below are based on an individual property. In the event of multiple listings discounts will apply.

Unlike some of our competitors our fees are totally transparent with no 'hidden' extras.

### **GOLD SERVICE**

The Gold Package provides landlords with a complete property management service and covers non payment of rent the month it is due, regardless of whether or not the tenant pays. You can therefore rest assured that your property is being professionally managed, whilst never having to worry about rent arrears or legal fees.

Fee: 15% plus VAT per month deducted from the gross rent.  
The Gold Service is only available on a sole agency basis.

We charge a tenancy arrangement fee of £195 plus VAT for marketing (including all advertising), preparing the lease, supplying a full and detailed inventory and lodging the tenant's deposit with the TDS (Tenancy Deposit Scheme). All fees are deducted from rent, therefore no up front payment is required.

### **SILVER SERVICE**

The Silver Service is a full management package which still offers rental guarantee. This covers the first 6 months of the tenancy and is subject to 1 month's excess and a maximum of 4 payments. Legal fees are included to obtain vacant possession in the event of arrears. The policy is renewable if required, subject to conditions, after 6 months at a nominal fee.

Fee: Sole Agency 11.5% plus VAT per month deducted from the gross rent.  
Multi Agency 12.5% plus VAT deducted from the gross rent.  
The Silver Service is available on either sole or multi agency.

We charge a tenancy arrangement fee of £195 plus VAT for marketing (including all advertising), preparing the lease, supplying a full and detailed inventory and lodging the tenant's deposit with the TDS (Tenancy Deposit Scheme). All fees are deducted from rent, therefore no up front payment is required.

### **BRONZE SERVICE**

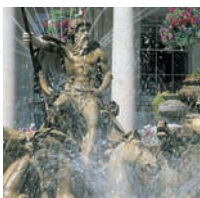
The Bronze Service is designed for landlords who do not wish to become involved with the marketing, administration or referencing when securing a tenant, but wish to manage the property themselves once the tenant has moved in.

Fee: First months rent inclusive of VAT subject to a minimum fee of £395.



	<b>GOLD</b>	<b>SILVER</b>	<b>BRONZE</b>
Free market appraisal	✓	✓	✓
Marketing, including newspaper advertising and internet exposure	✓	✓	✓
Escorted viewings and regular feedback	✓	✓	✓
Eye catching 'to let' boards	✓	✓	✓
* 12 month rent guarantee to cover non payment of rent and paid within 20 days of rent due date. Legal fees included (maximum cover of £3,000 pcm)	✓		
* 6 month rent guarantee with maximum 4 payments (1 month's excess applies) to include legal fees for possession		✓	✓
Collection of deposit and lodging with Tenancy Deposit Scheme (TDS)	✓	✓	✓
Organising all certification (if required) for energy performance, gas and electricity	✓	✓	✓
Detailed inventory with photographs	✓	✓	✓
Preparing, signing and witnessing of tenancy agreement	✓	✓	✓
Collection of rent and monthly statements	✓	✓	
Regular property inspections and reports	✓	✓	
Inventory checkout at end of tenancy	✓	✓	✓
Access to CGT block policy for specialist landlords' buildings insurance including free contents cover (includes malicious damage and loss of rent for uninhabitable property)	✓	✓	✓
Notification to utility companies of meter readings at start and end of tenancy, to include council tax	✓	✓	✓
Maintenance issues taken care of by qualified tradesmen (costs for work apply)	✓	✓	
Inland Revenue section 19 Notice – FREE ON GOLD SERVICE	✓	✓	
Service of Section 21 Notice when landlord requires possession – FREE ON GOLD SERVICE	✓	✓	
Annual rent increase letter to tenant	✓	✓	
Annual tax statements – FREE ON GOLD SERVICE	✓	✓	
Regular newsletters	✓	✓	

\* Subject to terms and conditions



**to let**



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**let by**



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*CCT*

*CCTi*

**Investments**

**The Region's Leading Letting Agent**

**CHELTENHAM**

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GL50 1NW  
Telephone: 01242 253325  
Fax: 01242 253335  
Web: [www.cgtlettings.co.uk](http://www.cgtlettings.co.uk)  
Email: [c@cgtlettings.co.uk](mailto:c@cgtlettings.co.uk)

**GLOUCESTER**

27-29 London Road  
GL1 3HD  
Telephone: 01452 380700  
Fax: 01452 312129  
Web: [www.cgtlettings.co.uk](http://www.cgtlettings.co.uk)  
Email: [g@cgtlettings.co.uk](mailto:g@cgtlettings.co.uk)

**QUEDGELEY**

104 Bristol Road  
GL2 4NA  
Telephone: 01452 720071  
Fax: 01452 726082  
Web: [www.cgtlettings.co.uk](http://www.cgtlettings.co.uk)  
Email: [q@cgtlettings.co.uk](mailto:q@cgtlettings.co.uk)

**TEWKESBURY**

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GL20 5PA  
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