



Proactive Property Professionals

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LANDLORD INFORMATION PACK



About Us

ProBrook Properties was established in February 2011 by its Managing Director, David Brooker. Having worked within the lettings & sales industry since 1999, David has an excellent in-depth knowledge of the residential lettings & sales industry within Glasgow, West of Scotland & the Central Belt.

Prior to 2011, David worked for Nationwide Building Society which owned & managed its own portfolio of properties (2,200 units) which saw him based not just within Glasgow, but also managing properties within Aberdeen, Edinburgh & London.

David and his hard-working team's eye for detail, informative & conscientious approach sets them apart from others & their focus is solely on providing excellent results for all of their clients whilst also maintaining a healthy and strong rapport with all of their tenants.

Since our inception, we have gone from strength to strength and have rapidly grown to become one of the market leaders when being sought for property related advice. We have strong and professional relationships with all of our clients including one property/multi-property landlords as well as our corporate clients who entrust us to market and manage their purpose built rental portfolio's.

Why use ProBrook Properties?

Since our inception in 2011 our business has grown rapidly with new clients being referred to us regularly. We offer a first class and unrivalled service which includes the following:

- **FREE NO OBLIGATION** rental valuation to advise on approximate monthly rent achievable
- Expert and in-depth knowledge providing you with accurate and informative information on how to maximise rental income and to maintain your investment
- Secure and stringent reference checks ensuring any tenant risk element is minimised. Verifying Primary Identification, most recent bank statements and last 3 months wage slips alongside a detailed & fully comprehensive credit check of each tenant/guarantor & landlord/employment reference checks
- Professional photographs, property description & floor plan
- Advertisement on a number of leading website portals including Rightmove, S1 homes & Citylets
- Comprehensive signage erected at the property advertising it for let
- Accompanied viewings. We will carry out all viewings with prospective tenants
- Preparation of tenancy paperwork including Private Residential Tenancy (PRT), all safety certificates and inventory
- Accompanied move in/move out procedure

- Arrangement of Inventory Check In & Check Out
- Advise & assist on regulations including Landlord Registration, Gas Safety Checks, Electrical Safety Tests, PAT testing, Smoke alarm requirements, Legionnaires Disease risk assessment and EPC's
- Collection of first month's rent and 6 week's security deposit (unless otherwise agreed) and forwarding onto Landlord
- NO UPFRONT COSTS
- Arrangement of tenant handover of keys
- Collection of rent on first of each month (unless otherwise agreed) and forwarding to the landlord by faster payments method (bacs) with a monthly statement emailed
- Collection of 6-week deposit which is held by Safe Deposit's Scotland in line with legislation
- Regular inspections of the property to ensure its being maintained in line with tenancy terms and conditions
- Arrangement of maintenance when required with access to highly skilled and price competitive tradesmen to rectify any maintenance issues
- Tenant check out. Assessment of condition of property at end of tenancy and determining any dilapidations (fair wear and tear applicable)
- Liaise with all parties and insurance companies for any insurance claims
- Notifying Council Tax and Utility companies of periods of occupation and to who's responsibility the period falls upon at Move In/Move Out stage
- Advise & assist on regulations including Landlord Registration, Gas Safety Checks, Electrical Safety Tests, PAT testing, Smoke alarm requirements, Legionnaires Disease risk assessment and EPC's and renewal of relevant safety requirements annually or when required
- Pursue any rent arrears with the tenant, prior to legal options
- 24-hour emergency contact-tenants have a dedicated mobile number to call for any property related emergency out of business hours
- Rent reviews in line with new PRT
- Rent Guarantee and Legal Protection – please refer for further information

If you choose to use us then here's what we'll do for you:

We'll arrange an initial meeting whereby we provide a no obligation valuation. This will be to advise on current market rental value. We'll also advise on the standard of presentation needed to attract a suitable quality tenant. We will provide you with advice on current legislation to which both landlords and their properties have to conform and will provide you with written details of our terms and conditions and fees.

We will market your property by using the leading internet property websites, erecting a suitable 'For Let' board at the property to attract interest from passing traffic and by contacting suitable tenants who have registered an interest in renting a property on our database. We have a Lettings Co-ordinator who constantly monitors website traffic and who also refreshes properties to ensure they remain on the first page of searches within the property specific area. We will also carry out accompanied viewings.

We carry out full and stringent checks on all of our tenants to minimise any risk to you. This begins after they've confirmed if they're interested in proceeding with your property. We will take a copy of their valid Identification, most recent bank statement confirming their current address and most recent wage being paid in and their last three months wage slips as proof of income. We will then perform a credit check and seek landlord/employment references.

Once a tenant is successful with the application then we'll instruct an inventory which will detail the schedule of condition and items within the property and will be used to assess any dilapidations which may occur. This will include meter readings, overview photographs of each room, a description of each room and photographs of individual items. They are very detailed and accurate reports which are carried out on an ipad converting to a pdf document for tenants/landlords to have access to.

We'll then arrange a date for the tenancy to start and to handover keys. This will be conducted at the property. This will include the Private Residential Tenancy (PRT). On 1 December 2017 a new type of tenancy came into force which replaced assured and short assured tenancy agreements for all new tenancies. Your property shall be let in accordance with this Act and all leases and notices are prepared and laid down under the terms of this Act.

Rent is normally paid in advance on the 1st of each month by standing order (unless otherwise agreed between landlord and tenant). We will aim to have this paid to you within 10 days of receipt via faster payments banking. A statement of account is sent to you monthly detailing income/expenditure. If the tenant should fall into arrears, then we will chase initially to try and seek repayment. We will also liaise with your solicitor or insurance provider should you have a rent guarantee policy in place.

We will collect a security deposit equal to 6 weeks rent or £500.000 (whichever is greater). This will be held by Safe Deposits Scotland (SDS) in line with the terms of the Tenancy Deposit Schemes (Scotland) Regulations 2011.

We will carry out regular inspections of the property to ensure that the terms of the lease are being adhered to and that the condition of the property is being maintained. We will also ensure there are no outstanding repairs or other issues needing addressed. We will send a report back to you and if required photographs as and when applicable.

If a maintenance repair is required, we will liaise with our trusted board of contractors to assess the issue in question. This will be in line with the pre-authorised maintenance spend limits you set. We are happy to use your preferred contractors if you prefer.

Approximately 8 weeks prior to the tenancy ending, we will contact you to discuss if you'd like to continue letting the property. If you are happy to do so, we will contact the tenant to determine if they intend to re-sign to a further commitment or if they intend on leaving the property. Should they request a new term then we will ensure all of their obligations have been adhered to and will issue them with a new lease. At this stage we will carry out a market assessment of local

comparable rents and liaise with both parties to suggest the rental figure and the length of term on offer.

If the tenant serves notice and vacates the property and you are happy for us to do so, we will re-market the property. We will then start the advertising procedure again and will normally start carrying out viewings as soon as notice has been served (8 weeks prior to the tenant vacating).

At the time of the tenant vacating we'll arrange a final inspection and carry out an inventory check out. This will function the same as the move in procedure with the report being completed on our iPad and converting to a PDF document. This will determine if any repairs are required and will be compared to the inventory check in for dilapidations subject to fair wear and tear.

Preparing to let as a Landlord

Insurance

You will need to put in place adequate cover for letting your property for both buildings and contents insurance. Your building may be factored, in which case you should check with your factor to see if buildings insurance is covered under a block policy. You need to make sure that your insurance company is aware that you are letting your property as this may affect the terms of your policy. We work alongside a lettings specialised insurance company (Stride Let Protect) who will be happy to discuss your insurance requirements in full.

Mortgage

If your property is mortgaged, you must obtain permission from your lender that you can let the property. If they require additional clauses in the tenancy agreement, then please make us aware so we can add these in.

Tax

If you are resident in the UK, then it is your full responsibility to inform Inland Revenue of any rental income received and to pay any tax due. If, however, you are resident outside of the UK, unless an exemption certificate is held, we as your agent are obliged to retain and forward to the Inland Revenue on a quarterly basis, an amount equal to the basic income tax rate from the rental received, less certain expenses. An application form for exemption from such deductions is available on request and further information can be obtained from Inland Revenue.

Council Tax & Utilities

Council Tax and any other utility provision is the responsibility of the occupier. Please inform the provider of the date you are leaving and settle any outstanding bills with them. We will notify all Council tax and Utility companies of a new tenant moving in. When the property becomes vacant, the owner will then be liable for bills until a new tenant is found. Some exemptions/discounts can apply depending on whether the property is unfurnished.

Removals

Should you be relocating to move jobs or just to another property this can be a stressful time. We have a relationship with a renowned and competitive removal company called Zebra Removers who will be happy to discuss your removal requirements.

Keys

There should be one set of keys given to each tenant (with a set held by the landlord and a set held by ProBrook Properties as your agent if you choose our hassle-free management service)

Mail

Please ensure there is a redirection in place for the duration that you are away from the property.

Furnishings

You have a choice as to whether the property is let furnished, unfurnished or part furnished. ProBrook Properties will be able to advise at the time of your rental valuation as to the best strategy to take dependent on type of property and local market conditions. The property should also be neutrally decorated throughout.

Appliances

Any appliances left within the property for the tenants' use should be in full and working order. Please leave manuals for the use of such appliances and also for the heating/hot water system. This will help resolve any misuse issues throughout the tenancy. If you have any service contracts or guarantees in place, please let us know and we can add this to your file.

Cleanliness Standards

At the start of a tenancy the property should be offered in a thoroughly clean condition. The tenant is responsible for ensuring that the property is left in a similar condition at the end of each tenancy. Where they fail to do so, they will be liable for the cost of the cleaning as per the Inventory Check In/Out service.

Outside Areas

Any outside space pertaining to the property should be left neat, tidy and rubbish-free, with any lawns cut. As per the terms and conditions of the lease agreement, tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools.

Legal Obligations

We will keep you up-to-date of any legislative changes as and when they arise so that you are always meeting your legal obligations as a Landlord.

Private Landlord Registration (Antisocial behaviour etc. (Scotland) Act 2004)

All private landlords letting properties in Scotland must apply for registration in the register of landlords with their local authority. You must prove to be a 'fit and proper landlord' in order for your application to be successful. As of 1st June 2013, the status of the landlord's registration number must be displayed in all advertisements, therefore we will require confirmation of your landlord registration number before the property can be advertised. If you register online (www.landlordregistrationscotland.gov.uk) you will obtain a 10% discount on fees. You can request a paper application which can be requested from Glasgow City Council by calling the Private Landlord Registration department on 0800 027 0414. If you choose our full management service, you will need our agency reference number in order to complete your application. If you are already registered, you should ensure that you update your registration to show that ProBrook Properties are your managing agents.

ProBrook Properties Registration Numbers:

Glasgow City:	258878/260/14231
Renfrewshire:	258878/350/14231
West Dunbartonshire:	258878/395/09521
East Dunbartonshire:	258878/200/14231
East Renfrewshire:	258878/220/31471
North Lanarkshire:	258878/320/09111
South Lanarkshire:	258878/380/09171

Electrical Equipment (Safety) Regulations 1995 Plugs & Sockets etc. (Safety) Regulations 1994

Under the above regulations, the Landlord has a duty to ensure that all electrical installations and equipment supplied is safe. These safety checks (ECIR) have to be carried out at least every 5 years and must include an appliance check report (PAT) on all appliances provided by the landlord. ECIR's and PAT's must be documented on the forms specified under the guidance. In addition, all appliances checked must have test labels placed on them.

Gas Safety (Installation and Use) Regulations 1994 (Amended 1996)

All gas appliances and installations in use within a property by a tenant must be checked and confirmed as safe at intervals of not more than 12 months, by a GAS SAFE registered gas engineer. A valid safety certificate must be issued, a copy of which should be displayed in the property and given to the tenant. Records must be kept of the dates of inspections, of defects identified, and of any remedial action taken. We recommend this not to be instructed until a suitable tenant is found to ensure you receive value for money on the expiry date of the tenancy.

Tenancy Deposit (Scotland) Regulations 2011 (TDS)

Under the TDS the Landlord has a legal duty to pay deposits to an approved tenancy deposit scheme that will secure the deposit until the end of the tenancy. The landlord is also required to provide the tenant with key information about the tenancy and deposit within 30 working days of the beginning of the tenancy in accordance with the terms of the regulations. ProBrook Properties use Safe Deposits Scotland as their deposit scheme provider.

Energy Performance Certificates (EPC)

This EU led legislation was brought into place in 2008 and requires all residential property to provide an EPC to be displayed at the property and available for viewing by prospective tenants. The energy efficiency rating is required to be displayed on all adverts and therefore must be obtained prior to the property being advertised for let.

Legionnaire's Disease Risk Assessment

Legionella bacteria are found in the natural environment and in most water systems. In the right conditions the bacteria can multiply and increase to dangerous levels. It is now the law that if you are renting out your property then you must have a regular risk assessment carried out in order to reduce the risk of tenants contracting the disease from water-borne infections. All water systems must be properly maintained.

Smoke Alarms

In accordance with the new Repairing Standards, all properties which are rented out should have a high-level provision of smoke alarms. Any property brought to the market for letting for the first time or existing properties requiring the existing battery-operated smoke alarm to be replaced must be fitted with a new hard-wired one. This includes a heat sensor alarm fitted to the kitchen as well as all rooms being fitted with a hard-wired smoke alarm.

Housing (Scotland) Act 2006 (Chapter 4 Part 1) - Repairing Standard

The landlord must ensure, at all times at the start of and during the tenancy, that the property meets the Repairing Standard.

In order for a house to meet the Repairing Standard:

- **it must be wind and water tight and reasonably fit for human habitation;**
- **the structure and exterior of the house (including drains, gutters and external pipes) must be in reasonable repair and proper working order;**
- **the installations in the house for the supply of water, gas and electricity and for sanitation, space heating and heating water must be in reasonable repair and proper working order;**
- **any fixtures, fittings and appliances provided under the tenancy must be in reasonable repair and proper working order;**
- **any furnishings provided under the tenancy must be capable of being used safely for the purpose for which they are designed; and**
- **there must be a satisfactory provision of smoke alarms.**

The Fire & Furnishings (Safety) Regulations 1988 (Amended 1989 & 1993)

Any specified items supplied in the course of letting a property must meet minimum fire-resistant standards. The regulations apply to all upholstered furniture and furnishings including beds, headboards and mattresses, sofa-beds, pillows etc... They do not apply to antique furniture or furniture made before 1950, bed clothes, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Most items which comply will have a suitable label, however if you are in any doubt, our recommendation is to check with the manufacturer of said item.

Civic Government (Scotland) Act 1982 (Licensing of Homes in Multiple Occupation) & any subsequent orders

The Landlord is entirely responsible for ensuring that they have the necessary HMO licence for ensuring they comply with the above regulations. Should the HMO Licence expire, ProBrook Properties will not accept any liability for ensuring a new application is made and Landlords should note that the local authority do not issue reminders to apply for renewal. It remains the Landlord's full responsibility throughout the period of the rental to ensure that an appropriate HMO Licence is in place, if applicable.

Fully Managed Service VS Let Only Service

Now that you've taken some time to read about our fantastic service we can offer you, please have a look at the comparable table shown below to see what service suits you best.

Service Available	Fully Managed	Let Only
Free No Obligation Property Valuation - Expert and in-depth knowledge providing you with accurate and informative information on how to maximise rental income and to maintain your investment	✓	✓
Secure and stringent reference checks ensuring any tenant risk element is minimised. Verifying Primary Identification, most recent bank statements and last 3 months wage slips alongside a detailed & fully comprehensive credit check of each tenant/guarantor & landlord/employment reference checks	✓	✓
Advertisement on several leading website portals including Rightmove, S1 Homes, Citylets & ProBrook Properties	✓	✓
Professional photographs, property description & floor plan	✓	✓
Comprehensive signage erected at the property advertising it for let	✓	✓
Accompanied viewings. We will carry out all viewings for you until the property has been reserved by a prospective tenant.	✓	✓
Preparation of tenancy paperwork including Private Residential Tenancy (PRT), all safety certificates and inventory check in and check out	✓	✓
Collection of monthly rent and forwarding to landlord via faster payments method within 10 days of receipt	✓	✓
Collection of 6-week deposit and transfer to Safe Deposits Scotland (SDS) in line with government legislation. We will register the deposit with SDS and will liaise with them at Check Out if any dispute arises with the tenant with regards to the condition of the property	✓	✓

Tenant check out. Assessment of condition of property at end of tenancy and determining any dilapidations (fair wear and tear applicable)	✓	✓
No hidden charges	✓	✓
Proactive, informative, efficient and personalised approach to all of our clients	✓	✓
Notifying Council Tax and Utility companies of periods of occupation and to who's responsibility the period falls upon at Move In/Move Out stage	✓	X
Regular property inspections. We will arrange to visit the property to ensure the property is being looked after and to eradicate any potential maintenance issues	✓	X
Advise & assist on regulations including Landlord Registration, Gas Safety Checks, Electrical Safety Tests, PAT testing, Smoke alarm requirements, Legionnaires Disease risk assessment and EPC's	✓	X
Collection of rent on first of each month (unless otherwise agreed) and forwarding to the landlord by faster payments method (bacs) with a monthly statement emailed	✓	X
Liaise with all parties and insurance companies for any insurance claims	✓	X
Pursue any rent arrears with the tenant, prior to legal options	✓	X
Rent reviews in line with new PRT	✓	X
24-hour emergency contact-tenants have a dedicated mobile number to call for any property related emergency out of business hours	✓	X
Access to excellent tradesmen with low cost pricing should any maintenance issues arise	✓	X

Testimonials

Please take some time to read through what other clients think of our proactive, professional and informative service:

"Terrace Hill has used ProBrook Properties for over 300 residential investment units which form part of their Scottish portfolio since 2007. We are always impressed with David's attention to detail, professionalism and enthusiasm and most of all his ability to find good tenants fast and reduce void times."

Mandy Kelly - Residential Investment Director - Terrace Hill

"Arim have worked closely with David for the last 7 years, to let units across Glasgow and the Central Belt. We have always found him to be very thorough, knowledgeable and responsible and he conducts himself in a professional manner at all times."

Cheryl Risk - Client Services Director - Allsop Residential Investment (Arim) Limited

"Myself and my family rented a property through David and cannot sing his praises highly enough! A few maintenance issues were carried out during our tenancy and not only did David liaise with myself and the landlord with absolute ease, his conscientious, friendly and professional approach definitely sets him apart from others. I have no hesitation in recommending the professional and efficient service David and ProBrook Properties offers to Landlords and Tenants."

Stevie Woods - Head Goalkeeping Coach - Celtic FC

"I have used David and ProBrook Properties to provide letting and management advice for a number of years and I have been absolutely delighted with the excellent service from day one! I haven't had a single day without rental income whilst David has been providing advice and any management issues that have arisen have been dealt with quickly and at reasonable cost. I have had no hesitation in recommending David and his team to other friends, who have been equally impressed with the service he and his team provide."

John Ramage - Senior Surveyor CRBE Limited

"From working with David, I have found him to be professional, knowledgeable and efficient. The instructions he completes are consistently on time and to a high standard. David will always go the extra mile and if everyone I worked with was this good, my job would be easy!"

Helen Ingram - Lettings Account Manager - Evolve Partnership (Inventories)

"I first came across David Brooker of ProBrook Properties in July 2013 while browsing the Internet and am delighted that what had been a chance discovery has become so beneficial to me. The depressed housing market in 2013 resulted in me reluctantly having to accept the part-exchange of a flat in Glasgow, with the urgent need to let it at a good rate for a year or two. It was with amazing speed that David found our first tenant and, since the end of their lease, a second one (at an increased rental rate). His contacts with other landlords even enabled him to arrange for my flat to be fully furnished at minimal cost with furniture discarded from another flat. Monthly accounting is routine and well documented, with rental payments received promptly into my account. He has arranged for a minor repair to kitchen equipment without me having to do anything. In fact, after meeting David on the premises and signing the paperwork there has been nothing that I need do. We are delighted with the service that he provides, both in finding tenants in the first instance, and maintaining the flat thereafter. He is totally trustworthy, and I fully commend his services."

Nick Timmins - Private Landlord - The Pinnacle Building

"David was highly recommended to me from a top property company in London. I previously had a seven-year relationship with another letting agent who seemed not to shoot straight. I explained my needs and David assured me that he would handle my small portfolio of six properties. In the first

year he did exactly that. I have had no problems whatsoever and he runs a tight ship. My tenants are all happy and so am I. I highly recommend his services. It's very refreshing to work with someone so professional and tells you how it is while protecting your interests."

John-Harry Jackson - Private Landlord of six properties

"We have been using David Brooker and ProBrook Properties as our letting agent for almost 6 years now and we could not be happier with the service we have received. David has given us great advice over the years and has dealt with any issues with our property in a timely and professional manner, keeping both us and the tenants happy. Our property has never been unoccupied. As overseas landlords, his service and attention to detail has been invaluable. We would highly recommend David to any prospective landlord and have done so to many friends."

Adele & Craig Hannigan - Private Landlords

"David, I also wanted to say a massive thank you. You have been a great help throughout the whole process. Any questions I've had you have answered extremely promptly and have been a great support to me being a first-time landlord. You have offered a personal, professional and efficient service."

Kirsty McCallum - Senior Branch Manager - Office Angels & first-time landlord

"Dear David, can I take this opportunity to say how nice and professional Emma was. We've seen a lot of properties and both my husband and I commented she was by far the nicest and most professional person showing us a flat."

Mr & Mrs Johnstone – Tenants

"ProBrook have managed my rental property for just under a year and I've found them extremely helpful in advising and assisting a new (and nervous) first time landlord! Their access to tried and tested tradespeople gives added value too."

Kim Van Deere – First time landlord

"Having worked in conjunction with ProBrook Properties for several years now I have always found the staff very polite, courteous and easy to deal with over this period. The level of attention that you receive is excellent and I couldn't recommend ProBrook Highly enough."

Duncan Martin – Landlord and Contractor

"Use ProBrook to let my property, they have always been very professional, happy to give advice and keep me up to date with any changes to legislation. Definitely recommended."

Alan – Landlord

“Great service and very attentive staff. Special thanks to Emma for her help throughout my tenancy.”

Mohammed Hassan – Tenant

“I have worked alongside ProBrook Properties in a professional capacity for several years now and have witnessed first-hand their unparalleled level of service and commitment to their clients. The whole team are 100% focused on providing the best quality of service to their clients and customers. Going above and beyond is simply be the norm when ProBrook are involved. First class!”

Ian Shepherd – Operations Director – JC Lindsay