

Letting your *property.*

A guide to Rettie and our approach.



At Rettie we *understand.*

At Rettie we understand just how much your property means to you. That's why we put your requirements at the heart of everything we do. Wherever you live, and whatever type of property you own, we'll provide you with a tailored service that will deliver the results you're looking for.

OUTSTANDING CUSTOMER SERVICE

You'll receive the highest level of customer service from all of our property specialists. They'll keep you informed every step of the way and make your letting experience smooth and straightforward.

RESEARCH-BASED PROPERTY INTELLIGENCE

You need someone who makes smart decisions to handle your property. With the largest in-house property research team in Scotland, we have access to the latest information from across the UK property market, so we can give you the best advice and service.

A PROVEN APPROACH

At Rettie we'll create a bespoke marketing package for your property that will place your requirements front and centre. Using our expertise and experience, we'll provide the most effective mix of services, employing a tailored approach that's proved successful time and again.



Expertise at *your service.*

We have the contacts, resources, and branch network to help you, whether you're letting a city-centre flat, a premium home or an estate anywhere in Scotland.

INDIVIDUAL KNOW HOW

Talk to any one of our agents and you'll find a dedicated professional with a real passion for property. You can be certain that our staff have the training, qualifications and experience needed to deliver the best possible service.

LOCAL KNOWLEDGE

Visit any of our branches and you'll enjoy the benefit of our exceptional local market knowledge. All our branches are fully supported by our head office, ensuring they have the resources they need to serve you effectively.

INTERNATIONAL REACH

It's vital that your property is seen by as many interested parties as possible. Our unrivalled reputation and extensive network gives us a high profile in the market, and our dedicated marketing platform and database of active leads allow us to reach people all over the world.

"I have worked with Rettie over the last couple of years as my managing agent. Working with them and their one point of contact allows me to build my property portfolio knowing they fully understand my needs, know my properties and tenants. This allows me to step back with confidence in the knowledge that they are proactive and efficient and I would highly recommend them."

CURRENT LANDLORD



Letting with *Rettie*.

We provide a comprehensive range of property marketing, letting, and management services, all designed to streamline the letting process and optimise your rental returns.

VALUATION AND DUE DILIGENCE

A Free, No-Obligation Proposal

We will visit your property and provide you with detailed advice on the lettings process and an accurate rental valuation based on prevailing market conditions.

Legislation and Registration

We will work with you to ensure that you are compliant with all current legislative requirements and that you are properly registered as a landlord.

Market Launch

Upon instruction, we will launch your property onto the market using a suite of high-quality images and detailed, persuasive marketing copy. We will make full use of the Rettie website and our network of associated online property portals. We offer professional photographs, floor plans and 3D Matterport video packages to showcase your property.

Targeting Potential Tenants

We will use our database of registered applicants and corporate relocation agents to ensure that your property is seen by prospective tenants who have expressed a strong interest in your type of let.

Viewings

We offer a range of viewing options, including in-person viewings, virtual viewings and 3D Matterport Video Tours.

PROPERTY MANAGEMENT

Assessment Referencing

Finding good tenants is one of the most important parts of the entire lettings process. Your Portfolio Manager will use a specialist referencing agency to carry out rigorous suitability checks.

Deposit Collection

Once tenants have been selected, we will collect a deposit and ensure that this is transferred to an approved tenancy deposit scheme, where it will be held for the duration of the tenancy.

Tenancy Agreement

We will draw up the tenancy agreement for your property. The agreement is signed by Rettie on your behalf.

Inventory and Schedule of Collection

We will prepare a detailed inventory of contents and a schedule of condition. These will be sent to the tenant. They will be in a format that can be submitted as evidence should any disputes over damage liability arise.

Remarketing

As soon as a current tenant notifies us of their intention to vacate, we will re-launch your property to the market. We will discuss the relaunch with you to ensure that we market it at the correct market rent and address any new maintenance issues. This will be done to minimise any potential void periods and maximise your returns.

Final Inventory Inspection and Report

When a tenant vacates your property, we will carry out a final inventory inspection. We will then produce a detailed checkout report with accompanying images. This will identify areas of liability for which a deposit deduction can be sought.

Rent Collection

We will collect the rent on your behalf each month and transfer it directly to your chosen account. You will receive a detailed monthly statement of account by email. We will ensure that all rent payment issues are identified and dealt with promptly.

On-going Management and Inspections

We will ensure that all safety and compliance testing is current and that all maintenance issues are dealt with promptly. Your Portfolio Manager will carry out regular property inspections and work proactively to enhance the value of your assets.

Rent Reviews

Your Portfolio manager will use their expert knowledge of your property and the market to negotiate annual rent reviews on your behalf. We will ensure that you get the optimal balance between financial returns and tenancy duration.

SHORT LETS & FESTIVAL LETS

We understand the unique opportunity presented by a property to generate income from year-round short term lets in addition to festival lets. We let and manage a diverse range of short stay properties in Edinburgh for durations of one month to longer corporate stays. Our dedicated team offer two services: one for landlords who require us to source guests and another for landlords who require a full management service.



Key issues to keep in *mind*.

There are a number of important financial, regulatory, and safety issues that you, as a Landlord, will have to be aware of and act on.

FINANCIAL & REGULATORY

Insurance - It is vital that your asset is fully protected by an insurance policy specifically designed for let properties. We operate a block policy with Howden Insurance Brokers that provides access to comprehensive cover at preferential rates.

Financing - Where your property is subject to mortgage finance, it is vital that you have consent to let from your lender. In most cases this means a move to a buy-to-let mortgage. At Rettie Financial Services we offer advice on mortgages, personal protection and insurance, and our team of expert mortgage advisors will work with you to find the right product and deal for your personal needs.

Taxation - All rental income must be declared to HMRC. For most landlords this will involve the completion of an annual self-assessment tax return. If you're planning to live abroad while your property is let, we can refer you to a qualified adviser for guidance property is let.

Landlord Registration - Before your property can be offered for let you must register as a landlord with the relevant local authority. Once registered, you will be provided with a landlord registration number, which must be listed on all property marketing.

Energy Performance Certificate (EPC) - Minimum Energy Efficiency ratings for let properties are due to be introduced by the Scottish Government. More information can be found here: The Energy Efficiency (Private Rented Property) (Scotland) Regulations 2019: draft guidance – <https://www.gov.scot/publications/energy-performance-certificates-guide/>



SAFETY

Landlords Gas Safety Certificate (LGSC) - All gas appliances in a property must be inspected and certified by a Gas Safe engineer on an annual basis. All gas appliances should also be serviced regularly.

Portable Appliances Test (PAT) - All portable appliances must be checked for electrical safety on an annual basis. NB: Even unfurnished properties are likely to contain some appliances that fall under this requirement.

Electrical Installation Condition Report (EICR) - This is a safety check which is required to assess the main wiring, sockets and switches. We recommend undertaking an EICR before marketing to allow sufficient time for any remedial works to be carried out ahead of a tenant being secured.

Legionella Risk Assessment (LRA) - All elements of your property's water supply must be inspected to identify and assess potential sources of legionella bacteria. If areas of risk are identified we will work with you to control this risk.

Satisfactory Provision of Smoke and Heat Detectors - Private landlords are required to have a mains operated or tamper proof long-life lithium battery interconnected smoke and heat detection system. This must include a smoke alarm in any rooms frequently used by occupants for general daytime living purposes (usually the lounge), a smoke alarm in every circulation space on each storey such as hallways and landings, and a heat alarm in every kitchen. All alarms should be ceiling mounted and interlinked.

Carbon Monoxide - All properties that have heating or cooking appliances powered by a carbon-based fuel (e.g. gas, oil and solid fuels) must have tamper proof carbon monoxide detectors fitted in each room where such appliances are present.

Repairing Standard - All properties must meet the repairing standard. This legislation covers various aspects of the property, from other fuel sources and communal entry systems, to loft insulation and lead pipework. If aspects of your property are not compliant, we will work with you ensure compliance prior to letting.

"I recently bought a two bedroom flat in the city centre which required to be refurbished throughout. Rettie arranged for their contractors to estimate the works to be carried out and upon my approval, refurbished the flat to a very high standard. Within a short period, Rettie had marketed the flat for let and found tenants. Excellent Service."

PETER YOUNG, LANDLORD



Marketing *services.*



DEDICATED POINT
OF CONTACT



PROPERTY PROFILE
ON OUR WEBSITE



TO LET BOARD AT
YOUR PROPERTY



PROPERTY
PREPARATION
ADVICE



PROMOTION THROUGH OUR
WEBSITE, RIGHTMOVE AND
ONTHEMARKET



ACCOMPANIED
VIEWINGS



PROPERTY MATCHING
TO ACTIVE TENANTS AND
RELOCATION AGENTS



BOOSTED SOCIAL
MEDIA PROMOTION



3D VIDEO TOURS



UNRIVALLED LOCAL
MARKET KNOWLEDGE



LANDLORD
PORTAL

Financial *services.*

Our sister company, Rettie Financial Services offers expert advice on mortgages, personal protection and insurance and we have access to over 90 lenders and over 12,000 mortgages.

Customer experience is at the heart of our offering, and you only ever work with one certified Mortgage & Protection Advisor who will work with you to find the product and deal that is just right for you.

We offer a free no-obligation consultation. Call our team on 03301 759 977.

Your home may be repossessed if you do not keep up repayments on your mortgage.

For insurance business we offer products from a choice of insurers.



Fully *managed* service.

Our main service is our Fully Managed Service which provides you with a unique one point of contact and trusted advisor, a Portfolio Manager looking after your investment(s). Should you require another service, please contact us and we can discuss how we can tailor something to suit your specific requirements.

FULLY MANAGED SERVICE

Initial property visit and appraisal with one of our letting professionals (without obligation)

Detailed advice on the preparation of your property for let and the legal requirements

Appointment of your own dedicated Portfolio Manager who will act as your principle contact and advisor

Comprehensive marketing material with high-quality images

Detailed listing on www.rettie.co.uk which receives in excess of 200,000 visits every month

Multiple listings on the very best advertising portals

Notification immediately sent to our substantial database of prospective tenants

Range of viewing options including in-person viewings, virtual viewings and 3D MatterPort packages

Comprehensive referencing of all successful tenants including a detailed credit reference

Production of a detailed inventory document & schedule of condition with accompanying images

Negotiation of all tenancy agreement terms on your behalf

Use of Rettie's comprehensive and constantly updated tenancy agreements

Service of the mandatory tenancy information pack and all associated documentation

Collection of the deposit funds and placement in an approved tenancy deposit scheme





FULLY MANAGED SERVICE

Access to the comprehensive Rettie block insurance policy

Highly effective rent collection with robust credit control procedures

Monthly remittance of rental income to your account by BACS

Detailed monthly statement showing income & expenditure

Effective negotiation and administration of annual rent increases

Service of all legal notices in order to obtain vacant possession where required

Negotiation and administration of tenancy assignments and renewals where required

On-going expert advice from your Portfolio Manager and the wider Rettie team

Arrangement of all safety testing and certification (LGSC, EICR, PAT, LRA, etc.)

Administration and payment of invoices from rental funds on your behalf

Proactive property maintenance and efficient management of all repairs where required

Access to our pre-approved network of efficient and trusted contractors

Vacant property management where required between tenancies

Regular property inspections with detailed reports

Full 24-hour emergency cover for you and your tenants' peace of mind

Detailed final inventory inspection and check-out report at the end of each tenancy

Negotiation of deposit deductions and deposit scheme administration

Utility and council tax notifications and administration of each change in liability

Local *expertise*, national reach.

Our experienced regional lettings teams have a proven track record of achieving the best possible outcomes for their clients. Backed up by the resources of our in-house research team, they pride themselves on their local knowledge and connections and provide a personal and bespoke service.

Get in touch with your local Rettie team:

Edinburgh Lettings

0131 622 4160

lettings@rettie.co.uk

Glasgow Lettings

0141 248 4160

glasgowlettings@rettie.co.uk

rettie.co.uk

