

coopers

est 1986



Lettings



Personable, Professional and Proactive



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Why we are different

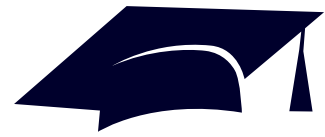


Double Gold Award Winners of Best Medium South East Agency and Best Medium UK Agency.



Most Recommended

The most recommended Estate Agent in Middlesex and in the top 1% in the country (allagents.co.uk)



Qualified

All members of the Coopers team are ARLA qualified and have an award in residential Lettings and Property Management.



Live Chat

Our live chat facility enables Landlords and Tenants to converse with us 24 hours a day, 7 days a week.



Seven Local Branches

Our seven local branches give your property maximum marketing coverage.



Corporate Lettings

The only Middlesex Estate Agent to have a Corporate Lettings Department.



Property Management

Our specialists work hard to find the most timely, cost effective and lasting solutions to every management issue.

1986

Established

We were established in 1986 and this experience makes us both efficient and reliable.



Regular Updates

Updates on buy to let opportunities and mortgage rates.

Coopers Approach

We have seen many changes to the lettings industry since we established in 1986, however the basic principles remain the same with the three most important components forming the foundations of our approach

Our aim is to:

- Achieve as much rent for your property as possible
- Ensure there is no void period where your property remains empty
- Secure suitable tenants for your property; people who pay the rent on time and look after your investment





Award Winning Service —

Coopers were delighted to receive the prestigious **Gold Award for the Best Medium Sized Letting Agent** in the UK 2016 in association with The Sunday Times and The Times. This is the highest accolade and one that Coopers are very proud of. The award ceremony also saw Coopers presented with **Best Medium Sized South East Letting Agent**.

On Friday 10th June 2016, members of our lettings team attended the award ceremony at The Lancaster Hotel where the winners of the most highly regarded awards in the lettings industry were revealed. The winners were presented with their awards by rugby and Olympic leadership legend Sir Clive Woodward.

Award winners were decided following a rigorous and thorough judging process by a panel of industry experts who assessed initial entry submissions before conducting an extensive review of the entrants, including telephone interviews and independent mystery shopping exercises.

Here is what the judges had to say about Coopers:

“The panel was very impressed with the breadth and expertise of the Coopers proposition. The director really thinks outside the box to drive business forward and to move into new areas, whilst positioning the business as the go-to agency. Coopers also has a dedicated corporate lettings team which has built relationships with a number of key players from ACS International School to NATO in order to assist the landlords in achieving high rental yields and low void periods from reputable companies. They seek to be at the forefront of people’s minds when it comes to lettings so undertake an enormous amount of work building their presence in the local area whether charity involvement, stands at student events or networking.”







Our People

Our people are our biggest asset and the continuous training that they all undergo ensures that our landlords and tenants are given the best up to date information and advice available. We pride ourselves on recruiting bright and enthusiastic individuals and giving them a dynamic, friendly and professional environment to thrive in. In an industry where staff turnover is high, the longevity of our team benefits our landlords as they are able to liaise with the same individuals year after year.



ARLA Qualified

Coopers are proud members of ARLA (the Association of Residential Letting Agents) meaning we must adhere to follow their strict guidelines. These standards ensure we provide you with the best practice, guidance and service possible.

In addition to this each member of our lettings team undergo intensive training and coursework to pass their ARLA technical awards exams in Residential Letting and Property Management. This gives our clients the peace of mind that whoever they speak with will be an expert in the industry.

Coopers are also members of a Client Money Protection Scheme as well as the property Ombudsman. This protects our clients and safeguards their money whilst offering them a dispute resolutions service.



Our Services

Coopers offer three services which means that all of our landlords are catered for depending on their circumstances.

Market Advice & Marketing Strategy

Comprehensive Marketing

Accompanied Viewings

Negotiation of Tenancy

Tenant Referencing

Register the Tenancy with the Tenancy Deposit Scheme where appropriate

Administer checks and follow up checks under Section 22 of the Immigration Act

Organise Initial Gas Safety Certificate & EPC

Arrange Inventory

Organise Legionella Assessment

Rent Collection

Provide Monthly Statements

Carry Out Rent Arrears Procedure

Transfer of Utilities

Key Holding

Arrange Repairs & Maintenance

Payment of Outgoings

Carry out Property Inspections

Managing the Check Out Process

Advising on Deposit Deductions

The Lettings Process

2. Marketing your property

To ensure we find you the right tenants for the highest rent possible your property needs to receive maximum marketing exposure. With 7 local offices, an experienced ARLA qualified team, corporate department, membership of the main property portals, professional photography and floor plans along with our 24/7 live chat facility on our website, we offer your property more exposure than any of our competitors.

3. Viewings

All viewings are accompanied by an experienced member of the team. Prospective tenants often have many questions meaning that accompanied viewings can have their questions answered quickly. Feedback is then given after every viewing ensuring you are kept up to date at all times.



1. Market Appraisal

We will provide you with an accurate honest and realistic valuation based on comparable evidence and our years of experience. It is imperative that we get you as much rent as possible whilst not being overly ambitious which could result in a void period on the property.

7. 'Enhanced Managed' for peace of mind

Enjoy a hassle free tenancy by opting to go for our Enhanced Lettings and Management Service. You will be allocated a dedicated Property Manager who will look after day to day management of the property including emergency repairs, collection of rent, utilities, carrying out Property inspections and negotiating any dilapidations of the tenants deposit at the end of the tenancy.

4. Offer

Once we have received an offer from a prospective Tenant we will contact you to let you know the details of the offer, including information about the prospective tenants.

5. Pre-tenancy progression

Once an offer has been accepted the pre-tenancy file is dealt with by the file progression team who carry out the following:

- Verify references on the prospective tenants and administer Right to Rent checks
- Have a Tenancy Agreement signed by both parties
- Arrange the Gas Safety Certificate and Inventory if applicable
- Ensure all paperwork is in and legislation matters dealt with

6. Move in day!

On receipt of the 1st months rent, dilapidations and signed confirmation to set up the standing order, Coopers will release the keys to your new Tenant(s).

Marketing your property



Rightmove and Zoopla

We market your property on all the major property portals to reach millions



Social Media

We market properties on all of our social media platforms



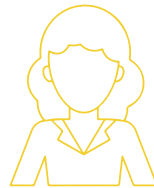
coopersresidential.co.uk

Tenants can contact us and book a viewing on our functional website



Corporate Database

Our staff will offer your property to our corporate clients



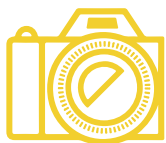
Professional Viewings

Our staff are trained to deliver positive viewings and provide clear feedback



Accurate Floorplans

Floorplans are produced for all properties to provide clear marketing



Photography

High quality images of your home from angles that count



Branch and Support

Our award winning team are on hand to help in the branch, over email and on the phone



Live Chat

Our team are available 24 hours on our live chat so we never miss an enquiry

Commitment to Excellence

We are recommended by 99% of our customers.



Being an independently owned and operated business, established in the area for over 30 years, we rely heavily on recommendations and reviews



We offer a more tailored personal service to our clients and you will experience a high quality, professional level of customer service as both a Landlord and Tenant.



We pride ourselves on transparency and encourage all of our clients to leave reviews for us on Google and pride ourselves on being the most recommended in all of our office areas.



Landlord Report

Every year we send our landlords an Annual Report detailing what their property or portfolio is worth, what yield they are achieving, how the local market performed against national statistics and the best available re-mortgage rates. We then schedule in a time with our landlords to talk through their report and offer suggestions on how and where to grow their property portfolio.

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Annual Report for

27 – 29 Swakeleys Road, Ickenham, UB10 8DF

Mr & Mrs Landlord

Property Details

Annual Rental:

£21,000

Approximate Value of property:

£650,000

Yield: Based on purchase price of £320,000

6.5%

Is it time to draw down on the property and reinvest?

Best Buy To Let Re-mortgage Rate

1.49%*

*rate subject to additional charges, availability and underwriting

Latest Hillingdon Borough Land Registry Data: January 201

Average House Price (flats):

£274,50

Average Yearly Change:

6.09%

Average House Price (all):

Average Monthly Change:

Coopers Residential

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Corporate Department



2012 saw us open our Corporate Lettings department. This compliments the existing lettings team who currently look after in excess of 1000 properties. David Head, who has been instrumental in setting up the department, outlines the reason for the dedicated Corporate Lettings department.

“Over the last ten years Coopers have worked closely with many of the large corporate head offices in Stockley Park and Uxbridge Town centre as well as building strong ties with the ACS International School, Hillingdon Hospital, NATO, and a number of Corporate relocation companies. Companies such as Apple and IBM find it much easier to liaise with designated people who have experiences of dealing with Corporate lets. Due to the overwhelming demand we felt that this department would give both the corporate companies and our Landlords and an unrivalled service offering.”



Property Management

The Coopers Property Management Team are there to take the stresses and strains out of being a landlord. Our management specialists have the experience and expertise (and patience!) to deal effectively with the various issues that inevitably arise during each tenancy. They are committed to finding the most timely, cost effective and lasting solutions to each management problem.

We understand that our landlords are busy people so our Property Managers take on the vast majority of tasks related to letting out a property. These include:

- Handling tenant queries at all hours
- Dealing with appliance breakdowns and boiler problems
- Managing redecorations
- Deposit administration
- Co-ordinating contractor visits
- Sourcing quality tradesmen
- Collecting the rent on a monthly basis
- Chasing Arrears
- Renegotiating the contract on renewal
- Handling any relevant legal notices

The lettings industry is becoming increasingly heavily regulated with the government implementing more and more mandatory legislation. In recent times we have seen the introduction of the following which has seen the burden of self managing your property fraught with legislation pitfalls:

- **Right to Rent Immigration checks**
- **The Deregulation Act 2015 - preventing retaliatory evictions**
- **Regulations for the installation of smoke and carbon monoxide alarms**
- **Gas Safety Inspection hatches**
- **Changes to Tenancy Deposit Protection and the use of Section 21 Notices for Landlords**



Legal Obligations

There are a number of legal obligations that govern the letting of residential property to which all landlords must comply. Below is a summary of the regulations that will need to be complied with. For a more comprehensive guide please see our terms and conditions.

Gas Safety Certificate

If the property has a gas connection it is a legal requirement for the landlord to have an annual gas safety certificate carried out by a certified gas safety registered engineer. Certificates must be provided to the tenant within 28 days of the expiry of the previous one and before the tenancy agreement commences.

Smoke and Carbon Monoxide Alarms

All properties built after June 1992 are required to have mains operated smoke alarms on each floor. From 2015 all Landlords are required to install and check smoke and carbon monoxide alarms in their properties.

Electrical Safety

The Electrical Equipment (Safety) Regulations 1994 requires any electrical appliances left in a property to be safe. Landlords are required to ensure that all electrical equipment will not cause death or injury to people or damage the property. All equipment should be properly insulated, earthed and protected by suitable fuses.

Energy Performance Certificate

From 1st October 2008, it is compulsory for all properties that are to be rented out to have an Energy Performance Certificate. Landlords are required by law to obtain and make available a copy of the certificate to prospective tenants. The EPC is valid for 10 years



Furniture and Furnishings Regulations

When you let your property you must ensure that all furniture in the property complies with the above Act. These regulations apply to sofas, beds, bedheads, covers for furniture, cushions and pillows and other items. They do not apply to carpets, curtains or bed linen and duvets. Furniture manufactured before 1950 is exempt from regulations. All furniture manufactured after 1983 should comply and carry the necessary labels.

The Deregulation Act

The Act introduces new rules designed to prevent retaliatory evictions whereby a landlord evicts a tenant by the use of Section 21 procedure simply because they have made a legitimate complaint about the condition of the property. The rules affect England only and came into force on 1st October 2015.

Houses in Multiple Occupation

The Housing Act 2004 defines a house in Multiple Occupation (HMO) as accommodation occupied by more than one household who share amenities. Therefore three or more unrelated persons sharing would bring a property into the definition of HMO. These tenancies would need to adhere to legislation as determined by the local authority.

Right to Rent Immigration Checks for Landlords

From February 2016 all landlords must obtain, check and copy documents which show the tenants right to rent in the UK. Where any tenants permission to stay in the UK is limited, follow up checks will have to be made on the tenant. If the follow up checks show that the person no longer has the right to be in the UK, the landlord must make a report to the Home Office.



Tenancy Deposit Scheme—

A deposit is paid by the tenant and held by us as stakeholder (unless otherwise instructed) under the Tenancy Deposit Scheme for the duration of the tenancy.

Check Out Procedure

If you have instructed Coopers Enhanced Lettings and Management Service, after receiving the check out report, we will ascertain any possible deductions that are to be attributed to the tenant. Quotes for the necessary works will be sought and we will liaise with the tenant to get these costs agreed.

Should you not have instructed Coopers on the Enhanced Lettings and Management Service, then the Check Out report will be forwarded to the Landlord so that they can go through the report directly within a reasonable time frame of the Tenancy being terminated. Once we have the agreed deductions confirmed in writing from both parties we will release the deposit monies.

In the event of a dispute that cannot be resolved between the landlord and the tenant, either party can instigate adjudication with the Independent Case Examiner (ICE). We must then send the deposit (less any amount agreed by the parties and paid over to them) to the ICE within 10 working days of the dispute being registered. There is a 3 month window from the end of the tenancy.

Testimonials

“

The Coopers Residential (Hillingdon) Team have been outstanding. Their customer service has been well above any of the other agents I work with. I cannot recommend Coopers highly enough - from finding a tenant well in advance of completion, to going beyond their contractual commitments, to help keep things running smoothly, nothing has ever been too much trouble - this is a team that really differentiates itself from the competition. Thank you David and team.

”

Mr. Neote

“

We have just successfully let our property through Coopers Residential. At all times David has been professional, courteous, informative and a pleasure to deal with. Unlike other agents he took the time to communicate with me at every step of the process - infact I'm certain he has me on speed dial! As a landlord I am confident we will continue to receive an excellent service from Coopers and I wouldn't hesitate to recommend them.

”

Mr. Swetman

“

I went to Coopers after having issues with a rival agent, who had left my property vacant for 3 weeks after the tenancy ended because they couldn't find anyone. Within 3 days of me asking Guido to start marketing, we had 2 offers and 1 interested party. It has now been let through Coopers on a long-term tenancy. Guido was great to deal with and was in command of his market - he knew exactly what rental was achievable and which of his tenants would be interested. After securing the tenants, Melissa 'held my hand' through the process - she was the epitome of excellent customer service, always happy to answer my questions and go beyond her duty to make sure I was comfortable with everything. My only regret is that I didn't use them from the start!

”

Mr. Kan

“

The whole team are brilliant, polite and professional, but we were very impressed with the excellent service which we have received. She was always very responsive in communicating and helpful at all times. She was very professional in showing potential tenants to the property and very knowledgeable in answering all of our questions on the phone and via email.

”

Charlotte

“

Right from the initial meeting with Steven at Coopers in Uxbridge, I was encouraged by their friendly, pleasant and approachable personalities. They both exhibited good communication skills with a positive customer approach. Through the process towards rental they were helpful, efficient and professional providing an excellent service. I would recommend Coopers with their extensive local knowledge and wouldn't hesitate in using them again for future properties. Thank you for a quick and positive outcome.

”

Ms. Broom

www.coopersresidential.co.uk

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