



Credit and Reference Checks

Our credit and reference checks are outsourced using a reliable premier tenant referencing and landlord protection service - this ensures that we are utilising the highest level of credit and reference checks that are available on the market. Credit and reference checks are carried out on all tenants aged 18 and over who will be living in a property.

We will ask for details of the prospective tenant's employer and a previous landlord who can verify their suitability for a new tenancy. It is our aim to obtain a variety of references from your prospective tenants including; a comprehensive credit report, employment reference, previous landlord reference, verified bank statements, etc. These checks will provide enough information to assess a tenant's suitability for renting a property.

Employment and Income Details

We initially make the prospective tenants aware of what the affordability criteria would be before they even apply to become tenants at your property, this cuts down the time frame it can take to process an application. Once we have verified this with the applicant, we then process them through the credit and reference checks at which point the income of your prospective tenants and the terms of their employment will be verified. Based on these checks we will be able to know whether they will realistically be able to afford the rent.

Credit, Fraud and CCJ Checking

Thorough credit history checks will be carried out to verify your prospective tenant's financial stability and previous credit worthiness. Any alarming facts such as court judgements or regular missed payments, for example, would be discovered at this stage. We would then immediately bring these to your attention, and we would not process the application any further unless you explicitly instruct us to do so, perhaps by seeking a guarantor for the prospective tenant, for example.

How to Rent Guide

In England, all tenants must be given a copy of the government published guide, "How to rent: A checklist for renting in England". If landlords fail to provide the guide, they will not be able to serve a valid section 21 notice. In order to serve a valid notice, the tenant must also have been given a valid Gas Safety certificate and EPC.

This guide is for tenants and landlords in the private rented sector to help them understand their rights and responsibilities. It provides a checklist and more detailed information on each stage of the process, including:

- What to look out for before renting
- Living in a rented home
- What happens at the end of a tenancy?
- What to do if things go wrong

Landlord rent and legal protection policy.

As part of our management service, all managed landlords of Rockett Home Rentals are required to be covered by our rent and legal policy, which is included in the annual administration fee of 8% of the annual rent (including VAT) payable from the first month's rent. This covers non-payment of rent by the tenant and legal costs. Non-payment of rent is the single biggest risk facing today's landlords. References taken out on the tenants can only assess the risk of default at the start of a tenancy, but changes in circumstances can lead to difficulties in paying the rent.

It is mandatory in our managed service, that you are protected against a loss of rental income. Rockett Home Rentals Ltd will automatically arrange Rent & Legal Protection Cover for you through the appropriate insurance provider. Should you prefer to arrange cover with an alternative insurance provider, you must inform us of your intention to do so and provide us with a copy of the Policy certificate prior to the tenant moving in. If you should choose to use an alternative insurance provider, we would not be able to manage any claims which may arise for them. This applies to the gross Rent premium or other money payable throughout the Term and any extension of it whether fixed Term or periodic if we are instructed to act on your behalf. Our annual administration fee of 8% of the annual rent (including VAT) payable from the first month's rent is fixed, whether we set up a rent guarantee policy or whether you set your own up.

How will the rental value of my property be assessed?

Prior to determining the final rental value, we will conduct a full and free evaluation of your property. Our expert negotiators complete numerous rental valuations each month. They ensure that they combine their local knowledge of the area and consider how it compares to other properties in the surrounding area as well as considering its physical condition and considering current market conditions and time of the year. You can rest assured that we will provide you with an accurate rental valuation to help you achieve the best possible rent.

Who will conduct viewings, and do I need to be present?

If you are putting your home on the letting market, you know that at some point you will start getting viewings booked in. This can be daunting time for many people. One of our experienced lettings consultants will show prospective tenants around your property and answer any questions they may have. As long as you have given us a set of keys to the property, you do not need to be present at viewings if you do not wish to be. Our lettings consultants will provide you with feedback afterwards.

What is the Tenancy Deposit Protection Scheme?

All landlords are legally required to place tenant deposits in a government-backed Tenancy Deposit Protection Scheme. At Rockett Home Rentals, we will ensure your tenant's deposits are placed correctly within the required time frames.

How can I improve my chances of letting my property?

We understand your property is probably one of your most valuable assets and therefore we will share our expertise on how to maximise your chances of letting and achieving the best possible rents. First impressions really do count, in order to let your property to quality tenants it is always best to present your property in a clean and maintained state. If you complete any outstanding DIY jobs and undertake any low-cost additions to the property, this can make a real difference. As a letting agent, we will take professional photographs of your property and market it on our website. We have a strong social media presence, utilising platforms such as Facebook, LinkedIn and Instagram enabling us to reach a wide potential client base and increase our advertising potential. Zoopla, Rightmove and across social media, giving it maximum exposure. We cannot stress enough that presentation is key. The following factors should be considered; quality of workmanship, double glazing, light coloured walls, mirrors, neutral carpets and possibly furnish the property..

When will I receive my rent?

Rent will be sent to yourself upon receiving it within 20 working days, but this is usually sent within one week.

Who organises repairs and maintenance?

If you were to choose our fully managed rent service, we would take full responsibility for liaising with the tenant and coordinate any necessary maintenance work approved by you, the landlord. We have an extensive network of trusted local tradesmen and contractors who we regularly employ to complete repairs or vital maintenance work when required. Furthermore, we are one of the few agents who do not add commission to maintenance invoices or charges. For fully managed properties, we use an online service called 'Fixflo'. 'Fixflo' is an online portal which allows tenants to report any maintenance issues at any time. We are able to remotely access the portal, and so are immediately alerted to any issues, wherever we are.

What is fair wear and tear?

When it comes to the end of tenancy and you are in a position to begin considering deductions, landlords have to apply the principle of fair wear and tear to the condition of their property.

There are a few things to consider when applying the fair wear and tear principle. Legally, a landlord should not be either financially or materially in a better or worse position than they were in at the commencement of the tenancy or than they would have been at the end of the tenancy having allowed for fair wear and tear.

The landlord is not normally entitled to charge the tenant the full cost for having any part of their property, fixtures or fittings put back to the condition it was at the start of the tenancy; this would be deemed as betterment.

There may be instances where a tenant causes damage to an item, but the damage does not warrant a complete replacement. For example, if a tenant was to leave a burn mark on a coffee table, the landlord may wish to replace it, but they would not be entitled to the cost of a full replacement. In cases where an item has had its value reduced or its lifespan shortened, for example by damage, an award of compensation will be more appropriate.

Is there tax on rental income?

Tax must be paid on any profit made from your rented property. You can however deduct your day-to-day running expenses (including any agents' fees) before preparing your tax return, so it is important to store your financial records securely.

We recommend that you use a qualified accountant to assist with your tax returns, particularly if you have more than one property.

Do I need to tell my mortgage lender?

Yes, if you decide to let your property with us, you will have to inform your mortgage lender. If they impose any special conditions, you will need to inform us. If the property has a buy-to-let mortgage then permission has already been granted.

What happens if my tenant fails to pay their rent?

All of our managed properties have rent guarantee, which protects the landlord against unpaid rent. (Please read Landlord rent and legal protection policy for more information).