

rent-the-house •

property management & letting



Rent the House are pleased to announce some exciting changes and developments.

we have become a member of ARLA
(Association of Residential Letting Agents)

This lengthy and detailed process has taken us over 10 months to complete. We have passed all the essential audits and comply with monetary stipulations all laid out in ARLA's strict process of becoming accredited.



Although not a government ruling we at Rent the House believe ALL letting agents should become a member of an agency recognised body. We chose ARLA as ARLA is recognised by government, local authorities, consumer interest groups and the media as the leading professional body in the private rented sector and they also dictate that all member offices are to have professionally Qualified staff. Members' client bank accounts are required to be audited annually ensuring that they conform to a stringent accounting practice.

We are proud to become a member of this prestigious body of professionals. Rent the House remain the only dedicated letting agent in Accrington and District who are an ARLA member.

staff



Jeanette
Davies

MARLA

Jeanette has recently passed the Technical Award in Residential Lettings and Property Management and has joined ARLA. She will continue in her development in this field and encourages staff to study for these all important exams. Rent the House are the only agent who's staff are fully qualified.

2010 Newsletter



Donna
Mawdsley

Congratulations to Donna who is expecting her first baby at the end of May. Donna has been with Rent the House for 3 years and has also passed her Technical award in Residential Lettings and Property Management. Donna has continued to grow and develop her role. Her training and guidance in helping new and existing members of staff is exemplary and she will be missed when she is on maternity leave. We look forward to welcoming her back in 2011.



Pippa
Elkins

Pippa has been with Rent the House for over 2 years and is currently more than half way through her studies in Residential Property and Lettings Management. Pippa has moved over from maintenance recently and is now dealing with new enquiries, property applications and sign ups. Pippa is our expert in chasing tenant arrears, she may only be petit but she is mighty.



Sophie
Hargreaves

Sophie joined Rent the House in Summer 2009 as a modern apprentice. Having now passed her exams we are extremely pleased to announce she will be staying with us. Sophie quickly proved she has excellent communication and telephone skills and has currently taken over organising all inspections and giving landlords feedback, she continues to grow and develop and has commenced her NVQ level 3 in business studies and administration.



Ashleigh Shorrock

We are pleased to announce that Ashleigh will be re-joining us at the beginning of May. After leaving for a short time to pursue other areas, Ashleigh has decided that property lettings is for her! Ashleigh will assist Pippa in property applications and sign ups. Ashleigh will start her letting qualification later this year.



Amy Scott

We are delighted Amy has agreed to cover some of Donna's maternity. Amy worked for us previously and fitted into the team perfectly. She continues to be a strong member of the team and is a fantastic support to everyone.

landlord licensing

Hyndburn council have confirmed government acceptance of the above in selected areas within the Hyndburn district. We will be contacting landlords to advise them of any of their properties that will fall into these areas. Rent the House Ltd can obtain the license on behalf of the landlord, however we will require cleared funds to do this, with a small admin. charge added on. The current cost of the license is £500.00 per property and is valid for 5 years, we will be able to organise these for you, and will advise you of the process once we have more information. We will not be able to obtain licenses for our Find Only landlords. Further information can be obtained from Jeanette at :- jeanette@bthea.com, she will send out the information pack together with the designated areas.

The deadline for licenses is 1st October 2010, however there will be no penalties for applications not processed. The fine for not having a license can be up to £20,000.00 and no Section 21 can be issued.

A license is not required on an empty property.

tenant condensation awareness

We have noticed in the past that many tenants are not aware of how to reduce condensation and damp build up in the property. Upon sign up into a new property we hand out an information guide, clearly explaining how to keep a property free from mould and damp. The tenant signs to state they have received this

coming later this year.....

NEW WEBSITE, we have commissioned a web company to re-design and create a new more interactive website.

This will include:-

Automatic property upload direct from our database.

Detailed property search with areas to register for new properties

Landlord login area, this will enable landlords to view and print statements, view their properties and check when gas certificates etc are due

Maintenance log, this is primarily for tenants to log any non emergency maintenance issues. Rent the house will then create a maintenance message board which remains open until the issue is resolved, tenants can view this at anytime live online.

Hot property section, investment properties will be uploaded showing the sale price together with anticipated rental income and costings of any works required.

thank you for your continued support and should you feel there are any areas that we can improve or assist you in, please do not hesitate to contact any of the staff.

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