



Your Guide to Residential Lettings

mundys.net



WELCOME TO MUNDYS

The original firm, Mundy & Co, was founded in 1898. Former Senior Partner, Philip Barnatt, and fellow partner Simon Bentley, took over the company in 1996 inheriting a small Management Department and Survey and Commercial Sections.

The new partnership rebranded as Mundys, retaining all departments but also setting up a specialist Residential Estate Agency. Since this time the organisation has flourished and is widely recognised as one of the region's leading Multi-Practice Estate Agencies. Our services include specialist Residential Sales, Lettings, New Homes, Commercial, Survey and Financial Services departments.

Mundys Lettings is a multi-award winning department. Since 2008 our team have consistently been recognised with a range of industry awards including ESTAS, UK & International Property Awards, Guild Property Awards and the Best Estate Agency Guide.

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We pride
ourselves on our
honesty and
professionalism.





OUR SERVICE

Over recent years, changes in both the housing market and social patterns have resulted in an unprecedented and inexorable rise in demand for property within the private rental sector.

Investing in buy-to-let property is proving to be a prudent decision for many people looking for an alternative to stock markets or savings accounts. Key to a successful investment are factors such as location and the type of property, but it is also important to consider achievable

rent levels, tenant demand and expectations, maintenance and potential capital growth.

With so much to consider, Mundys will take the time to assist you from the start, by providing honest and reliable advice on potential investment opportunities. We recognise that this is likely to be your second biggest investment, after buying your own home, and whether you are a first-time landlord or an experienced investor, you can trust our guidance.





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We can provide details of competitive insurance specifically for rented property, if required.

PREPARING YOUR HOUSE FOR LETTING

Mortgages

Where the property to be let is subject to a mortgage, permission must be granted from the mortgagee in writing. It is sometimes appropriate to remortgage with a buy-to-let specialist and our mortgage advisors, who can offer an across-the-market perspective, will be happy to provide completely impartial advice in this regard.

Insurance

It is essential that the property and your contents are adequately insured, both while the property is empty and while it is let. Your insurers must be told that the property is to be let since failure to do so may invalidate cover. We can provide details of competitive insurance providers specifically for rented property, if required.

Security

Security systems (locks on windows and external doors, lights, and even full alarm systems) are often considered essential by prospective tenants, and are taken into consideration by all the leading insurance companies when calculating premiums.

Decorations and Carpets

We recommend these should be fresh and neutral in terms of colour and style. Higher quality properties will always attract better quality tenants and therefore it is vital that a property is well presented to meet the expectations of a potential tenant.

Furnished or Unfurnished?

By far the greatest level of demand from tenants is for properties that are available unfurnished. This traditionally includes just carpets, curtains and a cooker. This has

the advantage, from the landlord's perspective, of avoiding the need for additional maintenance replacement.

Domestic Appliances

These should also be of good quality and condition and subject to regular servicing. It is important that full instructions for use are left on the premises to avoid the need to call in an engineer to demonstrate. Gas and electrical appliances must meet legal safety requirements and oil appliances should be tested annually. Extractor fans should be installed in kitchens and bathrooms and checked to ensure that they are serviceable before the start of a tenancy.

Cleaning

It is essential that the property is handed over in clean condition. We very strongly recommend that the property be professionally cleaned throughout, including all carpets. This creates a benchmark that will be recorded in the Inventory and Schedule of Condition, and will allow us to maintain a high standard through subsequent tenancies. We can provide the names of reputable and economical cleaning contractors.

Gardens

Gardens should be left in good seasonal order so that the benchmark is set for the tenants, whose responsibility it will be to maintain the same standard. If the garden is particularly large, or complicated to maintain, it may be appropriate for the landlord to retain responsibility for maintenance, in which event this will be reflected in the rent. We will be happy to help find suitable gardeners, be it for a full maintenance programme, hedge/lawn cutting, pruning or an occasional tidy.

Gas, Electricity and Water

These services should be left connected and we will arrange for their transfer into the tenant's name. Under the Housing Health and Safety Rating System, tenants must be able to control and regulate heating systems.

Council Tax

We will notify the local council tax office of each change of occupier and of any void period between tenancies.

Keys

Three complete sets of keys should be provided in all cases – two for the tenants and one to be retained at our office. We will be obliged to charge for key cutting if insufficient keys are supplied at the outset.

Telephone

If a telephone line is installed at the property you should instruct the provider to put a temporary stop on the line, when you vacate, and send you a closing account.

Empty Properties

It is important that you comply with any insurance requirements during vacant periods, especially during the winter months.

Property Folder

Many landlords choose to make a property folder. This should include copies of manuals and guides. It is also advisable to leave a local guide and any other information that your tenants may find useful, such as details on parking, refuse collections etc.



SAFETY REGULATIONS AND PRECAUTIONS



Failure to comply with the following Safety Regulations may constitute a criminal offence under the Consumer Protection Act 1987 and could lead to a fine or imprisonment. In any case, landlords have always had a duty of care under common law to ensure that rented property is kept in a safe condition and it is therefore essential to examine the property and its contents closely before letting.

Housing Health and Safety Rating system (HHSRS)

The Housing Health and Safety Rating System was introduced under the 2004 Housing Act. It is a risk based evaluation tool, designed to identify potential hazards to health and safety from any deficiencies identified in dwellings. Common breaches of this legislation include a lack of extractor fans in bathrooms and kitchens, trip hazards such as uneven patio slabs and loosely fitted carpets, or staircases without handrails.

Fire and Furnishings Regulations

Under the Furniture and Furnishings (Fire Safety) Regulations 1988 (amended 1989 & 1993), it states that specified items supplied in the course of letting a property must meet minimum fire resistance standards. The regulations apply to all upholstered furniture, beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows and non-original covers for furniture. They do not apply

to antique furniture or furniture made before 1950, bedcovers including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Items that comply will have a suitable permanent label or swing ticket attached. Non-compliant items must be removed before the tenancy commences.

Electricity

The Electrical Safety Standards in the Private Rent Sector (England) Regulations 2020 were introduced in England from 1st June 2020. A Landlord is required to have the electrical installation of a property inspected and tested by a qualified and competent person at least every five years. The electricians must meet standards and Landlords must give Tenants proof of this. A New Installation Certificate (NIC) or Electric Installation Condition Report (EICR) are the reports provided to a Tenant.

Gas Safety Regulations for Landlords and Agents

Landlords are legally required to ensure that all gas appliances, pipework and flues within a rented property are maintained in a safe condition and inspected annually by a Gas Safe registered engineer. A valid Gas Safety Certificate must be obtained and provided to tenants each year, with records retained for compliance purposes. This requirement applies to all landlord-owned gas appliances, including boilers, water heaters, gas fires, cookers and flues. Only Gas Safe registered engineers may carry out gas safety inspections, servicing and repairs.



Smoke Detectors and Carbon Monoxide Alarms

The Smoke Detector and Carbon Monoxide Alarm Legislation was introduced in 2015 and amended in 2022. The legislation requires a smoke alarm to be fitted on each occupied floor of a property and to install a carbon monoxide alarm in each room where there is a fixed combustion appliance (excluding gas cookers). The carbon monoxide alarm should be installed at head height, 1 - 3 metres from the appliance. A landlord is required to be able to demonstrate all smoke and carbon monoxide alarms are tested and working at the commencement of a tenancy and to carry out any repairs or replacement during a tenancy.

Legionnaires Disease

The Health and Safety Executive have made it clear that the landlord, or the landlord's agent, are responsible for helping reduce the spread of Legionella in water systems in private rented properties. The landlord has overall responsibility to ensure their properties meet these requirements. It is therefore recommended that you have a risk assessment undertaken.

Energy Performance Certificate

It is a requirement for an Energy Performance Certificate (EPC) to be available when any property is built, sold or let. The EPC rating is included within marketing materials and a copy of a valid EPC certificate has to be given to tenants prior to the commencement of any tenancy. Since April 2018 all rental properties need to achieve a minimum of an EPC E rating but from 1 October 2030,

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Landlords have
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to ensure the
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privately rented residential properties in England and Wales will be required to meet the Government's higher minimum energy efficiency standard, which is broadly equivalent to EPC band C, unless an exemption applies.

The Homes (Fitness for Human Habitation) Act 2018

The Act came into effect on 20th March 2019. The Act requires Landlords to ensure that a property is fit for human habitation at the beginning of the Tenancy and throughout the duration of the Tenancy. If a home isn't up to the standard of the Housing Health and Safety Rating System (HHSRS), Tenants will have the right to take legal action in the courts for breach of contract. Landlords will not be liable where 'unfitness' has been caused by the action of the Tenants.

SERVICES WE PROVIDE

Investor & landlord services

We offer different services to help with the acquisition, letting and management of properties. Our services include; Property Acquisition, Let Only and Letting & Management. Each of our services are tailored to meet the specific requirements of you and your property. Full details of our services and related fees are provided within our terms and conditions.

Property Acquisition

The Mundys Property Acquisition service allows a property investor to receive expert guidance to find, check and secure the right property for investment. We provide up to date information on; the existing market conditions, market expectations and forecasts, possible

returns, locations, property types and condition considerations. We can also assist with financial advice, property negotiation, RICS surveys and monitor the progression of your purchase to make the purchase of your investment property as easy and stress free as possible. Speak to a member of our team to find out more.

Let Only

The Let Only services assist Landlord's with the marketing of a property and organisation of a tenancy. Our focus is to find the most suitable Tenant for you and your property, and to help you with what is required to start the tenancy.

During the tenancy the Landlord will manage all aspects of the property



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Our services support you as a landlord, maintaining high services.”

and tenancy. Our Let Only service can be tailored to meet the requirements of you and your property, see our terms and conditions for more information.

Letting and Management

Our Letting and Management services provide comprehensive assistance to a Landlord during and at the end of a tenancy, in addition to property marketing. Our management services removes the stress and time involved with the management of a tenancy, with our qualified and experienced team on hand to provide an excellent service and professional guidance, to you and your Tenant. Different levels of management are available to allow you to select the most suitable option for you. See our terms and conditions for more information.

Rent Guarantee

Our Rent Guarantee service is designed to provide cover when the worst happens; a tenant defaults on rent and/or breaches the tenancy agreement. Speak to a member of our team to find out more.

Value Added Tax

All our fees, and any other charges made by Mundys Lettings, will be subject to Value Added Tax at the prevailing rate.

Client Money Protection

All client funds are protected under a Client Money Protection scheme, ensuring your money is handled securely and in accordance with strict regulatory standards.





IMPORTANT CONSIDERATIONS

The Tenancy Agreement

A tenancy agreement is a legal contract between a landlord and a tenant which outlines the rights and responsibilities of both parties. Most tenancies in England are Assured Periodic Tenancies (APTs).

Inventory and Schedule of Condition

It is essential to have an inventory / schedule of condition prior to each tenancy. At the end of a tenancy the property is inspected against the inventory and any deterioration to its condition is noted. The tenant is responsible for the cost of rectifying any damage, over and above what is considered to be fair wear and tear caused by them at the property.

Tenancy Deposits

We will obtain a deposit from a Tenant. In accordance with the Tenant Fees Act 2019 this will be equal to or less than 5 weeks Rent. A Tenancy Deposit will need to be registered with an approved Tenancy Deposit Scheme in accordance with legislation and the related prescribed information served to the tenant within thirty days. Mundys is a member of a Tenancy Deposit Scheme, administered by the Deposit Protection Service (DPS). The Tenancy deposit will be handled in accordance with the

terms and conditions of the DPS. More information on the DPS can be found at www.depositprotection.com or simply ask a member of our team.

Mundys is a member of The Tenancy Deposit Scheme, which is administered by: The Deposit Protection Service (DPS) The Pavilions, Bridgewater Road, Bristol, BS99 6AA. Phone: (0844) 472 7000. Website: www.depositprotection.com. Email: enquiries@depositprotection.com

Void Periods

Our management service does not include the supervision of the property when it is vacant although, in the normal course of showing it to prospective tenants, periodic visits may be made to the property by our lettings staff.

Instruction to Solicitors

You will be informed of any rent arrears or breaches of covenant brought to our attention. Should it prove necessary to employ the services of solicitors you will be responsible for instructing them, and for all fees involved.

Taxation of UK-Resident Landlords

Landlords who remain resident in the UK are required to declare rental



income annually, together with all other income, as it is assessable, after allowable expenses, for income tax.

Taxation of Non-Resident Landlords

Where the landlord of the property is resident abroad and has not been approved under the Non-Resident Landlords Scheme, the Commissioners for Inland Revenue will, under UK income tax law, hold the managing agent personally liable for the payment of tax on income from rent collected on the landlord's behalf. The taxation of income from landlords (Non-Residents) regulations 1995 requires the rent-receiving agent to retain the tax element on the net rent and to pay it to the Inland Revenue on a quarterly basis, within thirty days of the end of the quarter.

Tenant Fees Act 2019

The Act came into effect on 1st June 2019, affecting Landlords, Agents and Third Parties. The Act prohibits any charges to a Tenant, unless they are

classified as a 'Permitted Payment'. Under the Act a Tenancy Deposit is capped at a value equal to 5 weeks rent and a Holding Deposit is capped at a value equal to 1 weeks rent. Where a party is in breach of this legislation substantial fines can be enforced by Trading Standards or District Councils.

UK Right to Rent

Right to rent checks require landlords or agents to check ID to determine the immigration status of all prospective adult tenants before the start of a tenancy. Where an adult occupier has a time-limited right to remain, landlords and letting agents will need to conduct follow up checks.

The Renters' Rights Act (effective 1 May 2026)

The Act came into effect on 1st May 2026 and focused on improving tenant security and fairness. It abolished Section 21 "no fault" evictions, replaces fixed term tenancies with rolling periodic agreements (APT's), and introduced tighter rules on

rent increases and banned rental bidding wars. Section 8 notices, relying on specific grounds are used to obtain possession of a property. Phase two of the Act will introduce a new Private Rented Sector Database and mandatory Landlord Ombudsman. A third phase is outlined to focus on raising housing standards, extending measures like the Decent Homes Standard to the Private Rented Sector in addition to wider reforms aimed at improving the quality and safety of properties.

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We keep
you up to date
on all legislation
you need to
comply with.



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You can
be assured
we have
everything
covered.

ESTAS **REVIEWS**
Verified Reviews From Homeowners

“

They've been fantastic throughout the whole process of letting my properties, putting in real effort and making everything smooth and straightforward. Highly recommend their service

”

YS Living Co (Landlord)

★★★★★

ESTAS **REVIEWS**
Verified Reviews From Homeowners

“

Having used several agents over the years for selling and renting property, I have found these agents to be very proactive and deliver a very professional service. In Particular Jack Mulhall.

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Nick Vikentiou (Landlord)

★★★★★

ESTAS **REVIEWS**
Verified Reviews From Homeowners

“

I couldn't have picked a more professional agent to deal with the letting of my property. The staff are second to none, very friendly and deal with any issues in a timely manner. They give great advice and offer sensible solutions when needed. Stress and worries to the landlord are kept to a minimum by the can do attitude of this agent.

”

Alex Donnelly (Landlord)

★★★★★

ESTAS **REVIEWS**
Verified Reviews From Homeowners

“

Brilliant service from start to finish

”

Mark Houlton (Landlord)

★★★★★



WE ARE PROUD MEMBERS OF THE GUILD

KNOWLEDGE. INTEGRITY. RESULTS.

We have our own strict Code of Conduct which ensures every Member of The Guild is either a qualified Member of The Royal Institution of Chartered Surveyors (RICS) or a Member of The Property Ombudsman.



PARK LANE W1
CITY OF WESTMINSTER

National Network

As a Member of The Guild, we demonstrate a real commitment to local, regional and national marketing. We are part of a national network of offices working together to serve you better.

Trust and Confidence

The Guild have their own strict Code of Conduct which ensures every Member of The Guild is either a qualified Member of The Royal Institution of Chartered Surveyors (RICS) or a Member of The Property Ombudsman.

The Guild Standard of Service

Every Member company of The Guild of Property Professionals is a carefully selected independent estate agency

– as such, we adhere to the highest standards of estate agency practice and all work together to provide you wider marketing and better service.

As part of the national network of property professionals, we have access to a myriad of other services all bound together in an enterprising spirit of teamwork and professionalism that helps with selling and letting of homes.

Training

You can be sure you are dealing with professionals as The Guild offers training through its Guild Associate Scheme. This is an educational training system for Member's staff to ensure fundamental technical competency throughout

the network. It covers the basic legal estate agency practice, plus knowledge of The Property Ombudsman, The Guild and Money Laundering. Entrants are examined on their competency and, when an adequate level of proficiency is achieved, are invited to become a Guild Associate.

Auditing

The Guild is committed to raising industry standards with compulsory auditing for new Members. This ensures that every agent operates to the same level.

We are property professionals.

Find your local Guild agent at guildproperty.co.uk





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