



LETTINGS GUIDE

WELCOME

Here at Oliver Jaques we have an ethos of **hard work, honesty, and transparency**.

We are proud to be a **family-run independent estate agency since 1986** and have helped thousands of clients achieve their property dreams.

In the ever-increasingly corporate dominated marketplace, our close-knit family environment enables us to offer our clients a more **personable, flexible approach**, putting their **long-term interests** at the forefront of everything we do.

The majority of our team have been with us for over a decade, meaning we boast an **unrivalled knowledge** of local market conditions, property values, and future development in the community which is why the majority of our business comes from client recommendations.



Nicola Heard ANAEA, MARLA
Director

“We are proud to be able to offer our clients a **unique lettings experience** with a strong emphasis on a bespoke customer service.”

WHAT PEOPLE SAY ABOUT US

Oliver Jaques



4.9/5 343 reviews

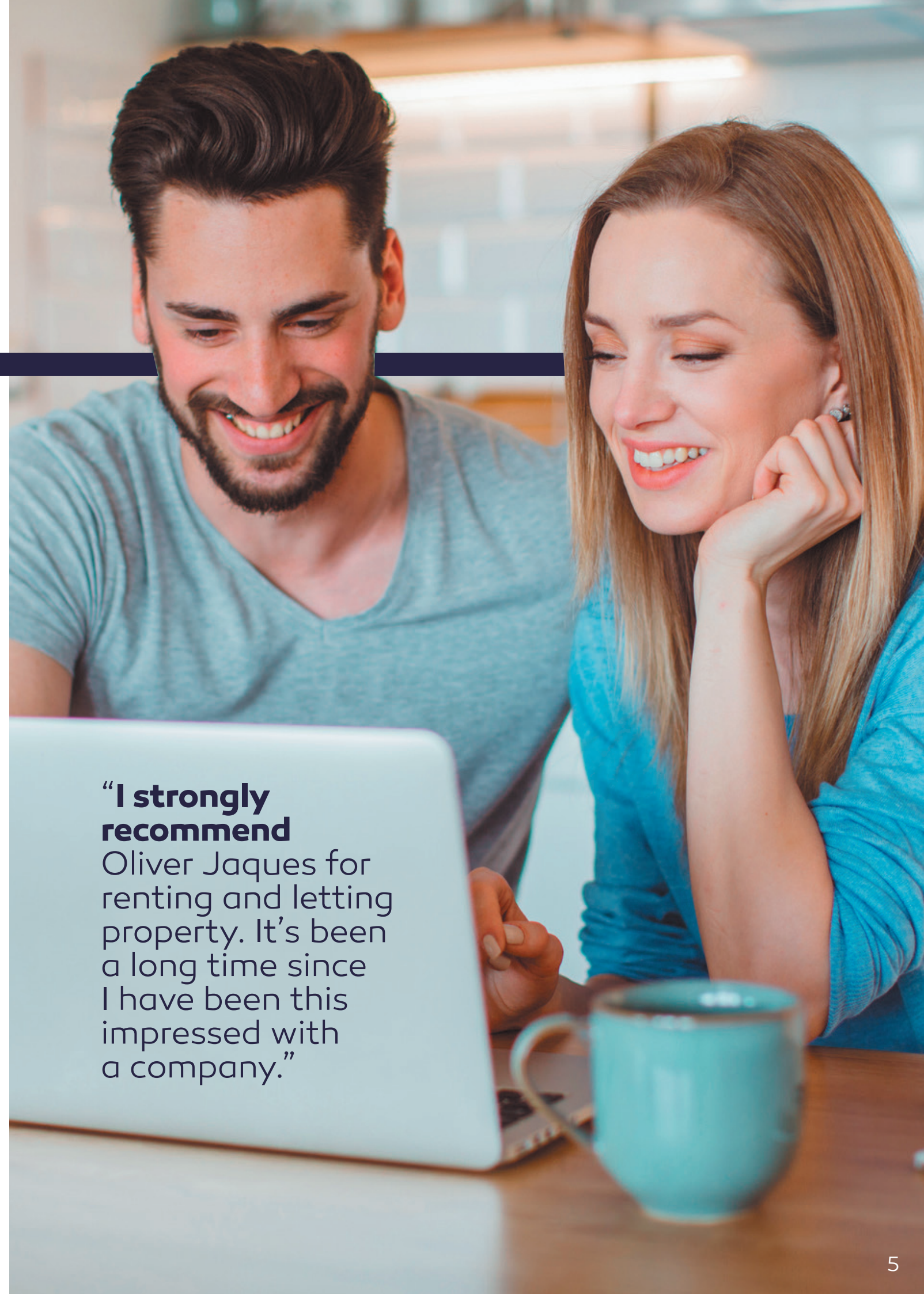
97% recommended

"I have always found the team at Oliver Jaques to offer **excellent customer service**. Their knowledge of the market is excellent. I would certainly recommend them."

"**If we could only replicate Oliver Jaques** in every area of the country we would have the most amazing housing market worldwide. I simply cannot praise their support, diligence, professionalism and abilities enough."

"I strongly recommend"

Oliver Jaques for renting and letting property. It's been a long time since I have been this impressed with a company."



SOME OF THE NAMES BEHIND OUR CONTINUED SUCCESS

“Your **property** is our **priority**.”



We have, in our opinion, one of the most **experienced** and **knowledgeable teams in London** and our people all have an ethos of being passionate about property and people.

Nicola Heard ANAEA, MARLA | Director
Joined Oliver Jaques in 1993

I have spent over 30 happy and eventful years at Oliver Jaques and have enjoyed building a fantastic rapport with our clients, some of whom still entrust us with their property portfolios 25 years on. Having grown up locally, living in Bermondsey and attending Aylwin Girls’ School, I have a unique insight into the needs of the people moving into the area, and I am one of the few Directors in the industry who can be found, every day, working closely with the staff, striving for the business to continually grow and exceed expectations. I enjoy giving back to my community and hope to continue to be able to do so for many years to come.



Michael Petherbridge MNAEA | Area Manager
Joined Oliver Jaques in 2001

Having previously come from a strong customer care background in the hospitality industry, I joined Oliver Jaques in 2001 working my way up through the company to become Area Manager. Within this time I have received a special recognition award for services to the property industry and also became a member of the National Association of Estate Agents. My wealth of experience, market knowledge, and trustworthy approach to estate agency has helped me sell thousands of properties locally, and I strive to ensure people walk away with a great experience and fond memories of Oliver Jaques.



Gina Begbie | Senior Property Manager
Joined Oliver Jaques in 2007

This year, I am celebrating my 17th year with Oliver Jaques, having lived and worked in SE16 all of my life. I have a unique insight into the ever-changing landscape of the property sector both here and in the surrounding areas. I work very closely with Nicola, heading up the Property Management department and have built up long-lasting relationships with all of the local contractors so that if a tenant requires assistance in a property that Oliver Jaques manages, they can respond instantaneously.



Stephen Banks MARLA | Lettings Manager
Joined Oliver Jaques in 2013

I am a proud member of ARLA Propertymark and have been fortunate to have the privilege of guiding thousands of clients through their property journeys over the last 18 years, 11 of which have been here at Oliver Jaques. I have a genuine passion for providing a responsive, personable, and transparent service to all of my clients, with communication at the forefront. Many of my articles have featured in London-wide property publications with my department ranking in the top 5% of letting agencies in the country.



Erika Janosova MARLA | Property Manager
Joined Oliver Jaques in 2015

I have been working in the property industry for over 20 years and came to Oliver Jaques in 2015 with over a decade in property management across London. A proud member of ARLA Propertymark, I enjoy using my knowledge and experience to build lasting client relationships and help tenants and landlords alike to have a long and prosperous tenancy.



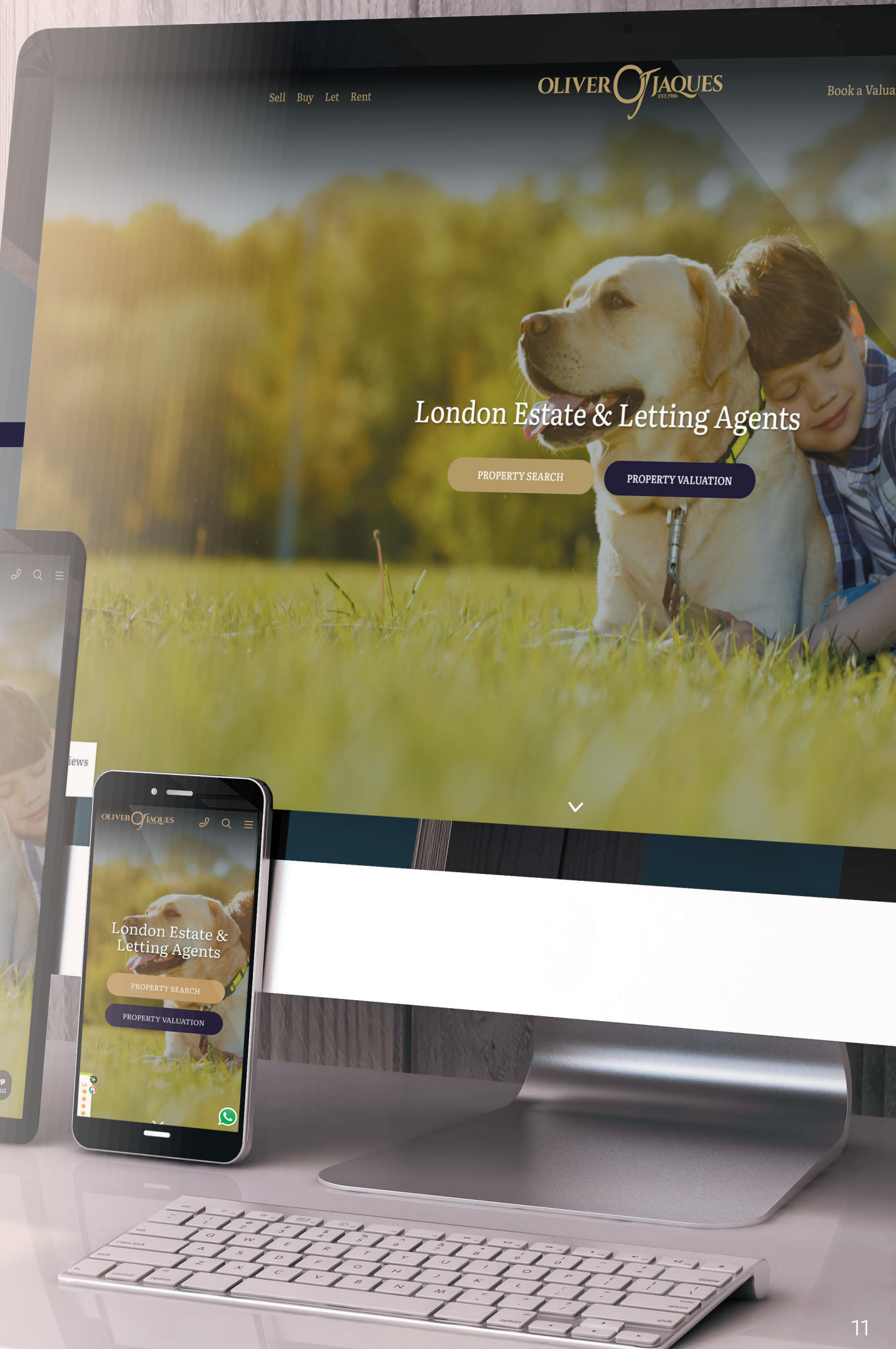
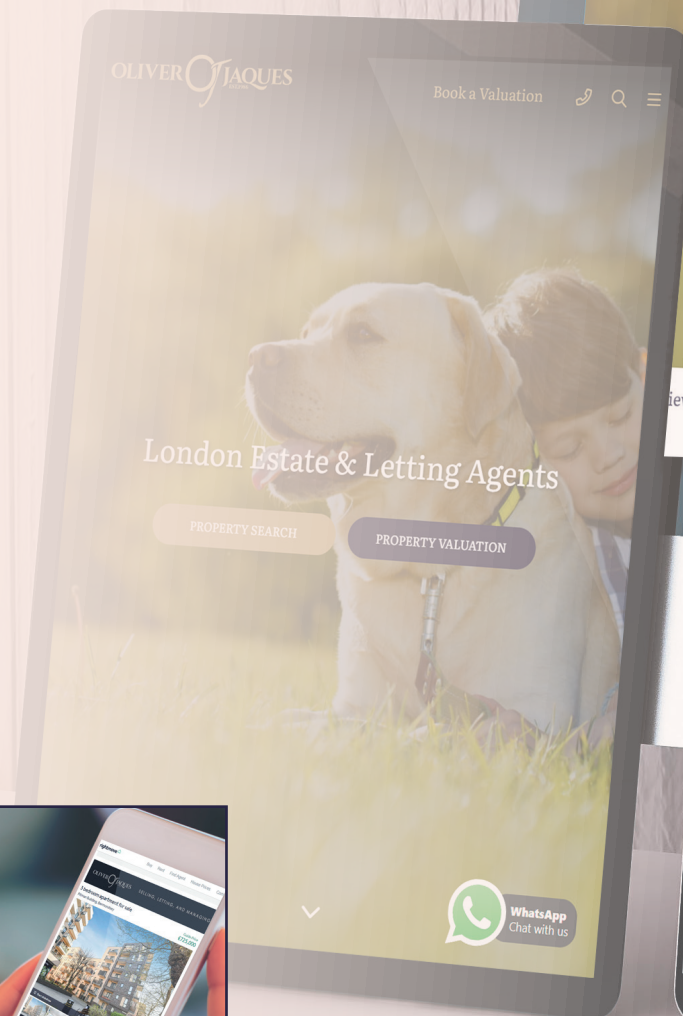
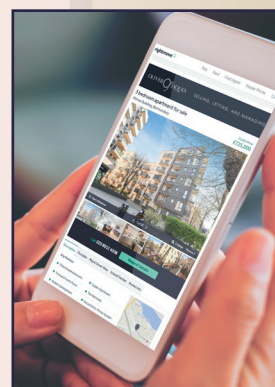
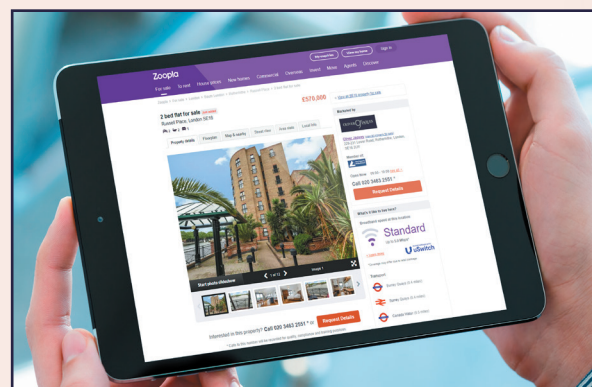
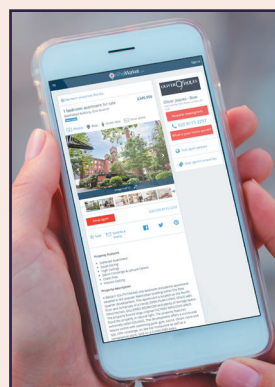
“Went above and beyond what is required of an Estate Agent - **would give more stars if that was an option.**”

PROFESSIONAL PROPERTY MARKETING

Your property is available **24 hours a day across all devices**. On **www.o-j.co.uk**, applicants can research properties in conjunction with street view, transport links, school catchment areas and Ofsted ratings.

Our properties are also available on all leading property portals including **Rightmove, Zoopla** and **OnTheMarket**. We regularly review which portals maximise performance for our clients and each of the property portals are updated throughout the day. If your property features on our website, it will also be on all the major property portals with featured boxes to enhance the volume of searches.

What's more, we are also available for **LONGER** throughout the day to answer any questions you may have. With our **live chat function** on the website and our **WhatsApp business number** we are on hand from **8am to 10pm, Monday to Saturday**.



LETTINGS & PROPERTY MANAGEMENT

A **step-by-step** guide to Letting your property

Electrical Equipment
Safety & Part “P”
Building Regulations
(Electrical Safety
in Dwellings)

Energy Performance
Certificates and MEES

Smoke Alarms and
Carbon Monoxide Alarms

Right to Rent
Immigration Checks

The Furniture and
Furnishings (Fire
Safety Regulations)

The Homes (Fitness
for Human Habitation)
Act 2018

Tenancy Deposit Protection

Property Licensing

Legionella

Tax and the Non-Resident
Landlord Scheme

The Electrical Safety Standards
in the Private Rented Sector
(England) Regulations 2020

Gas Safety (Installation
and Use) Regulations 1998



Electrical Equipment Safety & Part “P” Building Regulations (Electrical Safety in Dwellings)

Under The Electrical Equipment (Safety) Regulations 1994, Landlords have an obligation to ensure that electrical equipment and systems in any residential property for let, are safe. From January 1 2005 Regulations came into force requiring “Part P” qualified personnel to carry out certain electrical work. You may be liable if the tenants are harmed or their belongings suffer damage so to ensure compliance with the Regulations, we will only use a competent person to carry out any electrical work at the Premises. We also strongly recommend having a Portable Appliance Test.(PAT).

Energy Performance Certificates and MEES

An Energy Performance Certificate contains information about a property’s energy use and typical energy costs as well as recommendations about how to reduce energy use and save money. All residential property being marketed for let must have an EPC and a copy or written details of, must be given to the Tenant prior to the first viewing. The certificate gives a property an energy efficiency rating from A to G and is valid for 10 years. Minimum Energy Efficiency Standards, or MEES, are a set of legal requirements that set the minimum energy standard of an EPC rating of “E” and above for any residential properties for let.

<https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance>

Smoke Alarms and Carbon Monoxide Alarms (Amendment) Regulations 2022

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 state that all premises from 1st October 2015 must have at least one smoke alarm installed on every storey of the property as well as a Carbon Monoxide alarm in every room that contains a solid fuel burning appliance (coal fire, wood burning stove). Whilst these regulations do not apply to gas appliances, we advise all landlords to consider the installation of alarms to protect the occupier and help prevent any legal action being taken against a landlord as gas appliances still emit carbon monoxide. It is the sole responsibility of the Landlord to ensure these alarms are working at the beginning of every tenancy. A landlord failing to comply with these regulations will be subject to a fine of up to £5,000 from local authority enforcement bodies.

Right to Rent Immigration Checks

Since February 2016, landlords of private rented property in England have been required to carry out Right to Rent checks for new tenancy agreements to determine whether occupiers aged 18 and over, have the right to live in the UK legally.

www.gov.uk/check-tenant-right-to-rent-documents/how-to-check

The Furniture and Furnishings (Fire Safety Regulations)

Residential properties let as furnished dwellings must comply with the fire resistance requirements as defined by the above regulations. Properties let with upholstered furniture or soft furnishings containing foams that cannot be proven to comply with the above regulations must be removed. The Regulations require that specified items must be match resistant, cigarette resistant, and carry a permanent label. They do not apply to furniture made before 1950, bedclothes including duvets, mattress covers, pillow cases, carpets, sleeping bags and curtains.

The Homes (Fitness for Human Habitation) Act 2018

Requirement for all social and private landlords (or agents acting on their behalf) in England to ensure that a property is fit for human habitation at the beginning and throughout the duration of the tenancy. If a home does not meet 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.

Tenancy Deposit Protection Service

Legislation requires security deposits for Assured Shorthold Tenancies to be registered with a government approved scheme. Oliver Jaques can register the deposit on behalf of the landlord. We are members of the Deposit Protection Scheme.

Property Licensing

You may be required to apply for a licence to rent your property. Regulations vary depending on the Borough and style of property.

Legionella

Due to recent changes to the legislation relating to the control of legionella, it now means that residential lettings are covered by Approved Code of Practice L8 and HSE 274, therefore landlords, property owners, and managers must ensure that legionella risk management is carefully managed. In order to comply with the Health and Safety Executive's code of practice, Landlords must carry out a risk assessment at their property, By signing this agreement you confirm that you have considered all risks regarding Legionnaires Disease.

Tax and the Non-Resident Landlord Scheme

You will be liable for tax on income arising from letting your property and you must inform His Majesty's Revenue and Customs ("HMRC") that you are letting the Premises. There are a number of allowances that you can claim against this income. You should seek advice on these allowances from your accountant or from the HMRC website which can be accessed on www.hmrc.gov.uk. You must also keep all your invoices for six years for tax purposes. You should be aware that we forward a form to the HMRC annually detailing all landlords who are Premises we have let and the rental income they have received, regardless of the country of residence of that landlord.

The HMRC has special rules regarding the collection of tax on rental income if you are a landlord who is resident overseas for a period of more than six months in any tax year, or you subsequently move abroad. If you fall into this category it is your responsibility to obtain a tax approval number from HMRC. The relevant form and guidance notes can be downloaded from www.hmrc.gov.uk/cnr/nr_landlords.htm. Until that approval number is given to us by the HMRC we are legally obliged to deduct tax from your rental income at the prevailing rate, which is currently 20%. This money is forwarded to HMRC.

If the Tenant pays you direct, you are non-resident in this country and he has not received approval from HMRC to pay the Rent gross he must deduct tax and forward that to HMRC on your behalf. No person or organisation is exempt from this scheme.

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

The Government laid The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 meaning landlords must ensure every fixed electrical installation is inspected and tested at least every five years by a qualified person. The Regulations also state that a landlord is required to obtain a report of the results of the inspection and test, supply it to each tenant within 28 days and retain a copy until the next inspection is due. Landlords and agents will need to ensure electrical installation inspections and testing are carried out for all new tenancies in England.

Gas Safety (Installation and Use) Regulations 1998

The Gas Safety (Installation and Use) Regulations 1998 require a gas safety check to be carried out on every gas appliance, installation, and pipe-work by a Gas Safe Registered Engineer. Each certificate is valid for 12 months and the tenants must be provided with a copy prior to the commencement of any tenancy. In the event that the check results in a fail, the appropriate remedial action must take place before Oliver Jaques will allow a tenant to move in.

FEE INFORMATION FOR LANDLORDS

Oliver Jaques
was recently
voted in the
top **3%** of
agents in the
country.

Oliver Jaques are a member of The Property Ombudsman	
Oliver Jaques are member of a client money protection scheme. The name and address of the scheme provider is:-	
Safeagent Cheltenham Office Park, Hatherley Lane, Cheltenham GL51 6SH	Fee payable to Agent
Letting Only Service (preparing particulars, advertising your property on major property portals, conducting viewings, negotiating offers)	12% inclusive of VAT (subject to minimum fee of £1,200 inclusive of VAT)
Letting & Management (as above plus management throughout the tenancy including collection of month rent and a 6-month property inspection)	18% inclusive of VAT of first year's rent
Letting & Management Plus (as above plus management throughout the tenancy of an HMO and a 6-month property inspection)	20% inclusive of VAT of first year's rent
Management Only (management during existing tenancy plus 6-month property inspection)	6% inclusive of VAT of current yearly rent + £300 inclusive of VAT Set Up Fee
Energy Performance Certificate*	£98.40 inclusive of VAT per property
Gas safety check*	£90 inclusive of VAT per property
Electrical safety check*	£205 - £300 inclusive of VAT prices vary
Portable Appliance Test*	From £72 inclusive of VAT prices vary
Check-In and Check-Out Schedule of Condition*	£132 - £168 each inclusive of VAT dependent on property size
Inventory Reports*	£150 - £170 each inclusive of VAT dependent on property size
Installation of Smoke and Carbon Monoxide Alarms*	£114 - £180 inclusive of VAT
Service of Notice including Section 8 and Section 21 (Let Only)	£150 inclusive of VAT
Additional inspections (in addition to routine inspections under Management service)	£60 inclusive of VAT per visit
Additional visits to HMO Properties	£60 inclusive of VAT per visit
Tenancy renewal fee - Let Only (negotiating and documenting renewal)	2% reduction in fee for each year the tenant remains in residence
Preparation of Documents for County Court Proceedings	£120 inclusive of VAT
Attendance at Court Hearing or Tribunal	£120 inclusive of VAT per hour plus court costs
Deposit Claim Adjudication TDSL / DPS (Let Only)	£120 inclusive of VAT
Applying for Consent to Let	£60 inclusive of VAT
Tax retention and completion of documentation to HMRC	£50 per quarter inclusive of VAT
Assisting with preparation to obtain a HMO License	£180 inclusive of VAT
Caretaking Service (Inspection the premises during a void period)	£60 inclusive of VAT per visit
Withdrawal from entering into a tenancy having instructed Oliver Jaques to proceed	£720 inclusive of VAT administration fee
Supervising Part or Total Refurbishment of a Premises where necessary	TBA
Sales Commission should a tenant subsequently purchase the property	1.2% of Sale price inclusive of VAT
Please note that special conditions for new, previous, and existing customers can apply.	

*Third party contractor prices are subject to change.

Letting & Rent Collection service available upon request at 15% inc of VAT

SERVICES & CHARGES



Most of our
relationships with
landlords have
spanned over
three decades.

Service	Letting Only	Letting & Management	Letting & Management Plus
Term 1 Term 2+	12% (10% + VAT) Reduced by 2% each year (Capped at a minimum of 5% + VAT)	18% (15% + VAT) Reduced by 2% each year (Capped at a minimum of 5% + VAT)	20% (16.66% + VAT) Reduced by 2% each year (Suitable for HMO's) (Capped at a minimum of 5% + VAT)
MARKETING			
Comprehensive Marketing	✓	✓	✓
Photography and Floorplans	✓	✓	✓
Accompanied Viewings	✓	✓	✓
Viewing Feedback and Updates	✓	✓	✓
Offer Negotiation	✓	✓	✓
Collecting Holding Deposit	✓	✓	✓
TENANCY PROGRESSION			
Full Tenant Referencing	✓	✓	✓
Right to Rent Check	✓	✓	✓
Paperless Legal Process	✓	✓	✓
Tenancy Agreement	✓	✓	✓
Collection of Move-in Monies	✓	✓	✓
Certification and Compliance	✓	✓	✓
Check-In Schedule of Condition	✓	✓	✓
TENANCY			
Negotiate Tenancy Renewal	✓	✓	✓
Deposit Registration	✓	✓	✓
Rent Guarantee Policy Available		✓	✓
Collection of Monthly Rent		✓	✓
Monthly and Yearly Statements		✓	✓
Rent Arrears Advice		✓	✓
MANAGEMENT			
Management of Check Out Process	✓	✓	✓
Deposit Deduction Advice	✓	✓	✓
Management Fees Paid Monthly		✓	✓
Recommended Contractors		✓	✓
Repairs and Maintenance Arranged		✓	✓
24 Hour Emergency Services		✓	✓
Key Holding Service		✓	✓
6 Month Property Inspection		✓	✓
Serving of Legal Notices		✓	✓
Monthly Communal Parts Inspection & HMO Reporting			✓
Monthly Smoke Alarm Test			✓
Interlinked Smoke Alarms - 6 Monthly Test Carried Out By Qualified Person			✓
Annual Emergency Light Drain Down Test Arranged			✓
Annual Boiler Service Arranged			✓
Annual Fire Extinguisher Service Arranged			✓
Annual PAT Testing Arranged			✓
Annual Unvented Hot Water Tank Service Arranged (if applicable)			✓
Annual Fire Risk Assessment Arranged (recommended)			✓
Annual Gas Safety Inspection			✓
Charges are based on a minimum 12 month tenancy period. Lettings fees are taken upfront.			



South East London

Sales: 020 7231 5050 (Option 1)

Lettings: 020 7231 5050 (Option 2)

Email: southeast@o-j.co.uk

229-231 Lower Road, London SE16 2LW



East London

Sales: 020 8980 0999 (Option 1)

Lettings: 020 8980 0999 (Option 2)

Email: east@o-j.co.uk

Unit A Arlington Buildings, 60 Fairfield Road
Bow Quarter, London E3 2UB

Out Of Office Sales & Lettings

07718 425 065

Property Management

Daytime hours: 020 7237 7967



www.o-j.co.uk

