



ocean

lettings & management

guide to our  
landlord services

# the place for an altogether better let

Ocean lettings & management

Whether you just need the right tenant for a single property, or a top notch, all-bells-and-whistles management service for a chunky rental portfolio, you've just found exactly what you're looking for...

We offer three different levels of services, together with a vast selection of optional extras, so that you can piece together a package that's genuinely tailor-made.

And whatever you decide you want from us, the standard of warm, personal and highly efficient service we provide is always exactly the same. Sky high.

## Three levels of service – one excellent standard

### Complete Management

sit back, relax and watch the money come in

We will, quite simply, take care of everything – from finding the right tenant, through collecting rent, to dealing with any property-related emergencies.

Whatever happens, we are available 24 hours a day, 365 days a year, to cope with any problems your tenants may face – and to look after your property and your interests.

### Complete Management+

In addition to our full management service, enjoy the added peace of mind of comprehensive legal and rental protection – including: £50,000 indemnity cover (per claim), no excess, and £5,000 pcm rental cover.

### Complete Letting

your property let – and the boring paperwork sorted

We take care of the initial marketing and setting up of the tenancy, and we'll also make sure your rent is paid and look after all the associated paperwork.

And you'll also have the benefit of our experience when it comes to negotiating extensions of the tenancy.

### Complete Letting+

The right tenant and the paper work sorted, plus top quality legal and rental protection all taken care of.

### Just Letting

we find you the perfect tenant – simple

Ideal if you're an experienced landlord, happy to look after the day-to-day management of the property yourself, but want to take advantage of our expertise in marketing your property and setting up the tenancy.

# Our services and landlord fees

	<b>Complete Management+</b> 16.2%* including VAT (min £99.60 incl. VAT)	<b>Complete Management</b> 15%* including VAT (min £90 incl. VAT)	<b>Complete Letting+</b> 9.6%* including VAT (min £76.80 incl. VAT)	<b>Complete Letting</b> 8.4%* including VAT (min £67.20 incl. VAT)	<b>Just Letting</b> 60%** including VAT (min £360 incl. VAT)
Rental appraisal of your property	✓	✓	✓	✓	✓
Marketing your property and viewings	✓	✓	✓	✓	✓
Tenant interviewing and selection	✓	✓	✓	✓	✓
Full tenant referencing	✓	✓	✓	✓	✓
Full guarantor referencing/obtaining guarantee (if applicable)	✓	✓	✓	✓	✓
Co-ordination/negotiating of the let to your requirements	✓	✓	✓	✓	✓
Ensuring legal requirements are met	✓	✓	✓	✓	✓
Preparation of the agreement and standing order	✓	✓	✓	✓	✓
Collection of first month's rent and dilapidation deposit and transfer into your account after any deductions	✓	✓	✓	✓	✓
On-going monthly transfer of rental to nominated account (normally within 3–4 working days of receiving cleared funds)	✓	✓	✓	✓	
Sending your detailed monthly statement of account	✓	✓	✓	✓	
Sending copies of your statements to your accountant or solicitor	✓	✓	✓	✓	
Holding dilapidation deposit in client bonded account	✓	✓	✓	✓	
Liaising with tenants if there are any late rental payments and pursuing guarantors if necessary	✓	✓	✓	✓	
Negotiating extensions of tenancy, in line with your instructions	✓	✓	✓	✓	
On-going legal co-ordination of tenancy	✓	✓	✓	✓	
Checking in new tenants to the property	✓	✓	£120 including VAT	£120 including VAT	£120 including VAT
Notifying utilities of new occupants and the meter readings	✓	✓			
Mid-term property review	✓	✓			
Point of contact for tenants regarding maintenance issues	✓	✓			
Liaising with other organisations, e.g. block management company	✓	✓			
Dealing with maintenance issues	✓	✓			
Checking out of tenants at the conclusion of tenancy	✓	✓	£120 including VAT	£120 including VAT	£120 including VAT
Liaising with you about dilapidation issues	✓	✓			
Legal indemnity insurance: • £50,000 indemnity cover • No excess	✓		✓		
Rental protection insurance: • £5,000pcm rental cover	✓		✓		
Inventory preparation	£POA	£POA	£POA	£POA	£POA
Energy Performance Certificate	£90 including VAT	£90 including VAT	£90 including VAT	£90 including VAT	£90 including VAT
Placement of deposit within TDS (The Dispute Service) as required by Housing Act 2004	£102 including VAT	£102 including VAT	£102 including VAT	£102 including VAT	£102 including VAT

\* % of the gross Rent, premium or other money payable throughout the initial fixed Term and any continuation, extension or renewal of it whether fixed Term or periodic whether or not we are instructed to act on your behalf. \*\* % of the first month's rent.

## What our clients say:

“Very informative, reliable communication throughout the whole the process. By far the most painless agency I have dealt with regards to getting deposits back etc. Honest and transparent throughout.”

Ocean Lettings & Management tenant

“I don't think there's anything to improve on... our portfolio manager is extremely helpful and always stays in contact. It's nice to have someone you know is going to be there for you when you need them.”

Ocean Lettings & Management landlord

## Let's hear from you...

To find out more about how Ocean can help make letting altogether better, contact us at any of our five lettings branches.

Or you can find all the details at: [www.oceanhome.co.uk](http://www.oceanhome.co.uk)

