



Terms of business 2025

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WELCOME TO MANCHESTER LETTINGS

Welcome to Manchester Lettings, where excellence meets personalized service! We pride ourselves on being the best new agency in Manchester, and here's why we stand out: our commitment to being hands-on. Unlike other agents, we go the extra mile to truly understand your needs and preferences. Our dedicated team is passionate about ensuring your renting experience is seamless and stress-free.

We are property managers extraordinaire. Gurus in the following types of property rentals...

Student Lettings

Welcome to Manchester Lettings understands the unique needs of student accommodation, offering a range of properties tailored to students' preferences and budgets. From cozy studios to spacious shared apartments, they provide options to suit every lifestyle.

Residential Lettings

Whether individuals are seeking a temporary rental or a long-term home, Welcome to Manchester Lettings offers a diverse portfolio of residential properties across the city. From trendy city-centre apartments to suburban family homes, they cater to various preferences.

Company Lettings

Manchester's thriving business scene attracts companies of all sizes, requiring flexible accommodation solutions for their employees. Welcome to Manchester Lettings specializes in providing high-quality corporate lettings tailored to business requirements. Whether it's short-term accommodations for visiting professionals or long-term housing for relocated employees, they offer a range of furnished apartments and houses equipped with essential amenities.



Services & Pricing

	TENANT FIND AND LET ONLY £499 NO VAT!!	FULLY MANAGED £499 AND THEN 5% OF RENT PCM WITH NO VAT!!
Free market appraisal where we would agree the rental value	✓	✓
Provide guidance on compliance with statutory provisions and letting consents	✓	✓
Advise on refurbishment requirements	✓	✓
Erect board outside property in accordance with town and country planning Act 1990 (where possible)	✓	✓
Market the property and advertise on relevant portals	✓	✓
Carry out accompanied viewings (as appropriate)	✓	✓
Find and reference up to three tenants	✓	✓
Video inventory and report	✓	✓
Collect and remit initial months' rent	✓	✓
Provide tenants with method of payment	✓	✓
Deduct any pre-tenancy invoices	✓	✓
Advise all relevant utility providers of any charges	✓	✓
Register a deposit with the DPS		✓
Agree Collection of any shortfall and payment method		✓
Demand, collect and remit the monthly rent		✓
Arrangement payments for statutory requirements		✓
Pursue non-payment of rent and provide advice on rent arrears actions		✓
Undertake Three routine visits per annum and notify the outcome to the landlord		✓
Arrange routine repairs and instruct approved contractors		✓
Hold the keys throughout the whole tenancy term		✓



Other Services

All Prices are VAT free!!

Additional Tenant Referencing fees per tenant.	£40
Guarantor Fees per Guarantor. Covering credit referencing and preparing a deed of guarantee.	£40
Deposit Registration Fees.	£50 FREE WITH MANAGEMENT
Inventory Fees: Dependant on the number of bedrooms and size of the property and any outbuildings.	Quote on Request
Accompanied check-in Fees: per Tenancy.	£40 FREE WITH MANAGEMENT
Landlord withdrawal Fees (before move-in) per tenancy.	£200
Marketing only service - includes a full marketing pack.	£200
Additional property visits: per visits.	£30
Rent review fees: per tenancy.	£30 FREE WITH MANAGEMENT
Right-to-Rent follow-up check: Fees per check.	£30
Renewal Fees: per tenancy.	£60
Arrangement Fees for works.	10% of net cost
Check-out Fees: per tenancy	£30 FREE WITH MANAGEMENT
Tenancy Dispute Fees: Per tenancy	£50 FREE WITH MANAGEMENT
Fees for the service of Legal Notices (section 8 Or Section 21): Per notice	£30 FREE WITH MANAGEMENT
Court Attendance Fees: Per hour.	£100

OWNERSHIP OF THE PROPERTY. THE RIGHT TO ENTER INTO A LETTING CONTRACT & REQUIREMENTS WHERE THE OWNER HAS BORROWED MONEY SECURED AGAINST THE PROPERTY (FOR EXAMPLE BANK OR BUILDING SOCIETY MORTGAGE OR LOAN).

1. By signing these Terms and Conditions the Owner is confirming that he is the owner of The Property and has the power and authority to enter into this agreement. The Owner is also confirming that he has obtained all necessary consents from any mortgagee or other lender, individual or organisation that has an interest in or security on The Property. The Agent accepts no liability for this or for seeking any necessary consent unless otherwise agreed with The Owner and confirmed in writing.

2. The Owner confirms that there are no arrears on any mortgage or loan on The Property and is not aware of any proceedings by the mortgagee or other creditor for re-possession of The Property. In the event of The Property being re-posessed by a mortgagee The Owner hereby indemnifies The Agent against any liability or claim against The Agent by the tenant or mortgagee.

INSURANCE REQUIREMENTS.

3. The Owner is responsible for verifying with his insurance company the position in respect of insurance of buildings and contents of The Property with regard to the proposed letting.

THE OWNER'S INSTRUCTIONS TO THE AGENT & COSTS AGREED FOR THE SERVICES OF FINDING A TENANT.

4. The Owner hereby instructs The Agent to find and install a tenant into The Property. When a suitable tenant has been found for payment is due immediately on completion of lettings contracts signed by all parties, regardless of the move in date.

5. Unless otherwise agreed and confirmed in writing the cost will remain payable if The Owner installs a tenant privately or without consultation with The Agent.

6. In the event of The Property being re-let the letting cost will be charged on each subsequent reletting of the property.

7. After a tenant has been installed to The Property on a letting only basis The Property and maintenance will be the responsibility of The Owner on a let only service. On a management service agent reporting will apply.

8. The Owner agrees to provide details of a U.K. bank account into which The Agent can set up an automatic payment (standing order) to debit the tenant's bank account and credit the Owner's bank account with the first month's rent.

COLLECTION OF MONIES A DEPOSIT REGISTRATION

9. All rentals will be on a quarterly or calendar month basis and all tenants will pay a deposit against any damage to The Property or damage or loss to any of the items listed in the inventory (not including wear and tear) and any rent arrears, unless otherwise agreed by all parties. The deposit will normally be equivalent to one months rent. A deposit of one calendar month's rent per person will be taken on student accommodation. All deposits taken will be transferred into an appropriate approved tenancy deposit scheme as per legislation. In the case of a Let Only service, it is the Landlords' responsibility to register the deposit with a government approved deposit scheme.

Whether you choose our Let Only or Full Management Service, we will collect the initial monies on your behalf. The initial monies are made up of the first months' rent and deposit and are taken in clear funds by Welcome to Manchester Lettings prior to the let commencing.

With our Full Management service, we will hold and register the deposit with the DPS on your behalf. The balance of the first months' rent will be transferred to you less any fees or services owed. If the fees or services owed exceed the first months' rent, you will be required to pay the balance prior to the let commencing.

With our Let Only or Rent Collection Service we will take the deposit on your behalf and send this to you in the form of a bacs payment. If you do not specify a chosen deposit scheme, we will automatically defer to the DPS. The deposit must be registered with the relevant scheme within 30 working days of the date the deposit was received.

Where possible, collected rent will be transferred into your bank account within two working days of Welcome to Manchester Lettings receiving the rent. Signed copies of all paperwork will be sent to you including Tenancy Agreement, Section 48 Notice and completed Standing Order Mandate along with a statement of account. For Let Only clients we provide you with original documentation therefore it is very important you retain this. We will send the first month's rent to you less any fees owed, if the fees owed exceed the rent, we will ask for the balance payment prior the let commencing.

OVERSEAS LANDLORDS (LANDLORDS NOT LIVING IN THE UK OR LATER MOVING OVERSEAS)

10. The Owner confirms that he is currently resident in the U.K and that if The Owner moves to reside overseas during the period that The Agent is letting The Property that he undertakes to notify The Agent in writing immediately.

11. The Agent makes no claim to competence on taxation matters and if The Owner decides not to seek permission from the Inland Revenue for rental income to be paid gross The Owner hereby indemnifies The Agent against any error or omission in the calculation of the tax liability.

TERMINATION OF THIS AGREEMENT

12. A landlord may withdraw their property from the market with Welcome to Manchester at any time with immediate effect unless any work has begun on the landlord's behalf. Prior to a tenancy commencing - Where a landlord withdraws a property after a tenant has been found and satisfactory references have been received, the landlord will be liable to pay the full letting fee to Welcome to Manchester. After a tenancy has commenced (only applicable to Rent Collection or Full Management) - Where a Landlord wishes to withdraw instruction mid tenancy, Welcome to Manchester are entitled to claim their fee until the end of the fixed term of the tenancy agreement. If the tenancy is a periodic, a minimum of two months' notice must be given. This notice must run from a rent due date. Welcome to Manchester reserve the right to end management with two months' notice served to the client.

Right to cancel within 14 days of instruction.

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement. You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

*Please note that all Withdrawal of Instructions must be given and accepted in writing.

*If you wish to cancel after the 14 day period before a tenant is found then a withdrawal fee of £200 will be payable.

THE AGENT'S RESPONSIBILITIES

13. The Agent shall not be personally liable to The Owner for any default of rent or any other debt, any damage caused to The Property by any tenant, any associate of any tenant or any other person.

13b. The Agent may have to make maintenance decisions on The Owner's behalf, especially where there is a danger to health, life or risk of property damage. Where every effort will be made to obtain The Owner's authorisation; this is not always possible. In this case The Owner agrees to pay reasonable maintenance costs, even if permission was not obtained by The Agent.

14. The serving of notices for arrears or other contractual failures on the part of a tenant can be complex and require legal expertise beyond The Agents specialist skills. Therefore, where notice is to be served requiring vacant possession for the tenant's failure to fulfil the terms of the tenancy agreement a legal expert must be instructed by The Owner at The Owners' expense.

15. Where the Property remains unoccupied between letting periods The Agents responsibility does not include supervision and security of The Property. The Agents

advises that all main services are turned off, water and heating systems professionally drained and that the insurers of the property are notified. The Agent advises The Owner to ensure that adequate arrangements are made for the postal authority to forward mail as soon as The Owner leaves The Property. The Agent accepts no liability for forwarding mail to The Owner during period the property is let or whilst it remains vacant.

THE OWNER'S RESPONSIBILITY FOR MAINTENANCE/SAFETY

Whether you are a first-time client with Welcome to Manchester lettings or you are returning to us, we feel it is very important to manage your expectations. As your agent we protect your interest by carrying out a full and detailed inventory prior to the new tenants moving into your property.

If you are our existing manages client and we have re let a property for you, please be aware that we require at least 4 working day between new tenancies. This will give us sufficient time to complete accurate move out procedures and ensure that the property is clean and ready for the new tenants.

If your property is let by Welcome to Manchester for the first time, it is important that you read the information below to help you understand the standard required before we complete the inventory:

- Remove all personal items and furniture belonging to you and which is not to be used by
- tenants
- Ensure that the property is thoroughly cleaned throughout including:
- Vacuum and remove any stains from the carpets. Carpets that have become soiled should be professionally cleaned. Clean all vinyl/tiled/wood floors
- Window glass and frames inside, all glass to panel doors.
- Painted/wooden surfaces such as window sills, banisters, door panels.
- All kitchen appliances inside and out (including washing machine.
- draws/doors, defrost freezers and leave freezer doors open)
- Kitchen units, inside and out (including handles)
- Clean all crockery, glass & cutlery (where provided)
- All bathroom/en-suite/cloakroom sanitaryware and taps.
- Clean all tiles and remove any staining to grout.
- Polish mirrors. Wipe down switches.
- Vacuum upholstered furnishings.
- Strip beds, clean, iron and fold any bedding on the beds.

Security Lock any garages, shed's etc. Close and lock windows, lock all doors. Please ensure that you have provided us with all the required keys: main door, flat door, post. box key, window key.

* Ensure that the garden or outside area (if applicable) has been cleared of any rubbish and left tidy with any lawns mown and borders tidied.

** Please be aware that if any of the above works have not been completed when we attend to carry out our inventory, a cost of £50 will be incurred for us to re- attend and this charge will be passed on to you as the landlord. This may also jeopardise your let as the move in date will have to be delayed whilst any necessary works are arranged.

*Please note that the end of tenancy report is a visual check only. Although the property is thoroughly checked for signs of deterioration or damage, we are unable to comment on the functionality of specific items, a qualified contractor would be required to assess this. Should you wish to accompany the final check out this can of course be accommodated.

A comprehensive check is carried out using the original inventory from the start of the tenancy as a fair tool of comparison. In the event of any suggested deductions, we will present the information to you using previous property visits/length of contract and conducted works throughout the tenancy as considerations regarding wear and tear.

At the stage deduction from the deposit have been confirmed by you the landlord, we will put the deductions to the tenant and endeavour to gain their agreement to any charges.

Should the tenant not agree to the proposed deductions or charges, both parties have the opportunity to raise a dispute via the nominated deposit scheme. If you would like us to manage this dispute on your behalf there will be a charge of £100.

16. The Agents recommend The Owner has suitable maintenance contracts for any items left at The Property which may require repair or attention during the tenancy. If The Owner is unsure of plans for emergency repairs, they should seek further details from

The Agent. The Agent also recommends that suitable arrangements be made by The Owner for any gas appliances to be regularly serviced by an appropriately qualified person if The Owner declines to use the service engineers recommended by The Agent. The Agent accepts no responsibility should any fault occur with The Property or any appliance(s) The Owner has left in The Property. If The Owner fails to provide instructions on any problems reported by The Agent, The Agent accepts no liability.

17. By signing this agreement. The Owner warrants that The Property is made available in a good and lettable condition and that The Property, beds, sofas and all other soft furnishings conform to the current fire safety regulations. The Owner agrees to make The Agent aware of any ongoing maintenance problems.

WARNING:

You should read and understand the following obligations before signing this agreement. The letting of property is closely regulated with respect to consumer safety. The law makes particular demands regarding the safety, servicing and inspection of the gas and

electric appliances and installations within a property, and with respect to the safety of furniture and soft furnishings provided.

The following regulations apply:

- Furniture and Furnishings (Fire) (Safety) Regulations 1988
- General Product Safety Regulations 1994
- Gas Safety (Installation & Use) Regulations 1988
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- The Electrical Equipment (Safety) Regulations 2016
- Plugs and Sockets (Safety) Regulations 1994
- HMO Licence (where applicable)
- SELECTIVE Licence (where applicable)
- Legionnaires' disease - Legionella and landlords' responsibilities (hse.gov.uk)

The Owner confirms that he is aware of these obligations and that The Agent has provided sufficient information to assist with compliance. It is agreed that The Owner shall ensure that The Property is made available for letting in a safe condition and in compliance with the above regulations. The Owner agrees to indemnify The Agent against any expenses or penalties that may be suffered as a result of non compliance of The Property to fire and appliance safety standards.

18. The Owner acknowledges that The Agent has explained the obligations of The Owner in regard to Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended and that The Owner agrees to remove any furniture that does not comply with these Regulations before the tenancy begins.

19. The Owner is responsible for supply a full set of keys for each named tenant prior to the commencement of the tenancy. These keys should be provided to the Agent by the Owner no later than 3 days prior to the commencement of the tenancy. In the absence of keys being supplied. The Agent reserves the right to copy keys on The Owner's behalf. A charge of £25.00 to the Owner on top the cost of all necessary keys.

20. The Agent will take appropriate references against prospective tenants. Referencing may be undertaken by a 3rd party company specialising in tenant assessment. All references and recommendations will be treated as accurate. If references are not available or unsatisfactory, The Agent may proceed to offer a tenancy with or without a guarantor at The Owner's discretion. No liability can be accepted in the event that a tenant proves unsatisfactory, whether by virtue of non-payment of rent or any other breach of his obligations. Tenancy referencing cost £40 per tenant and is The Owner's responsibility to pay for referencing.

21. The decision whether to accept a potential tenant introduced by The Agent is entirely The Owners. However, a tenant with an adverse credit reference may invalidate any rent protection insurance policy. The Agent will accept no liability for any invalidation of any rent protection insurance policy

INTEREST

22. In the event that any sums payable by you under this agreement are not paid within 7 days, The Owner agrees to pay interest on all outstanding sums at the rate of 5% above the base rate for the time being of Bank of England.

JOINT AND SEVERAL LIABILITY

23. In the event that the property is being let by a limited company, the person signing this agreement on behalf of the limited company agrees to be jointly and severally liable with the limited company for all sums due to us under this agreement.

23b. It is agreed that this written agreement contains all the terms of the agreement between the parties and there are no oral terms. Any variation to this agreement must be in writing and signed by both parties.

COMPLAINTS PROCEDURE

24. The Agent aims to provide the highest standard of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following: - If you believe you have a grievance, please write in the first instance to hello@welcometomanchester.co.uk. The grievance will be acknowledged immediately, investigated thoroughly in accordance with 'in house procedures and a reply sent to the complainant within seven working days of receipt of the letter.

OTHER TERMS

25. The terms and conditions shown above indicate all of the charges that will be made, with the exception of the following which will be charged by The Agent through deduction from moneys received or any other means of recovery from The Owner: -

- a) The cost of forwarding mail to countries outside of the British Isles, which are not covered by the British Forces Postal System.
- b) The cost of making telephone calls to countries outside of the British Isles.

Energy Performance Certificates (EPC's) MUST be instructed on or before 10 days of instruction. Failure to do so will result in properties being withdrawn from the market. A valid Gas Safety Certificate and relevant Electrical Safety Certificates MUST be in place before the commencement and throughout the duration of every tenancy. Please tick as appropriate.

26. Please note: Where the tenant is not moving into the property within 30 days of signing the tenancy agreement, our invoice will be due on completion of signing of the AST.

27. Welcome to Manchester Lettings does not charge admin fees for arranging maintenance. However, any contractor recommended by Welcome to Manchester Lettings will pay Welcome to Manchester Lettings a referral fee.

28. Welcome to Manchester Lettings agrees to pay supplier/ contractor invoices on behalf of the Landlord upon their request and will reimburse the amount from the rental income. However, if more than 7 days pass between the invoice date and the rent collection, an additional charge will apply: 10% for invoices over £100, and 20% for invoices under £100.

LANDLORD DETAILS

- Full Name(s):
- Contact Number(s):
- Email Address:
- Correspondence Address:
- Company Name (if applicable):
- Registered Company Number (if applicable):

PROPERTY DETAILS

- Property Address:
- Type of Property (House/Flat/Other):
- Number of Bedrooms:
- Number of Bathrooms:
- Furnished/Unfurnished/Part-Furnished:
- Gas Safety Certificate Available?

Y N

- Electrical Safety Certificate Available?

Y N

- Energy Performance Certificate (EPC) Available?

Y N

SERVICE REQUIREMENTS

Type of Service Required

Let only

Managed

Other

Desired Monthly Rental Price:

Minimum Tenancy Length:

Maximum Tenancy Length:

Accept Pets?

Y N Case by Case

Accept Smokers?

Y N

LANDLORD BANK DETAILS

Bank account name:

Sort code:

Account number:

ADDITIONAL TENANT REQUIREMENTS

ADDITIONAL TERMS AGREED

I authorise The Agent to act on my behalf in the Letting and Management of The Property during the agreed letting period, to sign agreements, to collect rents where due on my behalf and to take all necessary actions on my behalf in the maintenance of The Property. I agree to pay by deduction from rental income, the Management and Miscellaneous (where appropriate) as set out in the Terms and Conditions of which I retain a copy, and to indemnify The Agent for all costs incurred on my behalf. I confirm that I am the legal owner of The Property.