



The key to Guernsey property

Lettings & Management

 Terms & Services

01481 721757

rentals@swoffers.co.uk

Contents



04 Why use Swoffers?

05 Letting Service

11 Management Service

14 Bespoke Service

15 Tariffs

17 The Team

Why Use Swoffers?



Swoffers is Guernsey's leading estate agency; we've been in business for over 40 years and we employ the largest team of property professionals in the island.

We pride ourselves on ensuring we have approachable and friendly people who are committed to being available to offer you advice and support in every aspect of your property.

As well as having a dedicated and conscientious Lettings and Management team who will seek out innovative ways to rent your property, our Sales team is always on hand should you wish to expand your portfolio!

Our proven track record in this department means we have a very high percentage of repeat business as well as having a large experienced team of dedicated professionals to look after our clients property needs. Above all, Swoffers will always put its clients first and remains dedicated to providing you with the best possible service. This helpful guide should give you all of the information you require regarding landlord responsibilities and the comprehensive Letting and Management services our company offers.

Our Letting Service

**Swoffers will provide the following as part of our
Letting Service:**



Valuation and Advice

- We offer a free verbal valuation of your property (please note there will be a charge for written valuations required for bank purposes or similar)
- We can provide an update of market trends and give further advice as and where necessary



Your Property Details

- We will prepare your individual property brochure featuring high quality photographs, floorplan, measurements and details of rooms

Marketing Your Property



- We will advertise your property prominently on our state-of-the-art website which tops the Google search rankings, is easy to navigate and features high quality images and floorplans
- We will feature your property within portal websites such as Zoopla, OnTheMarket, Property Skipper and the Guernsey Property App
- We will list your property in the Guernsey Press online property pages and UnderOneRoof publication
- Your property will be posted on our social media pages and feature in direct marketing emails
- We endeavour to make contact with suitable applicants even before your property brochure has been prepared
- We will send details of your property to everyone on our comprehensive database with matching criteria, as well as to HR departments of a number of major public and private companies

Viewings and Negotiation

- We will field enquiries from potential tenants, book in viewings and accompany them to see your property in line with your wishes
- We will advise you of suitable tenants who are interested in renting your property
- We will act on your behalf to negotiate and agree the lease contract, always with your best interests at the forefront of these negotiations
- We will provide a comprehensive legally approved lease
- We will always ensure we get the best outcome for you

Pet-Friendly Lettings

- Swoffers are proud supporters of the Pancake Project and are keen to encourage landlords, where possible, to consider tenants with or without pets on an equal basis. We are aware that tenants with pets often struggle to find suitable rental properties even though they may be willing to pay a higher deposit or pet-proof the property at their expense.
- You, the landlord, remain our primary focus and we will take your lead on the type of tenant you would like to consider. However, we are able to offer help and advice on pet-proofing properties to reassure you that your property is safe and protected should you agree to accommodate pets – even if it is only a fish!
- As part of this process we can offer an inspection service to landlords carried out by the GSPCA for a small donation of £10 to the charity. This inspection would consider both the wellbeing of the pet but also the suitability of the property to accommodate it and any measures required to keep the property safe.
- When advertising your property, we can also include a range of simple icons on the property details to help prospective tenants identify what pets may be acceptable.

Pre-Tenancy



Before any lease starts, we will:

Obtain a character reference from a personal referee who is a professional known to the tenant for 5 years or more

Contact the tenant's current or previous landlord for a reference (where applicable)

Request a bank reference, or in cases where this is not available, three months' bank statements and an employment contract/HR letter

Complete a credit check if the tenant lives in the Channel Islands, UK or Isle of Man

Obtain proof of a Local Market permit or complete the relevant details for the Open Market permit application

Collect the deposit and first month's rent from the tenant

Obtain three copies of the signed lease – one for you, one for the tenant and one to keep on file

Obtain evidence of the standing order set-up for rent payments from the tenant

Prepare or update a full inventory (or schedule of condition in the case of managed properties)

Arrange for final readings of all relevant utilities and transfer the accounts into the tenant's name

On Moving Day



- The inventory will be checked and agreed with the tenant and relevant notes made, or in the case of managed properties, a detailed schedule of condition will be left with the tenants for up to seven days for them to sign and agree
- A full and comprehensive photographic schedule is taken which will include overall photographs and closeups highlighting any existing wear and tear
- We will let the tenant know how to use things such as heating systems or answer any other queries they may have
- We will provide the tenant with a Welcome Pack including your contact details (or ours if we manage the property on your behalf), some emergency numbers and refuse/recycling collection information

Our Management Service

Swoffers has the largest residential management team on the island. If you sign up for our Management Service, you will have your very own dedicated Property Manager who will offer you the following services:

Rent

- The tenant will pay the rent directly to us
- We will deduct any tax payments* or fees as necessary upfront once the rent is received
- The net rent will be sent to your nominated bank account
- A detailed statement will be provided each month
- The deposit for your property will be held in our secure management account

*** Note re Income Tax:**

Please ensure you seek advice from your tax advisor or the tax office before beginning to receive rental payments.

We are legally obliged to deduct tax at source and submit the relevant forms to States of Guernsey Income Tax if you are not resident on the island.

Day to Day Management



- We will have direct contact with the tenant in relation to any issues that may arise or questions they may have
- When required we will liaise directly with tradesmen on your behalf
- Should they be required, we maintain a list of quality tradesmen who we use and trust. Alternatively, we are more than happy to liaise with any preferred individuals/ companies you may wish to use
- You can be involved as little or as much as you wish. Let us know whether you have a limit on how much you are happy to spend on repairs before your tenancy starts and if any works are above this limit, we will call you to discuss
- Should you wish to be informed about any issues which may arise, we are happy to do so
- We will attend the property with any tradesmen where necessary

Routine Inspections



- A minimum of three inspections will be carried out within a standard one-year term
- We will provide you with a report advising of the general condition of your property and any issues we would like to raise
- We will deal with any issues which have arisen via these reports in consultation with you

Final Inspection/ Check Out of Tenants



- We will prepare a letter to your tenant(s) one month prior to the end of the tenancy. This provides them with all the necessary duties they need to carry out prior to their final day from cleaning through to arranging final readings
- We will attend the property on the tenant's last day and carry out a full check. The schedule of condition is checked, the cleanliness reviewed, and any damage noted
- Any issues arising from this final inspection will be dealt with by us following discussions with you as Landlord
- Once both you as Landlord and Swoffers as Agent are satisfied with the property, we will return the deposit to the tenant. We will always seek your approval before doing so.

Bespoke Service

Are you planning on taking an extended holiday away from the island? Is your property unoccupied between tenancies?

If you are concerned about leaving your property vacant for a long period of time, Swoffers can help. Our Bespoke Service is tailor made to your needs. In most cases, a property will need to be visited once a week/fortnight for insurance purposes. This service can provide the following;

- Routine inspections on the property
- Collection of post. This can be dealt with, held for you until you return or forwarded to another address
- Settlement of utilities. Simply provide us with a 'float' of money, and we will arrange to settle any Gas/Electricity/Water bills etc
- Should there be any maintenance issues with the house, for example a leak, we can deal with this on your behalf

For further information on this service, please contact our Management team.

rentals@swoffers.co.uk

01481 **721757**

Tariffs



Letting Service Only

10% of the annual rental (for shorter term leases our fees are based on a minimum of 6 months rental)

Management Service Only

10% of the annual rental collected from the rent paid (minimum fee of £100 per month)

Combined Letting & Management Service

15% of the annual rental; Letting fee 7.5% of the first year's rent taken at source and management fee of 7.5% split into monthly installments for the duration of the tenancy. The minimum management period is 12 months in standard tenancies

Bespoke Service

Where we are instructed to carry out our Bespoke Service a fee will be based on the requirements of our client, the size of the property and frequency of visits

Tariffs

Where applicable, other charges may apply...

Swoffers Lease

Surrender Document charge £200

Lease Variation charge £200

Lease preparation £350 divided equally between Landlord and Tenants.

(We are unable to prepare a Lease unless Swoffers Letting Only service or Letting and Management service is used.)

When Swoffers have let a property, a comprehensive lease drawn up by a reputable law firm can be provided for £350, the cost of which is usually divided equally between Landlord and Tenant

Tariffs - (Continued)



Lease Renewal

2% of agreed annual rental

Additional documentation may be created and chargeable on a case-by-case basis.

Where Swoffers are requested to liaise with builders, architects or surveyors in circumstances other than those covered by our standard fees, an hourly rate of £100 shall apply. In the case of attending hearings or court proceedings, our hourly rate will be charged on a case by case basis.

Rental of Parking Spaces

Our fee is equivalent to one month rental to include marketing and admin

Written Valuations

1% of annual rental
(minimum fee of £350)

Our Property Management Team



Jessica Guilliard

Head of Property Management

jessica@swoffers.co.uk



Scott Green

Property Manager

scottg@swoffers.co.uk



Luc Mansell

Property Manager

luc@swoffers.co.uk



Jamie Le Page

Property Manager

jamie@swoffers.co.uk



Ella Podger

Property Manager

ella@swoffers.co.uk



Karina Kreice

Property Management & Lettings Administrator

karina@swoffers.co.uk



Sue Nicolle

Head of Lettings

sue@swoffers.co.uk



Demi-Lee Dawson

Local Market Lettings Negotiator

demi-lee@swoffers.co.uk



Stephanie Best

Lettings Negotiator

stephanie@swoffers.co.uk



Stephanie Thomson

Lettings Negotiator

stephaniet@swoffers.co.uk



Abi Stephens

Property Management and Lettings Assistant

abi@swoffers.co.uk

Our Lettings Team