



Landlord Information Pack



Introduction

Taking the first steps as a landlord can be both exciting and daunting. With over 150 Acts of Parliament to keep track of it may be difficult to know where to start, particularly if you are one of the many who become 'accidental landlords' through inheriting a property or moving in with a partner. We have put together a Full Management package so you can relax while we do all the work.

Before you can let out your property you will need to consider:

- Who will you be letting the property to?
- Who will manage the property?
- What are my legal obligations?

We will discuss all these points with you and make sure everything is clear and easy to understand.

OUR FEES

Tenancy set up only £299

Tenant find & set up only £499

Full Management

We offer Full Management for **10%** of the total rental value which is charged monthly and deducted from the rent collected.

There is a setup fee of **£249** which allows us to find a suitable tenant and complete all the required checks and paperwork.

Landlord Complete Care Package

We offer Full management and Maintenance cover for **14%** Includes our full property management services with in-house routine maintenance. With a setup fee of **£249**

Landlord Complete Care Package Pro

We offer Full management and Maintenance cover and landlord rent insurance for **16%** Includes our full property management services with in-house routine maintenance and complete plumbing and Gas coverage. With a setup fee of **£249**

EXTRAS

All prices are subject to change at any time.

Energy Performance Certificate **£80**

Legionnaires Assessment **£60**

Gas Safe Certification **£60**

Electrical Installation Condition Report **£170**
(for larger properties there may be an extra charge)

Arranging for a complete property inventory to be carried out (We can offer this at a fee of **£70** plus **£20** per bedroom).

Service options	Tenancy Set Up Only	Tenant Find & set up Only	Full Management	Landlord Complete Care Package	Landlord Complete Care Package Pro
Excellent customer service	✓	✓	✓	✓	✓
Right to rent checks	✓	✓	✓	✓	✓
Full credit check and references	✓	✓	✓	✓	✓
Drawing up tenancy agreement	✓	✓	✓	✓	✓
Organisation of Electrical safety certificate (if required)	✓	✓	✓	✓	✓
Organisation of Gas safety certificate (if required)	✓	✓	✓	✓	✓
Arranging of check-in of the tenant	✓	✓	✓	✓	✓
Preparation of inventory	✓	✓	✓	✓	✓
Registering of deposit	✓	✓	✓	✓	✓
Transfer of utilities	✓	✓	✓	✓	✓
Finding a tenant		✓	✓	✓	✓
Floor Plan		✓	✓	✓	✓
Quality photos		✓	✓	✓	✓
Website Marketing		✓	✓	✓	✓
Advertising on property		✓	✓	✓	✓
Collection of rent			✓	✓	✓
Monthly landlord statements			✓	✓	✓
Arranging repairs and maintenance			✓	✓	✓
Arranging payment of outgoings			✓	✓	✓
Deposit dispute handlings			✓	✓	✓
Managing the checkout process			✓	✓	✓
Keyholding service			✓	✓	✓
24/7 out of hours emergency mobile			✓	✓	✓
Periodic property inspections with written reports			✓	✓	✓
Arranging tenancy renewals and rent increments			✓	✓	✓
Arranging move out inventory			✓	✓	✓
Maintenance completely covered up to £1000 per year				✓	✓
Zero Contact option				✓	✓
Gas Safety, Electrical Installation Conditioning Report and EPC Included free of charge				✓	✓
Complete plumbing protection with boiler repair or replacement included					✓
Guaranteed rent every month					✓
Maintenance completely covered up to £1200 per year					✓
Landlord rent insurance included					✓
ZERO Mark up guarantee on any on all property repairs and improvements	✓	✓	✓	✓	✓

Our Tenant find and set up service includes:

Advice on the rent you can expect to achieve.

Advertising and marketing of your property, including a 'To Let' board where appropriate.

Advise on your compliance as a landlord.

Accompanied viewing with prospective tenants.

Referencing and credit checking applicants to find suitable tenants. We also complete a right to rent check.

Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.

Collecting a deposit from your tenant and lodging it with Tenancy Deposit Scheme.

Use a third party to Notify the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.

Our Tenancy set up service includes:

Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.

Collecting a deposit from your tenant and lodging it with Tenancy Deposit Scheme.

Use a third party to Notify the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.

Proudly supporting
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Our Partners

PRS, CMP, NRLA, DLA, Zoopla, On the Market, Canopy Referencing, Better Billing, MRI Software



Our Full Management service includes:

Advice on the rent you can expect to achieve.

Advertising and marketing of your property, including a 'To Let' board where appropriate.

Advise on your compliance as a landlord.

Accompanied viewing with prospective tenants.

Referencing and credit checking applicants to find suitable tenants. We also complete a right to rent check.

Preparing and arranging the completion of the tenancy agreement and any other documents which may be necessary.

Collecting a deposit from your tenant and lodging it with Tenancy Deposit Scheme.

Use a third party to Notify the Council Tax, Water Authorities plus all relevant Utility companies of the change of occupier and meter readings upon commencement of a tenancy.

Collect the rent and forward to you quickly with a remittance.

Preparing and sending rent statements on request.

Notifying you of any rent arrears and acting accordingly.

Carrying out regular inspections and forwarding you a full report.

General day to day managing of the tenancy. This includes dealing with the tenants' issues and arranging contractors for maintenance work. We always get landlords permission before instructing a contractor. Payments to contractors are the landlord's responsibility but the invoice is usually paid out of the rent.

When the tenancy ends, we check the property is in an acceptable condition, subject to fair wear and tear. If necessary, we will deduct fees from the deposit.

Return the deposit to the Tenant at the end of the tenancy, provided that the tenant has complied with the terms of the tenancy agreement.

OUR CONTACT DETAILS

Torbay Estates

01803 363578

lettings@torbayestates.com

www.torbayestates.com

Our Landlord Complete Care Package Includes:

Our Landlord Complete Care Package includes:

- **Everything in Full Management:** All tenant finding, referencing, compliance, rent collection, and inspection services are fully included.
- **Initial Property Health Check:** A comprehensive, zero-obligation assessment of your property's condition by our trade professionals to ensure it qualifies for the Care tier.
- **Maintenance Covered up to £1,000:** We take over the general day-to-day management of the tenancy. Unlike standard management where you pay the invoice, we underwrite and cover the costs of general maintenance, electrical faults, and standard plumbing repairs up to £1,000 per year.
- **Zero Hidden Markups:** For any major works falling outside the £1,000 allowance (subject to standard T&Cs), you benefit from our direct trade contacts. You pay the wholesale invoice with absolutely zero hidden agent markups added.

Our Landlord Complete Care Package Pro includes:

- **Everything in Complete care package**
- **The Ultimate Hands-Off Service:** Includes every feature from the standard Complete Care package, heavily upgraded to provide maximum financial protection.
- **Increased Maintenance Cap:** We underwrite and cover the costs of general day-to-day maintenance and property repairs up to an increased limit of £1,200 per year.
- **Complete Plumbing Safe Haven:** Full protection for your property's most expensive asset. Backed by our direct Gas Safe engineering expertise, this includes unlimited boiler breakdown repairs. If your existing boiler is condemned, a full replacement is fully included at zero extra cost to you.
- **Direct In-House Expertise:** Because we operate with our own fully qualified building and plumbing division, we cut out the middleman entirely to guarantee the highest standard of maintenance for your investment.
- **Rent guaranteed insurance:** We work closely with a specialist insurance provider to offer comprehensive rent protection. This ensures your rental income is guaranteed and paid on time every month, even in the event of tenant arrears, providing you with complete financial security.



Why Upgrade to a Care Package?

While our standard full management covers the day-to-day administration, traditional agencies still pass every maintenance invoice and contractor markup directly onto you. Our Care Packages are built to completely eliminate that financial friction.

- **Zero Surprise Bills:** Stop worrying about unexpected repair costs eating into your rental yield.
- **Built on Real Trade Experience:** Because we have a background in the building trade, we handle maintenance faster, smarter, and cheaper than standard high-street agents.
- **Protected Assets:** From routine plumbing fixes to a full boiler replacement on our Pro tier, your property is backed by genuine, in-house expertise from day one.

PRIVACY NOTICE

We at Torbay Estates take the collection and processing of your data very seriously. As such we have provided a summary of what we take, when and how to enable you to understand clearly what is being done with your data.

Who are we?

We are Torbay Estates. We are the controllers of your data for the purposes of data protection legislation.

Who can you contact if you have a data protection query?

If you have a query regarding data protection, please email us on at Lettings@torbayestates.com or call us on 01803 446123

What is personal data?

Personal data is any information which makes a person identifiable. This could be your name, address, phone number, date of birth etc.

Why do we take personal data?

We take personal data from individuals for the purpose of allowing us to operate as a letting agent. We do not take the processing of data lightly, we will only take it when it is to assist the operation of our business.

What Lawful Basis do we have for taking personal data?

We do not rely on consent on its own for taking personal data. We rely on a number of lawful basis' as below to why we take personal data to allow us to operate our business. For all data one or all of the following apply as will be described in further detail below.

- (a) *Consent*: the individual has given clear consent to process their personal data for a specific purpose.
- (b) *Contract*: the processing is necessary for a contract with the individual, or because they have asked the relevant entity to take specific steps before entering into a contract.
- (c) *Legal obligation*: the processing is necessary for an entity to comply with the law (not including contractual obligations).
- (d) *Vital interests*: the processing is necessary to protect someone's life.
- (e) *Public task*: the processing is necessary for the relevant entity to perform a task in the public interest or for their official functions, and the task or function has a clear basis in law.
- (f) *Legitimate interests*: the processing is necessary for an entity's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

Your Personal Data

What personal data do we take?	Why do we take it?	What do we do we do with personal data?	Do we have a lawful reason for taking it?	How long will we keep it for?
Full Name Address Phone Number Email Bank Details Previous Property ownership details Next of Kin Medical Information Criminal history	To enable us to: - a) let you know about properties, b) provide a letting service to you, c) To enable us to make relevant checks on you to assess suitability for properties, d) to enable us to manage the property, e) to process payments, f) prepare a tenancy agreement and other related documents, g) Monitor and track your tenancies, h) discuss with the Landlord any relevant information to your tenancy, i) share with contractors in the management and maintenance of the property j) Share with Local Authorities or government agencies such as the inland revenue if required by law	Store the information in our case management system to enable us to market properties to you or provide an ongoing service to you. Provide the information to third parties who require the information to enable them to carry out work for us, for example your name and address may be given to a contractor who will come to fix a broken item in the property. Keep a physical record of your data.	Legitimate Interests (for the purposes of running our business) Performance of a contract Vital Interests (medical data) Compliance with legal obligations	We will only keep your information for as long as we legitimately need it but for up to seven years after our last contact with you ie 7 years after initial contact with no further contact provided or 7 years after your tenancy has ended.