



## LANDLORD BROCHURE





**Student Accommodation Services (SAS)** is a joint venture between Residential Services and the Students' Union that recognises that the need for a professional management service for landlords is integral to the successful provision and maintenance of quality, cost effective student accommodation.

We endeavour to work in partnership with landlords to raise the bar of rental accommodation, ensuring maximum returns for an increasing quality of living standards.

SAS are genuinely the first port of call for Swansea University students requiring private rented accommodation. We are completely free to students and charge them no administration costs. As we are campus based, we therefore hold a unique and unmatched position in the Swansea private rental market.

SAS operates three services for landlords to assist in letting their properties - Managed Scheme, Tenant Find Service and Advertised Service.



## Fully Managed Scheme

**SAS** currently manages over 145 properties in the popular student areas of Brynmill, Uplands, Sandfields, Sketty, Marina and now Port Tennant and St Thomas on behalf of private landlords. The scheme has been designed to take the stress out of student housing management, providing a facility that will deal effectively and efficiently with all your needs as a landlord and those of your student tenants.

All properties on our Managed Scheme are visited and assessed before we consider taking them on to ensure they meet our minimum standards. We score each property based on set criteria such as quality of kitchen, bathroom, decor and furniture. The score then falls into a Band which has a set rent attached to it:

### Rent levels for 2017-2018

|           |                            |
|-----------|----------------------------|
| <b>A*</b> | £73.00 per person per week |
| <b>A</b>  | £68.00 per person per week |
| <b>B</b>  | £64.00 per person per week |
| <b>C</b>  | £60.00 per person per week |

NB Banding is not applied for 1 bedroom flats or other specific properties such as in the Marina. Rents offered here are at current market level

Landlords are able to undertake specific works in the properties to achieve a higher Band and thus higher rent offer. This system ensures that landlords receive a fair rent for the quality of their property but also offers incentives to improve their houses to achieve the higher rent levels.

Please visit our website to see virtual tours of some of our properties to see the different bandings:-  
<http://www.swansea.ac.uk/accommodation/saslettings/landlords/virtual%20tour/>

Properties are let on a 47 week full rent tenancy running from the end of July until the end of June the following year. The remaining 4 weeks are for the landlords to get the properties ready for new students and the final week is for us to put all the welcome information, our signage, inventories etc.. into the properties.

The Management charge is dependent on the number of properties we manage for the landlord:-

- **1-9 properties - 13%**
- **10-19 properties - 11%**
- **20+ properties - 9%**

\*Marina properties are charged at 11% management fee

The management charge doesn't include VAT as we do not charge VAT on the management service and there are no set up costs for landlords.

## Finding a Tenant

- We will advertise your property on a variety of mediums and conduct accompanied viewings from 1<sup>st</sup> November
- Conduct an internal financial check on all prospective tenants
- Set up the licence agreement

## Inventory and Photographs

- When the property is vacant we will visit to prepare a full detailed inventory of contents and a schedule of conditions to be supported with photographic evidence (when required)

## Property Inspections

- All properties are inspected on a termly basis and landlords will receive a report back after each inspection is carried out
- A final inspection will also be undertaken once all the students have vacated to ensure the property has been left in a good, clean condition. We will use the inventory to determine any loss or damage and charge the student(s) accordingly

## Maintenance Management

- We employ a Maintenance Team who are first point of contact for all maintenance issues
- They will call out to the property and assess the maintenance issue. If they can resolve there and then, they will do so as part of the Management Service
- If the maintenance issue needs to be resolved by a specialist tradesman i.e. electrician we will either pass onto the landlord directly to resolve or seek approval to use a University Approved Contractor
- Should the landlord wish to resolve, they will be provided with a Maintenance Category and be required to complete in the relevant timeframe for that category
- Should we resolve, we will then pass on the cost to the landlord and charge through the next rental payment
- Landlords are required to provide details of contractors that can be called out after hours in the event of a real emergency i.e. burst pipe, no heating/hot water, no electricity

## Payments / Charges

- Rental payments are made on a termly basis by BACS
- The management charge is deducted from each terms payment
- There are no set up or hidden costs
- Once students have moved into the property, the rent is **guaranteed** to the landlord for the duration of the tenancy.

## Keys

- Landlords are required to have the property locks suited and then provide us with 5 Grand Master Keys and 2 sets of room keys

## Property Standards

Our Management Scheme is very popular with students and to maintain the schemes excellent profile and to safeguard the welfare of our tenants, we ask that properties accepted on the scheme meet all the requirements below:-

- Properties must be covered by landlord's insurance and insurance policies must note the University's interest
- Need to meet the City and County of Swansea HMO (licencing) standards
- Furniture & Furnishings (Fire/Safety) Regulations 1988 – all furniture provided in rented accommodation must comply with the relevant safety regulations.
- All gas appliances must be checked annually by a GAS SAFE engineer. A certificate must be provided to confirm this.
- All electrical installations should be inspected by an NICEIC accredited electrician at least every 5 years.
- Other annual testing required includes fire alarm, fire extinguishers/blankets, portable appliance testing. Certificates must be provided to confirm this.
- SAS can arrange any of the testing required and charge the landlords through their rental payments.

## Property Facilities

It is in your best interests to have your property maintained and furnished to a high standard, not only to benefit the students, but also to increase your chances of letting your property and achieving a higher rent level.

The size of your property will govern what you are required to put in to comply with the Council's licencing scheme i.e. number of fridges/freezers, bathroom facilities. Please visit their website [www.swansea.gov.uk](http://www.swansea.gov.uk) if unsure of what you are required to provide.

We do not expect landlords to have to buy brand new furniture but we suggest that all furniture is durable, co-ordinated and of good overall quality. Items such as mirrors, modern lightshades and curtains are always appreciated and can be a relatively inexpensive way of increasing the appeal of your property.



Below is a list of required and recommended furnishings. Please consult with us for advice on what is best suited for your particularly property.

|                  | Living Room                                | Kitchen                 | Bathroom         | Bedroom           | Shared                                    | External                                       |
|------------------|--|-------------------------|------------------|-------------------|---|--|
| <b>Essential</b> | Seating – adequate for number of residents | Cooker – hob and oven   | Shower/Bath      | Bed               | Noticeboard (in hallway)                  | Washing line                                   |
|                  | Table – coffee or other                    | Fridge(s)               | Toilet           | Study chair       | Internet connection                       | Refuse Bins                                    |
|                  | Curtains                                   | Freezer(s)              | Hand basin       | Double Wardrobe   | Copies of statutory notice & certificates | Doorbell/ door knocker                         |
|                  |  | Microwave               | Extractor fan    | Bedside Cabinet   | Vacuum Cleaner (Henry)                    | House Number                                   |
|                  |  | Washing Machine         | Bin              | Bookcase/Shelving | Central Heating                           | Bike Rack                                      |
|                  |  | Adequate Cupboard space | Mirrored Cabinet | Curtains          | Fire Extinguishers                        |  |
|                  |  | Fire blanket            | WC Brush         | Bin               | Fire Alarm                                |  |
|                  |  | Flip bin                | WC Roll Holder   | 3 double sockets  |   |  |
|                  |  |                         | Towel Rail/Ring  | Desk              |   |  |
|                  |  |                         |                  | Chest of Drawers  |   |  |
|                  | Living Room                                | Kitchen                 | Bathroom         | Bedroom           | Shared                                    | External                                       |
| <b>Optional</b>  | Mirror                                     | Tumble Dryer            |                  | Mirror            |   |  |
|                  | Plasma TV                                  |                         |                  | Noticeboard       |   |  |
|                  |  |                         |                  | Coat Hooks        |   | Landscaped Gardens i.e. Patio slabs/ chippings |

## Tenant Find Service

Some landlords prefer to manage their own properties. For them, SAS operates a Tenant Find Service. With this service:-

- SAS pre-visit the properties to ensure they meet a minimum standard.
- We then advertise the properties on behalf of the landlord at the agreed rent level.
- Undertake the property viewings.
- Set up the contracts – either individual contracts with guarantors or a joint contract.
- Take the initial rent payment which is usually the summer retainer.

Once contracts have all been signed and initial payments made, SAS will take our fee off (2 weeks rent plus VAT) and pass the remaining money onto the landlord, via BACS, along with contracts/guarantors forms.

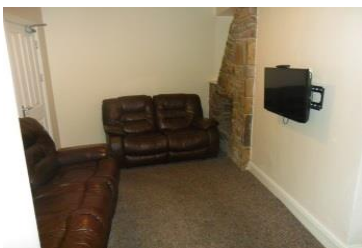
From that point onwards students and landlords deal directly with one another regarding payment of the deposits, future rent payments and maintenance and repair issues.

Landlords should be fully aware that the Tenant Find Service is only for landlords who wish to manage the property themselves. Landlords are not able to pass the management over to any other agencies once we have found tenants for them. Landlords who do so will automatically be removed from any form of advertising through SAS for the foreseeable future.

***SAS do not have any affiliation with any letting agents***

Tenant Find instruction forms are available on request.

Tenant find properties start being advertised from January for the next academic year.



## Advertised Service

SAS also operate an Advertised Service through the on-line Studentpad System. Studentpad is a search facility accessible to Swansea University students and has become the number 1 search engine for students wishing to find properties in Swansea.

Once you have registered with Studentpad it enables you to manage some of the details of your property advertisement(s) yourself. You are able to operate this through the Controlpad facility using your own unique username and password that you will be provided with when set up.

Properties are registered on a calendar year basis and must be re-registered every February (regardless of the month actually registered). The cost covers Registration and Advertising until 31<sup>st</sup> October each year.

### Registration Fee

|                              | Online Cost | Form Return Cost |
|------------------------------|-------------|------------------|
| <b>Resident Landlord</b>     | £45.00      | £70.00           |
| <b>1 Property</b>            | £65.00      | £100.00          |
| <b>2 Properties</b>          | £85.00      | £140.00          |
| <b>3 Properties</b>          | £105.00     | £180.00          |
| <b>4 Properties</b>          | £125.00     | £220.00          |
| <b>5 Properties</b>          | £145.00     | £260.00          |
| <b>Additional Properties</b> | £25.00 each | £40.00 each      |

To register your properties we need:-

- Valid, current gas safe certificate (as well as other certificates such as electric, fire alarm, fire extinguisher)
- Copy of the Council's licence certificate (if applicable)
- Copy of Rent Smart registration certificate
- Registration Fee
- Completed registration form (unless registering online)

NB Rent levels should be listed as a weekly amount for advertising so students can make quick comparisons between properties. If you prefer to list the rental on the contract as monthly or termly then that is fine.

Registration packs are sent out via email to comply with the University's "green" policies.





## Comparison Table

|  | SAS Managed | Tenant Find | Studentpad Landlord |
|--|-------------|-------------|---------------------|
| Properties initially inspected by SAS  | ✓           | ✓           | X                   |
| Properties advertised through SAS      | ✓           | ✓           | ✓                   |
| Viewings carried out by SAS            | ✓           | ✓           | X                   |
| Contracts set up by SAS                | ✓           | ✓           | X                   |
| Summer retainer collected by SAS       | N/A *       | ✓           | X                   |
| Rent collected by SAS                  | ✓           | X           | X                   |
| First point of contact for maintenance | ✓           | X           | X                   |
| Termly inspections undertaken by SAS   | ✓           | X           | X                   |
| Utilities set up and Managed by SAS    | ✓           | X           | X                   |
| Inventories set up by SAS              | ✓           | X           | X                   |
| Annual deep cleaning undertaken by SAS | ✓           | X           | X                   |

\*SAS managed contracts are 47 weeks full rent

## Useful Contact Information

|                        |  |
|------------------------|--|
| SAS Office             | 01792 295101 or email <a href="mailto:sas@swansea.ac.uk">sas@swansea.ac.uk</a>                                     |
| Environmental Health   | 01792 635600 or email <a href="mailto:evh@swansea.gov.uk">evh@swansea.gov.uk</a>                                   |
| Council Tax            | 01792 636000   |
| Tenancy Deposit Scheme | <a href="http://www.gov.uk/tenancy-deposit-protection/overview">www.gov.uk/tenancy-deposit-protection/overview</a> |
| Studentpad             | <a href="http://www.swanseastudentpad.co.uk">www.swanseastudentpad.co.uk</a>                                       |
| SWALEC (Electric)      | 0800 052 0400  |
| Gas Emergency Services | 0800 111 999   |
| Welsh Water            | 0800 052 0130  |
| Gas Safe               | 0800 408 5577 or email <a href="mailto:enquiries@gassaferegister.co.uk">enquiries@gassaferegister.co.uk</a>        |

