


Appendix 2 – Landlords’ Offer

<i>Our safe and trustworthy offers by your Councils Home Choice team to help local families live in your good homes</i>	<i>Oxford Assured Lettings</i>	<i>Standard</i>
Guaranteed Rent for the term of the tenancy (usually one year) – so no risks from non-payment of rent or void periods		
Rent paid to the landlord, whether the tenant pays or not, up to three months in advance		
Monthly rent up to £925 for two bed, £1100 for three and £1375 for four beds with index linked increases.		
Damage bond of up to two months’ rent		
Up to £1000 finders’ fee, two months’ rent deposit and slightly higher rentals		
No fees or administration charges		
Fully vetted prospective tenants. Checks include immigration status, housing & credit history		
Choice of tenants to decide who is most suited for your property		
All tenants attend tenancy training and receive support to improve financial stability and quality of life, including support to ensure utility bills & council tax are set up		
Dedicated experienced account managers can advise you about compliance with the law and other Council services		
Free model tenancy and management agreements		
Free quarterly property inspections undertaken in the first year		
Free Gas Safety check every year		
Low cost in-house, reliable maintenance service (optional)		

Oxford Lettings - A safe, trusted and experienced team that understands the local rental market and landlord's needs

We are committed not just to ensuring that your property is let as quickly as possible, but to ensuring that any tenant we refer is prepared and able to rent successfully and for the long term.

How does the Guaranteed Rent work?

Backed by Oxford City Council so payment is accountable and guaranteed

We will:

- advise you on the level of rent you can receive for your property
- provide you with guaranteed rent for the term of the tenancy, even if your property is empty
- pay the agreed guaranteed rent at the agreed time by BACS, whether or not the Council has received the rent from the tenant.

What is a damage bond?

As the rent is guaranteed by legal agreement with the Council you only need to mitigate the risk of damage by the tenant, so we offer up to two months damage bond where the Council promises to pay for non- fair wear and tear damage. We follow the Government's tenancy deposit guidelines on how to resolve any disputes using check in and out inventories, photos and estimates

What do you mean no fees or administration charges?

Oxford Lettings do not charge the landlord or tenant any fees so the relationship starts well from day one. We can do this because by using private landlords we are saving taxpayers' money from being spent on more expensive temporary accommodation for families in housing need. The demand for affordable homes in Oxford is high so we also save on marketing costs.

How does the tenant selection work?

Renting privately is a popular option for many families, but they are often prevented from doing it because they can't afford to pay large amounts of rent in advance, high deposits and fees. This means they often ask the Council for help to find suitable accommodation in the private rented sector.

We carry out a comprehensive assessment of all our prospective tenants, checking their immigration status, housing, debt and credit history and only approving them if we are satisfied that they can sustain a private tenancy. In addition, all tenants attend coaching facilitated by our experienced team, which develops the skills and awareness necessary to be a good tenant and continue in your tenancy.

Speedy viewings, hassle-free lettings

We will liaise quickly with you and our large pool of prospective tenants to arrange viewings as soon as we approve your property as suitable. You can choose when to hold viewings and which tenant would best suit you and your property. We usually organise viewings within 48 hours of your property being made available.

Sign up - the simple way to let your property

Once a move in date has been agreed, we will assist you with every step of the sign up process, ensuring you are compliant with all the necessary legislative requirements.

You can use our landlord pack free of charge which includes a model tenancy agreement and Inventory document. We will:

- sign a management agreement with you for a period of 12 months.
- aim to view and inspect your property within two working days of you contacting us
- aim to sign the tenancy between you and your tenant within five working days.

- accompany all prospective tenants when viewing your property

All tenants will:

- attend tenants' training before being referred to you
- undergo a credit check
- be checked for any history of rent arrears, antisocial behaviour or damage to previous properties.
- Full immigration status check

Tenancy agreement

We can draft the Assured Shorthold Tenancy Agreement, which will be for a fixed period of no less than 12 months.

Utilities

- We will support your tenant to set up their utility suppliers.
- We will advise your tenant about their council tax responsibilities.

Tenancy management and support

A tenancy is a relationship and the success of your tenancy is often dependant on managing this relationship. We appreciate that from time to time problems will occur and that is why we offer all our landlords and tenants a unique tenancy coaching service, offering specialist help and expert advice. The success of this service is demonstrated by our tenancy sustainment rate, which currently stands at 85% with many tenancies now over ten years old.

As a landlord you will benefit from the direct help of a dedicated officer who will offer you expert advice and support with managing issues that may arise at your property, including guidance on legal processes and effective tenancy management. We do not charge for this service and you receive support for the length of the tenancy.

Your dedicated Housing coach and team will be on hand to support you, Monday to Friday 9am-5pm will aim to get back to you within 24 hours and resolve any issue within five days. In return you must:

- Report any problems or concerns with the tenancy at the earliest opportunity
- Ensure that the property is maintained to the agreed property standards.
- Serve the appropriate notices and follow the required procedures where possession is required

Free Gas Checks and Optional Repair service

As a thank you for working with us we can arrange free yearly gas checks and for extra peace of mind we offer a low cost maintenance service provided by the Council's trusted repairs staff. This service includes 24/7 emergencies. Prices on application.

If the option is not taken you will be responsible for arranging repairs to your home.

For more information please contact Mahmoud El Mahdy your housing coach or a member of the Home Choice team on 01865 252912 or 07483010436 or visit www.oxford.gov.uk

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