

A large, elegant, light gray stylized letter 'C' that loops around the central text, serving as a background logo for the company.

CALLAWAYS

RESIDENTIAL  
SALES & LETTINGS

A decorative border at the bottom of the page featuring a repeating pattern of dark gray floral and scrollwork motifs on a black background.

The Ultimate Guide for  
Landlords in Brighton & Hove  
Letting Your Property

Everything you need to know to get the best return on your investment ...



# CALLAWAYS

RESIDENTIAL  
SALES & LETTINGS

Telephone: 01273 735237  
Email: [enquiries@callaways.co.uk](mailto:enquiries@callaways.co.uk)

“Our strength lies in our differences,  
not in our similarities.”



Multi-winners of the International Property Awards for 'Best Estate Agency (Single Office) - East Sussex'. Callaways Estate & Lettings Agency is well established as one of the leading independent Estate Agents in Brighton & Hove. We offer our clients a personal and professional approach and a high level of knowledge and experience of the property industry which is second to none.

Thank you for downloading this guide from Callaways Residential Sales & Lettings. We hope you find it helpful. If you have any questions or comments or you would like to organise a free consultation so that we can help you let your property quickly for the best price, then please contact us.

There are now approximately a million buy-to-let landlords in the UK. The low interest rates on savings have forced more and more of us to invest in bricks and mortar, but there is more to it than just collecting a return on your investment. The process of letting a property can be complex and time-consuming but the rewards can be considerable when you get everything right.

## CONTENTS

1. Why let?
2. How to start with your first let
3. Getting the best rent
4. Finding the right tenants
5. Preparing for your tenants to move in
6. Who needs to be informed?
7. The cost of letting your property
8. Complete management = complete peace of mind
9. The DIY approach to letting your property
10. Contact us

“As a brand marketer, I’m a huge believer in branding the customer experience, not just selling the service.”

Over the past few years I have used Callaways to manage four of my tenancies. During this time I have been repeatedly impressed by Callaways’ professional and caring approach to managing both me and my tenants. Their attention to detail is commendable.

Hove Landlord



## WHY LET?

LANDLORDS let property for all sorts of reasons.

Some people choose to own property to let as a straightforward business opportunity - buying perhaps multiple properties and managing them as a business in return for the monthly rewards of rent.

Others have an eye on houses increasing in value, but even here there are different motives - perhaps you are interested in a relatively short ownership timeframe and are renting it out merely to help cover costs until you hoped to flip it for a profit.

Or maybe you have your eyes on the long game and you view the property as a nest egg for the future - perhaps as an alternative or addition to your other pension arrangements.

Some people find themselves having to become landlords - perhaps a job has taken you elsewhere for a while and you expect to return in the future so you decide to rent out your house rather than go through the cost and hassle of selling only to have to do it again in a couple of years.

Or perhaps a relative has died and you find yourself unexpectedly inheriting a property, so why not rent it out as a source of income and investment?

But whatever your reasons or motivations for joining the growing numbers of property owners choosing to rent houses, flats and apartments, there are some important facts to know.

Becoming a landlord can be a daunting prospect. With so much you need to know and consider before taking the leap, it is a step that should not be taken lightly. It can be very rewarding though; a well-performing portfolio carefully managed, can provide you an income now, and a pension pot in years to come. Getting it right from the beginning can save you time, money and a lot of sleepless nights.

With Callaways Estate & Letting Agents managing your properties, you can relax, reassured in the knowledge that we have your best interests at heart.

We do not select the first tenant that applies for your property - we select the right tenant. The one that will look after your property as if it were their own home, and of course, pay on time, every time. Our experience of hundreds of lets means our instincts in selecting the perfect tenant are second-to-none. The peace of mind from having the right tenant in your property is priceless.

To arrange your free Landlord's Consultation with us, please [click here](#).

### Why should you choose us?

Callaways Estate & Letting Agents is one of Brighton & Hove's **leading and most innovative Estate and Letting Agents**.

Callaways is an owner-led, independent company, headed up by Heather Hilder-Darling and supported by a **superb team of experienced property professionals**.

What makes us different is our **passion and enthusiasm** for selling and letting homes. The key to our success is our approachability and willingness to listen, understand and respond to our client's needs.

We are known for our **authority on the local market and straight talking good advice** which clients appreciate. Experience has taught us a unique empathy with clients and we always apply discretion, humour and integrity as any situation dictates.

We are **extremely flexible and always try to accommodate** our clients' busy lifestyles and commitments and can do valuations or accompanied viewings **out of-office hours seven days a week**.

“Proper planning prevents poor performance.”



Hi James, Thank you for the report and also for taking the time to call last week. I agree with all of your recommendations and please go ahead and obtain the quotes for the extra fans, redecoration and the plaster maintenance. I am happy for the tenants to decorate the lounge, provided that it is in reasonably neutral colours and uniform i.e. no 'feature' walls! Thank you for all of your help and first class.

Mr R G (Landlord, Hove)

## HOW TO START WITH YOUR FIRST LET

Whilst letting out a property sounds as if it should be easy, the headlines and discussion threads prove otherwise.

Becoming a landlord can be lucrative if done properly, but can also turn out to be a nightmare if you make what may seem like a simple mistake.

There are two ways to become a landlord - you can either buy a property and manage the letting and maintenance yourself, or, you can hand over the responsibility of letting it to a professional property management company.

If you decide to adopt the do-it-yourself approach, then you get to keep all the rent. However - depending on the age and condition of your property, quality of your tenant, and market conditions - you may find yourself devoting far more time, energy and emotion on maintaining the property than you ever intended.

So before you go hunting for your tenants, whether by yourself or with an agent, it pays to take a little bit of time to get your house in order, so-to-speak.

### Rules and Regulations

First and most importantly, there are some key legal issues you must consider. There are surprisingly few in the bigger picture - so all the more reason to get them right, especially if you want to stay on the right side of the law.

### Gas safety

Landlords are required by law to service all gas-related equipment at least once every 12 months. Landlords must also keep a record of regular checks and the condition of equipment at all times. You must also provide tenants with an annual Gas Safe certificate. If you do not provide your tenant with an **annual** gas safety certificate, you are breaking the law. Even more serious, you could risk your tenants' lives by gas explosion or carbon monoxide poisoning. This inspection must be undertaken by an engineer registered with Gas Safe. You may well hear this referred to as a 'Corgi inspection' - Corgi was the predecessor organisation to Gas Safe.

“I believe passionately in good marketing essentials. As emotional beings, we’re all looking for relevance, context and connection.”

I would personally like to thank you and the agency for your co-operation over the past two years. I have to point out that of all the agencies we’ve had in the past six years in Brighton you have been truly the most professional and co-operative!

**Mr P (Landlord, Brighton)**



### Energy Performance Certificate

Before the property is listed, landlords are required to have it assessed for energy efficiency. The inspector will issue an Energy Performance Certificate which will rate the property on an A to G scale - the lower the letter the worse it is for using energy. Your prospective tenant will use this information as a guide to anticipated power bills and can affect how desirable the property is to rent. The report will also give advice on how the rating could realistically be improved, so if you could relatively easily go up a couple of levels it may well be worth your time - and cost - in getting that loft insulation or more efficient combi-boiler. These costs are tax deductible as well. Just do not forget to get a new certificate issued if you do improvements.

### Smoke Alarms

These are **compulsory** and must be installed with at least one on each floor of the property. This includes any basements or cellars, and attics or lofts. They are cheap to buy and modern ones come with 10-year battery lives. If you plan to rent out your own home, your fire and rescue service may well offer a free home inspection and alarm installation.

You are also required to install a carbon monoxide detector near any solid fuel heating source - a wood or coal burning fire for example. Even if you have not got one of these, it is probably a good idea anyway to put near the boiler - should something go wrong between Gas Safe annual checks better to be safe than sorry. Carbon Monoxide, created by poor burning of fuel, has no smell, no taste and cannot be seen yet it is highly toxic and kills people every year by poisoning them slowly. Your body prefers it to oxygen - so play safe and install a detector. They are available at any DIY store and are even carried by many supermarkets.

### Electrical Certification

This is not yet a legal requirement for landlords, but is good practice. Get a certified electrical engineer to assess your property's electrical work. They will issue a certificate giving guidance on any recommended improvements, rated by importance. It will cover everything from the electricity meter to the power outlets. This can often be done by the same person who does your Gas Safe certification as many engineers are registered with both appropriate regulatory bodies.

If you are renting out your property with electrical appliances included as part of the tenancy, each one should also undergo a yearly Portable Appliance Test (PAT) to ensure it is operating safely. This does not apply to anything the tenant brings with them, only on what you provide.

### Homes (Fitness for Human Habitation) Act 2018

The Homes Act came into force in March 2019 covering tenancies that commenced after 20 March 2019. From 20 March 2020, The Homes Act will extend to almost all tenancies. Periodic Tenancies which commenced before 20 March 2019 will come under the scope of the legislation 12 months after commencement on 20 March 2020.

Landlords should be aware that through an implied covenant, the Act places responsibility on them to ensure that the property is 'fit for human habitation' before the tenancy commences and for its duration. Landlords must familiarize themselves with the 29 HHSRS hazards.

### Legislation Changes

The Government is considering a raft of changes (2020) within the Lettings Industry. We are unable to cover all aspects in this guide. Please contact us for further details or read our blogs ([www.callawaysestateagents.co.uk/news](http://www.callawaysestateagents.co.uk/news))



“Our jobs as property marketers are to understand how our clients want to buy, sell, let or rent and help them do so.”

Hi Vanessa, The new water heater is lovely! Thank you for your help in getting it installed.

**Mr C M (Tenant, Arundel)**

### Domestic Minimum Energy Efficiency Standard (MEES) Regulations

The regulations set a minimum energy efficiency level for private rented properties in England and Wales (E rating or above is required). The regulations came into effect in April 2018. A 2-year grace period was given for tenancies which had started before 1 April 2018. This means that on 1 April 2020, all rented properties must meet the MEES regulations which is currently a rating of E on a valid Energy Performance Certificate (EPC). Listed buildings and buildings within a conservation area, will not be required to meet the minimum energy efficiency standards if they are not required to have an EPC. Landlords are advised to take additional advice in these circumstances.

### Tenancy Agreement

The Tenancy Agreement is the legally binding contract between you and the tenants. It sets out the rights you both have, such as the tenants' right to live in the property for the agreed term and your right to receive rent for letting the property.

The most common form of tenancy agreement is the Assured Shorthold Tenancy Agreement (AST) and sets out the obligations of both tenant and landlord. The most important aspect of this agreement is that the landlord has the right to repossess the property at the end of the agreed term. There is no minimum term specified either, although the tenant has the right to remain in the property for at least six months.

There are specific legal requirements linked to an AST that include:

- The tenant must be an individual (i.e. not a company)
- The property must be the main home of the occupant
- The property must be let as separate accommodation.

The landlord is normally obliged to provide the tenant with two months' notice if they want to terminate the agreement.

If you are going down the self-management route and are comfortable with what you are doing, it is possible to pick up standard boilerplate tenancy agreements very easily and cheaply from bookstores or online and you literally just fill in the blanks. But if you want to add any specific clauses into your contract, for example about pets or noise, or take advantage of other types of tenancy agreements - of which there are several - you may well find it helpful to talk with a professional letting agent for advice.

### The Landlord Inventory

This is one of the most important documents for both the landlord and the tenant, as it futureproofs the condition in which you expect to have your property returned. It describes any contents of the property and their condition as well as the condition of the property itself, such as how recently it has been decorated, and any existing defects or damage.

The inventory will be used to compare with the checkout report on the day the tenant vacates. On the day the tenant moves in, both the tenant and landlord or agent need to agree the exact condition of the contents of the property. All parties need to initial each page and sign it, and you will each keep a copy of signed document. This helps to avoid any unnecessary disputes about any damage that may be caused by the tenant during the tenancy.

This is important, as the agreement will specify that your tenant is responsible for returning the property - and any included items such as furniture or appliances - in the condition in which they were originally let, allowing for reasonable wear-and-tear. In today's world of digital photography, it is a good idea to add pictures to the inventory so any arguments about the state of the décor or carpets can easily be cut short by comparing them to the initial pictures.

**“We’re not afraid to get creative and experiment with our marketing.”**

I approached Callaways to help me find tenants for my flat in Arundel and found their help and professionalism exemplary on every level. Nothing was too much. Every detail was attended to quickly and efficiently and I feel safe with my property in their hands. I have let a few times before but they are by far the most efficient, friendly and professional, keeping me informed and up to speed at all times.

**Ms C (Landlord, Arundel)**



### Selective Licensing

The Housing Act 2004 gives Councils the power to require residential landlords to obtain a license in order to let property to tenants within a designated area. Its aim is to improve the quality of life for everyone in the area by ensuring all privately rented homes are managed and maintained to a consistently high standard.

All private landlords with residential property in a designated area have to apply for a license for each of their properties. Failure to do so will result in enforcement action being taken which could lead to an unlimited fine.

Callaways has been working with local councils since the start of this scheme in our area and we are experienced in applying for a license on behalf of Landlords. We would be happy to establish if your property is within a designated local area.

### Deposits

- In order to protect the landlord from costly damage and unpaid rent, the landlord should take a deposit from the tenants. Regulations prevent Landlords and their Letting Agent from charging more than five weeks' rent where the annual rent is less than £50,000, or six weeks' rent where the annual rent is £50,000 or above. This money must be held in an approved Client Money Protection (CMP) account.
- This is NOT your money and you cannot spend it as you wish. It belongs to the tenant.
- The tenant should be provided with Prescribed Information, which is a document detailing what the deposit is for and the conditions for its full return.
- The landlord must protect the tenant's deposit in a recognised scheme, such as MyDeposits or The Deposit Protection Scheme. This must be done within 30 days of receiving the deposit, or you may have to pay the tenant three times the value of the deposit.

### Interim Checks

We suggest the property is checked every three months in order to make sure the property is being looked after. The tenant should have at least 24 hours of notice before each visit. You are not allowed to just let yourself in - you may own the house but it is someone else's home and they have a right to privacy. They must be reasonable in meeting your requests for access but you will want to balance this against being over-the-top in looking around, as you may find your tenants decide to go elsewhere. If you have long term tenants and they are proving themselves reliable and trustworthy, you can use your judgement over relaxing the interval between checks. It is also a good idea to divorce yourself from your attachment to the property - you are looking at the state of your asset, not judging someone else's lifestyle. If they live in a mess and you like things tidy, let it go provided the property is being looked well after. After all, it is how they return it that really matters - and the contract is clear on that.

### Furniture

If you have decided to rent your property complete with furnishings, you must ensure they meet appropriate safety standards - principally for fire retardancy. To qualify, all appropriate original labelling must be intact stating its compliance. This mainly affects soft furnishings - sofas, mattresses and the like. If in doubt, do not include it.

**“We’re not afraid to push the boundaries.”**



We saw 3 agents - Callaways ticked all of the boxes.

**Mr C M (Tenant, Arundel)**

## GETTING THE BEST RENT

First impressions count for everything, so it is important your property looks its best for potential tenants.

A well-presented property will attract the best tenants - those who will look after it well and pay the best rent. It is important to remember your personality is not your tenants' personality and to remove your personal touches from the property.

Callaways will be pleased to provide you with a realistic and appropriate guide for monthly rental prices for your type of property based on our deep knowledge of the local market. We will also keep this under constant review and be happy to advise you on when changes in the rent may be appropriate.

Here are our top tips to present your property for rent:

### Outside

- Does it have 'kerb appeal'?
- Tidy the front and back garden. Ask a gardener to give it a 'once-over', adding new plants if necessary, and ensuring the lawn looks its best.
- Repair cracks, holes or damage in the driveway or walls.
- Give the window frames and door a lick of paint if they need it.
- Make sure the house number or name is clearly visible.
- Move any cars, vans or caravans off the driveway for the viewings.

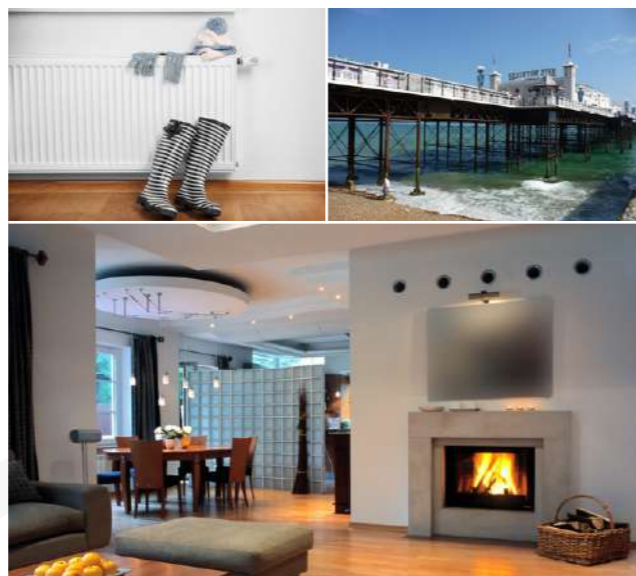
### Inside

- If your property is furnished, make sure it is clean and placed to make each room look as spacious as possible. Clear out cupboards and wardrobes of non-essential items.
- Make minor repairs - fix leaky taps and cracks in the walls, replace broken or crooked tiles, replace burned-out light bulbs - make sure everything works. After all, if you cannot be bothered to get it right for the viewings, what message are you sending to the prospective tenants about how well you will respond to their maintenance needs?
- Clean thoroughly from top to bottom - carpets, floors, windows, fixtures and fittings, etc. A professional cleaning company is the best option here. Not only do they tend to clean areas you will overlook - inside the oven maybe? - but you are setting the standard for which your tenants will be expected to meet when they hand your house back in the future. As your letting agent, we would be delighted to advise you on reliable businesses.
- A quick coat of new paint can really help freshen up tired rooms, removing scuffs and marks, and will encourage tenants to keep them in good condition.

“Our company’s great marketing makes our customers feel smart.”

Over the past two to three years I have had a great letting experience with both yourself and your colleagues. It has been a very easy and effortless relationship which is great and unheard of, especially considering the overseas factor.

**Ms B (Overseas Landlord)**



#### A word on decor

- So far as décor is concerned, we recommend you keep it neutral. There is a reason show homes are painted in magnolia and the DIY stores sell it in large value tubs - people like a fresh blank canvas in which to imagine themselves living.
- Add good quality furniture and furnishings, suitable for the type of tenant you intend to let to. There are several furniture companies that specialise in selling ‘packs’ of furniture to landlords. Callaways can advise you on those small changes that make all the difference to finding the right tenant, and achieving the best rental prices.
- Do not forget the finishing touches - just as if you were looking to sell your property, make sure it is turn-key ready. Turn on the lights, put lamps in dark corners, try to only do viewings in daylight, open curtains, light some candles, have fresh flowers on the dining table and a full fruit bowl on the kitchen counter, clean towels in the bathroom and a freshly made bed, put on a pot of fresh coffee. Make it inviting and homely - is this somewhere your prospective tenant can see turning into their home and looking forward to coming back to night after night?

“Our job is to connect to people with property, to interact with them in a way that leaves them wanting to jump for joy ...”

On a personal note when my partner and I came in and spoke with James one Saturday he was by far the most helpful and informative estate agent I have ever dealt with. I thought I’d let you know because people only complain, it’s rare to get a compliment without good reason!

**Ms L (Tenant, Hove)**



## FINDING THE RIGHT TENANTS

With time, energy and even a bit of money spent now, it could really make the difference to how quickly you let your property and how much rent you can charge.

Consider what type of accommodation you are going to let and also how you are going to find your tenants:

- **How will your property be advertised?** For example, two bedrooms with a study, or three bedrooms? The first may well appeal to a professional couple, whereas a family will be attracted to three bedrooms. Families tend to stay longer, but your property will suffer more wear and tear, especially if your tenants have young children. You will need to weigh up the pros and cons of each, and also consider the kind of people attracted to your neighbourhood. Are you near offices and commuter links for the professionals, or in the catchment area of a popular and oversubscribed primary school where families will pay a premium to get into it? Include these details in your online property descriptions.
- **Pets** - are you a friend of man’s best friend? Many landlords understandably put a ‘no pets’ clause into their tenancy agreements. Landlords should check their Head Lease for restrictions on pets. After all, pets can cause damage and leave smells. But you will be excluding a large potential number of tenants who are not going to abandon a member of their family just to live in your property. This is worth thinking about again - after all, do not forget the requirement stated in the agreement to return the property as it was originally rented. If the carpet is ruined, well you have the deposit with which you can replace it ready for the next tenant. Speak to us at Callaways for advice on allowing pets in the property. Our recommendations aim to make both your dog/cat/pet-loving tenant and yourself happy with the final agreement.

- **Benefits** - to take or not to take. Many landlords do not like taking tenants who rely on benefits to pay the rent since it means they are income poor. Like the pet issue, this is logical but could be misplaced - benefits are reliable and regular and given many tenants will have struggled to find somewhere to live, it is strongly against their interests to cause a problem since they would struggle even more to find their next home. Take advantage of our knowledge here at Callaways, as we have extensive experience in vetting prospective tenants to ensure you have the best experience possible.
- **What are your personal circumstances?** If you live a long distance away, or even abroad, you need to take this into account. Having someone ‘on the ground’ who can take care of any emergencies and general maintenance issues can give you and your tenant peace of mind. This can be a very good reason to choose an agent to manage your property - and at least their commission is tax deductible from your rental profits.

These different considerations can affect how much time, effort and expense will be incurred in the letting and management of your rental property. If you are looking at a buy-to-let rather than renting out your own home, it is worth spending some time planning before you even buy the property.

Callaways offer advice on purchasing a suitable property for letting. Please speak to us prior to your purchase for the best results.

“People don’t buy what we do,  
they buy why we do it ...”

Buying and selling - Callaways were always in control.  
I was so impressed they are now my letting agent.

**Mr R G (Landlord, Hove)**



## WHO NEEDS TO BE INFORMED?

Before you can let your property, you need to advise or get permission from:

- **Your mortgage lender** - your lender may ask that you let your property on an Assured Shorthold basis.
- **Your insurance company** - if you do not inform your insurance company that you have let your property, you may not be covered in the event of damage, fire or theft. In fact, we would advise you take out specialist landlord insurance for your property. Standard domestic policies simply do not cover rental properties and if you find yourself making a claim you may well find you were uninsured. We would be happy to provide you with information on some specialist insurance companies - landlord insurance is not particularly expensive and is a tax deductible expense.
- **Your freeholder** (if you have one) - important if you wish to let a leasehold flat, for example.
- Are you moving abroad and letting your home? You are probably choosing to use a letting agent. If so ask them for the appropriate HMRC forms - otherwise they will be obliged to withhold income tax, from the rent they collect and pass to you.

“We are, for the love of property  
marketing ...”



Thank you for sorting this out for us. Your  
perseverance is much appreciated.

**Ms L (Tenant, Hove)**

## THE COST OF LETTING YOUR PROPERTY

The monthly income from a rental property may be the main motivation behind becoming a landlord, but it is important to plan for the costs you may incur when letting your property, including:

- Mortgage repayments
- Any expenses involved in bringing the property up to the required standards, both physically and in terms of the regulatory safety standards of furniture, utility equipment and appliances. We are happy to advise you of these.
- Solicitor's fees
- Letting agent/management fees - these are typically a percentage of the rent, and are not set in stone. Do your homework and call several local agents for their charges, and ask what they provide for that fee. Here at Callaways we are confident our commissions are highly competitive and we pride ourselves on excelling in customer service, to both you and your tenant.
- Insurance costs. Legally you do not have to have any insurance but this is extremely unwise. If you have a mortgage on the property your lender will insist on at least appropriate buildings coverage as part of their terms. There are also further policies you may well wish to consider such as Renter and Legal Insurance - this will step in and ensure you get your monthly payment; should your tenant stop paying, and also cover legal expenses involved in removing them. Ask yourself how many months could you cover the mortgage before you default thanks to an errant tenant?
- Contingency budget for unexpected repairs and maintenance.

It is wise to plan in advance and perhaps keep an emergency fund separately, just in case your tenants call with the news of a leaking roof or a broken boiler.

A float is required for the payment of bills on your behalf. More details can be provided at your request.

“Our delivery comes from our hearts and souls, not from a corporate directive”

Hi Ladies, I am very satisfied with the re-letting service that you and your colleagues have provided. It has been particularly helpful to have been kept fully informed, and for the various arrangements that you have made to have proceeded smoothly throughout. Many thanks to all.

**Mr A C (Landlord, Hove)**



## COMPLETE MANAGEMENT EQUALS COMPLETE PEACE OF MIND

As well as securing the best tenants for our landlords, Callaways also offers a complete tenancy management service.

This means we:

- Assess potential tenants by obtaining references from previous landlords, carrying out credit checks and, if necessary, checking employment references.
- Draw up all legally required documents, such as the Tenancy Agreement and Tenancy Inventory.
- Manage the check-in and check-out at the property.
- Collect the rent and pass it to you.
- Are on-hand for any repairs and maintenance issues throughout the tenancy. At Callaways we work with a team of excellent tradesmen to make sure work is carried out efficiently and as cost-effectively as possible.
- Carry out interim inspections at the property to make sure it is being looked after.
- Provide you with professional advice and guidance
- On 1 June 2019, the Government introduced the Tenant Fees Ban. Callaways manage the additional legislation on your behalf under the Tenancy Management Service.
- Carry out checks on Insurance/Liability and Housing Health and Safety Rating

“We’re warm, friendly, respectful, willing to listen, and engagingly cooperative.”

Hi Melanie, I would also like to personally thank both yourself, Callaways and the landlord in all dealings with the tenancy which have been courteous and professional.

**Ms L (Tenant, Hove)**



## THE DIY APPROACH TO LETTING YOUR PROPERTY

There are many factors to consider when deciding on whether to let and manage your property yourself, or use a professional letting agent.

Here are a few questions we at Callaways have found useful to ask our landlords to help them make their decision:

### Do you live near to the property?

It is not particularly easy to manage a property that is not local to you. Having someone 'on the ground' when things go wrong can be invaluable. If you live abroad, it may give you peace of mind to know that someone local is available to deal with any issues that arise.

### How much time do you have?

Landlords are often busy people - it is rare to be a full time property owner. Most work full-time, look after family, or both. If you find your time is already committed leaving you little to spare, you may want to think about whether you could commit the time needed to your rental property. Managing a rental can be very time-consuming and is often under-estimated.

### How organised are you?

Renting a property is heavily regulated. Compliance issues, contracts and landlord commitments all need careful management and efficient organisation. If paperwork is not your strongpoint, it is probably better to use a professional letting agent. Let Callaways take the strain.



### Landlord Blog

We provide updates for Landlords at [www.callawaysestateagents.co.uk/news/](http://www.callawaysestateagents.co.uk/news/)

### Do you like dealing with people?

The letting business is essentially a people business. You need to be really good at managing people in often difficult or heated situations - a tenant with no heating on a cold day is not the easiest person to deal with.

At Callaways, we understand the frustrations a tenant can experience if they feel they are not being listened to or taken seriously, even if it is no fault at all of the landlord. We can smooth any ruffled feathers and reassure them that everything is being done to resolve the issue as quickly and effectively as possible, leaving you with a happy tenant who wants to stay in your property. We have a full contacts list of reliable and honest tradesmen that we can call on night or day, and because of our strong relationships with them, you can relax knowing your tenant will be taken care of as quickly as possible. There is a good place for a middle man and that is in the middle!

### What if it all goes wrong?

Occasionally, the worst does happen and you need to move your tenant out of your property. This is an unpleasant task for everyone involved and is full of legal pitfalls if it is not handled in exactly the correct manner. If you are managing your property yourself, we would strongly advise you take legal advice before you do anything to ensure you do not trip yourself up and cause yourself a bigger problem than you already are facing. This is a good reason to consider using a letting agent. Here at Callaways we would have tried every possible avenue on your behalf to resolve the problem before getting to this stage, but if necessary we would use our legal expertise to ensure the eviction happens as quickly and smoothly as possible with maximum restitution to you as the landlord.

# CALLAWAYS

R E S I D E N T I A L  
S A L E S & L E T T I N G S

## CONTACT US

Our attractive offices are located in Hove (where it has been since 1935), and Worthing.  
Please call for an appointment to visit us, for an informal chat about any aspect of selling, letting or buying a property.  
*Occasionally our branch is unattended due to viewings, client visits etc.*

### Hove Branch:

59 Church Road  
Hove  
East Sussex BN3 2BD  
T: 01273 735237

E: [enquiries@callaways.co.uk](mailto:enquiries@callaways.co.uk)

W: [www.callawaysestateagents.co.uk](http://www.callawaysestateagents.co.uk)

### Opening Hours - Accounts Department:

B1 Yeoman Gate  
Yeoman Way  
Worthing  
West Sussex BN13 3QZ

T: 01903 831338

E: [accounts@callaways.co.uk](mailto:accounts@callaways.co.uk)