

A bit about Lincoln Digs...

We currently manage over 100 properties and have a team of 7 which includes office and maintenance staff who look after our portfolio to the highest standards. We are proud that our efforts were recognised through winning 4 of the five awards through the University of Lincoln in the latest prize giving.

This year we secured tenants for all of our properties by the end of January and have since taken on a further 5 properties that we have also filled. As we were turning applicants away, we are keen to grow our portfolio ready for the next academic year.

We offer all properties on a 51 week tenancy and on an all inclusive basis - so all bills, WIFI, a TV Package and TV licence included and we charge no fees and no deposits. We do however secure guarantors in case of unpaid rent or damage at the end of the tenancy. We do take a deposit where a guarantor is not provided.

We are a Trusted Landlord associate through the City of Lincoln Council, registered with the ICO and GDPR compliant. We are also registered members of the property Redress Scheme and are registered with Client Money Protection.

We are where possible a paperless office committed to reducing our carbon footprint; and are members of the Social Responsibility Charter. Our policies on this are available on our website.



What to expect from us...

We offer an inclusive management package as you will see below.

All of our Fees can be found on page 4

- Marketing of the property across our own website, through the University Student Pad website and our social media stream. This includes photographing the property with our 360 camera.
- Viewings of the property to secure tenants
- Signing tenancy agreements and serving the required paperwork
- Carrying out immigration checks to ensure the tenant is legally allowed to reside in the UK
- Signing of guarantor and collecting relevant ID
- Registering of deposits and serving of prescribed information (where a deposit is taken)
- Photo and written inventory prepared for the incoming tenants
- Informing the council of tenants and applying the student exemption
- Move in appointment with the tenant
- Fire alarm checks and reports (at move in and periodically through the tenancy)
- Periodic maintenance inspections which include a report to the landlord
- Rent collection and chasing where required
- Scheduling of compliance certificates, providing these to the council and University where required
- Reporting maintenance issues to our contractors (or landlords preferred contractor)
- Updating of the property Fire Risk assessment
- Updating of the property HHSRS assessment
- Preparing landlord statements either monthly or semesterly in line with rental payments
- End of tenancy inspection and negotiation of any damage charges
- Arranging the summer refurbishment of the property for the 1 week vacant period.
- Landlord newsletter and legislation updates bi-annually.

What we expect from you...

In order to continue to offer our tenants and landlords the best service levels, we only take on properties that are of a high standard and in prime locations.

There are some minimum requirements set out by the Government and the University, such as placement of fire alarms, minimum bedroom size, minimum EPC standards etc. We can offer advice on what you would need to do to the property to reach these standards. Please see the link to the "How to Rent Guides" which we are legally required to be served to all tenants when signing for a property. <https://www.gov.uk/government/publications/how-to-rent> These outline what tenants should be looking for in a good house / landlord it is a good starting point for you to see what kind of things your future tenants will be looking for in a property, and therefore the minimum standard that we require.

Required before we will accept a property:

- Proof of ownership
- Certificate of Lawfulness
- HMO Certificate if applicable
- EICR
- EPC
- Gas Safety Certificate
- Legionella Risk Assessment
- Fire Risk Assessment
- HHSRS Risk Assessment
- Fire Alarm Certificate if applicable
- Emergency Lighting Certificate if applicable

Required after we accept a property

- TV Licence details
- Satisfactory Certificate - Lincoln Student Housing Accreditation Scheme

We are able to assist if you require some or all of these. Please see Fees on page 4

Our Fees...

Full property management is charged at 11% + VAT of rents received

Compliance:

Service / Property size	1-2 Beds	3-4 Beds	5+ Beds
Fire risk assessment	£50 + VAT	£75 + VAT	£100 + VAT
Fire Escape plan	£50 + VAT	£75 + VAT	£100 + VAT
HHSRS assessment	£100 + VAT	£125 + VAT	£150 + VAT
All 3 together	£175 + VAT	£250 + VAT	£300 + VAT

General Property Maintenance Including Garden Upkeep:

- For jobs that are complete in the first 1/2 Hour visit from 1 x maintenance operative – £22.50 plus VAT
- For jobs that are complete in the first 1 hour visit from 1 x maintenance operative cost – £32.50 plus VAT
- Any additional time at the property over the first hour will be charged every half hour at £16.50 plus VAT
- The rate for a second operative is charged every half hour at £11 plus VAT

PLEASE NOTE THAT ALL PARTS AND MATERIALS ARE PRICED AND CHARGED SEPARATELY

Out Of Hours Emergency Call Out:

- Initial call out and up to 1 hours repair for 1 x operative – £40 plus VAT
- Any additional time at the property over the first hour will be charged every half hour at £16.50 plus VAT

PLEASE NOTE THAT ALL PARTS AND MATERIALS ARE PRICED AND CHARGED SEPARATELY

Administration Support:

- Preparation of paperwork for an appearance at court is charged at £100 + VAT per tenant
- Court Appearance charged at £18 per hour plus travelling expenses
- HMO Application including floor plans are charged at £100 + VAT *plus the local authority chargeable fee

All of our fees can be found under the Landlord section of our website