



RESIDENTIAL MANAGEMENT SERVICES

Our property management team has one simple aim:
to ensure that you enjoy the benefits of owning and renting a property, with the minimum amount of stress.

We have been looking after the needs of Jersey's property owners for almost **90 years**. Whatever you'd expect from an experienced, qualified and proactive team – you can expect from us.



Our **24 hour emergency call-out system** ensures access to a trained professional whenever you need them - **365 days a year**.

Our reputation rests on the quality of the professional tradesmen we select, so we select them carefully and offer competitive and attentive services for repairs, renovations and refurbishments.

Full details of our services and experience are provided on the following pages and we're here to help with anything you need, so please get in touch.



Our services include:

- Rental valuation (market comparable) and lettings advice.
- The rigorous vetting of potential tenants through a face-to-face meeting/interview and KYC process (credit reference checks together with employment and previous Landlord references will be obtained for tenants).
 - Comprehensive marketing and advertising strategy – Professional Photography, local radio, the JEP, open viewing, site visits/tours, floor plans, and digital mapping.
- Your property will be advertised via our website and internal Lifecycle matching system, paid portals - places, onthemarket.com, and all social media outlets.
- We have a comprehensive data base of clients and all prospective applicants registered will be appropriately matched and contacted within our new sophisticated Lifecycle system.
- The preparation of our lease agreements and negotiating tenancy terms for signature by the landlord and tenant, upon successful letting of the property.
 - Managing the registration for the tenant's deposit to be transferred via the Landlord's nominated bank account to the Jersey MyDeposit scheme. Landlords are legally responsible for ensuring the deposit is paid into the scheme. Fees are payable to the MyDeposit scheme.
 - Managing the tenant rental payments to ensure they are transferred to the Landlord's nominated bank account.
- Preparation of the Inventory and Schedule of Condition Report (including Photographic Schedule) to comply with Residential Tenancy(condition reports) (Jersey)order 2014.
 - Arranging Electrical and Gas Safety Checks to comply with Rented Dwellings Minimum Standards and Prescribed Hazard) (Jersey) Order 2018. Our inspection criteria are mapped against the required health and safety standards.
 - We will check that annual servicing and maintenance of the boiler has been undertaken by the tenant.
 - Conduct health and safety inspections to identify potential hazards, inform the landlord and instigate control measures and remedial works.
- The tenant will be checked in to the Property at the commencement of the lease or license by our Head of Lettings and a Property Manager will be assigned to the said residential property.



We offer: (continued).

- Only contractors from our vetted approved contractors list for all planned and preventative maintenance will be used. Dependant on the size and nature of the works estimates will be obtained. If required detailed specifications will be developed.
- The assigned property manager will conduct a four-monthly property compliance inspection after the tenant has moved in and if no issues then another inspection will be conducted on renewal.
- Our Fixflo maintenance system allows us to manage any property issues in a transparent and efficient way, providing you with clear reporting on responsibility and when the issues have been resolved. This software keeps all parties well informed, leaving our landlords free of stress and our tenants receiving the expected level of professional care.
- The tenant is checked out of the Property at end of the tenancy by the assigned property manager with the Landlord kept up to date of the process and findings. Please note that references are provided as seen and in good faith, which provides no guarantee of rental payment or the suitability of the prospective tenants.

More about Re-Leased:

- Key features include accounting, portfolio management, tenant communication, inspections, document storage and compliance management. The solution integrates with financial and tenant data in real-time allowing Landlords and Tenants to view information via the app.
- Re-Leased sends alerts and reminders to property managers regarding payment dates and daily tasks. It also provides a calendar dashboard that displays key actions items such as lease expiries, rent reviews, property inspections and safety compliance.
- Re-Leased offers analytics features that helps to pull portfolio, property, and tenancy reports.
- Re-Leased allows administrators to assign access permissions. It also enables tenants to view lease terms and payment history, and they can log maintenance issues and track the progress of their request. Support is available via email and phone.



Landlord Statutory Information

If you require financial and taxation advice for letting your property you must speak with a suitably qualified accountant.

In December 2018 legal minimum standards for Jersey rental accommodation were introduced.

The Public Health and Safety (Rented Dwellings – Minimum Standards and Prescribed Hazards) (Jersey) Order 2018, specifies certain minimum requirements to ensure properties do not pose a health and safety risk to your tenants.

Under the Order Landlords must adhere to the following requirements:

- Install and keep in good working order, fire detection (a smoke alarm) on each storey of rented accommodation, whether that storey has a habitable or not. These need to be tested on a regular basis.
- Install and keep in good working order, a carbon monoxide alarm in any habitable room of a rented dwelling with an oil, gas, wood, coal, or similar burner/heater.
- Have an annual “Gas Safe” inspection of any rented dwelling with a gas supply (including bottled gas) and provide a copy to the tenant and retain for at least two years a record of the inspection.
- Five-year fixed wire testing - commission a professional electrical to undertake fixed wire inspection and provide a copy to the tenant and retain the inspection record for at least five years.
- It is a requirement that all rented properties need to have a condition report. The condition report is a way for a landlord to record the physical condition and state of repair of a property when a tenant moves in and when they move out. At Gaudin and Co we use an impartial and independent accredited service provider to complete these detailed reports.

The condition report may include:

- The condition of walls, ceilings, and floors in each room.
- Any fixtures, fittings and furniture which belong to the landlord and come as part of the tenancy.
 - All fixed parts of a property.
 - External gardens and storage areas.
- It is compulsory for the Landlord to complete a condition report within seven days of the tenant agreeing to live in the property.
- The tenant has seven days following the commencement of the lease to accept or comment on the condition report and if the tenant has not signed by the seventh day the Condition report is taken as accepted by the Tenant to the extent that it's completed
 - If a condition report isn't completed at all, the Landlord could be subject to legal action and a potential fine of up to £10,000.
 - We have an experienced team in both Residential, and Block Management to assist with all the above statutory and mandatory requirements.





We are **very** **impressed.**

Having moved in to a property let by Gaudin fairly recently, I've been impressed by the responsiveness of their Property Manager, Matthew. I would commend Matthew for the excellent service he has delivered so far for me and my family, we are very impressed.

Mr D, St. Helier.



If you would like more information about any of our **Residential Management Services**, please contact a member of our team on any of the numbers below, or go to our valuations page and fill in your details so that we can get back to you with what you need.



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