

LANDLORD LETTINGS GUIDE



Lettings
Waltham
Forest



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ABOUT US

Lettings Waltham Forest (LWF) is Waltham Forest Council's very own multi award winning in-house lettings agency. LWF has been creating, supporting and sustaining tenancies in the private sector since 2012 and has developed a reputation for a cost effective and considered approach, coupled with a vision for 'hassle free' lettings.

Our latest product, the 'Market Rent Product', launched in October 2016. The principle aim of this scheme is to help keyworkers access suitable accommodation in or close to the London Borough of Waltham Forest. The Market Rent Product offers services very much like your high street agent but with the added peace of mind of working with the council. We provide our landlords with current market valuations and pay market rents on all our properties. All property types and sizes are accepted starting from single rooms up to larger properties and developments.

We aim to provide decent accommodation for key workers who provide essential services in the borough. We believe that people who make such important contributions to the Waltham Forest community deserve secure, quality accommodation that they can afford.

Being a council owned letting agency means that we are committed to offering a secure, transparent and supportive rental experience for both landlords and tenants. With years of experience in the property market, we understand the unique needs of both landlords and tenants, ensuring a seamless and satisfying experience for all parties involved.

LWF's mission is to provide and maintain decent, high-quality accommodation for the benefit of landlords and tenants in Waltham Forest. We are dedicated to providing excellent tenancy management, protecting your property and ensuring you have a guaranteed regular rental income.

Our range of services enables you to be in control of how much involvement you want in the management of your property. Our full property management services takes the stress out of being a landlord we take care

of everything for you, from routine maintenance to tenant management, we handle all aspects of property care with utmost professionalism.

This Landlord Lettings Guide will provide a little guidance from us to get you started and help you through the rental process. It has all the information that you need to know about letting your property.

We welcome you to Lettings Waltham Forest – providing the best council owned local lettings and management service.



“

The Lettings Waltham Forest team seemed to be more engaged and on the ball versus local agencies; the license is taken care of both from an administrative and financial point of view and the management fee is very competitive. We weren't sure whether to rent our place or sell it but with the council letting agency we felt positive about letting.

- Giulia Billi, Landlord

”

We understand that letting your property can be complicated in an ever-changing market. Changes in the legal requirements for landlords and fluctuations in the rental market can be a burden for landlords. Our services are designed to match the needs of landlords depending on how involved you want to be in the management of your property.

We offer advice and support to landlords throughout the duration of the tenancy, and as we are part of the local

authority, we can make sure you are the first to know about any updates to legislation so that all properties meet local housing standards and legal requirements, reducing the risk of non-compliance issues.

Our mission is to offer a comprehensive and personalised letting service that cater to the diverse community of Waltham Forest. We aim to build lasting relationships based on trust, integrity, and excellence, ensuring that every client feels valued and well-supported throughout their property journey.

With a deep understanding of the Waltham Forest area, its neighbourhoods, its community dynamics and most importantly the property market, we can provide accurate valuations, market insights, and strategic advice to help landlords maximise their investment returns.

Our services are very competitive with no hidden fees, and we also have the benefit of offering additional support services, such as grants

for property improvements and advice on energy efficiency.

We are proud to be part of the Waltham Forest community and are committed to contributing positively to the area's growth and development. We also benefit from having a wider marketing reach through council networks and partnerships, helping to quickly find suitable tenants.

LWF has won multiple awards and has been recognised for the service we provide landlords and tenants. In 2014, Lettings Waltham Forest was honoured to win the National Federation of ALMO's 'Improving the private sector offer' award. In

2024, Lettings Waltham Forest were the British Property Awards 2023-2024 Gold Winner for Letting Agent in E17 for providing an outstanding level of customer service.



WHY CHOOSE US?

I worked with Ricardo and he was extremely knowledgeable and dealt with everything. He came to the flat to take pictures, he sorted out the contract, he organised the meeting and he was very supportive.

- Romain Renoux, Landlord

LANDLORD PACKAGES AND SERVICES

We offer three levels of services for our landlords to choose from; Full Management, Rent Collection and Let Only. The table on pages 9 and 10 shows what each of the services cost and what is included in them, there are no additional fees or hidden surprises.

Let only service

This is our basic tenant introduction service that takes all the stress out of finding and securing quality tenants. You can be assured that we will professionally screen any potential tenants for you, allow you to focus on other responsibilities. By using this service, we can ensure a smooth and efficient rental experience which gives you full control of your property and tenancy.

Rent collection service

This is the ideal service if you want to ensure you receive consistent and timely rental income reducing the risk of late or missed payments. It allows you to solely focus on the property management aspect of the tenancy and reducing your administrative burdens.

Full management service

This is the perfect service if you want to be completely hands-off and want the professionals to take care of all property and tenancy related matters for you. The full management service is the most popular amongst our clients as it gives you complete freedom to concentrate on your personal life with the luxury of consistent rental income and knowing your property is being looked after – the ultimate ‘hassle-free’ letting service. You largely benefit from having multiple additional products and services included at no extra cost such as a free rent guarantee insurance policy and a free photographic inventory.

| SERVICE | LET ONLY - 9% | RENT COLLECTION - 11% | FULL MANAGEMENT - 13% |
|---|---------------|-----------------------|-----------------------|
| Visit your property and provide a market valuation | • | • | • |
| Advise you on any repairs/maintenance requirements | • | • | • |
| Take professional photographs of the property | • | • | • |
| Market the property and advertise the property through relevant property portals | • | • | • |
| Carry out accompanied viewings and provide feedback | • | • | • |
| Complete comprehensive reference checks (credit check, employment reference, landlord reference) | • | • | • |
| Complete Right to Rent checks | • | • | • |
| Prepare all legal documentation – tenancy agreement, how to rent guide, prescribed information | • | • | • |
| Provide tenants with compliance certificates before signing the tenancy agreement – Gas, EICR and EPC | • | • | • |
| Register tenants deposit with the Deposit Protection Service | • | • | • |
| Collect and remit the monthly rent, provide landlord with electronic statement | • | • | • |
| Pursue non-payment of rent and provide advice on rent arrears action | | • | • |
| Prepare photographic inventory | | • | • |
| Carry out check-in and check-out service | | • | • |
| Carry out quarterly inspections | | | • |
| Arrange routine repairs and instruct approved contractors | | | • |
| Arrange Rent Guarantee Insurance policy | | | • |
| Hold Key throughout the tenancy term | | | • |
| Manage all tenancy related matters | | | • |

USEFUL CHECKLIST

We believe that it is important to set the standard for the tenancy so we have prepared a helpful checklist of basic jobs that should be completed prior to the tenants moving.

| TASK | ✓ |
|---|---|
| Have the property professionally cleaned | |
| Cut back the grass and clear the garden (if applicable) | |
| Clear any sheds/loft areas of personal possessions (if applicable) | |
| Arrange any consents to let your property – mortgage | |
| Contact HMRC for your non-resident landlord (NRL) approval (if applicable) | |
| Arrange specialist landlord buildings, contents insurance | |
| Consider rent guarantee and legal expense cover (if not on Full Management Service) | |
| Leave all appliance manuals in the property | |
| Have keys cut for all locking doors (one per tenant and a master set for us) | |
| Review your utility accounts and cancel any relevant direct debits | |
| Arrange for compliance certificates (Gas, EICR & EPC) | |
| Obtain a Private Rented Property Licence (if applicable) | |
| Obtain any insurances for appliances and white goods | |
| Prepare inventory (if not on Full Management Service) | |
| Ensure all pre tenancy agreed repairs and maintenance works are completed | |
| Sign and return terms of business | |
| Register deposit with a deposit protection scheme (If on Let Only) | |
| Provide/remove any furniture by agreed timelines | |

“ I found the process was nice and easy, with very little fuss. The team was very supportive and provided advice and information throughout the process. I really like the added benefit of knowing that I am helping the council deal with the current housing shortage and that the homes will be of good standard. ”

- Andy, Landlord



Is Lettings Waltham Forest part of Waltham Forest Council?

Yes, Lettings Waltham Forest is Waltham Forest Council's letting agency and is a service provided by the local government to manage rental properties for private landlords.

Who can use your services?

Both landlords and tenants. Any landlord that has a private property to rent out and any tenant looking for private accommodation can use our services.

Do you pay market rent?

Yes, all rents are paid at market rates. We will provide you with an accurate market appraisal before marketing your property, once we have agreed on a rate you are happy with we will proceed to find you a suitable tenant.

What type of tenant can I expect?

Keyworkers are prioritised for all of our properties so we aim to offer it to them first. If we are unable to find a keyworker then we will find another professional tenant that can meet the minimum requirements.

What certificates do I need to let my property?

You will need to obtain a Gas Safe certificate (if your property has gas), Electrical Installation Condition Report (EICR) and Energy Performance Certificate (EPC).

Do I need a property licence?

You need to obtain the appropriate licence to let your property out, unless you are opting for our Full Management Service in which case you will be exempt (you are still obliged to meet all obligations and conditions required as part of a property licence).

Do you offer rent protection?

Yes, all properties rented under our Full Management Service come with a free zero-excess rent guarantee insurance policy.

How do you look after repairs/maintenance to my property?

When a repair request comes in, we will inform you of it straight away, so you have the option of choosing to fix it yourself or use one of our in-house contractors. If you choose our in-house contractors, we will obtain a quotation for you before proceeding with any works. Repairs invoices can be deducted from the monthly rent paid to you for convenience.

What happens if a tenant causes damage to my property?

We take a security deposit equivalent to the months rent at the start of the tenancy which is protected with the Deposit Protection Service (DPS). Any damages will be deducted from and limited to this deposit. Fair wear and tear needs to be allowed for.

How can I get in touch with Lettings Waltham Forest?


You can call us on **0208 496 4865** or email **lettingswalthamforest@walthamforest.gov.uk**. Alternatively, you can visit us on **www.lettingswalthamforest.co.uk**.



The Lettings Waltham Forest team were very supportive and professional. They helped us by suggesting some suppliers for a couple of things we needed to do in the house before renting, gave us all the information and were quick to respond to questions.

- Giulia Billi, Landlord





The process of working with Lettings Waltham Forest (LWF) for letting some of my properties has been quite straightforward and easy for me. LWF have been very supportive and professional in all dealings. I have always had a very quick response with any issues being dealt with straight away. LWF are always at the end of the phone if needed.

- Rob Richier, Landlord

FOR MORE INFORMATION:

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