



MGY

# LANDLORD ESSENTIALS

WELCOME TO THE MGY WAY

ESTATE AGENTS AND CHARTERED SURVEYORS

[MGY.CO.UK](http://MGY.CO.UK)

# No ordinary Letting Agent.

More than just an estate agent we are a people focused business made up of a team of caring, professional, and diligent experts who just happen to be in property. Our reputation has been earned across the last 35 years through consistently delivering results and an outstanding level of service for our landlords by matching them with contract holders who meet their needs.

We support and care for the communities we serve and are proud to be your trusted lettings agent. We don't just see our role as renting properties or helping people find a roof over their head. We achieve the results our landlords deserve through being passionate about property, it's what we do. We love what we do and see that it's our job to make letting your property as stress free as possible based on our experienced people. Our mission is to challenge ourselves to make the entire process stress free and easy for you the landlord. A property is often a person's most valuable asset, and the choice of an estate agent to let your property plays a crucial role in ensuring it is rented to a contract holder that will love your property as much as you do, and on the right terms for both you and the contract holder.

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What a refreshing experience to deal with an agent who knows so much about the area. I will be moving my rental portfolio over to MGY in the long term.

**Sam Wilson - Pontcanna**

Our lettings department is made up of a team of valued members of staff with a combined experience of 100 years in the letting industry. Our experienced team of property experts will work for you, to match you with a suitable contract-holders in the timeliest manner possible. We are proud to say that our staff retention levels are industry leading because we treat our employees fairly and they feel empowered, rewarded, and motivated to succeed for you the landlord. We promote our staff from within and this creates an inclusive culture built on a foundation of homemade family values. Our team will get to know you and understand your unique set of requirements and hold themselves accountable for delivering better results, this is what sets us apart from the crowd.

## An office just around the corner.

<b>RADYR</b>	<b>02920 842124</b>	<b><a href="mailto:radyr@mgy.co.uk">radyr@mgy.co.uk</a></b>
<b>CARDIFF BAY</b>	<b>02920 465466</b>	<b><a href="mailto:bay@mgy.co.uk">bay@mgy.co.uk</a></b>
<b>HEATH</b>	<b>02920 529026</b>	<b><a href="mailto:heath@mgy.co.uk">heath@mgy.co.uk</a></b>
<b>PONTCANNA</b>	<b>02920 397152</b>	<b><a href="mailto:pontcanna@mgy.co.uk">pontcanna@mgy.co.uk</a></b>
<b>WHITCHURCH</b>	<b>02922 745848</b>	<b><a href="mailto:whitchurch@mgy.co.uk">whitchurch@mgy.co.uk</a></b>

# We've got this covered.

**We are members of RICS, ARLA Propertymark, The Property Ombudsman sales and lettings, The Tenancy Deposit Scheme, The Deposit Protection Service, safeagent and we are Rent Smart Wales Licenced. This demonstrates our commitment to ethical practices and consistency in standards, meaning you can have full confidence and trust in us through our credentials.**

## **SUPPORTING LANDLORDS**

Letting your property can be a complex, demanding process; we're here to take the stress out of being a landlord. Our unrivalled market knowledge allows us to navigate legal and financial responsibilities while minimising costly void periods and maximising returns on investment for our landlord clients. As an ARLA Propertymark protected firm, our teams can be trusted to be honest and helpful, always up to date with the latest lettings knowledge. Our affiliation with these nationally and locally recognised industry bodies means you will receive the best standards of care:

## **YOUR PROPERTY IS INDUSTRY PROTECTED BY AN ACCREDITED AGENCY**

ARLA is the only professional self-regulated body solely concerned with lettings. As members of ARLA (Association of Residential Letting Agents), and the Ombudsman Scheme for Estate Agents, we follow a Code of Practice, which ensures both you and your contract-holder receive the highest standards of professionalism and are protected.

## YOUR DEPOSIT IS SECURE

As a regulated agent, we are a member of the Tenancy Deposit Scheme (TDS) and the Deposit Protection Service (DPS), which means each deposit is protected.

## YOUR PROPERTY WILL BE LEGALLY COMPLIANT

We are also licensed with Rent Smart Wales [www.rentsmart.gov.wales](http://www.rentsmart.gov.wales) – the body that grants licences to Landlords and agents in compliance with the Housing (Wales) Act 2014. This means that we always ensure that, when you let through us, your property is on the right side of the law. From 27 May 2015, under the requirements set out in the Consumer Rights Act, it became compulsory for all agents to display in their offices and on their websites whether or not they are part of a Client Money Protection Scheme. We are Renting Homes (Wales) Act 2016 compliant. By choosing to register with the safeagent campaign we offer consumers the financial protection they deserve, as well as peace of mind through knowing that their money is protected via a CMP scheme.



# What are my landlord obligations?

## SAFEGUARDING PEOPLE AND PROPERTIES

There are many different things to consider when letting your property and we are here to offer you the best advice we can. Our team can help you understand the full range of your obligations and responsibilities and give you all the support you need to let your property successfully.

## RENTING HOMES (WALES) ACT 2016 – THE WAY YOU RENT HAS CHANGED

The Renting Homes (Wales) Act 2016 has taken effect on the 1st December 2022, it is the biggest change to housing law in Wales for decades. The regulations set out by Welsh Government simplify how all landlords rent their properties. If you are a landlord it is important you know what the changes mean for you.

**Standard Occupation Contract.** The occupation contract must cover four areas: 1) Key matters: 2) Fundamental Terms: 3) Supplementary Terms: 4) Additional Terms. A written statement of the contract must be supplied to the new contract-holder no later than 14 days after the start of the contract.

**The Contract-Holder is guaranteed a minimum 12-month agreement and longer notice periods to regain possession.** Six months is the minimum notice period landlords must give the contract-holder to regain possession of their property. Landlords are unable to serve notice during the first six months of the agreement and are unable to serve notice during the fixed term. There are exceptions to this for converted contracts, however.

A woman with long brown hair is sitting on a light-colored sofa, smiling and hugging a brown and white dog. She is wearing a grey sweater. The background is a blurred interior space with a large window.

“

Many thanks to  
Karen for the excellent  
services rendered.  
You guys are fantastic.

Mariam Adeniyi - Radyr

**Fitness of homes for human habitation (FFHH):** As a landlord you have a legal obligation to ensure your property is in good repair and fit for human habitation, this includes keeping the structure, exterior and the service installations of the dwelling in good repair. The new minimum housing standards are covered by 29 points in the new Fitness of Homes for Human Habitation (FFHH), to see more information visit [gov.wales/fitness-homes-human-habitation-guidance-landlords](https://gov.wales/fitness-homes-human-habitation-guidance-landlords)

### **Inspection and testing of electrical installation.**

**Electrical Installation Condition Reports required.** Each rented property must provide a satisfactory electrical installation condition report (EICR), A landlord is required to have the electrical installation of the dwelling tested every five years. The current EICR must be made available to the contract-holder within 14 days of the occupation date.

**Smoke alarms.** It is the responsibility of the landlord to ensure that their rented accommodation in Wales must be fitted with mains-powered and interlinked smoke alarms with one installed on each storey of the dwelling. All smoke alarms must be powered either from the mains electricity circuit or a dedicated mains circuit from the consumer unit. Smoke and heat alarms must either be interlinked by cable or by wireless radio-frequency interlink.

**Carbon monoxide alarms.** For rented accommodation in Wales, carbon monoxide detectors are required in each room of the dwelling that contains a gas, oil or solid fuel burning appliance installed.

**Inventory (schedule of condition report).** All landlords must now provide an inventory at the start of the occupational contract.

For more information and the full guidance for landlords on the Renting Homes Act (2016) please visit [gov.wales/landlords-housing-law-changing-renting-homes](https://gov.wales/landlords-housing-law-changing-renting-homes)



## RENT SMART WALES

Since 23 November 2015, all Landlords within the private rented sector owning a property let out on an occupation contract in Wales are legally required to register with Rent Smart Wales in order to comply with the law. Failure to register false or misleading information on your registration is an offence. Once completed, the landlord registration is valid for 5 years. Upon expiry, you will need to renew the registration to comply for a further 5 years. If you do not appoint an agent to manage your property you are required to attend training and have a licence. The easiest and cheapest way to register is online, for more information take a look at the guidance from Rent Smart Wales by visiting **[rentsmart.gov.wales](https://rentsmart.gov.wales)**

## ENERGY PERFORMANCE CERTIFICATES

You must provide an EPC for the property before you market your property to let. An EPC provides information about a property's energy use and typical energy costs along with recommendations about how to reduce energy use and save money. An EPC gives a property an energy efficiency rating from A (most efficient) to E (least efficient) and is valid for 10 years.

## FURNITURE & FIRE SAFETY REGULATIONS

In line with Fire and Safety Regulations and the Furniture and Furnishings Fire Safety Amendment Regulations 1993, all new and second-hand furniture in rented properties must meet fire resistance requirements. These regulations apply to: beds, mattresses, sofas, pillows, loose and stretch covers etc. Please note that this list is not exhaustive. However, non-compliance is considered a criminal offence and can lead to a fine of up to £5000 and/or a prison sentence of up to six months. Visit [rla.org.uk](http://rla.org.uk) for more information.

## LEGIONNAIRES' DISEASE

Health and safety legislation requires that Landlords carry out risk assessments for the presence of Legionella bacteria which cause Legionnaires' disease and thereafter maintain control measures to minimise the risk. Further advice is available from the Health & Safety Executive, [hse.gov.uk/legionnaires/what-you-must-do](http://hse.gov.uk/legionnaires/what-you-must-do)

## BLINDS

Since 2014, regulations have been in force relating to window blind 'cords'. Vertical, Venetian, Roller, Roman and Austrian blinds must have operating cords with built in safety systems to prevent them forming a hazardous loop, even if there aren't children at the property.



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**Excellent and very professional service! I would highly recommend MGY. I found them extremely helpful throughout the entire process.**

**Nektarios Chazirakis - Cardiff Bay**

## **TUMBLE DRYERS**

Landlords should check tumble dryers in their properties. Which? has advice about how to check whether a dryer is safe or not and also lists models that it knows to be affected by the safety alert.

## **GAS SAFETY**

As a landlord, you are responsible for the safety of your property. The Gas Safety (Installation and Use) Regulations 1998 deal with landlords' duties to make sure gas appliances, fittings and flues provided for the contract-holder are safe. You are responsible for the maintenance and repair of flues, appliances and pipework provided for your contract-holders use by a Gas Safe registered engineer. You are also responsible for ensuring an annual gas safety check is carried out within 12 months of the installation of a new appliance or flue which you provide and annually thereafter by a Gas Safe Registered engineer. You must keep a record of the safety check for 2 years and issue a copy to each existing contract-holder within 28 days of the check being completed and issue a copy to any new contract-holders before they move in.

# Why let your property with MGY.

Your property will be newly listed with MGY.

Experienced support from property professionals who can guide you through the MGY rental process.

Peace of mind knowing that MGY are industry protected and your property will be legally compliant.

Rest easy knowing we are members of the SafeAgent campaign, protecting our clients' money.

Dedicated 24-hour property management team who will assist with any maintenance issues throughout a tenancy.

**Here is our promise to you, the landlord. Take a look at the MGY nine point minimum standard of performance we promise to deliver in order to support you with long-term, profitable lettings.**

## EXPERIENCED ASSESSMENT

Our Lettings negotiator will be experienced and familiar with your local area. They will visit your property and carry out a free no obligation market appraisal and make a realistic valuation taking into consideration the location of the property, the condition of the property, market forces and industry trends.





## BESPOKE SERVICE LEVELS

The Lettings negotiator will discuss your expectations, your experience as a landlord and we will advise whether to let the property furnished or unfurnished; and make an informed recommendation on which of our three bespoke packages are best suited to you.

## EFFECTIVE MARKETING

As a forward-thinking company MGY is at the forefront of new and effective marketing techniques, adopting technological developments to ensure our landlords have all possible advantages available to them to attract the right contract-holder.

### **MGY utilise the following marketing processes:**

Eye catching window displays from your local branch office in high-pedestrian-flow areas.

Bespoke design led; property brochures created in house.

Professional photography, floor plans (if requested) and optional HD property tour & drone video productions.

Regular advertising on web-based portals 'On The Market' and 'Rightmove'.

Social Media content reaching over 65,000 adults each month.

Optional discernible "To Let" boards.

**All of this results in a "tried and tested" marketing campaign that no other independent agent in Southeast Wales can match.**

## LONG TERM FOCUS

All new applicants are interviewed and asked qualifying questions; and comprehensive reference checks are carried out including credit checks, employer references, previous landlord references and guarantor checks (where required). You will be notified of the references we are obtaining for the contract-holder(s). Although we conduct careful screening, it is impossible to predict in the future, such as loss of employment or sickness. MGY enlist the services of Vouch and Homelet to complete the required checks, and we also offer a guaranteed rental scheme.

## OCCUPATION CONTRACTS

Our legally binding 'occupation contract' is drawn up for the new contract-holder. It has been produced in consultation with legal professionals and details the occupation contract between you, as Landlord, and your new contract-holder. Our focus is on providing long-term occupation by the contract-holder.

## PROTECTED DEPOSITS

One month's rent (in the form of a deposit) is held by us and is protected by the Tenancy Deposit Protection Scheme (TDS) or for let only properties we use the Deposit Protection Service (DPS).



## DILIGENT INVENTORIES

Prior to occupation, an inventory clerk will prepare a comprehensive Inventory and Schedule of Condition of the property and contents for all properties to let. This is now a requirement as part of The Renting Homes (Wales) Act 2016.



## MAXIMUM MANAGEMENT

We want your experience as a Landlord to be a hassle-free. Our premium Managed Service package ensures that you, your contract-holder and your property have our full attention. Contract-holders have access to our MGY Property Management helpline 24 hours a day, 7 days a week. We will endeavour to help resolve maintenance issues smoothly, promptly, resolving any issues and arranging suitable repairs so you don't have to.

## CONSTANT CONTROL

With our Premium managed service we will endeavor to visit the property every 4 months to safeguard both the contract-holder and the property. A report will be created, and maintenance issues logged and resolved. At the end of the contract, the condition of the property and contents will be thoroughly checked against the original Inventory and Schedule of Condition to ensure your property is vacated in optimal condition for the next occupant.



# Bespoke Landlord Service Options.

No two clients are the same, that's why we tailor our landlord service levels to meet your unique set of individual requirements. It's our personal, carefully considered approach and our unique skillset that convinces hundreds of landlords every year to let their property with us. Our passion for property, local knowledge and reputation inspire confidence and give us an edge over our competitors. Take a look at our comprehensive range of service levels and see what fits you best.

## Managed Property Letting Service.

Our Managed Property Letting Service is beneficial for a landlord who needs a comprehensive package. This covers marketing and manages the entire renting and letting process - from start to finish. We will take full care of your property and your contract-holder(s) with a maintenance and emergency call out service available 24 hours a day, 7 days a week. We are fully abreast of the latest legislation and laws concerning private landlords renting in Wales, this allows us to advise you on compliance and ensuring your registration is kept up to date.

## Managed Property Letting Service with Rent Guarantee

This is our premium service level offering our full range of landlord services including Rent Guarantee. We take on all the heavy lifting which enables you to enjoy risk-free, hassle-free, reliable rentals. You are offered exclusive access to interest in a Rent Recovery Plus Policy which entitles you to:

**Nil Excess: you'll receive 100% of the monthly rent paid up until vacant possession**

**Legal expenses up to £100,000 including appeals and legal representation.**

**75% of rent after vacant possession for up to two months.**

**Auto-renewal, so you have continuous coverage.**

So, in the event of your Contract-holder being unable to pay, you'll still receive your rental income. In our experience this is the most reliable way to let your property as it eliminates all risk. Terms & Conditions apply. Ask a member of staff. Additional management fees are applicable.

## Let Only Service.

This is a package for the more experienced landlord. Get your property occupied quickly and efficiently with our **Let Only Service**. We will prepare your property particulars and we will actively market your property. We will also find and reference your contract-holder, carry out guarantor checks, where required, and draw up an occupation contract. You will take care of all other aspects thereafter.

## Let Only Service - Optional Extras.

Some Landlords want us to be a little more involved and that's where our Optional Extras become relevant. This gives you flexibility to customise our **Let Only Service** option by choosing from our optional extras, adding the additional services you require for extra support.

# Landlord Service Options

	MANAGED PROPERTY SERVICE
Expert Rental Assessment & Advice	FREE
Let Only Fee	-
Managed Property Fee	10% plus VAT of gross monthly rent
Preparation of Property Particulars	Inclusive
Property Promotion Package & Contract-holder Find	Inclusive
Contract-holder Interview	Inclusive
Contract-holder Referencing & Guarantor Checks	Inclusive
Occupation Contract (drawn up compliant to current regulations)	Inclusive
Deposit Collection (1 month's rent PLUS £100) and Registering with DPS (custodial)	-
Deposit Collection (1 month's rent plus £100) and Registering with TDS (insured)	£20 plus VAT
Utility Accounts Transferred	Inclusive
Energy Performance Certificate Fee	£150 inclusive of VAT
Full Inventory and Schedule of Condition and Check In (FROM £140)	From £140 plus VAT
Occupation Contract Renewal	£125 plus VAT

## LET ONLY SERVICE

FREE

75% of first month's rent plus VAT

-

Inclusive

Inclusive

Inclusive

Inclusive

Inclusive

-

£20 plus VAT

-

£150 inclusive of VAT

From £140 plus VAT

£150 plus VAT

## OPTIONAL EXTRAS

-

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£25 plus VAT

£150 inclusive of VAT

From £140 plus VAT

£150 plus VAT

# Landlord Service Options

## MANAGED PROPERTY SERVICE

New Contract-Holder Set Up Fee  
(at the start of the Occupation Contract)

25% plus VAT of 1 month's rent (min £250)

Rent Collection and Statements of Accounts

Inclusive

Routine Property Visits and  
Condition Reports

Inclusive

Arrange Maintenance Repairs (with your approval,  
repairs will be chargeable)

Inclusive

24 Hour Maintenance Service & 24/7 Emergency  
Call Out Service (repairs will be chargeable)

Inclusive

Annual Gas Safety Inspections

From £75 plus VAT

Annual Cylinder Servicing

£60 plus VAT

Check Out Inspection/Inventory & Schedule  
of Condition (at occupation contract end)

Inclusive

Check Out Deductions Negotiated

Inclusive

Annual Tax Statement

Inclusive

My Property Profile - Landlord &  
Contract-Holder App

Inclusive

Insurance Claims

£250 plus VAT

## LET ONLY SERVICE

-

5% of the monthly rental

-

-

-

From £75 plus VAT

£75 plus VAT

£150 plus VAT

-

-

-

-

## OPTIONAL EXTRAS

-

5% of the monthly rental

£60 plus VAT

-

-

From £75 plus VAT

£75 plus VAT

£150 plus VAT

-

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I have nothing but good things to say about MGY. I would highly recommend them to anyone looking to rent.

Rory Hone - Cardiff Bay



# Landlords checklist

We've prepared the following checklist to help ensure that your property is smoothly and swiftly accepted onto our system.

## Landlord Paperwork

- ☐ Supply to us proof of ownership along with photo ID.
- ☐ Obtain a copy of our terms and conditions, read, sign and return to us.
- ☐ Ensure you are registered or licensed with Rent Smart Wales.
- ☐ Arrange Rent Smart Wales training and licence (not required if you choose our Managed Property Service).
- ☐ If you are moving overseas complete an NRL1 form and supply to HMRC. This tax exemption form ensures tax will not be deducted from your rental income, nor forwarded to the Inland Revenue. Failure to do this will mean tax will be deducted from your rental income and forwarded onto the Inland Revenue. Please ask a member of Staff if you have any queries.

## Property Paperwork

- ☐ Supply a valid Energy Performance Certificate – we can offer this service.
- ☐ Gain Mortgage Lender's permission to let the property.
- ☐ Confirm that the superior lessor (if any) has consented that the property is to be let under an occupation contract.
- ☐ Ensure your property is insured appropriately.
- ☐ Supply to us appliance or gas warranty/insurance covers and leave a copy of the contacts at the property if applicable.

## Property Checks

- ☐ Supply to us the Landlord Gas Safety Certificate prior to property being let – we can offer this service.
- ☐ Arrange EICR and PAT testing of appliances, if applicable.
- ☐ Leave operating instructions for all appliances in the property.
- ☐ Ensure property furnishings meet fire safety regulations.
- ☐ Fit and test mains-connected, interlinked smoke alarms and carbon monoxide detectors if applicable.
- ☐ Carry out a risk assessment for Legionnaires' Disease.

## Property Prep

- ☐ Arrange for the property to be cleaned to a professional standard.
- ☐ Provide us with details of utility suppliers (managed only properties).
- ☐ Inform utility suppliers, close previous account and supply forwarding address (managed only properties).
- ☐ Ensure previous mail is redirected.
- ☐ Telephones/Internet Service are always arranged by Contract-Holder – we advise that you get a closing balance.
- ☐ Make sure gardens are tidy, lawns are cut, decking is jet washed and garden equipment is accessible.
- ☐ Supply to us a full set of master keys (exits, garages, out houses, mailbox keys, door fobs, car park fobs).

# Award winning – Don't just take our word for it

We were voted the **2021 All Agent GOLD winners** for **Best Letting Branch** in Wales. This award is based on authentic customer reviews via the UK's largest review website for the property industry.

The **Best Estate Agent Guide Award 2022** was awarded to MGY for Marketing | Service | Results.

MGY is listed in the **Best Estate Agent Guide 2023 for Sales & Lettings**, awarded a **Gold Award for Lettings**. We are among an elite group of estate agents that has achieved the performance standards necessary to be listed in the **Best Estate Agent Guide**.

We build our businesses on the back of recommendations, and we have the awards to back this up, voted by our industry and our customers.







**MGY**

#### **CARDIFF BAY**

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**Important Notice:** This essential guide is prepared for guidance only and does not form whole or any part of a contract. Whilst the information provided is given in good faith and is current legislation, this may be subject to change. It is made without responsibility on the part of MGY nor anyone in their employ.