

FIRST CLASS
RESIDENTIAL

Top-tier agents... without the ego

Estate and Lettings Agents in Houghton le Spring

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Meet
Claire



Meet
Laura



Meet
Angela



Meet
Julie

Who are we?

First Class Residential is a lettings and property management company, based in Durham. We provide full-coverage property and lettings management services for landlords and tenants in the local area. Our small team of experts is made up of four property specialists, who each offer bespoke advice to landlords and tenants alike.

Our Services

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Property Lettings and Management service

We have worked alongside and dealt with the needs of landlords for years. Every landlord is unique and requires a different property management service, which is why we tailor our offering to suit you. Your property will be managed to the highest standard, and we will take an active role in ensuring that you and your tenant achieve a successful tenancy. We are on hand to ensure you are compliant with legislation, regulations and provide advice to both you, the landlord, and your tenant for the duration of the occupancy. On top of this, we will be available to advise you, to ensure your terms of agreement are adhered to and the tenancy is successful.

Maintenance Management

As part of our maintenance management service, we offer to take care of all maintenance issues within the home that are reported by the tenant or landlord, using our book of tried and tested contractors. We will stay in contact with every party during the repair work, providing regular updates on costs and progress. Moreover, we will tell you the cost of the works before they are paid, meaning you're not surprised with extra surcharges.

Gas Safety Certificates

According to the Gas Safety (Installation and Use) Regulations 1998, landlords have a duty to ensure that all gas appliances, fittings, chimneys and flues are safe and working efficiently. By law, an annual gas safety check must be carried out on the property and a record of this must be provided to the tenants. Here at First Class Residential, we will ensure all of this is taken care of on your behalf, and your record is kept up to date. Your tenants will also be provided with a Gas Safety record, courtesy of us.

Energy Performance Certificates

It is a legal requirement for all rental properties in this country to have an Energy Performance Certificate. Right now, properties in England and Wales must have an EPC rating of ‘E’ or higher, though this legislation is due to change in 2025, where it is mandated that all properties have an EPC rating of ‘C’ or above. As well as ensuring your EPC is renewed every 10 years, we will also work alongside the landlord and the tenant to ensure the correct fabric measures are put in place, to improve the EPC rating of ‘E’ and ‘D’ ranking properties.

Electrical Inspection Condition Reports

As a landlord, you are required to carry out an Electrical Inspection Condition Report every five years, or with every change of tenancy. As part of our full property lettings and management service, we will take responsibility for ensuring this is carried out in a timely manner. We will also see to it that any necessary repairs and improvements are carried out as soons as possible, and always before a new tenant moves into the property.

Fee Structure

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We are a professional agency, and as such we are transparent about our fees. We feel this represents good value and the excellent service we provide. Our standard monthly management fee is 10%, subject to a minimum of £50 + VAT. On top of this, we also take 5% supervisory commission on all repairs.

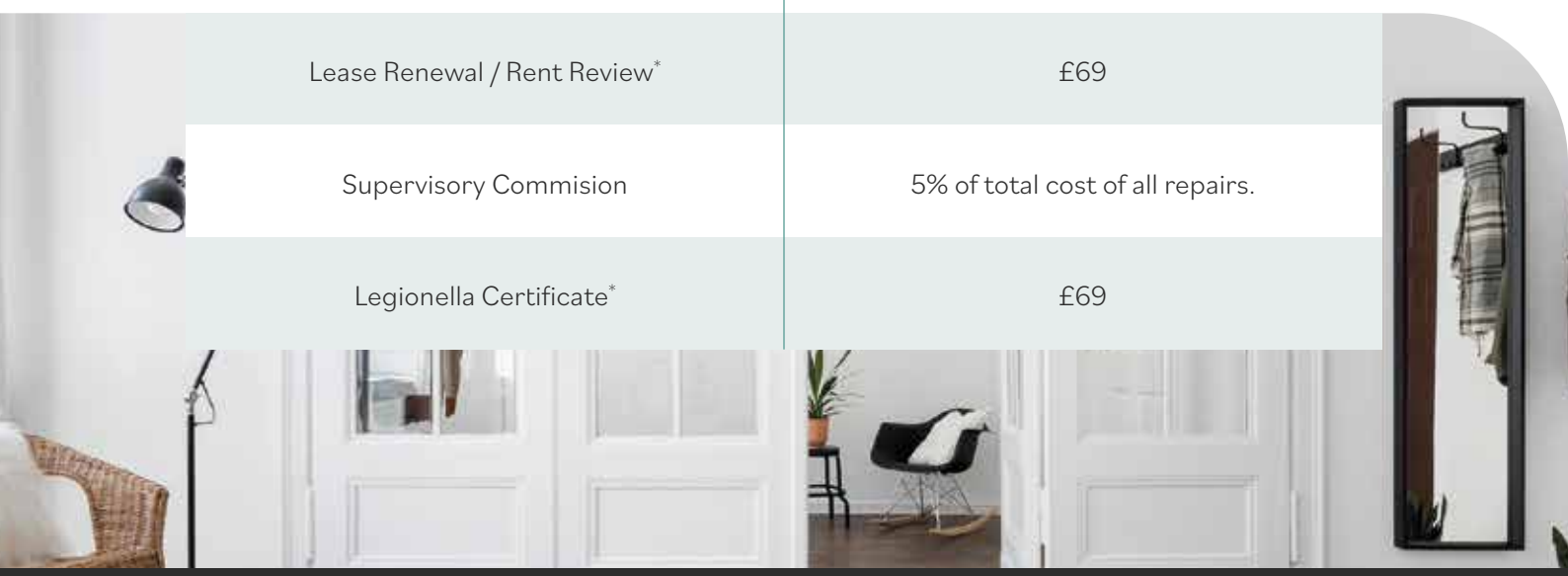
As part of our efforts to be transparent about fees, we will also present all landlords and tenants with a full copy of all invoices from repairemen and tradesmen, so you know exactly what you're paying and to whom.

We are part of a client money protection scheme, meaning your fees are held in a bank authorised by the Financial Conduct Authority, and all of your payments are protected. No fees are applicable until a suitable tenant is in residence. Thereafter, fees will be deduced from the first month's rent, where possible.

The rest of our fees are outlined below:

Prices include VAT

Service Options	Fees
Start Up	£474
Monthly Management	10% subject to minimum of £60
Gas Safety Certificates*	£69
Energy Performance Certificates*	£84
Electric Safety Certificates*	£180
Lease Renewal / Rent Review*	£69
Supervisory Commision	5% of total cost of all repairs.
Legionella Certificate*	£69



Important: **After July 2022* Landlord's will be prohibited from renting properties without a certain license. You can learn more by visiting: ***www.durham.gov.uk/article/2882/Selective-licensing-of-privately-rented-properties***



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Landlord Obligations

* EPC must be in place, from April 2018, landlords of privately rented domestic and non-domestic property in England or Wales must ensure that their properties reach at least an Energy Performance Certificate (EPC) rating of E before granting a new tenancy to new or existing tenants. Expire after 10 years. This is about to change to a rating of C as a minimum. Please start making provisions to have your property up to standard.

* Landlords Gas Safety Certificate (CP12), must be carried out annually, this will check the safety of all gas boilers, fires and appliances - THIS IS A LEGAL REQUIREMENT. We will make arrangements for a Gas Engineer to attend the property to carry out this inspection as part of your management agreement. Please inform us if you would like this to include a service too (this would be an additional cost). Alternatively, if you would prefer to make your own arrangements, please inform us in writing.

* Damage deposits must be placed in a government Scheme within allocated timescale (Typically 30 days). As part of our managed service we will deposit the damage deposit with My Deposits but other schemes include: Tenancy Deposit Scheme (TDS), Deposit Protection Service (DPS) . Please ask if you need any further information about the damage deposit process. Failure to protect a damage deposit will mean the tenant receives the full damage deposit back at the end of the tenancy despite any damage or rent arrears and also a potential fine (to the landlord).

* Landlords are under a duty to ensure that the risk of exposure to tenants, residents and visitors by Legionella is properly assessed and controlled. We provide legionella certificate for £69 including VAT for a 2 year certificate. Please ask for more information specifically if your property has stood empty for a period of time or you have a water tank. ***This is advised to fully protect you as a landlord***.

* EICR - Landlords are required by law to ensure: That the electrical installation in a rented property is safe when tenants move in and maintained in a safe condition throughout its duration. You need to provide an electrical safety certificate which gives both landlords and tenants piece of mind. We can provide a 5 year electrical certificate for £180 including VAT (Remedial works will be at an additional charge).

* Landlords are obligated to apply for a DSS Selective Licence for each rental property. These last for five years and are not transferable between people or property. They are available to obtain from your local Council. It is important to be aware that it is the Landlords responsibility to apply for the licence. You should also be aware that if there is a Selective Licencing scheme which covers your property and you either don't secure a licence or you breach any of the conditions, you can be penalised by your local council. They could impose a civil penalty of up to £30,000 or force you to pay up to 12 months' rent back to your tenant and issue a banning order, preventing you from letting the property. If the breach is considered serious enough, you may be prosecuted, could face an unlimited fine or even jail time. It is therefore imperative that you ensure you keep up to date with the local licensing regulations.

* Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989, 1993, & 1996) to comply and have a fire label present. Items such as mattresses, sofas, office chairs, cushions must have fire labels. Curtains, carpets and blinds are exempt. Please ask for further information of your property is tenanted.

* Smoke Alarms must be located on all floors including entrance hallways, need to be checked on the day tenant move in and be regularly checked and maintained throughout the tenancy. It is also a legal requirement that all properties with solid fuel appliance's or log burners must have carbon monoxide detectors fitted nearby (A Gas Safe Heating Engineer will be able to provide and install correctly). We ask all of our rental properties to have carbon monoxide alarms in all areas that have a combustible gas appliance. Gas fires, boilers etc.

Health & Safety: Ensure the property is visually suitable to rent, no obvious trip hazards are present and carpets are secure. No visible signs of damp.