



# RESIDENTIAL LETTINGS & PROPERTY MGMT



**LET US LET FOR YOU**

# PROPERTY MANAGEMENT SERVICE

## **PROPERTY APPRAISAL**

We inspect your property and provide you with an Advised Letting Value based on current market conditions. We photograph the property extensively for baseline images which will be used later for comparative purposes. We advise of any repair work we believe may be required or of any basic items that appear to be missing from the property.

## **RENT**

We organise the collection of rent on a monthly basis and arrange payment to your account by EFT minus our management fee.

## **DEPOSIT**

All tenants pay a booking deposit to us, which is held in our clients account on your behalf for the duration of the tenancy. The deposit is not returned to the tenants until the property has been fully vacated, cleaned, inspected by our agent and all accounts are closed.

## **TENANTS**

Prospective tenants contact us to arrange viewings (available outside office hours). We arrange regular viewings on your property until we find suitable tenants. Tenants will be met in person to determine their suitability and we request references from previous landlords and/or employers and check references to ensure authenticity.

## **ADVERTISING**

All properties are advertised on our website, [www.dnggalway.ie](http://www.dnggalway.ie) as well Daft.ie, myhome.ie & dng.ie. We also use social media outlets such as Facebook.

## **RTB**

The Residential Tenancies Act 2004 requires that all rented Residential properties be registered with the Residential Tenancies Board. We will complete the necessary paperwork and ensure compliance with this legislation. In

## **LEASE**

We prepare a legal contract, which is signed by the tenants and DNG Maxwell Heaslip & Leonard (on your behalf), outlining the terms of the tenancy. The lease is compliant with the terms and conditions as outlined in the Residential Tenancies Act 2004. The lease outlines the house rules regarding noise disturbances, refuse disposal, car parking and general regard for your property. By signing the lease the tenants agree to abide by these rules. The lease clearly outlines rental payment details & also conditions for return of deposit. Leases can be either Fixed Term or Part Four Leases. We liaise with you to determine the most suitable type of lease for your property depending on market conditions & the property itself.

## **LEASE RENEWAL**

We contact you prior to the end of the lease to discuss your renewal options. If the intention is to extend the tenancy we convert the lease to a Part Four tenancy and manage the relevant paper work with the tenants and the RTB. A routine inspection of the property is carried out prior to the conversion.

the event of any dispute arising with your tenants we act on your behalf and prepare a case to be submitted to the RTB if any when necessary. We also attend any hearings which may arise. The cost of registration is €90 per tenancy and we deduct this charge from the monthly rent.

### **UTILITIES (ESB, GAS etc.)**

We manage the changeover of utility accounts into the new tenants' names and ensure that bills are addressed and sent to the new tenants. Readings are taken at move in/move out.

### **INSPECTIONS**

We perform routine inspections every 6 months during the term of the lease to ensure the property is being kept in good order. When tenants vacate your property, we inspect it thoroughly and obtain closing readings for ESB, Gas, etc. The entire property is photographed during inspections and specifically on the final move out which are used for comparative purposes to move in photos and to highlight any potential excessive damage beyond reasonable wear and tear.

### **REFUSE**

We notify tenants of the waste disposal arrangements and their responsibility for the payment of refuse charges for the duration of their tenancy, if appropriate.

### **BER (Building Energy Rating)**

All rental properties are required by law to have a BER certificate and to display the BER rating in all advertisements. If your properties are not currently rated, we can arrange as assessor on your behalf.  
(Additional costs involved)

### **INVENTORY**

We prepare a thorough inventory and provide a copy to the tenants which they sign & agree on and which will be used in the final inspection as part of the move out procedures.

### **GARDEN MAINTENANCE**

If applicable, we arrange to have your garden cut during the summer months. The cost of this service will be deducted from your rental income.

### **REPAIRS**

Tenants contact us directly with any problems or repair issues that may arise. We then establish the extent of the problem and contact you to notify you of the problem and seek your approval prior to authorising any repair work or new purchases. General repairs on the property are the responsibility of the landlord. However, we provide an excellent cost effective repair team who rectify all problems in an efficient manner. We liaise with the workmen to ensure that the necessary work is carried out. The cost incurred for the repairs is deducted from your monthly rent.

### **ACCOUNTS**

Complete 12 month statements can be emailed or posted to you or your accountants when requested detailing all income & expenditure

***Our Goal is to Provide..... A seamless, efficient service to our clients by managing the three key elements to a Residential Tenancy:***



## At A Glance We Offer.....

Rental Property appraisal and assessment

Advertising and promotion on relevant Portals and media outlets.

A comprehensive database of potential tenants

Out of Office hours viewings.

Full reference checks of previous landlord/Letting Agency and employment references

Dedicated rental team working full time on managing rental properties

Excellent occupancy rates

Maintenance issues dealt with in a timely fashion

Close monitoring of rent on a monthly basis to ensure on-time payments

Collection of a security deposit and first months' rent in advance

Creation of a valid Tenancy Agreements compliant with the Residential Tenancies Act 2004

Management reports outlining all incoming rent & outgoing expenses for each property suitable for taxation purposes

Policies & procedures in full compliance with the Residential Tenancies Act 2004  
Registration of properties with the RTB.

All practices fully compliant with the Residential Tenancies Act 2004

Strict financial management & transparent reporting showing all income & expenditure

Effective dispute resolution  
Fully licenced agents

## What Our Customers Say.....

*"I have always found the staff very efficient in their dealings with me and my property.*

*I am informed when problems arise and they offer solutions for my approval.*

*The regular financial statements they provide are detailed and informative and are useful for monitoring rental records and for tax compliance. I am very happy with the service provided"*

F. McLoughlin, Co. Meath

*"DNG Maxwell Heaslip & Leonard have managed my rental properties for a number of years. I've always been happy with the service they provide to me and with their efficiency in paying rent to me. They are the point of contact with all my tenants and they contact me whenever they need me to make a decision about something. I would recommend them to anyone seeking a good management company"*

G. O'Grady, Chicago