



New Staff  
photo Needed

# LANDLORD GUIDE

**SBK Lettings**  
ELEVATING YOUR PROPERTY JOURNEY

# Choose an agent you trust.

At SBK Lettings, we pride ourselves on delivering an exceptional, professional and personal service to both our landlords and their tenants. Our teams are experts in their field and possess many years' experience along with detailed knowledge of the current and constantly evolving legislation regarding the private rental market. This enables us to ensure that you, as a private landlord, conform to all legal requirements.

Our lettings managers aim to minimise void periods by quickly finding the most suitable tenant at the highest possible return for your investment. We have over 4,000 tenancies under full management, with many others where we provide a let-only service. We also manage agricultural estates and commercial property.

So whether you are a landlord needing expert advice, a rental valuation or property management services, we can help.

“ I joined SBK Lettings in April 2023 and became managing director in November 2025 and am delighted to champion our brand, support our lettings teams and ensure the needs of our landlords are consistently met.

With over 20 years' experience in the lettings industry, it is not only my job but my passion to work with a business and people who offer a gold standard service and prioritise the needs of our landlords at all times. When it comes to lettings compliance and legislation, it can be a minefield for a landlord to have to think about everything that needs to be done for a tenancy to proceed in a way that protects them.

Currently more than 170 individual rules and regulations apply to the private rented sector (PRS) and these are often amended and updated - not least with the Renters' Rights Act which gained Royal Assent in October 2025.

At SBK Lettings, we work hard for our landlords, keeping them informed and updated on legislative changes and offering the peace of mind and assurances they need so their tenancy is fully compliant.

I am proud to work with our dedicated lettings teams, specialists in their field, who also want to provide the best help, support and advice for our landlords.

In instructing us to work on your behalf to find a quality tenant for your biggest investment, you can be sure you are in very capable hands with us doing the hard work so you don't have to. ”

We're proud to be affiliated to the following organisations and services.



**Rebecca Dean** MARLA  
Managing Director





“ Really impressed with the service from the Loughborough team. They’ve all been so helpful and easy to deal with he communication has been excellent. I’ve really appreciated their support thank you ” Mr Smith - Landlord

# REASONS TO CHOOSE SBK LETTINGS.

When it comes to letting a property not all letting agents are the same and with a multitude to choose from it's not an easy task to find the one who is going to work best for you. But choosing the right one can make all the difference in the experience you have as a landlord. Indeed, we believe it's essential you work with a local, experienced agent who understands all the things involved in letting and managing a property or portfolio. Our multi-award-winning agents do just that and pride themselves on delivering an exceptional professional and personal service, putting our clients first every step of the way.

1

**PERSONAL SERVICE** We aren't just another letting agent. At SBK Lettings we pride ourselves on being with you every step of the way from our initial conversation through to tenancy agreed, by delivering an exceptional, honest, professional and personal service. Simply put: A service you deserve from people you can trust.

2

**BEST IN CLASS MARKETING** We are the only local agent to have their own in-house marketing team to support our branches, maximising your property's exposure across digital and print media. We understand no two properties are the same which is why each of our landlords gets a bespoke strategy for lettings and marketing plan.

3

**MAXIMUM EXPOSURE** With SBK Lettings we guarantee maximum exposure for your property. We use major internet portals and social media outlets, along with Rightmove, Onthemarket and Wearethemarket as well as our own SBK Lettings website. With our distinctive branding we will reach more potential tenants and secure the best possible rent for you.

4

**LOCAL KNOWLEDGE** We take pride in the fact we are embedded in the local communities we serve. It gives us an unrivalled understanding of the local market and an ability to advise clients on any detail - whether it's about local planning applications or developments, or which properties offer the best buy-to-let investment opportunity for a particular client.

5

**EXPERIENCE** Our lettings teams have many years' combined experience which is more than any other local independent agent. It means there isn't a marketplace we haven't seen, experienced and successfully navigated. When you choose SBK Lettings you are in safe, experienced hands.

6

**ONE STOP PROPERTY SHOP** We are proud to be affiliated with the Sheldon Bosley Knight Group, enabling us to offer an end-to-end property management service. From sales and lettings agents to mortgage advisors, surveyors and conveyancers, we also have commercial, rural, planning and auction departments.

# OUR SERVICES.

SBK Lettings has always had a history of exceptional service. Our teams know the importance of this when it comes to letting a property in any market. Your property is unique so our approach should mirror that. Our cutting edge software is designed to instantly match properties to applicants registered, who are then automatically emailed full details of the property. Once a successful applicant has been found for a property we will raise the tenant's references from banks, employers, accountants, solicitors, previous landlords and character references as appropriate, together with the credit referencing and prepare the tenancy agreement. We aim to make the process between landlord and tenant flow with ease and transparency.

**FULL MANAGEMENT** Our most popular service offering, this encompasses:

## PRIOR TO THE TENANCY:

### MARKETING

- SBK Lettings website.
- Nationwide websites - Rightmove etc.
- Local press.
- Direct email to registered prospective tenants and relocation companies.

### TENANT

- Vetting prospective tenants on initial contact.
- Carry out accompanied viewings.
- Comprehensive referencing of prospective tenants.

## ONCE A SUITABLE TENANT HAS BEEN FOUND:

### ORGANISING OF

- Tenancy agreement.
- Prescribed Information (Tenancy Deposit).
- Tenancy Deposit Scheme or Deposit Protection Service Certificate.
- Inventory/Schedule of Condition (at the landlord's expense).
- 'How to Rent' booklet.
- Information for tenants.
- Necessary compliance certificates (where applicable).
- Collection of first month's rent and tenancy deposit.

## ONCE THE TENANCY HAS BEGUN:

- Registering Tenancy Deposit with relevant scheme.
- Supplying Tenancy Deposit documents to the tenant within the allotted time.
- Holding the tenant's deposit as a stakeholder in accordance with the scheme rules and regulations.
- Informing service providers of change of occupier.
- Collection of monthly rent.
- Financial statement preparation.
- Prompt BACs payment of residual funds.
- Regular property visits.
- Handling all tenants' enquiries.
- Organisation of property maintenance and repairs where required.
- Agreeing and organising tenancy renewals (additional charge once completed).
- Overseeing the end of the tenancy arrangements, inventory check and return of the tenant's deposit in accordance with the regulations and the rules of the relevant scheme.

The set up fee for our full management service is a minimum £570 plus VAT to be deducted from the first month's rent.

We will be happy to discuss bespoke arrangements for management depending on your particular circumstances.





# OUR FEES.

To help you decide which of our three services is right for you, we have put together a simple checklist for you to see at a glance what is included in each of our service levels.

| FULL MANAGEMENT   | RENT COLLECTION  | LET ONLY   |
|---|--|--|
| Marketing & advertising via web portals, media, To Let board & in branch  | Marketing & advertising via web portals, media, To Let board & in branch   | Marketing & advertising via web portals, media, To Let board & in branch                   |
| Organising of EPC if required   | Organising of EPC if required  | Organising of EPC if required  |
| Registration and qualification of interested potential tenants  | Registration and qualification of interested potential tenants   | Registration and qualification of interested potential tenants                             |
| Accompanied viewings  | Accompanied viewings   | Accompanied viewings   |
| Credit check and referencing of accepted potential tenant(s) including Right to Rent Check  | Credit check and referencing of accepted potential tenant(s) including Right to Rent Check   | Credit check and referencing of accepted potential tenant(s) including Right to Rent Check |
| Arrangement of any necessary safety checks/certificates prior to tenancy commencement   | Arrangement of any necessary safety checks/certificates prior to tenancy commencement  | Arrangement of any necessary safety checks/certificates prior to tenancy commencement      |
| Preparation & signing of tenancy agreement  | Preparation & signing of tenancy agreement   | Preparation & signing of tenancy agreement   |
| Ensuring landlord complies with statutory obligations   | Ensuring landlord complies with statutory obligations  | Ensuring landlord complies with statutory obligations                                      |
| Protection of Tenants deposit   | Protection of Tenants deposit  | Protection of Tenants deposit (Chargeable)   |
| Advise utility providers  | Advise utility providers   |  |
| Collecting rent & providing monthly statements  | Collecting rent & providing monthly statements   |  |
| Chasing rent arrears & providing advice on necessary actions  | Chasing rent arrears & providing advice on necessary actions   |  |
| Undertaking minimum of two property visits annually and providing a report to the landlord  | Arranging deposit return   |  |
| Arranging & managing maintenance & repairs using approved contractors   |  |  |
| Offering advice on market rents & completing rent reviews   |  |  |
| Preparing and serving notice requiring possession when required   |  |  |
| Arranging deposit return and handling any necessary deductions  |  |  |
| <b>Set-up Fee (inclusive of VAT):</b><br>60% of the first months' rent with a minimum charge of £570<br>Monthly Management Fee: 14.4% of the monthly rent | <b>Set-up Fee (inclusive of VAT):</b><br>60% of the first months' rent with a minimum charge of £570<br>Monthly Management Fee: 8.4% of the monthly rent | <b>Set-up Fee (inclusive of VAT):</b><br>120% of the first months' rent                    |

# SHOWCASING YOUR PROPERTY.

Our letting and property agents know how to boost your chances of finding the right tenant at the best possible rent.

Here are our top tips of things to do before you put your house on the market and again, before any viewings.

## Preparing your property to let



Apply for mortgage lender's consent.



If your property is leasehold, you will have to apply for consent to let (for flats and apartments in particular).



Notify your insurance companies of your intention to let and ensure you have the correct cover in place.



Decide what furniture and fittings you are leaving; we recommend anything of personal or monetary value is removed.



Ensure all furnishings to be left comply with fire regulations.



Obtain safety certificates for gas, electrical, oil and solid fuel, appliances and heating systems.



Check you have a working smoke alarm on each floor of the property and this is in date.



If you have any solid fuel and gas appliances ie an open/wood burning fire or gas boiler, ensure there is a working CO alarm in the room where the appliance is located.



Check the property meets other safety standards:

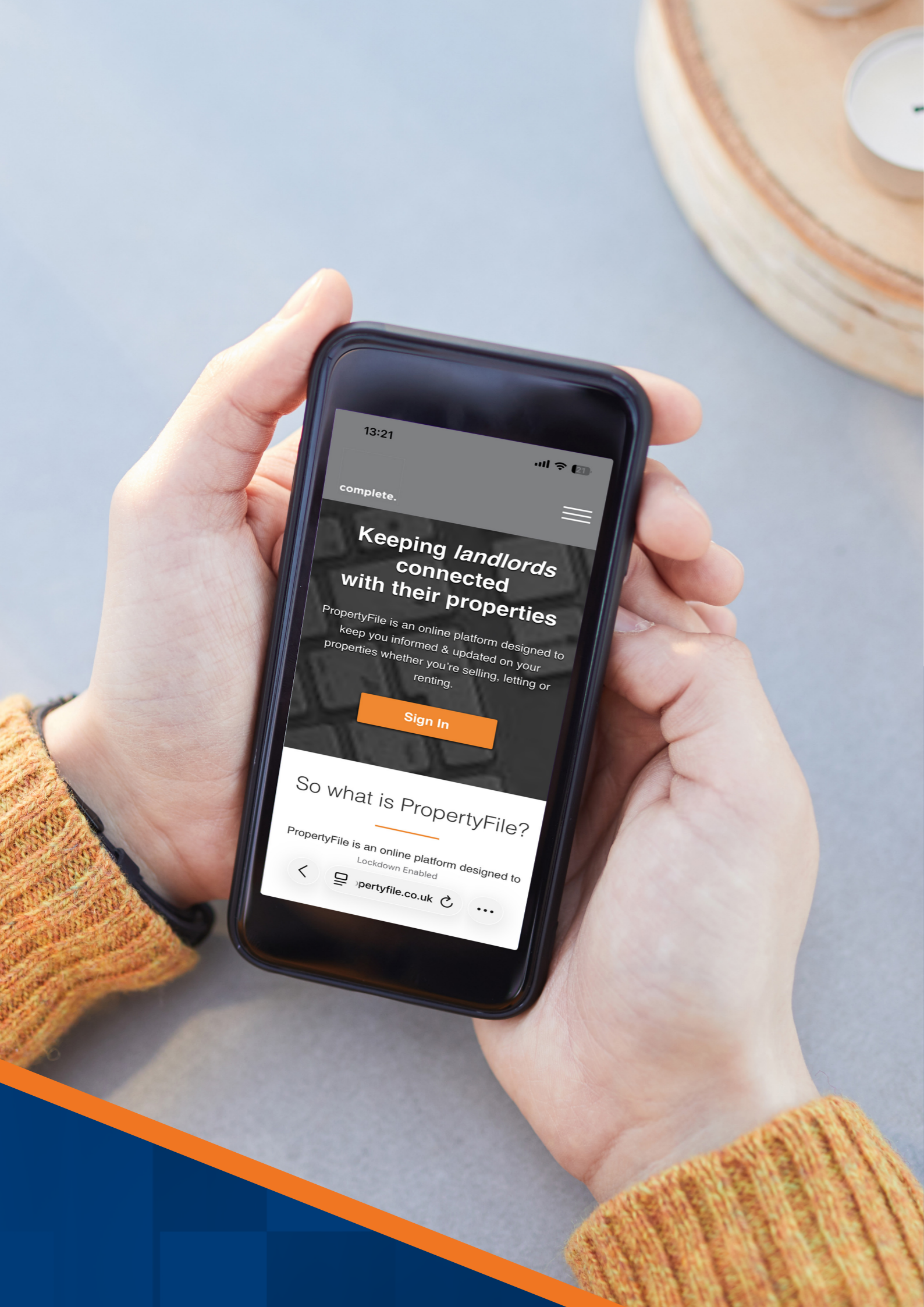
- If there are blinds, do these have the required safety cords or clips?
- Are all external cables/wires secured?
- Are all carpets secured by door bars?
- If there is a pond, it is recommended this is filled or has a solid cover over the top.



If you have broadband and/or any media account at the property, look at the notice period and whether this can be cancelled or transferred so any tenant can set up their own account.



“ Whilst looking for a property to rent the team were so helpful, especially Katie, Josh and Issie. They have helped me with any issues I had and were so patient with me as I moved into my new property. I can't thank them enough. ”



# PROPERTYFILE.

PropertyFile is our secure online client marketing hub, designed to connect you to your agent and tenant providing you with all the information you need at the touch of a button, 24/7.

PropertyFile offers you complete transparency and real time insight into your responsibilities as a landlord and tracks your properties throughout the tenancies. You see what we see.

## Marketing performance

PropertyFile provides you with your advert's effectiveness online. It shows how many times your property has appeared in a letting search and how many times those tenants have looked at your advert in more detail.

## Property viewing information

Keeping on top of your property or portfolio of properties is important to the management of any property. We help you stay informed of all upcoming viewings so you can present it in its best light.

## Real time feedback

As well as getting initial feedback straight after the appointment, PropertyFile will also text and email your viewer with questions about what they felt on location, presentation and most importantly price. This means we get the most comprehensive feedback empowering you to make better decisions.

For further information on PropertyFile and how it can help you as a landlord, scan the QR code



# OPTIONAL EXTRAS.

By working alongside Sheldon Bosley Knight, we are able to put you into contact with expert teams who can support you with a range of additional services that may be of value to you.



## Mortgages

[Mention other SBK services on this page](#)

If you are looking for a buy-to-let mortgage for your next investment purchase, or are interested in improving your current interest rate, our recommended expert mortgage advisers Ernest Grant Mortgages can help.

They do not work with just a single mortgage supplier, but have access to thousands of mortgage products and when the right one is chosen, they will work around the clock until the funds are made available.



## Buy-to-let opportunities

A specialist focus in helping and consulting with buy-to-let investors in expanding their portfolios. Market leaders in selling properties across the Midlands and therefore are often presented with great investment opportunities both on and off the market.

We also help landlords when selling their properties, so often have properties available with tenants in situ.



## Monthly landlord newsletter - Landlord Times

Access to our monthly newsletter specifically for landlords, Landlord Times, which features articles on issues such as the latest legislation and market trends, as well as Investment Eye with buy-to-let investment opportunities from our portfolio.

Please email Rebecca Dean at [rebecca.dean@sbklettings.co.uk](mailto:rebecca.dean@sbklettings.co.uk) if you would like to be added to our Landlord Times newsletter mailing list. [Move to other section](#)



“ Jo and the lettings team are the best I’ve encountered while letting a property in Solihull. So knowledgeable and reliable and great at solving any problems. They take the stress out of letting. ”

# COMPLIANCE GUIDE.

All landlords have a duty of care to ensure their tenants are safe. Failure to comply with regulations can result in fines and in extreme cases, imprisonment. We have put together a quick guide on the regulations involved when letting out your property.

## Landlord gas safety record (LGSR)

As a landlord you need a Gas Safety Record (or CP12) for every gas appliance in your rental property. It's a legal requirement and each individual certificate has to be renewed every year. Failure to comply with the Gas Safety Regulations is a serious offence, and the appliances may be unsafe for tenants to use.

Following your annual gas safety check, you must provide a copy of the gas safety certificate to your tenants as soon as possible.

For current tenants, you must give them a copy of the record within 28 days of the inspection. For new tenants, you must provide it at the start of their tenancy.

## Working smoke alarms and carbon monoxide detectors

You are legally required to have a working smoke alarm fitted on each floor. Where the property has a fixed combustion appliance (excluding gas cookers), you are required to supply carbon monoxide detectors. Both smoke and carbon detectors need to be tested before the tenant moves in.

All gas safety inspections and services should be carried out by a fully qualified gas safe engineer. We are more than happy to handle this for you.

## Electrical safety (EICR)

The new regulations, The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, were officially brought in on April 1, 2021.

In July 2020, all new tenancies required an EICR and as of April 1, 2021, this requirement applies to all tenancies - new and existing.

**ELECTRICAL INSTALLATION CONDITION REPORTS (EICRS)**, otherwise known as 'periodic inspections' should be carried out by a fully qualified and registered engineer and are valid for five years. It's best to check your EICR certificate and put the expiry date in your calendar so you won't forget it's due.

**PORTABLE APPLIANCE TESTING** or PAT Testing is the process of checking electrical appliances for safety through a series of visual inspections and electronic tests.

Portable Appliance Testing is not an official legal requirement for landlords in England and Wales, however, it is considered best practice. The government states landlords must make sure "the electrical system is safe" and "all appliances they supply are safe".

We recommend only fully qualified contractors to carry out electrical checks. We are happy to handle this on your behalf.

## Energy Performance Certificate

ASince October 2008, all private residential property available for let is required to have an Energy Performance Certificate (EPC). An EPC is a legal requirement for new lets and is valid for 10 years.

All tenants must be provided with a copy of the EPC at the start of the tenancy. Grants may be available to tenants in receipt of Local Housing Allowance for some of the improvements mentioned in the report. Landlords are not under obligation to act on the EPC, but doing so may make your property more attractive to potential tenants.

On April 1, 2018, it became a legal requirement for residential landlords to ensure their EPCs have a minimum rating of E.

We can instruct an EPC to be carried out on your behalf.

## Fire and furnishings

Since January 1, 1997, all furniture provided in furnished rented accommodation must meet the fire resistance requirements of the Furniture and Furnishings Regulations 1998. We cannot let any property containing non-compliant furniture.

All items must carry a permanent label as proof that items are compliant with the regulations.

### THE REGULATIONS APPLY TO ANY OF THE FOLLOWING UPHOLSTERED ITEMS:

- Beds, mattresses and headboards.
- Sofa beds and futons.
- Loose and stretch covers for furniture.
- Nursery furniture.
- Scatter cushions, seat covers and pillows.

### THE REGULATIONS DO NOT APPLY TO:

- Sleeping bags or loose covers for mattresses.
- Bedding - including duvets and pillowcases.
- Carpets and curtains.

## Legionella risk assessment



Legionella is a potentially fatal illness like pneumonia which can be caught by inhaling bacteria generated by hot and cold water heating systems including storage tanks which are not functioning properly, or have been stagnant for some time. It is recommended all landlords of residential rental properties have a Legionella Risk Assessment completed every two years to comply with the law.

Tenants over the age of 45, smokers or heavy drinkers, or those suffering from respiratory or kidney disease or immune system problems, might be considered particularly vulnerable.





We can introduce you to an expert who can assess your property for legionella and provide you with a report.

# RENT GUARANTEE SERVICE.

As part of our on-going support and commitment to providing complete peace of mind, we have partnered with Homelet to offer a rent guarantee and legal expenses service to our landlords. This service gives landlords the confidence needed when letting their property, as whilst we always strive to ensure the chosen tenant can meet their monthly rental payments, we cannot guarantee there will not be any change in circumstances which lead to financial difficulties.

-  **ENHANCED RENT GUARANTEE COVER** to meet the needs of a changing landscape.
-  **PROTECT YOUR RENTAL INCOME** if tenants fall into arrears and court possession takes longer under Section 8.
-  **MONTHLY RENT PAYMENTS DURING THE EVICTION PROCESS**, helping you keep your costs covered.
-  **ACCESS TO AN EXPERT UK BASED TENANCY LAW LEGAL SUPPORT TEAM**, who handle thousands of possession claims every year.
-  **KEEPING YOU SUPPORTED, RENT GUARANTEE COVER** is offered in addition to our full management service to give you peace of mind in a more complex lettings market.

## What does our Rent Guarantee service include?

-  Rent arrears are paid for up to 24 months or up to £100,000, whichever comes first.
-  Professional costs to cover legal & eviction costs up to the £100k total claim limit.
-  Section 13 protection on rent increases in cases where a tenant contests the increase.
-  Receive 75% of the monthly rent for up to three months after vacant possession, to keep your income stable while you prepare the property to re-let.



# PROTECT

# 100%

of your rental income

HomeLet







“ SBK Lettings is delighted to be working with flatfair, offering a deposit alternative to our valued landlords and tenants across all locations. We are always looking for ways we can improve our services and offerings to our landlords to ensure they are protected in every possible way ”

## DEPOSIT ALTERNATIVE.

As part of the Tenant Fee Ban introduced in June 2019, a traditional deposit collected from a tenant is capped at five weeks of the agreed rent. This means landlords can no longer request a higher deposit for any exceptional circumstances. We recognise that for most landlords, one of the concerns when letting a property is the damage which could be caused during the tenancy. With this in mind, we have partnered with flatfair so we can offer a deposit alternative service which provides landlords with 10 weeks' cover on damages/dilapidations at the end of the tenancy. A landlord can opt to have their property advertised with a deposit alternative available, but it is the tenants' choice as to whether they opt for this rather than paying the traditional five weeks' deposit.

### Here are the reasons why our landlords love a deposit alternative:

-  **QUICKER LETS**, fewer voids - properties let faster and attract more quality tenants.
-  **TOP-NOTCH SUPPORT** - the flatfair customer success team is on hand for any questions and will support you whenever you need it.
-  **MARKET-LEADING PROTECTION** - you get up to 10 weeks' protection for free - that's right, there is no charge to landlords.
-  **SPEEDY CHARGE RECOVERY** - if there are any damages or unpaid rent,

# NOTES.

# OUR OFFICES.



## Coventry

02476 258421

## Evesham

01386 444900

## Leamington Spa

01926 430555

## Loughborough

01509 235534

## Market Harborough

01858 431315

## Nuneaton

02476 374949

## Oadby

01162 429922

## Pershore

01386 277277

## Shipston-on-Stour

01608 661666

## Solihull

0121 348 7417

## Stratford-upon-Avon

01789 387887



For more information about our services please scan the QR code to visit our website or see our new social media channels

