

piccolo

lettings & property management



Property Letting in Salisbury and Wilton

If you're thinking about renting out a property in the Salisbury area, you've come to the right place!

Whether you are a first-time landlord with a single property, or an experienced landlord with a large portfolio, a large detached house or studio flat, you can rest assured that with Piccolo your property will be in safe hands.

“Invaluable advice on how to prepare our home for letting, organising the work to be done and finding tenants swiftly was a relief during what could have been a very stressful time.”

Mr and Mrs Appleton-Harris, Spain



The wise approach to lettings and property management



The right letting agent

Choosing an agent is an important and often overwhelming decision. From high street agents to online ones, there are so many to choose from and unless an agent has been recommended to you, how do you differentiate between all the letting agents, their fees and services?

We're different:

- We understand that every property is unique and that each landlord has different requirements so we tailor our service to fit your property, your situation and your needs.
- We focus on providing the very best service at all times - first class communication is at the core of our business ethos. We are real people at the end of the phone - never a call centre.
- We are as 'hands on' as you need us to be - if you want to be kept in the loop at every stage, we'll keep you fully updated but if you prefer to leave it all to us, that's fine too.
- Our relationship with you is paramount - we'll make sure that you enjoy the experience of dealing with us.

"Knowledgeable, efficient and professional.

Lou at Piccolo gives that and more. What is also important is she cares and enjoys her job."



Meet the Piccolo team



Piccolo has been supporting Landlords and Tenants in the Salisbury area since 2010. We understand that you may be nervous about renting your property but you can rest assured that with Piccolo your home will be in safe hands. We are an experienced team who can guide and advise you every step of the way.

“Lou and the team at Piccolo have set a very higher standard against which all future letting agencies shall be compared.”



Lou Fletcher - Owner

Piccolo's founder and owner, Lou Fletcher has worked in the residential lettings industry since 2000 and is passionate about all things property related. One of the driving forces for starting Piccolo was to deliver higher standards of service to clients. Lou holds the NFoPP Technical Award in Residential Letting & Property Management and regularly attends courses to keep abreast of changes in the legislation which applies to lettings. Lou lives in Salisbury with her husband Paul and Ebble, the Piccolo perfect pet!



Jacqui James - Finance

After 30 years as an Army Wife and 15 house moves around the world, Jacqui has finally put down roots in Salisbury. Originally a Maths Graduate and with her love of numbers, Jacqui is the spreadsheet queen at Piccolo! Jacqui manages the day to day payment of rents and contractor bills. Jacqui has two daughters and lives in Ford with her husband Huw.



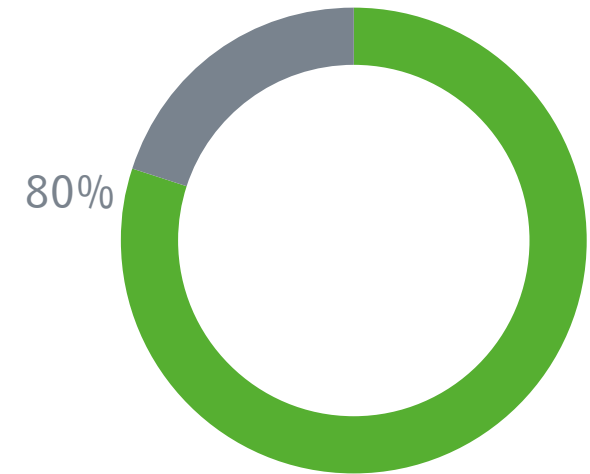
Pennie Gill - Property Manager

Pennie has previously run her own business maintaining the upholstery on a fleet of luxury yachts in the Caribbean. Now back in the UK and with previous experience as a Lettings Administrator, she brings broad knowledge and problem-solving skills to the role of Property Manager. Pennie is keen to continue the excellent customer service for which Piccolo is so well known. She lives in Sutton Veny with her son and husband Dirk.



The Letting Process

We know that you want to rent out your property as quickly as possible for the very best price. Setting the right rental value is an important part of the letting process. It is not just a case of looking at comparable properties, but requires skill and experience.



Over 80% of property searches now start online, so getting your home on a mobile-friendly website and on the major property internet platforms is a priority. We advertise on OnTheMarket, Zoopla, targeted Facebook adverts, To Let boards, and do virtual tours. We also match up properties against our list of registered tenants.

Helping you prepare for letting

There is a lot to do when preparing a house for letting and we are more than happy to help and advise you on what needs attention. Alternatively, you can let us take care of everything to ensure you are compliant with all the required safety legislation. You just need to tell us how much involvement you want us have in the whole letting process.

"Piccolo offers a fantastic, highly professional letting service. The advice and support I received during the process of getting my property back onto the market and re-let was second-to-none. I really couldn't recommend Piccolo more highly."

"I was impressed with your knowledge and advice and feel my property would be looked after well by your team at Piccolo."





Tenant selection and referencing procedures

A successful tenancy is dependent on matching the right person to the right property. Years of experience has taught us that letting a property successfully is more likely to happen if the person showing the prospective tenant round is able to answer any question that may be posed, whether it be about the letting process or how the boiler works!

As professional agents, we are able to assess a potential applicant's suitability from the outset, then using a market-leading referencing service we ensure no stone is left unturned to check them out. We use a state-of-the-art open-banking system to verify earnings and engage with employers, accountants, pension providers, landlords and previous letting agents to verify their references.

"Piccolo found me wonderful considerate tenants within only a few days of taking on my property! Fantastic!"

Inventory arrangements

Following the tenancy deposit legislation introduced by the Government in April 2007, it is more important than ever that an accurate Inventory & Schedule of Condition is drawn up and agreed at the start of each tenancy. Our inventories are prepared by a professional independent inventory clerk and are backed up by a huge library of photos. This all helps to ensure that there can be no dispute at the end of the tenancy!

“I just wanted to say that it has been such a relief to deal with letting agents that are so understanding and have a common-sense human touch! It has made this end of the move a joy.”

“If your property is lucky enough to be included in the Piccolo portfolio, you will not be disappointed. Their attention to detail is above and beyond any of their competitors - no one is ‘just another client’ at Piccolo - Lou and her team are 100% authentic and tirelessly professional.”





Routine Maintenance and Property Inspections

As managing agents, we are responsible for ensuring that your home is well maintained. We have systems in place for routine maintenance like gas and electrical safety inspections, chimney sweeping, oil boiler servicing and gutter cleaning. In addition, day-to-day property maintenance covers everything from leaking taps and overflowing drains, to storm damaged garden fences and collapsed lath and plaster ceilings. We have a team of trusted and reliable local contractors who give us priority treatment in the event of emergency call-outs.

Periodic inspections are an essential part of managing a let property. We are not only responsible for ensuring that your tenant is looking after your home but also for checking that there are no outstanding maintenance issues that need to be addressed. We provide a comprehensive maintenance report every 4 months and pride ourselves on spotting and attending to small issues before they become big costly repairs.



Choose the appropriate package

At Piccolo Property Services we like to make the whole letting process as simple and transparent as possible.

With that in mind we have a number of in-depth guides and brochures that you can view on our website.

ELITE

(Full Management / All-inclusive)

A fully comprehensive 5* tenant find and property management service. Full property management is the core part of our business so from securing tenants and complying with all the legislation, to rent collection, property inspections and routine maintenance, we take care of everything. You never need to worry about arranging quotes or managing repairs and we are the first point of contact for your tenants. **The Elite Letting Service** is ideal if you have little spare time, live overseas or simply want to relax knowing that your home is being looked after by a trusted and qualified professional.

Tenancy set-up fee	£480.00
Monthly management commission	15.5% 12.92% ex VAT

MANAGED

(Full Management / Pay-As-You Go)

Similar to Elite, our **Managed Letting Service** is a comprehensive tenant find and tenancy management service for those Landlords who prefer to pay for services on a per item basis.

***Please note there is a minimum fee for full management of £95 + VAT pcm.*

Tenancy set-up fee	£480.00
Monthly management commission	12% 10% ex VAT

STANDARD

(Tenant Find Only)

Our **Standard Letting Service** is aimed at experienced landlords. This service level may suit you if you are a local farm or estate manager, or a professional landlord who is fully up to speed with all the regulations. This is a good option if you're happy to manage the property and tenancy on a day-to-day basis but prefer an agent to market the property, do the initial viewings, arrange the legally required safety checks, issue the tenant with all of the legally required paperwork, draw up the tenancy agreement and register the deposit.

Tenancy set-up fee	£1800.00 inc VAT
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Services at a glance



	Managed	Tenant Find Only
Listed on OnTheMarket, Primelocation, Zoopla and Piccolo Property	✓	✓
Accompanied viewings	✓	✓
Vet tenants and take bank, employer and landlord references	✓	✓
Draw up Tenancy Agreement	✓	✓
Collect and register the deposit	✓	✓
Maintenance inspections and report every four months	✓	
Arrange landlord's gas safety certificate and electrical safety checks	✓	✓
Process monthly rent and issue statement	✓	
Arrange inventory	✓	✓
Move in/inventory check	✓	✓
Arrange repairs and maintenance	✓	
Move out/inventory check	✓	
Payment of tax for overseas landlords where applicable	✓	
Arrange transfer of utilities	✓	✓

Services and Fees at a glance

	ELITE	MANAGED	STANDARD
Professional rental valuation & comprehensive advice on all aspects of renting	✓	✓	✓
Preparation of property details & photographs for marketing, 360° virtual tour	✓	✓	✓
Advertising on property portals (OnTheMarket, Zoopla, Primelocation) & social media	✓	✓	✓
Erection of a To Let board	✓	✓	✓
Accompanied viewings	✓	✓	✓
Full referencing of tenants	✓	✓	✓
Immigration Right to Rent checks	✓	✓	✓
Issue (legally required) How to Rent Guide	✓	✓	✓
Preparation of Tenancy Agreement	✓	✓	✓
Guarantor paperwork (if required)	✓	✓	✓
Deposit registration with the DPS	✓	✓	✓
Arrange inventory & schedule of condition with photos. Cost depending on size of property	cost from £90.00	cost from £90.00	cost from £90.00
Pre move-in HHSRS Risk Assessment (where required)	✓	£50*	✓
Arrange pre-tenancy house, carpet & oven cleaning	✓	£50*	✓
Legionella Risk Assessment (where required)	✓	£50*	✓
Legal Protection & Rent Guarantee	Please call us to discuss the options		N/A
Accompanied move-in to explain heating system, appliances & quirks as advised by the landlord	✓	✓	✓
Test smoke & CO detectors as required by law	✓	✓	✓
Arrange transfer of utilities to new tenants	✓	✓	✓
Arrange standing order for monthly rent collection	✓	✓	✓
Monthly rent collection & statement	✓	✓	N/A
Monthly transfer of rent to Landlord (minus fees)	✓	✓	N/A
Negotiating tenancy renewal, rent increases & deposit cap compliance check	✓	£75	N/A
Allocated Property Manager	✓	✓	N/A
Arrange annual renewal of safety checks (Landlord's Gas Safety, AGA, Oil Boiler & Chimney Sweeping)	✓	✓	N/A
Arrange Electrical Installation Condition Report (EICR)	✓	✓	N/A
Arrange Electrical Portable Appliance Test (PAT Test)	✓	£50*	N/A
Arrange EPC & Floor Plan	✓	✓	✓
Dealing with routine maintenance issues & arranging repairs	✓	£50*	N/A
Property inspection, report & photos	✓	£75	N/A
Pay bills on behalf of Landlord	✓	✓	N/A
Key Holder	✓	✓	£50 per annum
Regular legal updates	✓	✓	✓
Chasing rent arrears	✓	✓	N/A
Tenant move-out notes & checklist	✓	✓	£25.00
Administration of move-out & arranging check-out inspection	✓	£50*	N/A
Check-out Report with photos. Cost depending on size of property	cost from £90.00	cost from £90.00	cost from £90.00
Agree deductions from deposit & administer refund	✓	✓	N/A
Hire of oil filled radiator or dehumidifier	£20 per week	£20 per week	N/A
Drafting of additional clauses for Tenancy Agreement	✓	✓	✓
Void Property Inspections	£120	£120	N/A
End of Year Statement / Tax Summary	✓	✓	N/A
Major Works Fee (co-ordinating works costing over £300)	15% of the total cost of works	15% of the total cost of works	N/A
Additional Admin Fee	£50 per hour	£50 per hour	N/A
Copying keys	✓	£25*	£25*
Admin fee /liaising with solicitors/estate agents when property is sold	✓	£50	N/A
Admin fee /liaising with insurance company in the event of a claim	✓	£50	N/A
Emergency / Out of Hours service	✓	£50	N/A
Additional property inspections as required	£50	£50	N/A
Sourcing & viewing of potential rental properties on behalf of a Landlord	£50 per hour	£50 per hour	N/A
Paying quarterly tax to HMRC for Non-Resident Landlords where required	Additional 1% commission	Additional 1% commission	N/A
Deposit Dispute Resolution	£350 per day	£350 per day	N/A
Service of Section 21 Notice and Service of Section 8 Notice	£120	£120	N/A
Early termination Fee - where Landlord cancels the agreement before a tenancy has started	£480	£480	£480
Cancellation Fee - where Landlord cancels the agreement during a tenancy	1 month's rent	1 month's rent	N/A
Landlord Guidance Notes	✓	✓	✓

All fees listed are inclusive of VAT * Arrangement fee only. May incur additional contractor fees.

Knowledge of the law relating to lettings

There are around 145 laws and 400 separate pieces of legislation governing the private rental sector in the UK. This is a huge amount of legislation, which is changing all the time.

All members of the Piccolo team are kept fully up to speed with legal training, and via our legal helpline we keep abreast of developments as the law changes.

“When it comes to the fine print, Lou and her team are phenomenal with their understanding and interpretation of every legal aspect to our letting. Safe in the knowledge that our property is in such expert hands removes the anxiety of ‘what ifs’ from our experience. Hands down the very finest letting service in the South West - without exception.”

“Peace of mind when it came to entrusting one of our family’s most treasured and valuable possessions (our beloved home of over 15 years) was top of our list of priorities - Piccolo delivered on every aspect and then some!”



it's the little things that count

"Lou and the team at Piccolo have set a very high standard against which all future letting agencies shall be compared. Friendly, professional and incredibly organised it has been a pleasure dealing with them during my tenancy. They made the whole application and check in process as stress free as possible, promptly answering questions, and meeting me at the property and ensuring I had all sorts of information to help me settle into my new home. Any issues during the tenancy were dealt with efficiently. Likewise, moving out was made simpler thanks to the information pack provided by Piccolo. Highly recommended to anyone looking for an agency with that personal touch!"

"For peace of mind I know I can fully trust Piccolo Property to look after my interests. Being away a lot I have no concerns as I know Lou and her team understand my requirements and act with my full confidence."

"Piccolo have offered outstanding service on every level and made letting my property an absolute breeze!"





*“I cannot fault the service I have received from
Piccolo Property - simply outstanding!”*

*“What a fantastic service, if there’s ever
a problem with our property Lou gets is sorted
‘pronto’ and at a very reasonable price.
Choosing Piccolo has been one of the best
decisions that we have ever made.”*

*“Any issues or problems that have arisen have
been dealt with professionally and efficiently;
the service being offered is amazing value for
money. Piccolo always goes that extra mile
to make your life easier.”*

*“We have been over the moon with
Piccolo’s service. Thorough, proactive and
charming, Lou has managed our house letting in
exemplary style. She has dealt with every issue
swiftly and efficiently, and she has been
a delight to work with. We cannot recommend
her wonderful company highly enough.”*

*“You’ve done a truly wonderful job, listening
to us & gauging exactly what we needed for
our last home with the children, so ... very well
done - we couldn’t have asked for a better
service from you.”*

Communication is key.

You won't be passed from pillar to post, talk to a call centre or wait days for a response.

Talk to us today.

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piccoloproperty.co.uk

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