



RESIDENTIAL PROPERTY MANAGEMENT AGENTS

Amesbury Ringwood Salisbury Trowbridge Warminster

A guide to  
letting and managing  
residential property



Make a move in the right direction

# Welcome to WSB Group

WSB Group is an independent company dedicated solely to residential letting and property management.

We have offices in Amesbury, Ringwood, Salisbury, Trowbridge and Warminster, plus a lettings department covering London and the Home Counties.

## **Depend on us...**

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With over 20 years' experience, WSB offers in-depth market knowledge and professional expertise you can trust.

Many of our clients come to us on personal recommendation; many come back to us time and again.

## **...we make letting easier**

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We offer comprehensive advice on buying property to let and a complete management service. To suit your circumstances and budget, our packages range from full property management to the 'tenant find' option. Friendly, expert staff will take care of every detail for you. A flexible, competitive fee structure means you get excellent value for money. Whether you're buying as an investment, renting out your home or letting vacated property, WSB can take a weight off your shoulders.

Look through this leaflet, see what we have to offer – and make WSB your property partner of choice.

# Why choose us?

WSB's reputation is strong and our brand distinctive. Major relocation companies, the armed forces and government agencies recommend us. We're well known across the region.

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As a landlord, you'll have a dedicated property manager who will look after every aspect of your letting, getting to know you and your property, and providing a single point of contact.

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We offer free appraisals, valuations and buy-to-let consultancy.

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The advice we give on rent levels and property is reliable and unbiased, based on our specialist experience and independence.

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Your property will have unrivalled marketing exposure – details will be on our interactive website within 24 hours.

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To ensure you have the most suitable tenants, we insist on meeting applicants personally, as well as using thorough reference checks.

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You'll deal with well-trained and experienced staff – many of whom hold the highest qualification in our industry.

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After each four-monthly property check we send you and your tenant a written report, so no misunderstandings arise.

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We can provide specialist landlords' insurance for buildings, contents, rent guarantee and legal protection.

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Discount schemes are available.

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## Free valuation

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We'll meet you at your property and give a free appraisal, plus a firm rental valuation, based on in-depth market knowledge.

## Is the property safe?

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As a landlord, you are responsible for making sure that your property and its contents comply with safety legislation. We can guide you through this complex area, checking features such as electrical installations, gas safety and furnishings. If any work is needed, we're happy to arrange it for you.

# Letting with WSB – how it works

## Insurance for landlords

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Having adequate buildings and contents insurance is essential for all landlords, even when you let property unfurnished. And if you're already covered, it's vital to check the terms, as not all household policies extend to property that is let.

To give you complete peace of mind, we can recommend specialist landlord insurance cover. As well as protecting your buildings and contents, it can also insure you against loss of rent and associated legal costs should your tenant stop paying.

## Which management option?

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We offer three property management packages:

**full management**

**tenant find and rent collection**

**tenant find only.**

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Full management means we will deal with everything on your behalf – from collecting rent to maintenance and resolving disputes – leaving you free from hassle. This is ideal for landlords abroad, and for anyone who lacks the time for day-to-day management. Tenants often prefer this option too, as they know we’re always on-hand to deal with any issues. If, however, you prefer to manage the property yourself, then one of our other schemes may be for you.

Details of each package are shown in the table overleaf.

## **Marketing that gets results**

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Your property is guaranteed maximum exposure through:

**the WSB interactive website, updated daily**

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**numerous other national letting websites**

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**local newspapers and other publications**

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**prominent window displays in all our offices**

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**the distinctive WSB ‘To Let’ board outside your property.**

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Visited by hundreds of new prospective tenants each month, the site shows internal colour photographs, floor plans, energy performance certificates, local information and location maps of all our available rentals. Your property will be included within 24 hours of you instructing us.

## **Viewings**

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We’ll accompany all viewings, arranged at times convenient to you and the prospective tenant.

## **Selecting the right tenants**

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To ensure we find the most suitable people for your property, we insist on meeting each applicant. We then employ a professional reference agency to check their credit history and personal details thoroughly. Only when this has been completed satisfactorily will we prepare the paperwork for the rental.

## Tenancy agreement

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We draw up a comprehensive Assured Shorthold tenancy agreement together with other relevant documents and make certain that all paperwork is properly signed. As part of WSB's commitment to you, our bespoke tenancy agreement is regularly reviewed by our lawyers.

## Inventory

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Before the new tenant moves in, one of our in-house inventory clerks will take a full inventory and schedule of condition of your property, including colour photographs. Prepared to an exceptionally high standard, you'll receive a copy within a week of your tenant's arrival.

## Deposits

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For all our landlords, we collect the tenant's deposit and hold it, acting as a 'stakeholder'. This means that at the end of the tenancy no deductions can be made without the agreement of all parties. As required by law, we register the deposit with a tenancy deposit protection scheme.

## Rent collection

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If we are collecting rent for you, we will forward it to your nominated bank account, and send you a fully itemised rental statement.

## Taxation

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You must pay tax on rental income, although you can reduce your liability by deducting some of your expenses such as our charges, property repairs and mortgage interest payments.

If you are UK based, you declare your rental income to Her Majesty's Revenue and Customs (HMRC). If you live abroad for more than six months of the year, you become a 'non-resident' landlord, and we have to deduct tax from your rental income at the basic rate and pass it on to HMRC. Non-resident landlords can apply to HMRC to receive the income with no tax deducted. We can give you the forms to set up this arrangement.

## Free impartial advice

Whether you're a seasoned buy-to-let investor or new to the market, our local knowledge and experience will help you make the best decisions.

We can advise you on:

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**what type of property to buy for the money you have to invest**

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**which properties are most likely to attract a reliable stream of tenants, so you avoid gaps in rental income**

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**where to buy, even down to specific roads or streets**

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**what tenants are looking for, from energy efficiency to decoration**

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**the potential returns.**

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And because we specialise in letting and do not sell properties, you'll receive advice that's objective and unbiased.

## Finding suitable properties

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Taking into account your objectives, we can source appropriate properties through our network of reputable local estate agents. We're happy to work to your brief and choose property on your behalf. Or you may prefer to visit agents yourself and bring in a collection of particulars on which we can advise. However you want to play it, we'll help you to reach your goal.

On occasions, one of our landlords may wish to sell a rental property, and we can make an introduction. In this case the property may come ready tenanted, and a private sale can be negotiated, which has obvious advantages all round.

## Free rent appraisals

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Realistic assessments of rent levels will be essential to your plans. We won't just view the property externally. Wherever possible we'll inspect inside as well, so you have figures you can rely on.

# Buy-to-let – how we can help

# Maximise your property's appeal

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To achieve the best possible earnings, it may be worth investing in repairs and improving safety standards. We'll suggest any steps you should take, bearing in mind your budget and the market.

## Legal and financial advice

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We have established links with reputable firms of solicitors and financial advisers throughout the area. Understanding the property rental market well, these professionals will be pleased to help you with a range of issues such as mortgages, investments, conveyancing and other legal work.

## Insurance

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It's essential to make sure the buildings and contents of your properties are covered for the purposes of letting (see overleaf). We offer a full range of insurance products specifically designed for landlords, including buildings, contents, accidental damage and rent guarantee and legal protection. Just ask us for more information.

## Managing your property

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As a buy-to-let landlord, you may have several properties to look after, taking substantial amounts of your time. WSB's management service will carry the load for you. Depending on the package you choose, we'll find new tenants, pay bills, deal with maintenance and handle all the details, keeping you informed as we go. To find out more about management options, see the adjacent table.

WSB is the trading name of WSB Property Management Ltd  
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Registered in England 5117059  
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# WSB management packages

Service	Full management	Tenant find and rent collection	Tenant find only
Advising on deposit deductions	●		
Managing the checkout process	●		
Four-monthly condition check of property with written reports to landlord and tenant	●		
Out-of-hours contractor call-out	●		
Arranging repairs and maintenance	●		
Payment of outgoings	●	●	
Collection of rent	●	●	
Transfer of utilities	●	●	●
Registration of tenant's deposit	●	●	●
Preparing tenancy documentation	●	●	●
Comprehensive inventory and schedule of condition	●	●	●
Professional tenant referencing	●	●	●
Finding tenants	●	●	●
Floorplans and internal photos	●	●	●
Comprehensive marketing	●	●	●
Arranging landlords' insurance	●	●	●
Free rental valuation and market appraisal	●	●	●