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ESTATE AGENT GUIDE
2025 : EXCEPTIONAL
LETTINGS

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EST.1986

LETTINGS GUIDE

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Website: www.kingsleyinteriors.co.uk

"We are proud to be able to offer our clients a **unique lettings experience** with a strong emphasis on a bespoke customer service."



Nicola

Nicola Heard ANAEA, MARLA
Director

Welcome

Here at Oliver Jaques we have an ethos of hard work, honesty, and transparency.

We are proud to be a family-run independent estate agency since 1986 and have helped thousands of clients achieve their property dreams.

In the ever-increasingly corporate dominated marketplace, our close-knit family environment enables us to offer our clients a more personable, flexible approach, putting their long-term interests at the forefront of everything we do.

The majority of our team have been with us for over a decade, meaning we boast an unrivalled knowledge of local market conditions, property values, and future development in the community which is why the majority of our business comes from client recommendations.

SCAN ME

Scan the **QR CODE** to watch my video on why I feel we are different to other agents.

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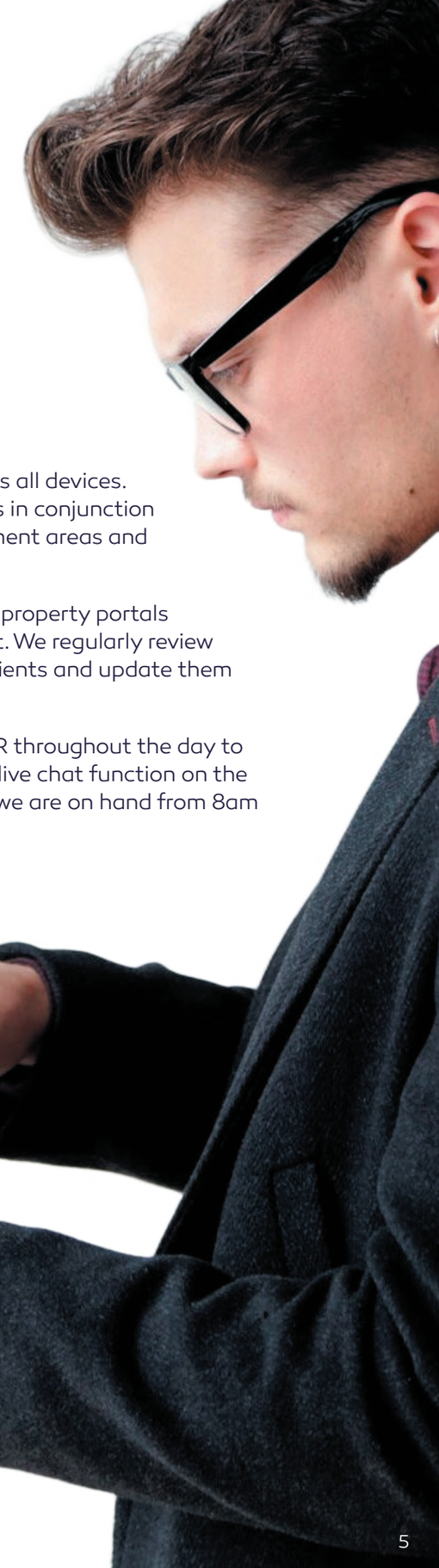
0208 153 1128

Professional Property Marketing

Your property is available 24 hours a day across all devices. At o-j.co.uk, applicants can research properties in conjunction with street view, transport links, school catchment areas and Ofsted ratings.

Our properties are also available on all leading property portals including Rightmove, Zoopla and OnTheMarket. We regularly review which portals maximise performance for our clients and update them throughout the day.

What's more, we are also available for LONGER throughout the day to answer any questions you may have. With our live chat function on the website, and our WhatsApp business number, we are on hand from 8am to 10pm, Monday to Saturday.



rightmove

Zoopla

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What Makes Us Different?

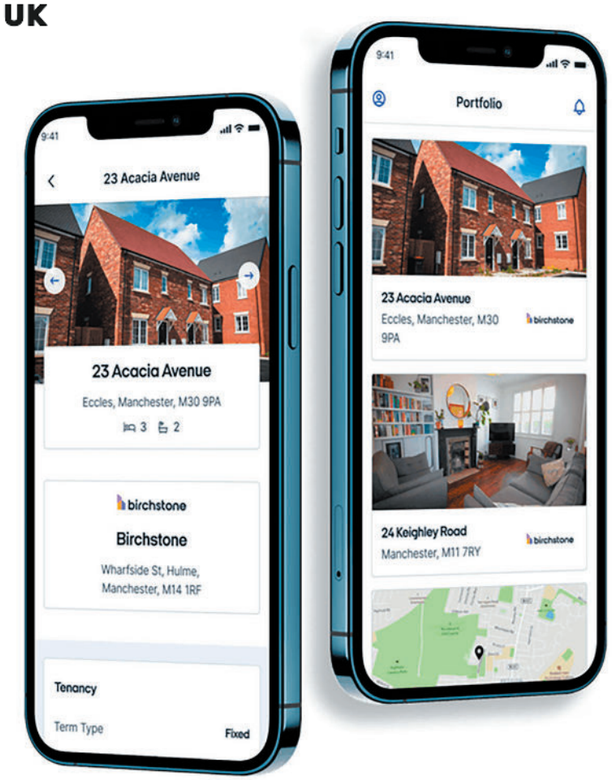
Over the years, we have learnt the most effective way to get the best results for our clients, and we know it works as more than half our business is made up of returning customers and personal recommendations.

The majority of our team have been with us across two decades, delivering a wealth of unrivalled experience, local knowledge, and the proven ability to let your home.

We transform your landlord experience overnight, streamlining communication, increasing transparency, and reducing admin with our Street.co.uk's Landlord App.

With a view of your entire portfolio, you can easily self-serve on the go. Day or night, you can see tenancy details, rental income, service levels, and fees for each property - providing you with all the key information you need at your fingertips.

STREET_CO UK



“ **Thank you for the first class service.** I was anxious about letting out my property but Gina put me completely at ease and made the process so simple and straightforward. ”

“ I have let my property with Oliver Jaques for many years. Erika is my main contact and she is always friendly, responsive and efficient. I have never had any complaints from tenants and Oliver Jaques attracts good quality renters who often renew their contracts and keep the property in good condition. I have always found communication to be good and advice given, for example in refurbishments from time to time, to be well founded. Therefore I don’t have to spend a lot of time deliberating: I trust Oliver Jaques and tend to go with what they recommend. Thanks to Erika and the whole team for your professionalism. ”

“ I recently had the pleasure of working with Gina to rent a property, and the experience was seamless. From the very beginning, Gina provided clear and honest advice, ensuring I understood every step of the process. She was always available to answer questions and provide regular updates, which made me feel well-supported and confident.

Gina’s professionalism and dedication were evident throughout. She worked efficiently to handle all the necessary details, making the rental process smooth and stress-free. Thanks to her expertise, I was able to secure the perfect rental property quickly. ”

“ I would like to express how wonderful it has been to be a tenant of Oliver Jaques. They assisted us with various matters around the house and handled bureaucratic tasks efficiently! Thank you, Erika, Gina, and Stephen. Lovely team!. ”



What People Say About Us

★★★★★

4.9/5 343 reviews
97% recommended

“ A letting agent acting like how lettings agents *should* be. They were honest, straightforward, friendly, and communicated clearly (never in ‘agent speak’) throughout the letting of our flat. ”

“ The Oliver Jaques team managed to rent out my property in a very limited space of time. The team helped me go through various applications etc in a timely manner. I am very happy with their management team also. Highly recommended. ”

“ Have recently rented a two-bed flat in the Surrey Quays area, and had an efficient and personable experience with the Oliver Jaques team. ”

“ What a pleasure it’s been to work with Steve from Oliver Jaques Lettings. Polite, attentive and the chocolate croissant that materialised when I arrived at their office (jet lagged, cold and hungry) was deeply appreciated! It’s in those sorts of details that set some organisations apart, keep up the good work and many thanks to you all. ”

“ I’m not one who writes reviews but felt I had to here after the experience we had with Oliver Jaques. They were super in answering our questions, also very polite and professional. ”

“ I couldn’t be happier with the service these guys delivered, from start to finish the process was extremely well handled and managed. ”

Some Of The Names Behind Our Continued Success

We have, in our opinion, one of the most experienced and knowledgeable teams in London and our people all have an ethos of being passionate about property and people.



Nicola Heard ANAEA, MARLA | Director
Joined Oliver Jaques in 1993

I have spent over 30 happy and eventful years at Oliver Jaques and have enjoyed building a fantastic rapport with our clients, some of whom still entrust us with their property portfolios 25 years on. Having grown up locally, living in Bermondsey and attending Aylwin Girls' School, I have a unique insight into the needs of the people moving into the area, and I am one of the few Directors in the industry who can be can be found, every day, working closely with the staff, striving for the business to continually grow and exceed expectations. I enjoy giving back to my community and hope to continue to be able to do so for many years to come.



Michael Petherbridge MNAEA | Area Manager
Joined Oliver Jaques in 2001

Having previously come from a strong customer care background in the hospitality industry, I joined Oliver Jaques in 2001 working my way up through the company to become Area Manager. Within this time I have received a special recognition award for services to the property industry and also became a member of the National Association of Estate Agents. My wealth of experience, market knowledge, and trustworthy approach to estate agency has helped me sell thousands of properties locally, and I strive to ensure people walk away with a great experience and fond memories of Oliver Jaques.

> "Nicola and the team were very forthcoming, never making me feel that I was a pain to deal with. They were always on the other end of the phone to answer any questions I had, and if they couldn't give me an answer there and then, they would always came back to me as promised."



Stephen Banks MARLA | Lettings Manager
Joined Oliver Jaques in 2013

I am a proud member of ARLA Propertymark and have been fortunate to have the privilege of guiding thousands of clients through their property journeys over the last two decades. I have a genuine passion for providing a responsive, personable, and transparent service to all of my clients, with communication at the forefront. Many of my articles have featured in London-wide property publications with my department ranking in the top 5% of letting agencies in the country.



James Halford | Bow Branch Manager
Joined Oliver Jaques in 2024

I have been in the property game since I was 17, so practically a lifetime spent studying floorplans, pricing trends, and the secret art of making clients feel right at home: it's in my DNA. Born in Devon, raised in the industry, I eventually built and sold my own agency before jumping headfirst into the London property jungle. Outside the office, I make it my mission to get up close and personal with all that London has to offer: whether it's a cheeky evening at the theatre, getting lost in a vintage market, or devouring street food in the East End.



Gina Begbie | Senior Property Manager
Joined Oliver Jaques in 2007

This year, I am celebrating nearly two decades with Oliver Jaques, having lived and worked in South East London all of my life. I have a unique insight into the ever-changing landscape of the property sector both here and in the surrounding areas. I work very closely with Nicola, heading up the Property Management department and have built up long-lasting relationships with all of the local contractors so that if a tenant requires assistance in a property that Oliver Jaques manages, they can respond instantaneously.



Erika Janosova MARLA | Property Manager
Joined Oliver Jaques in 2015

I have been working in the property Industry for over 20 years and came to Oliver Jaques in 2015 with over a decade in property management across London. A proud member of ARLA Propertymark, I enjoy using my knowledge and experience to build lasting client relationships and help tenants and landlords alike to have a long and prosperous tenancy.

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Legislation Timeline For Landlords

How the lettings landscape has changed over the last 10 years.

2014

Right to Rent 2014 (Updated 2022)

Under the Immigration Act 2014, all landlords of the private rented accommodation are required to carry out Right to Rent checks to determine whether adults occupiers (persons aged 18 or over) have the right to live in the UK.

https://www.gov.uk/government/news/right-to-rent-checks-introduced-for-landlords-in-england

2015

Deregulation Act 2015

The Deregulation Act introduced a number of important changes to when a landlord can serve a Section 21 Notice in order to regain possession of their property. The act was designed to improve the possession process for landlords and tenants.

https://www.gov.uk/government/publications/retaliatory-eviction-and-the-deregulation-act-2015-guidance-note

Licencing of Houses in Multiple Occupation (HMOs)

In May 2015, the UK Government announced that they would extend mandatory licencing of Houses in Multiple Occupation (HMOs) to address poor conditions and overcrowding.

https://www.gov.uk/private-renting/houses-in-multiple-occupation

Restriction of Financial Costs (Section 24) April 2017-April 2020

At the Summer Budget 2015, the then Chancellor George Osborne announced that the amount of Income Tax relief landlords can get on residential property finance costs, will become restricted on the basic rate of tax, which currently stands at 20%.

https://www.gov.uk/government/publications/restricting-finance-cost-relief-for-individual-landlords/restricting-finance-cost-relief-for-individual-landlords

The Minimum Energy Efficiency Standards (MEES) – 2015 (Amended 2019)

The MEES regulations outlined that a private sector landlord must not grant a new tenancy of a property, nor to continue to let a property on an existing agreement, where the EPC rating is below the minimum level of energy efficiency for private rented properties of band E.

https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance

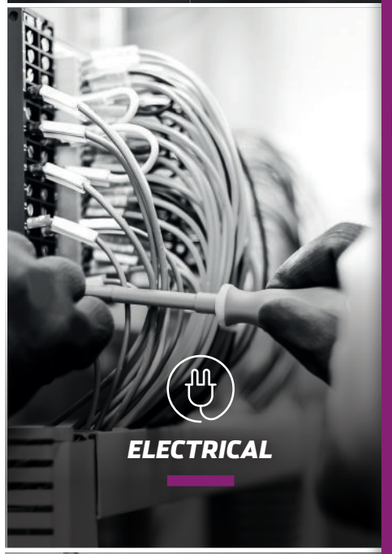
2018

Homes (Fitness For Human Habitation) Act 2018

The Homes (Fitness For Human Habitation) Act 2018 replaces the Section 8 of the Landlord and Tenant Act 1985 in England, with the purpose of improving living standards in the private and social rented sectors.

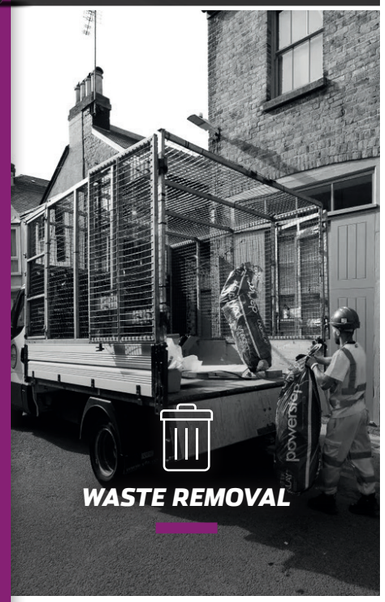
https://www.gov.uk/government/publications/homes-fitness-for-human-habitation-act-2018/guide-for-landlords-homes-fitness-for-human-habitation-act-2018











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2019

Tenant Fees Act 2019

The Tenant Fees Act bans most letting fees and caps tenancy deposits paid by tenants in the private rented sector in England.

https://www.gov.uk/government/collections/tenant-fees-act

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Private landlords must ensure that every fixed electrical installation at the property is inspected and tested at least every five years by a qualified person.

https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities

2020

Coronavirus Act 2020

Notice periods increased to three months during the pandemic.

https://www.gov.uk/government/publications/coronavirus-act-2020-equality-impact-assessment/coronavirus-act-2020-the-public-sector-equalities-duty-impact-assessment

2022

The Truss/Kwarteng Mini Budget – September 2022

Chancellor Kwasi Kwarteng delivered the now 'infamous' mini-budget that led to both his departure and ultimately that of Prime Minister Liz Truss.

https://www.bbc.co.uk/news/business-66897881

Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

1. Ensure at least one smoke alarm is equipped on each storey of their homes where there is a room used as living accommodation. This has been a legal requirement in the private rented sector since 2015.

2. Ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).

3. Ensure smoke alarms and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty.

https://www.gov.uk/government/publications/smoke-and-carbon-monoxide-alarms-explanatory-booklet-for-local-authorities/the-smoke-and-carbon-monoxide-alarm-england-regulations-2015-explanatory-booklet-for-local-authorities

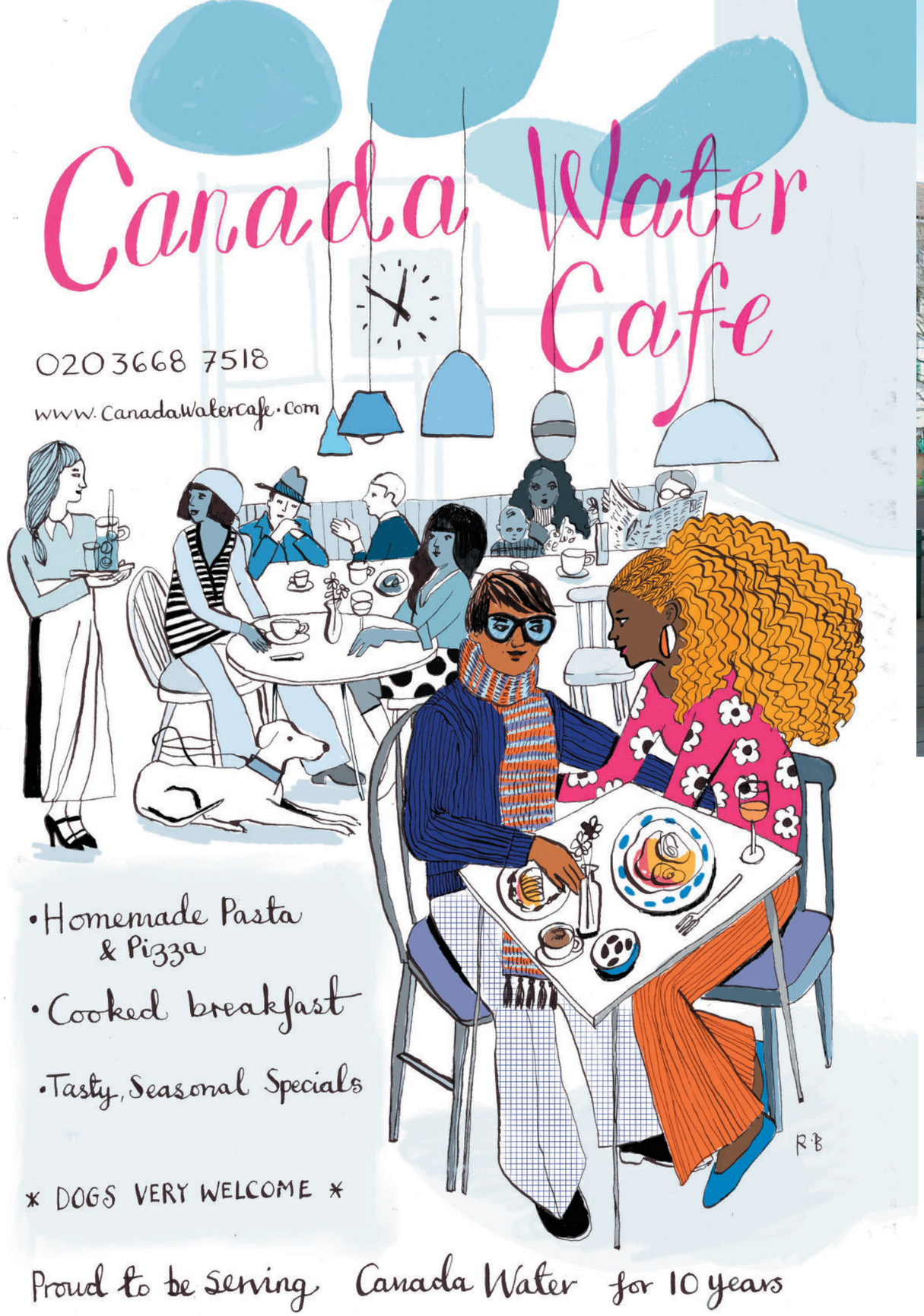
2024

Introduction of Selective Licencing – Southwark, Lewisham and Newham Boroughs 2023-2024

Part 3 of the Housing Act 2004 sets out the framework for licensing private rented properties in a local housing authority area. Under section 80 of the Act a local housing authority can designate the whole or any part or parts of its area as subject to selective licensing. Where a selective licensing designation is made, it applies to privately rented housing in the area.

Newham – 01/06/2023
Southwark – 01/11/2023
Lewisham – 01/07/2024

https://www.gov.uk/government/publications/selective-licensing-in-the-private-rented-sector-a-guide-for-local-authorities/selective-licensing-in-the-private-rented-sector-a-guide-for-local-authorities





Oliver Jaques was recently voted in the top 3% of agents in the country, and we are very proud that most of our relationships with Landlords span over three decades.

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Compliance Checklist

Proof of ownership (Land registration document/service charge statement/mortgage statement)	✓
Identification (driving licence/passport)	✓
Consent to Let from mortgage company	✓
Energy Performance Certificate (10 yearly)	✓
Gas Safety Certificate (annually) (if needed)	✓
Electrical installation condition report (usually 5 yearly)	✓
Portable appliance test (annually) (if needed)	✓
Smoke alarms on each floor	✓
Carbon monoxide detector (if needed)	✓
Relevant licence if required by the local authority	✓
NRL 1 approval letter if resident overseas	✓

*** Compliance for houses in multiple occupancy is very complex and differs depending on the local authority***



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YOUR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT KEEP UP PAYMENTS ON YOUR MORTGAGE.

Fee Information For Landlords

Oliver Jaques are a member of The Property Ombudsman

Oliver Jaques are member of a client money protection scheme. The name and address of the scheme provider is:-
Safeagent | Cheltenham Office Park, Hatherley Lane, Cheltenham GL51 6SH

	Fee payable to Agent
Letting Only Service (preparing particulars, advertising your property on major property portals, conducting viewings, negotiating offers	9.6% inclusive of VAT (subject to minimum fee of £1,200 inclusive of VAT)
Letting & Management (as above plus management throughout the tenancy including collection of month rent and a 6-month property inspection)	14.4% inclusive of VAT of first year's rent
Letting & Management Plus (as above plus management throughout the tenancy of an HMO and a 6-month property inspection)	18% inclusive of VAT of first year's rent
Management Only (management during existing tenancy plus 6-month property inspection)	6% inclusive of VAT of current yearly rent + £300 inclusive of VAT Set Up Fee
Energy Performance Certificate*	£98.40 inclusive of VAT per property
Gas safety check*	£90 inclusive of VAT per property
Boiler service & gas safety check	£144 inclusive of VAT per property
Electrical safety check*	£205 - £300 inclusive of VAT prices vary
Portable Appliance Test*	From £78 inclusive of VAT prices vary
Check-In and Check-Out Schedule of Condition*	£132 - £168 each inclusive of VAT dependent on property size
Inventory Reports*	£150 - £170 each inclusive of VAT dependent on property size
Installation of Smoke and Carbon Monoxide Alarms*	£114 - £180 inclusive of VAT
Service of Notice including Section 8 and Section 21 (Let Only)	£150 inclusive of VAT
Additional inspections (in addition to routine inspections under Management service)	£60 inclusive of VAT per visit
Additional visits to HMO Properties	£60 inclusive of VAT per visit
Tenancy renewal fee - Let Only (negotiating and documenting renewal)	2% reduction in fee for each year the tenant remains in residence
Preparation of Documents for County Court Proceedings	£120 inclusive of VAT
Attendance at Court Hearing or Tribunal	£120 inclusive of VAT per hour plus court costs
Deposit Claim Adjudication TDSL / DPS (Let Only)	£120 inclusive of VAT
Applying for Consent to Let	£60 inclusive of VAT
Tax retention and completion of documentation to HMRC	£50 per quarter inclusive of VAT
Assisting with preparation to obtain a HMO License	£180 inclusive of VAT
Caretaking Service (Inspection the premises during a void period)	£60 inclusive of VAT per visit
Withdrawal from entering into a tenancy having instructed Oliver Jaques to proceed	£720 inclusive of VAT administration fee
Supervising Part or Total Refurbishment of a Premises where necessary	TBA
Sales Commission should a tenant subsequently purchase the property	1.2% of Sale price inclusive of VAT

Please note that special conditions for new, previous, and existing customers can apply.

*Third party contractor prices are subject to change.

Letting & Rent Collection service available upon request at 12% inc of VAT

Services & Charges

Service	Letting Only	Letting & Management	Letting & Management Plus
Term 1 Term 2+	9.6% (8% + VAT) Reduced by 2% each year (Capped at a minimum of 5% + VAT)	14.4% (12% + VAT) Reduced by 2% each year (Capped at a minimum of 5% + VAT)	18% (15% + VAT) Reduced by 2% each year (Suitable for HMO's) (Capped at a minimum of 5% + VAT)
MARKETING			
Comprehensive Marketing	✔	✔	✔
Photography and Floorplans	✔	✔	✔
Accompanied Viewings	✔	✔	✔
Viewing Feedback and Updates	✔	✔	✔
Offer Negotiation	✔	✔	✔
Collecting Holding Deposit	✔	✔	✔
TENANCY PROGRESSION			
Full Tenant Referencing	✔	✔	✔
Right to Rent Check	✔	✔	✔
Paperless Legal Process	✔	✔	✔
Tenancy Agreement	✔	✔	✔
Collection of Move-in Monies	✔	✔	✔
Certification and Compliance	✔	✔	✔
Check-In Schedule of Condition	✔	✔	✔
TENANCY			
Negotiate Tenancy Renewal	✔	✔	✔
Deposit Registration	✔	✔	✔
Rent Guarantee Policy Available		✔	✔
Collection of Monthly Rent		✔	✔
Monthly and Yearly Statements		✔	✔
Rent Arrears Advice		✔	✔
MANAGEMENT			
Management of Check Out Process	✔	✔	✔
Deposit Deduction Advice	✔	✔	✔
Management Fees Paid Monthly		✔	✔
Recommended Contractors		✔	✔
Repairs and Maintenance Arranged		✔	✔
24 Hour Emergency Services		✔	✔
Key Holding Service		✔	✔
6 Month Property Inspection		✔	✔
Serving of Legal Notices		✔	✔
Monthly Communal Parts Inspection & HMO Reporting			✔
Monthly Smoke Alarm Test			✔
Interlinked Smoke Alarms - 6 Monthly Test Carried Out By Qualified Person			✔
Annual Emergency Light Drain Down Test Arranged			✔
Annual Boiler Service Arranged			✔
Annual Fire Extinguisher Service Arranged			✔
Annual PAT Testing Arranged			✔
Annual Unvented Hot Water Tank Service Arranged (if applicable)			✔
Annual Fire Risk Assessment Arranged (recommended)			✔
Annual Gas Safety Inspection			✔

Charges are based on a minimum 12 month tenancy period. Lettings fees are taken upfront.

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Lettings: 020 8980 0999 (Option 2)

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