



PICKARD PROPERTY

LANDLORD INFORMATION PACK AND GUIDE

Managing Edinburgh's most sought-after homes...





Welcome to your Pickard Property landlord information guide

This comprehensive landlord guide will walk you through the process of effectively preparing your property for the rental market and highlight how we differentiate ourselves from the competition.

PROPERTY VALUATION

By this stage your agent will have provided you with a market valuation. This figure is designed to maximise your return, attract a wide and varied tenant pool and cut down the void period for your property.

PROPERTY PRESENTATION

A well-presented property is crucial in attracting the right tenant and first impressions are lasting. In the vast majority of cases, when tenants are looking for a new home, they will be considering a number of options and, by taking the below into account, you will increase the likelihood of attracting the best possible residents in a timely manner.

- PP Ensure your property is presentable with beds made and blinds/curtains drawn. Creating a “homely” feel brings warmth and character and looks excellent when photographed.
- PP Garden and outside space command a rental premium however often get forgotten about, make sure yours is tidy and well managed on handover and it will be kept and maintained in this manner.
- PP Bright and airy homes with pleasant aromas are instantly more attractive, a diffuser in a hallway can help with this and creates a welcoming atmosphere.
- PP Bath, shower and sink sealants can become discoloured over time. A freshen up is quick, inexpensive and can really make your bathroom standout.
- PP A fresh coat of paint where required keeps rooms looking fresh and your property in top condition.
- PP Mildew can form on windowsills and edges where there is a change in temperature, a simple wipe down protects the windows and shows extra attention to detail.
- PP Declutter where possible, tenants will always bring sentimental pieces of furniture and less cluttered rooms increase usable space and appear bigger.
- PP A professional clean will show your property in its best possible light and sets a standard for any prospective tenant.
- PP Ensure all odd jobs like loose door handles and blown light bulbs are fixed .



PROPERTY MARKETING

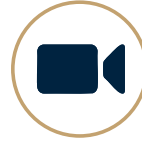
Perhaps the most important stage in attracting the perfect tenant for your property is the creation and presentation of the marketing material accompanied with driving maximum exposure across a wide range of media platforms. When you instruct Pickard Property you immediately benefit from our state-of-the-art marketing packages which include:



Professional photography completed by experts in the field



Detailed and accurate floorplans



Virtual tour allowing any prospective tenants to understand layout and flow



Erected letting boards at your property to capture local demand



Email alerts to pre-qualified tenants ready to move in your location



Access to high end relocation agents and their extensive search lists



Accurate location maps which detail local amenities, school catchments and public transport links



Listings on all the major portals (Rightmove, Zoopla, On the Market, Pickard Property Website)



APPLICATION AND TENANCY MANAGEMENT

At Pickard Property we fully appreciate that to source and service the best tenants you have to operate outside industry norms. Our online booking system allows tenants to book into preset viewing slots at a time that suits them, and we also offer ad hoc early morning, late night and Saturday/Sunday viewing slots to cater to a host of needs. This technology also allows us to track trends, monitor area demand and collect rental data in order to advise perspective buyers on blue chips investment opportunities ahead of the curve.

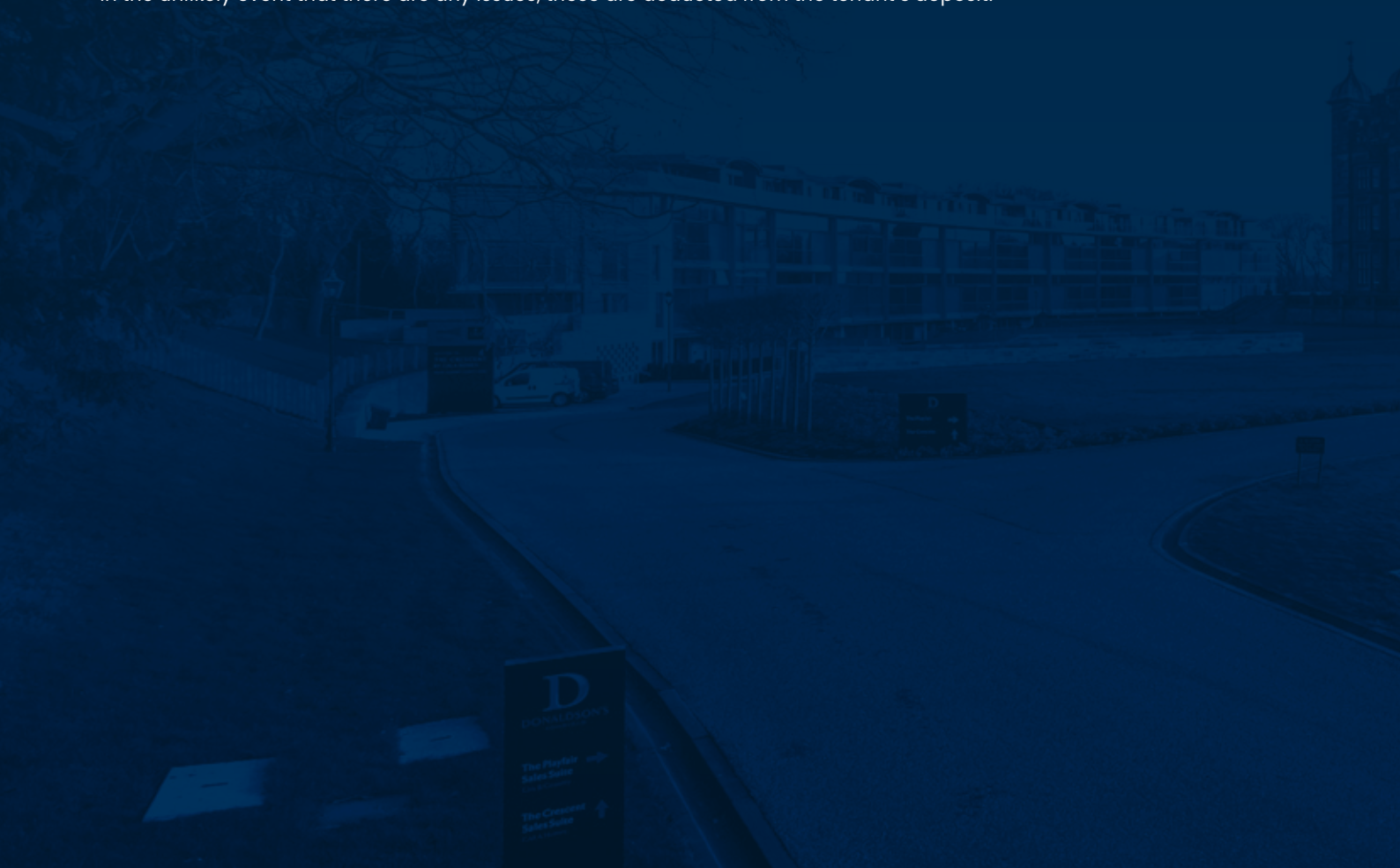
We outsource our tenant referencing to a professional and industry recognised body who complete ID and employment verification, affordability calculations and background checks. We can then provide our landlords with a report on each tenant with supporting evidence as to whether we recommend proceeding with the application.

Our photographic inventories are compiled by specialist clerks and field agents who detail the condition of each room in your property as well as documenting every item of furniture which has been included in the tenancy. Upon entry the tenant/s have 5 days to cross check the inventory with their new home to ensure there are not discrepancies. At this point an inventory disclaimer is signed agreeing to the property's condition.

We collect rent payments from tenants at the start of each calendar month, ensuring prompt and consistent cash flow management. Landlord disbursements are made between the 13th and 15th of each month, allowing sufficient time for payment processing, reconciliation, and any necessary follow-up. In cases of delayed or missed payments, we implement a detailed and robust debt collection procedure, which includes prompt tenant communication, structured reminders, and, where necessary, escalation to legal recovery processes. This structured approach ensures landlords receive reliable and timely rental income while maintaining clear accountability across all tenancies.

Routine inspections are another vital aspect of tenancy management which help protect both tenant and landlord. We conduct our first inspection 3 months after the tenant has moved into their new home. This initial check allows us to ensure that tenants have settled in comfortably and that the property is being maintained in good condition. It's an opportunity to identify and address any issues early on, helping to prevent small problems from becoming larger concerns. Provided everything is in order during this first inspection, subsequent routine inspections will take place every six months. Regular inspections are important for both tenants and landlords: they provide tenants with a chance to raise any concerns in person and ensure the property remains a safe and pleasant place to live, while giving landlords peace of mind that their investment is being properly cared for.

Upon checkout an identical template to the initial inventory is used to compile a checkout report which clearly identifies any discrepancies in terms of cleanliness, damage or missing items and, in the unlikely event that there are any issues, these are deducted from the tenant's deposit.



REGULATION AND COMPLIANCE



Proof of Ownership

As part of our legal and regulatory obligations as a letting agency in Scotland, we require all landlords to provide proof of ownership for any property they wish to let through our services. Acceptable forms of proof include a title deed or a recent mortgage statement in your name, or a copy of the Land Register title sheet obtained from Registers of Scotland. This documentation must clearly show your name and the address of the property being let. Providing proof of ownership helps us protect your interests, ensure legal compliance, and maintain transparency throughout the letting process.



Landlord Registration

A requirement for every landlord in Scotland, prior to letting their property, is to register and receive a landlord registration number from the relevant local authority. This can be completed via the below website and registration costs £82:

www.landlordregistrationscotland.gov.uk



Safety Certificates and Fire Protection

The below safety certification and fire protection is the minimum standard required for every rental property in Scotland. We can help organise this prior to any tenant moving into your property and will instruct renewals on your behalf to ensure compliance.

- Gas Safety Certificate (renewed annually)
- Electrical Installation Condition Report (renewed every 5 years)
- Portable Appliance Test Certificate (renewed annually)
- Legionella Testing (currently every 2 years)
- Energy Performance Certificate (renewed every 10 years)
- Interlinked Smoke Alarm System (testing required annually)
- Lead pipe testing (if applicable)



Repairing Standard

Landlords are legally required to ensure that their rental properties meet the Repairing Standard, as set out in the Housing (Scotland) Act 2006. This means the property must be wind and watertight, fit for human habitation, and have functioning installations for water, gas, electricity, heating, and sanitation. Landlords must also ensure that fixtures, fittings, and appliances provided are in good repair and proper working order. Compliance with the Repairing Standard is a fundamental responsibility, and failure to meet it can result in enforcement action by the First-tier Tribunal (Housing and Property Chamber).



Insurance

Please remember to make your insurance provider aware of your intentions to let your property on the long-term rental market. Our team are well-versed in dealing with loss adjusters and, in the unlikely event of your property being damaged, we can assist in the claims process. We also receive preferential rates with industry recognised brokers and are happy to make introductions should you see require.



Non-Resident Landlord Rental Payments

Pickard Property specialises in assisting international clients who own and rent out residential properties in Edinburgh and the Lothians, offering them peace of mind through our expert services.

The Non-Resident Landlord (NRL) Scheme is designed to tax the UK rental income of landlords who reside outside the UK. This applies to individuals, companies, and trustees who:

- Earn rental income from UK properties, and
- Have a 'usual place of abode' outside the UK (for individuals, this typically means being absent from the UK for six months or more).

Under the scheme, UK letting agents must deduct basic rate tax (currently 20%) from the rent collected on behalf of non-resident landlords. To receive rental income without tax deductions, non-resident landlords must apply for approval from HMRC. If granted, both the landlord and Pickard Property (as the letting agent) will receive an approval notice, allowing us to pay rent without deducting tax.



WHY CHOOSE PICKARD PROPERTY?

While some landlords have the time and expertise to manage their properties independently, many find that professional property management offers significant advantages. Here's what we do differently at Pickard Property to ensure we are best in class:



Team of Experts: Each member of our team is either MARLA qualified or working towards their qualification so you can be assured that your asset is being looked after from check in to check out.



Maximise Investment Returns: Our experts are in tune with local market trends which enables us to set the rent at a level which attracts the very best tenants for your property.



Transparency: All of our landlords have a clear and defined point of contact for each department within the business and queries will be responded to within 24 hours.



Collaboration: We work with industry partners to ensure we are using the most up to date and innovative technology. From property marketing to viewing management, from tenancy referencing to account reconciliation we have refined every step of the process to benefit our clients whether landlord or tenant.



Communication: As well as a detailed and accurate monthly landlord statement breaking down income and expenditure we will complete regular, and fully photo-embodied, inspection reports to give peace of mind.



Contractor Engagement: We have a pool of fully qualified and industry recognised contractors who complete our safety certificates and compliance checks as well as regular maintenance. All of our contractors are independent meaning we have buying power to negotiate the most competitive rates for our clients.



Bespoke Agency: Unlike larger agencies, who operate the "Jack of all trades" model with sales, letting, mortgages and conveyancing teams, we are specialists in prime letting and expert property management to allow a more personal and detailed service.



CLIENT TESTIMONIALS

"Having worked with Malcolm and Meaghan for a number of years, and having also worked with a number of agents UK wide, it is fair to say that their communication, transparency and trust far outweigh the competition. I would have no issues recommending their services to landlords looking for a fresh approach"

Mr David England, Owner of Luxury Lets Scotland

"I have worked with Malcolm and Meaghan for over 5 years now, both in a professional capacity and as a landlord. Their communication is second to none and they always deliver an exceptional, personal service. I know my property is in safe hands with them – they are a highly professional team, and I can't recommend them enough!"

Alice Fyffe, Landlord (Stockbridge)

"We have had the pleasure of working with Malcolm for over 5 years and we are delighted that he is returning to the property market with the launch of Pickard Property. Remeo relocate board members and top executives from all over the world and we need to find the very best properties the city can offer and we rely heavily on Malcolm's portfolio of properties. He is flexible and understanding of the needs of our clients and we are extremely happy to leave our clients in his care when they move into one of his managed properties"

Mrs Angela Stewart, Owner of Remeo (High End Corporate Relocation)

"Pickard Property and in particular Malcolm Pickard, more than exceeded expectations. They handled any issues expeditiously and in a friendly and helpful manner. It was a pleasure to deal with Malcolm and his colleagues and I would be very comfortable in recommending him to any prospective tenants looking to rent"

Mr Walker Berwick, Former Tenant

"It was a pleasure working with Malcolm. The service he provided whilst showing great patience was exceptional"

Mr Obida Al Ghazawi, Owner of Kingdom International (Super Prime Government Relocation)

"Excellent management and expertise all round makes it very easy in taking care of existing tenancy's, as well setting up new rental agreements. Any problems are dealt with accordingly, ensuring everyone leaves with a smile."

Mr Sandy Dalziel, Landlord (Bruntsfield)

"My experience of letting out my flat with Pickard Property has been excellent. Would highly recommend, Meaghan has been amazing at paying attention to detail and communicating with me when necessary."

Miss Ali Campbell, Landlord (Leith)

"Great service from all the team- although I particularly dealt with Meaghan who found me some wonderful tenants – exactly what I'd asked for. Check-in procedure was smooth and efficient-very competitive on price too – they included stuff like an inventory that was an extra with other companies. Lastly, I asked my tenants what they thought and they said they had been impressed too by how they were treated too. All round BRILLIANT ..and I've dealt with a lot of letting companies!! Cannot recommend highly enough!"

Ms Alison Shipston, Landlord (Marchmont)

"Really professional and transparent company"

Mr Ramin Golzari, Landlord (New Town)





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