

GIBBINS RICHARDS

LETTINGS & MANAGEMENT



LANDLORD GUIDE & SCALE OF CHARGES





The team at Gibbins Richards Lettings are second to none. We highly recommend this company for a truly professional service.

Mr M, Taunton



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ABOUT US

A trusted name in property since 1991



With decades of experience in the property industry, Gibbins Richards has built an outstanding reputation for fairness, professionalism and expert local knowledge. Our dedicated lettings team is committed to providing landlords and tenants with a seamless and stress-free experience.

Whether you are a landlord seeking reliable management or a tenant searching for a home, our experienced team is here to help.

Our lettings service is built on the same foundations that have made Gibbins Richards a respected name since 1991. From tenant sourcing to full property management, our team provides a tailored approach and supports you at every stage.

Covering Taunton, Wellington, Wiveliscombe and surrounding villages, we understand the local market and work to make every letting as smooth and efficient as possible.

LOCAL KNOWLEDGE. PROFESSIONAL SERVICE. PERSONAL SUPPORT.

Speak to our lettings team for practical advice tailored to your property and your plans as a landlord.

APPROVED CONTRACTORS

We believe in supporting local independent businesses and prefer to use contractors who are local to us. Our approved contractors are appropriately insured and qualified for the work they undertake. Their regular relationship with our team also helps us secure prompt service and competitive pricing.

- PLUMBERS
- END OF TENANCY CLEANING
- ELECTRICIANS
- GARDENERS
- PEST CONTROL
- CARPET AND FLOORING
- WINDOW CLEANING
- HANDYPERSON
- ENERGY ASSESSORS
- CLEANING
- OVEN CLEANING
- DECORATORS
- TV AERIAL

FREQUENTLY ASKED QUESTIONS

How long has Gibbins Richards been established?

Since 1991.

Are you contactable outside these hours?

Yes. We have a 24/7 emergency line.

How much deposit do you take?

Up to five weeks' rent or six weeks where the annual rent is £50,000 or more.

Can I approve the applicant?

Yes. We provide relevant information so that an applicant can be approved using fair and objective criteria.

When are you open?

Monday to Friday 8:30am to 4:30pm and Saturdays 9am to 12pm.

Are you accredited?

Yes. We are accredited with UKALA and hold Client Money Protection.

Will you spend money on repairs without authorisation?

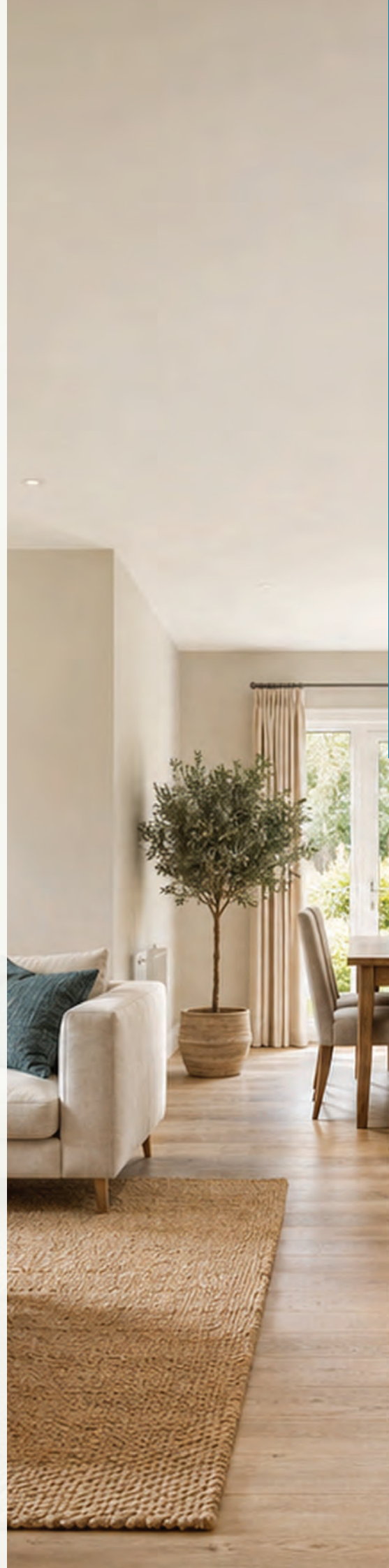
We agree a spending limit with you or seek authorisation each time, depending on your preference.

WHY USE A LETTING AGENT?

Professional management saves time, reduces risk and gives tenants a clear point of contact. Our team manages the practical and regulatory detail while keeping you informed.

THE BENEFITS OF GIBBINS RICHARDS LETTINGS

- Trusted local brand since 1991
- High Street office and approachable team
- Powerful marketing at a clear advertised rent
- Fair and objective applicant selection
- Priority access to local contractors
- Support with tenancy documents and compliance
- 24/7 emergency contact
- Routine property inspections and reporting
- Monthly rent collection and arrears procedures
- Management of repairs and day-to-day tenant queries
- Rent review and lawful possession support



ACCREDITED AGENT

Using an accredited letting agent gives landlords and tenants confidence that their money, documents and property are being handled by an experienced professional team.

Our team stays informed of legislative and regulatory changes and supports landlords in meeting their legal responsibilities throughout the tenancy. Some obligations require the landlord to provide documents, authorise work or follow the advice given.

RENTERS' RIGHTS ACT 2025

Our managed service reflects the changes in force from 1 May 2026:

- Assured periodic tenancy agreements and required written information
- Specific advertised rent with no rental bidding
- Fair and objective applicant selection
- Form 4A rent reviews through the Section 13 process
- Written pet requests managed within the statutory timescale
- Appropriate Section 8 grounds and supporting records

ACCREDITED WITH UKALA

Client Money Protection and professional standards provide added reassurance.

FULL MANAGEMENT SCALE OF CHARGES

FULL MANAGEMENT SET-UP FEE £240.00 (£200.00 + VAT) INCLUDES:

- Virtual tour
- Property marketing and accompanied viewings
- Tenant credit checks
- Right to Rent checks
- Review of three months' bank statements
- Employer referencing
- Previous landlord referencing
- Fitness for Human Habitation assessment
- Transfer of utilities and council tax
- Inventory

TENANCY AGREEMENT & RELATED PAPERWORK

- Preparation of an Assured Periodic Tenancy Agreement and required written tenancy information - £120 (£100 + VAT)
- Deposit lodged with the Tenancy Deposit Scheme - £30 (£25 + VAT)

SAFETY CERTIFICATES

- Legionella risk assessment - £120
- Energy Performance Certificate - £120
- Gas Safety Certificate - £90; including a service - £120
- Portable Appliance Testing (PAT) - £90
- Electrical Installation Condition Report (EICR) - £200

TENANCY CLOSEDOWN FEE £120 (£100 + VAT)

Includes tenant check-out, negotiating and agreeing deposit deductions and transferring utilities and council tax from the tenant to the landlord or new tenant.

INSPECTIONS Routine property inspections - £18 (£15 + VAT).

FULL MANAGEMENT SERVICE

- 1 We visit your property and provide a free rental appraisal with advice on current lettings legislation.
- 2 Once the marketing plan and Terms of Business are agreed, we begin finding a suitable tenant.
- 3 We carry out viewings and provide relevant application, affordability and referencing information so that an applicant can be approved using fair and objective criteria.
- 4 After successful referencing, we agree the move-in date and prepare the assured periodic tenancy agreement, required written information, statutory documents and inventory.
- 5 The agreement and required information are issued for signature. Once signed by all parties, we collect the permitted initial rent and tenancy deposit. Keys are released after cleared funds and compliance checks.
- 6 The deposit is protected with the Tenancy Deposit Scheme.
- 7 The council and utility providers are given the move-in date, names and meter readings.
- 8 Your first rental payment is processed less fees and authorised costs, with the balance sent to you.
- 9 Future rent is transferred to your account within 30 days of the due date.
- 10 We are the first point of contact for tenants and manage repairs, permitted tenancy variations, tenant changes and lawful termination procedures.
- 11 Routine inspections are completed and the report is emailed to you.
- 12 We track safety certificate renewal dates and arrange renewals with your authority.
- 13 We review the rent with you. Any increase is served using Form 4A through the statutory Section 13 process with at least two months' notice and within the annual limits.
- 14 Our agreements require two months' written notice unless a shorter period is agreed in writing. Notice can be given at any point and must end on a rent due date or the day before.
- 15 At check-out we complete a final inspection and condition report. Any deposit dispute is supported by the inventory, photographs, video and relevant records.

FROM MARKETING TO CHECK-OUT

MARKETING

Clear advertising, accompanied viewings and objective applicant approval.

COMPLIANCE

Current documents, safety tracking and statutory tenancy processes.

MANAGEMENT

Rent collection, inspections, repairs, records and tenant communication.

LET ONLY SCALE OF CHARGES

LET ONLY SET-UP FEE: 75% (INCLUDING VAT) OF THE FIRST MONTH'S RENT

TENANCY AGREEMENT & RELATED PAPERWORK

- Preparation of an Assured Periodic Tenancy Agreement and required written tenancy information - £120 (£100 + VAT)
- Deposit of up to five weeks' rent, or six weeks where annual rent is £50,000 or more, lodged with the Tenancy Deposit Scheme - £30 (£25 + VAT)

INVENTORY

Arranging a comprehensive third-party inventory including photographs and meter readings - £180.

IMPORTANT FOR LET-ONLY LANDLORDS

After move-in, responsibility for ongoing management and compliance rests with the landlord unless an additional service is agreed.

- Manage pet requests and rent reviews correctly
- Use lawful Section 8 possession procedures
- Maintain safety and property condition compliance
- Keep clear tenancy and communication records

HOW OUR MANAGEMENT FEE IS SPLIT

12.00% (10.00% + VAT) OF THE MONTHLY RENT

4.80%

(4% + VAT)

Repairs, safety certificates
and 24/7 emergencies

3.60%

(3% + VAT)

Rent collection and
payment processing

3.60%

(3% + VAT)

Day-to-day management
and tenant queries

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Gibbins Richards Lettings gave me a fantastic managed service. I will recommend them to anyone needing property letting services.

Chris P, Wellington

CONTACT OUR LETTINGS TEAM

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LOCAL KNOWLEDGE. PROFESSIONAL MANAGEMENT.