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**Orange House**

**Your character:**

You’re not too stressed about renting your house because you always fill it in time. You’re keen to have thoughtful and responsible tenants, and are willing to make affordable improvements to the property to make it more attractive. Your accredited landlord status is important to you as it has helped you fill the house in the past, so you are keen to continue to meet high standards.

**The pitch:**

This is a really great property in good condition, and you’ll find it is right next to the bus stop into town. The rent is £2000 per month and this includes all bills- TV license and internet as well as gas, electricity, water and council tax. Your deposit will be protected with the government protected scheme MyDeposits Scotland. I’m a Landlord who is accredited with Landlord Accreditation Scotland.

* *Encourage them to ask any questions*

**When asked:**

|  |  |
| --- | --- |
| Registration | Show your registration number on the property advert |
| Accreditation | You’re accredited with Landlord Accreditation Scotland |
| Deposit protection scheme | Protected with MyDeposits Scotland |
| Gas Safety Certificates | Show them your current certificate |
| Energy Performance Certificate | Show them your current certificate |
| HMO license | Show them your license |
| Guarantors | Tenants will need a guarantor, who are liable only for their share of the rent. If they don’t have one, they’ll have to pay 3 month’s rent in advance |
| Holding deposits & contract signing | They don’t need to pay one. If they want to sign, offer to hold the property for 24 hours so they can take it away to check it over |
| Heating and windows | Radiators in each room. Double glazing. |
| Bills | All included |
| Additional fees | None |
| Furniture, décor and appliances | All furniture is staying, including beds and wardrobes in each room. You’re willing to add desks to rooms where they are missing, and to repaint all bedrooms. One of the five rooms can only fit a single bed. |

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**Blue House**

**Your character:**

In many ways this property fails to meet legal standards, and your lack of important documentation proves it. You know that the great TV, free fridge of beer offer and spacious rooms will sell the house for you, along with the convenience of bills being all inclusive. You’re keen to get your pitch in first because you are hoping inexperienced renters will be attracted by the deals you’re offering, particularly if they are under pressure. You’re also hoping renters don’t realise that the letting fees you’re charging are illegal.

**The pitch:**

*(You might want to make a pitch to the whole room early on to attract house-hunters from other properties with your deals)*

Homes R Us are renting this fantastic home on behalf of the landlord. It’s in an unbeatable location just a minute’s walk from the university. We’re committed to providing the highest quality of properties as I think you’ll find in your visit- big student houses like these are very difficult to find. Bills are all inclusive so no need to worry about those, and you’ll get a full fridge of beer if you sign the contract now!

Just to warn you- this is an incredibly popular property and we’ve already had 6 viewings today, with one group planning to return later today to sign a contract. If you’re interested I recommend you sign the contract now to secure the house because it’ll be gone within the next few hours.

* *Encourage them to sign the contract immediately*

**When asked:**

|  |  |
| --- | --- |
| Registration | Let them know the landlord is registered but you don’t have their registration number to hand |
| Accreditation | The property is not accredited, but you are committed to exceptional standards. The local accreditation scheme is, in your opinion, not fit for purpose and you don’t feel it would be beneficial for you to join. |
| Deposit protection | Not needed, there’s no deposit! |
| Gas Safety Certificates | You don’t have one but you know everything is in order and previous tenants had no problems |
| Energy Performance Certificate | You’re in the process of getting one, but everything is super efficient |
| HMO license | You’re in the process of getting one |
| Holding deposits & contract signing | Encourage house-hunters to sign a contract there and then to secure the place. If they aren’t happy to sign the contract you will take a £500 holding deposit, but you will continue to show people around and take other deposits. |
| Rent | Non-negotiable |
| Guarantors | Tenants will need a guarantor, who will be liable for paying rent for the whole property. If they don’t have one, they’ll have to pay 6 month’s rent in advance |
| Heating | Radiators in each room. Single glazing only |
| Bills | Gas, water & electricity are included, up to a limit that you deem reasonable. TV and internet aren’t |
| Additional fees | £100 admin fee per tenant (£500 in total). There’s also a referencing fee of £50 each, a contract fee of £100 and a check-out inspection fee of £100. |
| Furniture, décor and appliances | All furniture is staying, including beds and wardrobes in each room. You are not willing to provide additional furniture |

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**Purple House**

**Your character**

You work for LovelyLettings, an accredited letting agent. You believe your rent is fair and that your fees cover the reasonable costs of administration. You’re keen to keep everything in working order and encouraged the landlord to get double-glazing and a new boiler fitted to improve the quality of the property. This is reflected in the property’s Energy Performance rating which is much better than most student houses. The landlord is willing to make other reasonable improvements to what is a slightly shabby house. You’re keen to let the property, but know that your rent levels are competitive and that you can negotiate further so you’re not under too much pressure.

**Your pitch**

This house is being rented on behalf of the landlord by LovelyLettings, a letting agent accredited with the Association of Residential Letting Agents. It’s in a great location, and is perfect for student sharers. The landlord is keen to keep the property in good shape and has recently got double-glazing installed and upgraded the boiler. The price is good for the area, especially for a house with a garden, and the deposit is 1.5 months’ rent. Bills aren’t included, but the property is very energy efficient which keeps the cost of bills down.

* *Encourage the renters to ask questions*

**When asked**

|  |  |
| --- | --- |
| Registration | Show your registration number on the property advert |
| Accreditation | Accredited with Association of Residential Letting Agents |
| Deposit protection | Their deposit will be protected by Safe Deposits Scotland |
| Gas Safety Certificates | Show them your Gas Safety Certificate |
| Energy Performance Certificate | Show them your EPC |
| HMO license | Show them your HMO licence |
| Guarantors | Tenants don’t need guarantors |
| Rent | You’re willing to negotiate for tenants to pay half rent over the summer (July & August) as you know they may not stay there |
| Holding deposits & contract signing | They need to pay a small holding deposit of £80. If they want to sign the contract, offer to hold the property for 24 hours so they can take it away to check it over |
| Heating & glazing | Radiators in each room. Double glazing |
| Bills | None included, but great EPC performance means bills are low |
| Furniture, décor and appliances | All furniture is staying, including beds, wardrobes and desks in each room. You’re willing to provide additional furniture |
| Garden | Tenants need to maintain the garden, and there’s a lawnmower in the shed |
| Additional Fees | None |

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**Green House**

**Your character:**

You are a “hands-off” landlord, which means that you resist making changes to your property as long as possible. You’ve not got round to registering with the council. You’re hoping that the low price will mean you can get students in your property without having to deal with any of the longstanding issues- poor heating and damp rooms caused by structural problems. You’ve just replaced furniture in some of the bedrooms to give the place a superficial spruce-up as tenants had been complaining for years about insufficient storage. You’ve had a bit of trouble letting the property over the past few years so you’re really keen to get a quick deal this time, and not to have to answer too many questions.

**Your pitch:**

This great home has fantastic communal areas for student sharers and 5 large double rooms. You won’t find anything of this size at this price in the area! This house always goes really quickly, and it’s going to go even faster this year because all the furniture in the bedrooms is brand new. It’s my only property so I take good care of it and I always like to have a good relationship with my tenants. There’s a couple of other interested groups but if you’re interested in it I’m happy to give you the contract to sign now.

* *Encourage groups to sign immediately. Say that all the paperwork is in order*

**When asked:**

|  |  |
| --- | --- |
| Registration | You’re not registered with the council |
| Accreditation | The property is not accredited, but you are committed to exceptional standards. The local accreditation scheme is, in your opinion, not fit for purpose and you don’t feel it would be beneficial for you to join. |
| Deposit protection | You can’t remember which scheme you’re using, but it will be protected |
| Gas Safety Certificates | You don’t have one but you’ve been a landlord for 8 years and no-one’s ever asked for one. |
| Energy Performance Certificate | You’re in the process of getting one, but everything is super efficient |
| HMO license | You think HMO licensing is unnecessary red tape which would only mean you would have to add fire doors which tenants dislike. Suggest that the tenants say they are related to each other. |
| Rent | Non-negotiable |
| Holding deposits & contract signing | The house-hunters will need to sign a contract there and then to secure the place. You also need a holding deposit of £500, and will cease doing house viewings. |
| Guarantors | Tenants will need a guarantor, who will be liable for paying rent for the whole property. If they don’t have one, they’ll have to pay 6 months rent in advance |
| Heating | Radiators in the lounge and kitchen. Other rooms have electric heaters. Single glazing only |
| Bills | Gas, water & electricity are included. TV and internet aren’t |
| Additional fees | None |
| Furniture, décor and appliances | All furniture is staying, including beds and wardrobes in each room. You’re not willing to provide additional furniture. You’re willing to paint over the mould but you blame the previous tenants for it. |