



Agents Pack
Version 1
March 2023

Agent Information Pack

About Help2Rent

We are Help2Rent a Social & Private Housing Provider.

We work with over 97 Councils across the country as well as Charities and Supported Living Providers.

We just wanted to point out that as we are fully funded we are offering a Free Service to Estate and Letting Agencies so at no cost to yourself.

We have urgent need of properties like yours, as we have over **20,000** Tenants on our database that need to be housed urgently.

These Tenants comprise of Low Paid Key Support Workers such as Trainee Nurses, People on Low Income, as well as Vulnerable People with Housing Needs.

Each one of our Tenants is Vetted for eligibility for our very own Help2Rent Insurance which is underwritten by RSA, Arc Legal Assistance & Liverpool & Victoria only then do we accept them.

Our Help2Rent Insurance Cover

All our Tenants Come With A Total value of approximately of £73,000 insurance cover, which compromise of,

- Rent Guarantee Cover – for 12 months a maximum of £2500 pcm totalling £30,000 for the year.
- Legal Protection cover- £25,000
- Mediation Service Cover - £380
- Malicious Damage Cover- £5000
- Fixtures and Fittings Cover - £10,000
- Landlords Household contents Cover - £5000
- Home Emergency Breakdown Cover - £120

Difference Between Help2Rent Insurance & Other Landlord Insurances

- Our Insurances are bespoke for Council Tenants
- Other Rent Guarantee Insurance Companies do not pay for first 2 months rent.
- Your First payment with them would not be till after 90 days.
- Most Tenants would not pass for Rent Guarantee Insurance
- You do not need a Guarantor for our Insurance
- You would not get same level as cover as our Insurance such as Malicious Damage Cover.

Help2Rent Offer The Following Schemes Depending On Your Property

There are a number of different schemes we offer our landlords,

- Free Tenant Find Scheme
- 2,3,5 Year Guaranteed Rent Schemes.
- Rent Guarantee, Legal Protection, Malicious & Accidental Damage Protection Schemes.
- Above Market Rent Schemes
- Zero Management Schemes
- Supported Living Schemes
- Self Service Scheme
- Rent Collection Service
- 1 Year Advance Rent Scheme

Our Letting Process

We aim to complete the **Let within 3-5 days maximum** from your first point of contact.

Day 1: You provide property information, images, videos etc

Day 1/2: We will match it to suitable tenants and forward the tenant passports (details) to you

Day 3: Viewing

Day 4: All paperwork prepared, checked, verified and confirmed

Day 5: Agreements signed, and tenants ready to move in

What We Expect From You

The only thing that we require from you is to make sure that your property meets the Housing Standards Regulations, we need copies of

1. Gas Cert
2. EPC Cert
3. Electrical Installation Cert
4. PAT Testing of every Electrical goods provided as part of Let.
5. Smoke & Carbon Monoxide Alarms
6. Window Protectors on windows above ground floor (normally less than £10 each).

What You Can Expect From Us

1. An affordability check on each Tenant.
2. Rent Arrears check.
3. Anti Social Behaviour Check.
4. Right To Rent Checks.
5. Provide Tenants with Right To Rent Handbook.
6. We fill in Alternative Payments Application with the Tenant and make sure they upload– making sure Landlord or Agent gets paid directly, and also authorises Landlord or Agent to discuss a claim.
7. We upload new Tenancy Agreement with Tenant onto their Universal Credit journal, this confirms rent to be paid and to where.
8. We upload Change of Circumstances information with Tenant so there is no delay in Landlord or Agent being paid.
9. Checking In Report – stating condition of property.
10. We provide you with your Insurance Documents.
11. Tenant Mentoring – Tenants are given advice and help in getting back into employment where they have not been working.

If the Tenant fails any of the above checks we would not proceed with their application as they would not qualify for our Insurance.

Frequently Asked Questions & Concerns

1. Council Tenants are problematic.

This is a myth that could not be further from the truth in most cases, there is a risk with all tenants, in fact in previous pandemic it was working tenants that were the worst culprits for falling into Rent Arrears according to Office of National Statistics and Citizens Advice Bureau.

Our Help2Rent Insurance mitigates almost all risks.

Most Tenants tend to make a home out properties offered to them.

2. We like to carry out our own checks.

Because we provide our own Insurance we do all the necessary checks, and all paperwork and documents are provided to you.

3. Do you take a months Deposit and Advance Rent?

No we don't as we provide you with the Rent Guarantee & Legal Protection Insurances from Day 1.

A months deposit will not cover most costs, our Insurances are much more beneficial to Landlord & Agents.

4. Our Landlords like to know who we are Letting the property out to?

Why Work With Help2Rent

1. We are an ethical organisation keeping our Landlords & Agents interests at heart.
2. We offer up to £75,000 of Insurance Cover protecting against Rent Arrears, Legal Costs which also cover eviction, malicious damage, damage to furniture and fittings and much more all part of our service at no cost to the Landlord.
3. We do not charge a Tenant Find Fee.
4. We Don't charge Management Fee.
5. We can Let properties out within 3 – 5 Days.
6. We can offer 2. 3- & 5-year leases.
7. Some properties we can offer above Market Rent.
8. No Voids.
9. Guaranteed Rents.
10. On some schemes we are able to offer you Rent In Advance from 1 month – 12months.
11. We are not just about to profit making but providing a quality service to
12. They also be playing a part in helping house the less fortunate.
13. Our bespoke Insurance which our clients have to purchase covers all eventualities.

Agents Why Work With Help2Rent - Advantages

1. We have Full Vetted Tenants that are eligible for our unique specialist Insurance.
2. They can earn more money working with us as we can offer them a Property Find Fee on our council Tenants.
3. We save them time, effort and money from References Fees and Checks.
4. We provide them with more reliable Tenants.
5. They earn better reputation with their Landlords.
6. We save them all the headache and hassle to come with the Cost of Living Crisis & Energy Rise.
7. They can utilise their time in procuring properties rather than dealing with Management problems greater profit margin rather than spending most their time dealing with Management issues.
8. They can scale their business faster with us.

9. We can complete whole letting process within 3 – 5 days.
10. We take all Management Stress away from Agents, if they work with us we can take properties on 2, 3 & 5 year leases.

Risks To Agents Not Working With Help2Rent

1. Likely to be facing increasing problems with Tenants not paying due to Cost of Living and Energy Crisis this winter. This in effect will damage their reputation.
2. Research from Citizen Advice Bureau and Office National Statistics prove that Working Tenants were the ones mainly in arrears during the Pandemic, the government gave mortgage holidays last time, but it wont be the case this time round.
3. Agents will be involved in a lot more evictions a cost to themselves in time, money and stress to Landlords.
4. Agents will be spending a lot more time chasing rent arrears and having stressed Landlords.
5. The increase in Energy prices will also affect Agents profits as their bills rise, so they need to be thinking of ways to be making more money and reducing their headache and problems.

Frequently Asked Questions

NB Our Offers are subject to terms and conditions.