

LANDLORD SERVICES

Letting your property is as easy as ABC

Flexible services for landlords, backed by practical local support and clear service options.

Professional support
Guaranteed rent options
Local lettings expertise

01233 330811
abclettings@ashford.gov.uk



A Better Choice for Lettings & Property Management

About ABC Lettings

A trusted local service designed to give landlords security, support and choice.

ABC Lettings was launched in 2012 to help families access homes in the private rented sector while giving landlords greater security and professional support.

2012

LAUNCHED

276

PROPERTIES MANAGED

Clear, Practical Support

OUR APPROACH

Built around landlords

Since its launch, ABC Lettings has housed hundreds of families, many of whom have remained in their original tenancies. In 2015, Ashford Borough Council joined with Folkestone and Hythe District Council, to extend the Fully Managed Service to landlords in that area. Today, ABC Lettings manages more than approximately 276 properties whilst retaining its original values: a careful and considered approach, clear service options and rent guaranteed as standard within the Fully Managed Service and Private Sector Leasing Scheme.

Why landlords choose ABC Lettings

- Local authority backed service
- Experienced property professionals
- Guaranteed rent options
- Clear, practical support
- Flexible service levels
- A focus on sustainable tenancies

Three flexible ways to work with us

Three straightforward options for different landlord needs.

You step back, we manage	For a long-term arrangement	For experienced landlords
Fully Managed	Private Sector Leasing	Tenant Find
With guaranteed rent, we manage the tenancy from start to finish, including tenant matching, inspections and repair arrangements. A 10% plus VAT management fee applies based on the Local Housing Allowance.	We lease eligible family-sized accommodation for 3 or 5 years and provide guaranteed monthly income throughout the term. A lease set up fee applies.	We identify a suitable tenant and complete the initial checks and tenancy setup. You continue to manage the property during the tenancy. A tenancy setup fee applies.

Your landlord journey

1 Get in touch Tell us about your property.	2 Property Viewing We meet you at the property.	3 Checks Standards are confirmed.
4 Agreement The arrangement is set up.	5 Occupancy Tenant matching begins.	6 Support Your chosen service continues.

Not sure which option is right for you?

Speak to the ABC Lettings team. We will explain the services and help identify the best fit for your property.

Property requirements

To qualify for all schemes, the property must meet the relevant property standards. Valid Landlord gas safety certificate, EICR, EPC and landlord building insurance are required. The property must meet relevant housing health and safety standards and come unfurnished.

Fully Managed Service

You step back. We manage the tenancy.

10% + VAT management fee based on the Local Housing Allowance rate

Professional Management | Practical Support | Guaranteed Rent

ABC Lettings gives landlords a safe and straightforward way to let their property. Once instructed, we confirm the rental figure, find a suitable tenant and manage the tenancy from start to finish. We set the rent at an affordable level for the tenant and may top up the rent to the agreed market rent where needed. This helps keep the tenancy affordable while giving landlords added reassurance.

Ideal for landlords who want professional oversight without managing the day-to-day tenancy themselves.

What's included

- Guaranteed rent
- Boiler breakdown cover and annual gas check
- Deposit administration
- HHSRS inspection
- Regular property inspections
- Aim to find a suitable tenant within two weeks*
- Arranging repairs
- Compliance checks
- Annual rent review
- Inventory*
- Rental valuation
- Out-of-hours service

A complete management package

Our team supports the full tenancy, including valuation, compliance checks, inspections, rent, repairs and ongoing management.

*Subject to all necessary checks.

*Inventory fee is charged at an extra cost to the landlord

Example monthly management fee

Property size	Example monthly fee + VAT
4 bed	£172.80
3 bed	£131.64
2 bed	£102.00
1 bed	£89.99

Example fees are based on the monthly LHA rate and are shown for illustration only.

ABC Lettings | Ashford Borough Council | 01233 330811 | abclettings@ashford.gov.uk

Private Sector Leasing Scheme

For landlords looking for guaranteed income through a secure, long-term lease.

Three or five-year lease

Guaranteed monthly income | No management fees | Void periods covered

ABC Lettings leases eligible family-sized accommodation in the Ashford Borough for 3 to 5 years. During the lease, you receive guaranteed monthly income, with void periods and routine repairs covered. The property is used as temporary accommodation, and the household is given a license to occupy the home.

What's included

- Complete inventory at the start of the lease
- Guaranteed rent
- Boiler breakdown cover and annual gas check
- Regain property with six months notice
- No management fees & Void periods covered
- Property inspections every 6 months
- Routine repairs and maintenance
- Vacant possession at the end of the term

What happens at the end of the lease?

At the end of the lease, vacant possession is provided and the property is returned to you in the same condition, allowing for fair wear and tear.

Is this option right for you?

Ideal for landlords who want guaranteed monthly income, long-term security and minimal day-to-day involvement through a three or five year lease.

Tenant Find Only Service

For landlords who want support finding a suitable tenant, with the tenancy managed directly by the landlord once it begins.

Tenant matching | Compliance support | Setup documents prepared.

Our Tenant Find Service helps landlords identify a suitable tenant from the outset. We complete compliance checks, carry out the HHSRS inspection and work with the Housing Options Team to match an appropriate tenant to your property. We also complete affordability checks and may offer support packages, including deposits, to help create a sustainable tenancy. ABC Lettings confirms the rental figure and, where needed, may top up the rent to the agreed market rent to help keep the tenancy affordable.

How it works

ABC Lettings helps identify a suitable tenant, completes key checks and prepares the initial tenancy documents. Once the tenancy begins, the landlord manages the property directly.

What's included

- Affordability checks
- Deposit and rent in advance support
- HHSRS inspection & Inventory
- Current lettings guidance
- Compliance checks
- Tenancy agreement and required documents
- Rental valuation
- Aim to find a suitable tenant within two weeks*

Is this option right for you?

Ideal for experienced landlords who want help finding and setting up a suitable tenant, while continuing to manage the tenancy themselves.

A local team supporting landlords every step of the way

Practical support for landlords, properties and tenancies.

Gareth Harmer MANAGER 28+ years in lettings and property sales.	Gary Rowlingson SENIOR PROPERTY MANAGER 12+ years in housing and property.
Cornelia Wilson PROPERTY MANAGER 12+ years in property management.	Louise Jones PROPERTY MANAGER Housing and tenancy experience.
Clare Beaney PROPERTY MANAGER Inventory and lettings expertise.	Sarah Hall ASSISTANT PROPERTY MANAGER Repairs and administration support.
Magda Staszkiwicz ASSISTANT PROPERTY MANAGER Property and tenant support.	Susan Dinley ASSISTANT PROPERTY MANAGER Compliance and project experience.
Ellie Ludford PROCUREMENT OFFICER Supports landlords and home procurement.	Kerry Godfrey ASSISTANT PROCUREMENT OFFICER Procurement and administration support.

Here to support you

Our experienced local team is here to guide landlords through the process, answer questions and provide practical support at every stage.

Landlord feedback

Landlords value clear communication, practical support and the reassurance of working with a local authority backed service.

<i>“The communication is excellent and the attention to detail is very good.”</i> Mr A	<i>“ABC Lettings gives me reassurance that the property is well looked after and the rent will always come.”</i> Mrs P
<i>“Personal experience dealing with ABC Lettings. Personally, I felt the ABC Lettings team are far better than private property agencies.”</i> Mr C	<i>“I had a positive feeling from the first conversation, and the support and guidance I received was very helpful throughout the process.”</i> Mrs M

Let’s talk about your property

Our team can explain the options and help you choose the right service.

Call 01233 330811

Speak directly with ABC Lettings

Email abclettings@ashford.gov.uk

Online www.ashford.gov.uk/housing/abc-lettings