

AMAZON MANAGEMENT SERVICES LTD

1 William Jessop Way
Princes Dock
Liverpool
L3 1DZ

Tel: 0151 531 9329

Email: info@amazonmanagementservices.co.uk
www.amazonmanagementservices.co.uk

LANDLORD PACK

AMAZON MANAGEMENT SERVICES LTD

(FULL MANAGEMENT)

Landlord Pack contents

Introduction

Our services

Copy management agreement

Target repair timescales

Our charges

Our privacy policy (full)

Thank you for enquiring about our services.

We are a Lettings and Property Management Company and our aim is to provide an efficient and professional hassle-free service to both landlords and tenants. We deal with all aspects of the rental market, including full marketing on all major property websites, our own website and various other media, credit checks on prospective tenants and their guarantors, the drawing up of tenancies, and notification to all utility companies. When an application is accepted a deposit is obtained, which is submitted to The Deposit Protection Service.

FULL MANAGEMENT

- 8% of rent achieved + VAT
- Advertising of property*
- Accompanied viewings
- Obtaining a guarantor
- References carried out on both tenant and guarantor
- Drawing up of tenancy agreements
- Pre/Post Tenancy inspection
- Handing over of keys
- Informing all utilities and council tax
- Collection of rents
- Dealing with tenants queries/problems
- Repairs dealt with within the Target repair timescales – you will be notified by email of all repairs.
- All repairs are reported to the office through our website - Fixflo
- Emergencies dealt with at our discretion
- Out of hours emergency number
- In house maintenance team
- Regular tenancy inspections
- Dedicated account manager

* Advertising includes Zoopla, Prime Location, Find-a-property, Digital Property Group, On The Market and Mail online.

Advertising is charged at a cost of £100 +VAT See attached schedule of fees for full pricing

If you require any clarification, please do not hesitate to contact us.

Services

- Monthly statement sent for your records
- Maintenance
- Collection of rents
- Rents paid over monthly
- Statement sent at the beginning of the month
- Prompt and efficient service
- Yearly statement to assist with tax form completions (if required) *

We also offer a service that allows for the property to be renovated by our in house team, after agreement for rental standards. Costs are charged and invoiced to the landlord separately with 50% due in advance and the balance being due on receipt of final invoice or deducted from future rents by arrangement.

The service offered provides a no-nonsense rental income for the landlord with a minimum amount of fuss.

Our aim is to act to ensure a stress-free rental for both landlords and tenants.

*Nominal fee of £20.00 payable

MANAGEMENT AGREEMENT BETWEEN:

AND

**Amazon Management Services Ltd
1 William Jessop Way, Princes Dock, Liverpool, L3 1DZ
(The Agent)**

TERMS AND CONDITIONS:

1. The Agent shall manage the property(s) on behalf of the Landlord for a monthly management fee of 8% +VAT.
2. The Agent shall advertise the property for the agreed rent with the Landlord on various websites including On the Market and Zoopla and various other media until a suitable tenant is found at an additional cost.
3. Tenants and guarantors will be subject to thorough references including credit checks.
4. A guarantor will be obtained, and the deposit will be protected as per the Government guidelines.
5. When a tenant is accepted, a 6 month Assured Shorthold Tenancy Agreement is issued. If the tenant leaves during a fixed term, they will be liable for the rent up to the expiry date.
6. If there is a breach of the tenancy, the Landlord will be notified of all action taken and kept up to date.
7. The rents will be collected and paid into the Landlords nominated bank account within 7 days of the start of the month and the relevant paperwork sent out.
8. Any repairs reported by the Tenant will be addressed within the "target repair timescales" which are available upon request. The Landlord will be notified by email. The cost of repairs, plus 10% mark-up, will be deducted from any rent received. Repairs over £500 will be invoiced separately and payment due within seven working days unless a prior payment agreement is made. If there is an emergency and we cannot contact you for approval, then you hereby authorise us to undertake any necessary repairs.
9. All utilities will be notified at the beginning and end of each tenancy and a record kept.

10. If either the Agent or Landlord wishes to terminate this agreement, then three (3) months' notice in writing must be given. (If this is within the first 12 months – then the management charge plus VAT for the remainder of the period will be payable. One months' gross rent will also be payable – see point 12)
11. All Gas Safety Checks will be carried out when due by the Agent unless otherwise notified and the Landlord charged. If the landlord is obtaining his own gas certificates, these must be carried out at least one week prior to the expiry date of the current certificate and a copy forwarded to both the tenant and Amazon Management Services Ltd as soon as this is completed. An Energy Performance Certificate is also required and unless otherwise notified, these will be carried out in accordance with current legislation. If the property is in an area where licensing scheme is applicable, then we will register the property on your behalf and deduct the costs.
12. If a tenant is found and the Landlord wishes to terminate this agreement after twelve months, one months' gross rent must be paid to Amazon Management Services Ltd.
13. If a landlord does not carry out any repairs within the required timescales, Amazon Management Services Ltd reserve the right to complete the repairs and the costs will be charged to the landlord.

Our Charges:

1. Full Management – 8% + VAT of the achieved rent
2. Advertising fee - £100.00 + VAT (due when tenant moves in)
3. Tenant referencing - £50.00 + VAT
4. Deposit Protection - £15.00 + VAT (protected with MyDeposits)
5. Move in Inventory - £45.00 + VAT (Optional)
6. Tenancy Renewal + Inspection Report - £20.00 + VAT
7. Court Attendance £30.00 P.H + VAT (Optional)
8. Empty Care Service – Included in management charge
9. 24 Hour Emergency Contact – Included in management charge
10. EPC - £65.00 + VAT
11. Gas Safety Certificate - £50.00 + VAT

Please indicate to Amazon in writing if you would like to opt out of any of the optional charges (Inventory, EPC, Gas Certificate) – You must have a valid gas safety certificate and EPC in place before a tenant moves in and Amazon must have a copy for the file.

I/We confirm that I/we have read and understood the above and hereby authorise the Agent to act on my/our behalf in the letting of my/our properties.

SIGNED:

.....
(Landlord)

NAME:

.....
ADDRESS:

.....
Contact

No:

EMAIL:

.....
DATE:

Please provide bank details for payment of rents:

Bank:

Account Name:

Account Number:

Sort Code:

SIGNED:

.....
(Agent)

NAME:

.....
DATE:

DATA PROTECTION

Amazon Management Services – Privacy Notice (Full)

1. Summary	2
2. Who we are	3
3. How we collect your information	3
4. What information we collect about you	3
5. What processing we do with information collected	4
6. How we will communicate with you	5
7. Who we share data with and how long we keep information	5
8. What we will not do	6
9. Your rights, the right to complain and the ICO.....	6
10. Further information	7
11. Changes to our Privacy Notice	7

1. Summary

This Privacy Notice is a public document available to anyone and applies to customers of Amazon Management Services Ltd to explain how the organisation collects and processes personal information to conduct normal business activities as a UK letting agent. Regulated by the Property Redress Scheme (PRS)

2. Who we are

Amazon Management Services is the Data Controller whose head office is located at Unit 1, 1 William Jessop Way, Princes Dock, Liverpool, L3 1DZ. Tel: 0151 531 9329. The company Data Protection Officer can be contacted at **mike@amazonmanagementservices.co.uk**

We are an independent letting agent specialising in Residential and commercial property management, we also offer other services such as building management, rental debt collections and property refurbishments.

3. How we collect your information

Amazon Management Services collects information from you via a variety of sources, including when you apply for one of our properties or services, complete one of our forms, when you call, write, e-mail or meet with us. We may collect information when you use our social media sites, website or websites that we advertise on such as Rightmove or Zoopla.

Our landline phone calls sometimes are recorded for training and monitoring purposes and our recordings are usually held for a period of six months we will inform you at the beginning of the call if this is the case.

From time to time we may use photography to capture evidence of breach of tenancy, alleged anti-social behaviour or crime.

We may also take photographs at our events, at our properties and in our communities to use for general marketing and publicity. However, photographs of individuals will only be used for those purposes with your consent.

We may receive information about you from third parties including:

- Your council or benefits office relating to your housing.
- Prior landlords and credit agencies when you apply for housing.
- Police, welfare or support organisations dealing with you.
- Councillors, MPs or other representatives acting on your behalf/instruction.
- Financial institutions when you apply for our services.

4. What information we collect about you

The information we require from you, the tenant(s) or leaseholder(s), includes:

- Full name (and proof of your identity / photo ID).
- Date of birth.
- National Insurance number (your unique identifier).

- Contact details (phone, e-mail or correspondence address).
- Details of anyone authorised to act on your behalf if applicable.
- Basic details (name and DOB) of all household residents. .
- Proof of housing eligibility, any interest or equity in other property.
- Other personal information that will vary on a case by case basis to help us resolve breach of tenancy, alleged anti-social behaviour or fraud.

The information we may collect from you includes:

- Disabilities or vulnerabilities. We use this information to tailor our service to better meet your circumstances and needs. We may use this information for safeguarding of staff.
- Financial information. We may use this to help resolve arrears payments and optionally to provide welfare, benefits and debt advice as a free service to help you budget and pay your bills.
- Health information when we require this to support funding for adaptations made to the property you are living in. More specific details are provided if you use this service.
- Photo ID, bank statements, payslips or income details when we require this information for processing referencing.

If you do not provide the information we need then we may not be able to provide all our services to you, and ultimately you may not be able to hold a tenancy or lease with us or sell or purchase a property through us.

5. What processing we do with information collected

The information we require from you is used to manage your tenancy or leasehold agreement or another contract between you and Amazon Management Services Ltd. Please read your contract carefully for specific details as 'performance of a contract' is usually the legal basis for processing your information and carrying out our activities.

The processing activities we conduct can be summarised as:

- Managing your account charges and payments, including arrears.
- Managing the repairs, maintenance and adaptations of our properties.
- Ensuring tenancy (or contract) conditions are complied with, such as dealing with anti-social behaviour or fraud.
- Complying with relevant legislation and regulation.

Amazon Management Services Ltd conducts research and statistical analysis to help improve our business processes and the services offered to our customers, as well as to evaluate our performance against other benchmarks. When possible, statistical information is anonymised or pseudonymised.

Amazon Management Services Ltd conducts surveys periodically relating to our services in order to gauge satisfaction and make improvements based on feedback.

Amazon Management Services Ltd operates a range of information and communications systems and technologies for efficient operation of the business. Personal information is stored and managed within those systems which are maintained to achieve a high level of Confidentiality, Integrity and Availability (CIA) including following best practice cyber security standards.

We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

6. How we will communicate with you

Amazon Management Services Ltd needs to communicate with our customers and this will usually be in writing or by telephone but is more commonly becoming electronic and paperless. We are moving many of our services on-line as this is usually more convenient for you and more efficient for us. The “report a problem” part of our website to report repairs through fix flow requires you to put in your contact details, these details will be used in line with the company privacy policy. We will only discuss or communicate your tenancy or lease details with those named on the agreement or those authorised (temporarily or permanently) by you. You can authorise someone temporarily verbally over the phone or permanently in writing.

7. Who we share data with and how long we keep information

Amazon Management Services Ltd shares limited personal data with our actors who are carrying out services on our behalf. Our contractors are required to comply with the law and our own Data Processing Agreement to ensure data is managed appropriately and for specified purposes, including to run our out-of-hours telephone service or to complete emergency, responsive or planned property repairs.

We may share your information with a language translation service if it is necessary to translate any information into or from a foreign language for you. Amazon Management Services Ltd may need to share personal information with government departments and agencies, with our regulator and auditors, with utility companies or with other organisations and agencies where we are legally allowed to do so. Information relating to a tenancy or lease agreement will be kept for as long as the agreement is active or where money is owed on the account, and for a period not exceeding three years afterwards. The basic history of who held a tenancy at which property and when will be held forever.

8. What we will not do

We will not send you unsolicited marketing material. We will not sell your personal data on to third parties.

We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that. We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

9. Your rights, the right to complain and the ICO

You have the right to request a copy of the data we hold about you. Please contact info@amazonmanagementservices.co.uk if you wish to request access to any of your personal data and we will always endeavour to answer your questions as part of our friendly, helpful service. We will not normally make a charge for this service and will respond within one month of receiving your request.

It will always help if you can be as specific about what personal data you want to see, what it relates to and within what timeframe, as that will assist our search. You have the right to correct information that we hold. Please advise us of any changes or corrections by contacting our team on 0151 531 9329 or via e-mail to info@amazonmanagementservices.co.uk. You may withdraw your consent to use any information that was previously provided with your consent. Please advise us if you wish to withdraw any consent previously given to info@amazonmanagementservices.co.uk

You also have other rights which can be seen by visiting the Information Commissioner's Office (ICO) website and reading about Data Protection law at <https://ico.org.uk/>.

You have the right to complain about any matter relating to our service, including how we use your personal data:

In the first instance please contact our team on 0151 531 9329 or e-mail info@amazonmanagementservices.co.uk.

If you are still not happy with our service, you may complain to the Property Redress Scheme Service at <https://www.theprs.co.uk/Home/Index>

If you wish to complain about our use of your personal data, you may complain to the UK Information Commissioner's Office (ICO) at <https://ico.org.uk/>.

10. Further information

For further information about Amazon Management Services, please see our website at www.amazonmanagementservices.co.uk (including website terms & conditions and information about website cookies) or contact our the office.

11. Changes to our Privacy Notice

Our Privacy Notice is regularly kept up to date and this version was updated on 11th May 2018. The latest full version is always available from our website at www.amazonmanagementservices.co.uk and complies with the UK Data Protection Bill and EU GDPR laws coming into effect on 25th May 2018