



PROPERTY MANAGEMENT & LETTING

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We are a member of a redress scheme provided  
by The Property Ombudsman Ltd



Our nominated scheme for holding your  
tenants deposits



We are a member of and covered by the ARLA  
Propertymark Client Money Protection Scheme

# About Us

Nuova Property, we believe that everything starts with having a great relationship with our landlords. We have combined over 35 years of residential property experience with the latest technology to change the way in which residential property is managed.

We understand what it is like to be both a tenant and a landlord, which is why we have created a system that makes it easier to be both, from our in app messaging to our maintenance handling, everything is simple and transparent for all parties involved.

Whatever your requirements, we aim to exceed your expectations and deliver a level of service which is second to none. When you are ready to let your property, Nuova will be with you every step of the way.

**It is our priority to ensure we provide the best possible service.**





Here at Nuova we stand by  
our four core values :



## Integrity

We build trust through responsible  
actions and honest relationships



## Simplicity

We aim to remove all that gets in the  
way of what really matters, we have  
designed our technology so problems  
get dealt with fast and efficiently.



## Service

We make service our top priority by  
giving our time, knowledge, and experi-  
ence to serve the needs of our custom-  
ers, community, and team members



## Professionalism

We proudly present a positive,  
dignified, and business like image at  
all times through our appearances,  
behaviour, and interactions with  
others.

## Mission

Our mission is simple,  
We want to make sure our clients are receiving the  
best possible service at all times and that are our  
processes are transparent for all parties involved.  
Here at Nuova, customer service is at the heart of  
our approach, we want to make we make the  
lives of both tenants and landlords easier and more  
transparent.

## Vision

Property ownership and management should be  
seamless, easy, safe and secure and provide best  
experience for all parties involved. We are building a  
better future for the most valuable and most  
important asset in the world, our home!

# The Nuova Process

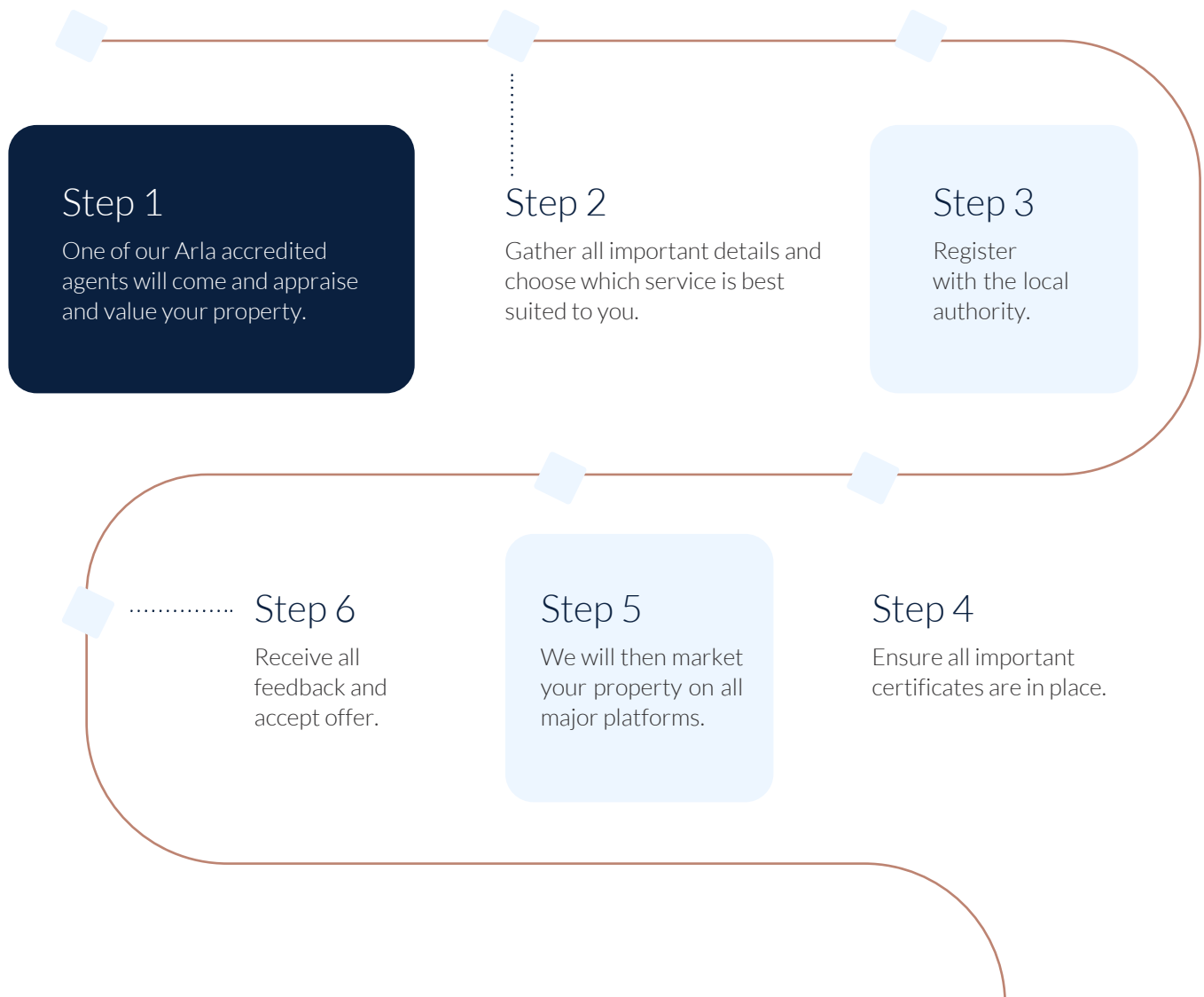
When it comes to letting your property, whether it be for the first time or not, it can be a daunting experience to make sure that you have complied with all the regulations in order to protect your tenants and yourself, which is why we have created a very simple yet effective process.

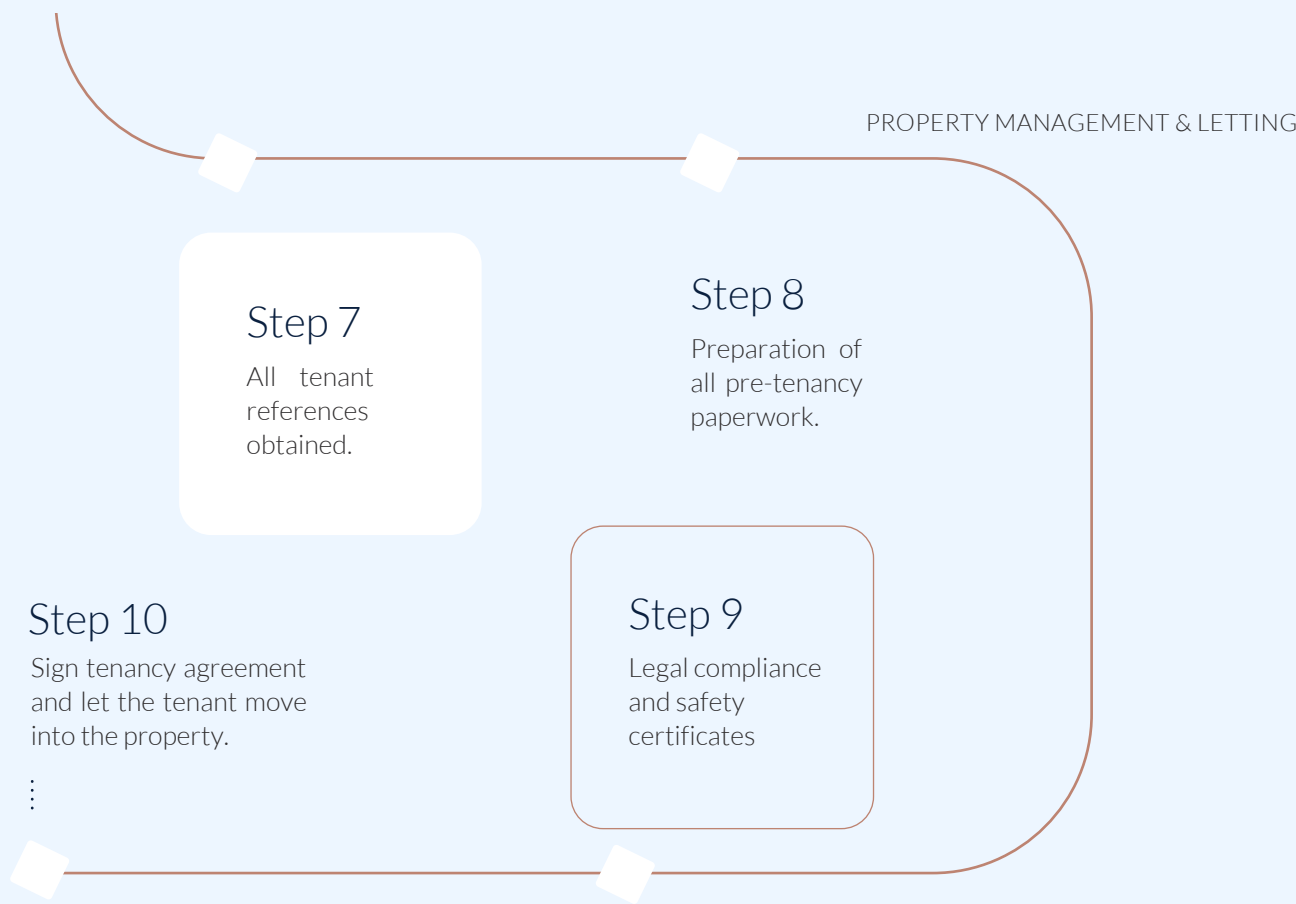
## Landlord:

A member of our team will sit with you to understand your needs and choose which service is best suited to you.

Before we place your property on the market we must ensure that all regulations are complied with.

**Local authority registration: All landlords need to be** registered with the local authority before we can accept their property or begin the marketing process.





## Tenant:



## Ensuring we keep you safe and legal

Landlords are required to comply with very strict regulations and it is our job to make sure that you are, this is both for your protection and the tenants. This can be complex which is why our team will be there to guide you every step of the way.

**There are certain key points that must be done and looked at before your property can be placed on the market;**



## Safety Certification and Compliance

Gas Safety

EPC

Electrical Safety standards

Legionella risk assessment

## Fire Safety

Smoke and carbon monoxide

Repairing standards

Furniture and furnishings

Building safety

Houses in multiple occupation

# Important Landlord Requirements

## Local Authority Registration:

All landlords need to be registered with the local authority before we can accept their property or begin the marketing process.

## Landlord Registration:

Landlords must be registered with the local council which covers the area where you will be letting your property, we must make sure this is done prior to marketing your property, doing this ensures that you meet the minimum legal requirements. Joint owners (anyone else who's named on the title deeds) need to register too, but they will not be charged. Landlord registration is renewed every three years.

You can apply for landlord registration online on the Scottish Landlord Register Website, or you can contact your local councils housing department.

## Additional Owners:

If your property is jointly owned, any additional owners will have to be named on our terms and conditions and be named on the tenancy agreement, along with being registered with the Local Authority for Landlord Registration purposes.

## Non- Resident Landlords:

Landlords who reside outside of the UK will need to check with the Inland Revenue & Customs (HMRC) whether or not you are classified as a Non-Resident Landlord (NRL).

HMRC regard Non-Resident Landlords as person(s) whose usual home is outside of the UK and whom have a rental property in the UK.

If you are a Non-Resident Landlord it is very important that you contact HMRC, to discuss your circumstances and follow their advice. They may grant approval for no tax to be deducted from your rental income. If this is the case, please ensure that they write to us confirming this.

If there are any questions at all with anything you have read please do not hesitate to give us a call and discuss this with us.



## Contents and buildings insurance:

It is the landlords responsibility to make sure that your rental property has the appropriate landlords building and contents insurance. If your property is within a factored development which has a block insurance policy, the factors will have to be advised that the property is rented in order for them to update their policy.

## Tax:

Landlords are required to pay tax on any income or profit made from renting out a property in the UK, we strongly recommend that you take advice from a tax advisor or accountant about the tax implications in regards to receiving rental income.

## Consents:

If you have a mortgage on your property you will have to make sure that you have the authorisation to let from your mortgage company.

## Utilities and Council Tax:

It is a tenants responsibility to pay all utility bills such as electricity, gas, telephone, council tax, television license.

## Housing (Scotland) Act 2006 – The Repairing Standard

The property must meet the Repairing Standard under the above Act. This means;

- The Property is wind and water tight and reasonably fit for human habitation (taking account of the extent to which the property falls short of any building regulations, because of disrepair or sanitary defects);
- The structure and exterior of the property (including drains, gutters and external pipes) are in reasonable repair and proper working order (having regard to the property's age, character and prospective life and the locality). Where the property forms part of a premises (e.g, a flat), this criterion includes any part of the premises that you are responsible for maintaining, solely or communally, but the Repairing Standard only applies if any part of, or anything in, the premises that the tenant is entitled to use is adversely affected;
- The installations in the property for the supply of water, gas and electricity and for sanitation, are in reasonable repair and proper working order (including installations outside the property but serving it, and which you are responsible for maintaining, solely or communally);
- Any fixtures, fittings and appliances provided under the tenancy are in reasonable repair and proper working order;
- Any furnishings provided under the tenancy are capable of being used safely for the purpose for which they are designed; and
- There is satisfactory provision of smoke alarms.
- A wall mounted fire blanket must be installed within the property.
- All electrical appliances must be checked at least once every twelve months (Portable Appliance Test) & all electrical sockets & wiring must be checked at least every 5 years (Electrical Installation Condition Report) and any remedial works reported must be rectified prior to a tenancy.

It is your duty to make sure your property meets the Repairing Standard at the start of the tenancy and at all times during it. You must carry out the work within a reasonable time. At the start of a tenancy, we will provide the tenant with written information on the effect of the Repairing Standard in relation to their tenancy, including how it can be enforced through the First-Tier Housing Tribunal. We may instruct maintenance to be carried out in order that your property meets the Repairing Standard.

### Housing (Scotland) Act 2006, Section 20(1) – Smoke, Heat & CO Alarms

You will ensure that you comply with the Repairing Standard by ensuring that the property has "satisfactory provision for detecting and giving warning of fires". The Repairing Standard sets a high benchmark for smoke and fire detection, matching the standard required for new buildings and which is higher than many owner-occupiers will meet for their own homes. The revised Domestic Technical Handbook guidance states there should be at least:

- One functioning smoke alarm in the room which is frequently used by the occupants for general daytime living purposes.
- One functioning smoke alarm in every circulation space, such as hallways and landings.
- One heat alarm in every kitchen.
- All alarms should be interlinked and fitted with a backup battery.

Note that the manufacturer's recommended life span of a fire alarm is usually 5-10 years. If there is any kind of gas appliance in the property (including a boiler) then a sealed-battery powered carbon monoxide alarm is also required.

## Gas Safety (installation & use) Regulations 1998

You will ensure that all gas equipment including pipework has been maintained in safe condition and checked by a Gas Safe registered plumber at least once every twelve months when rented out. A Landlord Gas Safety Certificate must be obtained and one copy given to each of the tenants. You acknowledge that you must keep a record of certifying details of equipment together with a note of the date and of any remedial action and that this is recorded and can be made available on request to the tenant. We can arrange for a Gas Safety Inspection to be carried out and charged to your rental account. We can also arrange for the renewal of the Gas Safety Certificate up to one month prior to the expiry of the certificate and the cost will be deducted from the rental income for the property. We can not be held liable under these terms and conditions and/or to any tenant and/or you in respect of gas inspections, gas safety and/or renewal.

## Antisocial Behaviour Etc. (Scotland) Act 2004 - Landlord Registration

You will ensure that you comply with Part 8 of the Antisocial Behaviour etc. (Scotland) Act 2004 by registering as a landlord with the local authority in which their property is situated and will provide us with confirmation of your registration and relevant registration number prior to the marketing of the property.

## Health and Safety Executive's guidance notes on Legionella Control (HSG 274 Part 2)

You will ensure that you comply with The Health and Safety Executive's guidance notes on Legionella Control (HSG 274 Part 2). You understand that you should ensure that your property is risk assessed for the presence of Legionella regularly (guidance notes suggest every 2 years) and have any resulting works undertaken to ensure the safety of tenants.

## Energy Performance of Buildings Directive (Epbd)

You are legally required to provide a valid Energy Performance Certificate (EPC) to prospective tenants and this needs to be available before advertising starts. The liability for failure to comply with the legal obligations regarding the provision of an EPC rests with you and as such, we will have no liability under these terms and conditions and/or to any tenant and/or you in respect of the provision and/or renewal of Energy Performance Certificate.

## The Furniture and Furnishings (Fire)(Safety) Regulations 1988 (as amended)

You must ensure that all furniture left in the property meets the standards laid out in these Regulations.

## Housing (Scotland) Act 2006 – Houses in Multiple Occupation (HMO properties only)

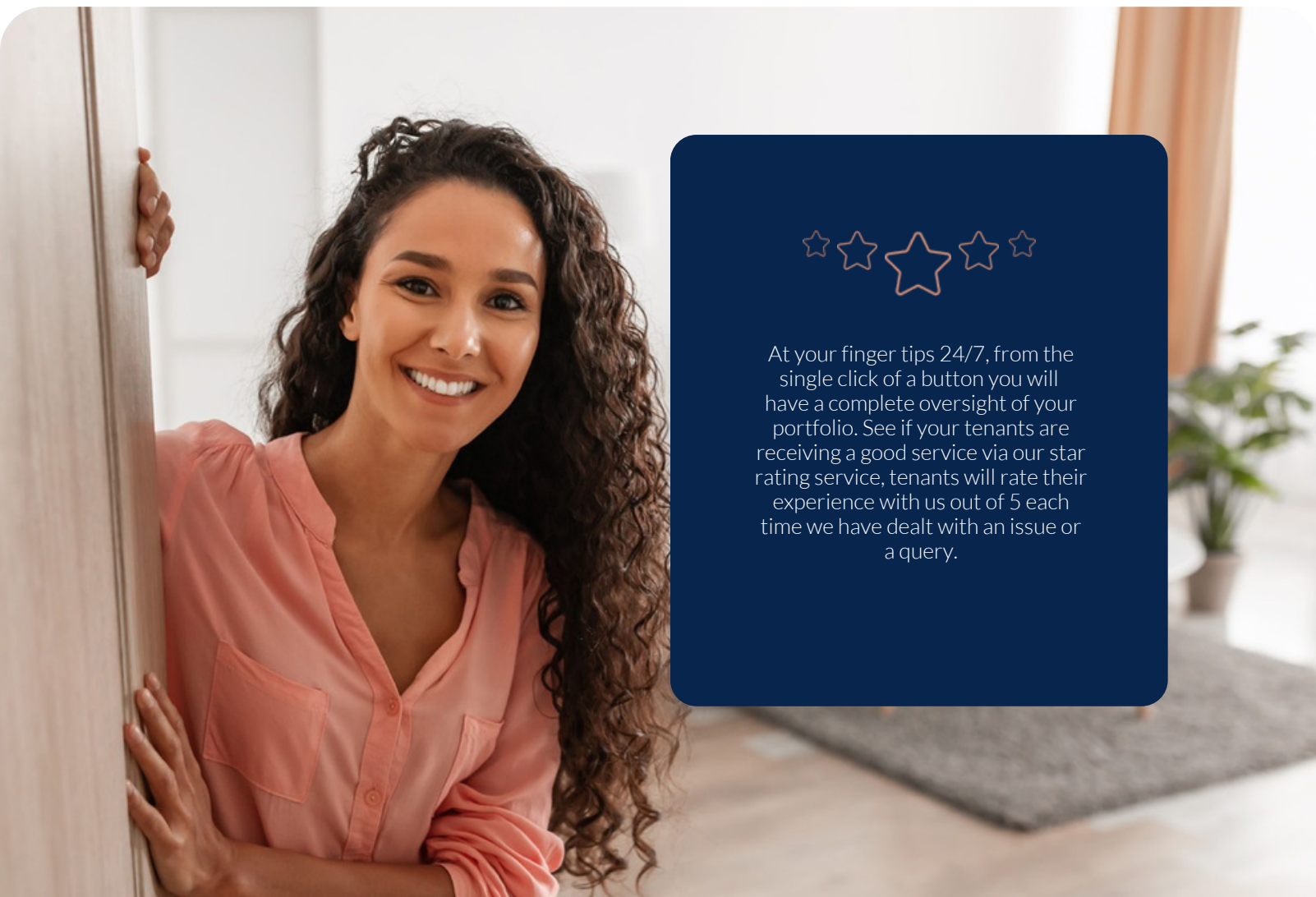
You will ensure that you comply with Licensing of Houses in Multiple Occupation (HMO) whereby any rented property, which is occupied by three or more unrelated people, must have a license from the local authority. You must provide evidence of a current HMO Licence for the property prior to the marketing of the property. We can also manage your HMO application and renewals.

# Landlord Portal

We have developed our own in house system to provide landlords an all in one platform to monitor their assets 24/7, 7 days a week.

**Here at Nuova we want to allow busy landlords to get on with their life without the stress of owning a rental property, with the Nuova system you will be able to :**

- ☐ Track all safety certificates to make sure you are always compliant.
- ☐ Track rental income, voids, and the overall performance of your portfolio.
- ☐ Secure documents library to keep copies of all important documents relating to your property.
- ☐ Have instant access to our Nuova team to deal with any queries you may have, only ever have one point of contact.
- ☐ Rental statements and a total income dashboard.
- ☐ Tenancy agreements, inventories and property visits.
- ☐ Status updates on repairs and safety requirements.
- ☐ Enjoy our in app chat function, message your dedicated property manager any time.



At your finger tips 24/7, from the single click of a button you will have a complete oversight of your portfolio. See if your tenants are receiving a good service via our star rating service, tenants will rate their experience with us out of 5 each time we have dealt with an issue or a query.



# Tenant Portal

Renting made easy with Nuova. We make it easy for tenants from when they make an enquiry to when it comes to receiving the keys. Simple and effective property management, Nuova will always make sure you are looked after.

## Smart Dashboard

Have an instant overview of your Nuova home, always be kept up to date.

## Simple Management

At the touch of a button report any issues through the Nuova App, speak directly to your dedicated property manager, all in App!

## Online payments

Tenants can make payments from any device, anywhere, they can also set up reoccurring payments to ensure they never make a late payment.

## An easy online process

From start to finish we have simplified the overall process, from first making contact to receiving the keys.

At your finger tips 24/7

From the single click of a button you will have instant access to your Nuova Home, you can report a repair, speak to a member of our team and receive real time updates!

A rental experience like never before.

# Marketing Your Property

Here at Nuova Property we have a dedicated marketing team in place to ensure that your property receives the best possible exposure. There are many ways in which we do this;



**Online advertisement**



**To Let Boards**



**Pricing**



**Photography and Videography**



**Email marketing**



**Social Media**

## Nuova Property Management & Letting

Through our 40 years of residential property experience, we have been able to understand the needs of both landlords and tenants. Tenants always prefer to know that their property is being managed by an agent rather than just a landlord, they also know that if any issues arise throughout their tenancy they will be dealt with almost instantly and will always have 24/7 support, all of this leads to an increase in tenant satisfaction which results in a longer tenancy.

## Nuova Fully Managed :

Once you are signed up with us, you will have exclusive access to your own personalised Nuova Portal, here you will be able to have an instant overview of your portfolio. Track all safety and compliance, income and expenditure. Our landlords will have their very own dedicated property manager who they can contact at any time through the portal, you can create tasks for your property manager, a dashboard to track rental income, invoices, utilisation and void periods

A secure document library that stores compliance documents and triggers automatic renewals.

# Services

## Tenant Find



As a landlord, you want reliable, trustworthy tenants who will treat your property with care and pay their rent on time. We find you the best possible tenant for your property. At Nuova Property Management & Letting we offer a Tenant Find Service to ensure we find the most suitable tenants for your property.

## Nova Fully Managed



Our most popular plan, which is easy to see why. Our Nuova team will take care of everything from a tenant checking in to checking out. You can sit back and relax, watch it all happen using your Nuova dashboard.

## HMO Management



If you are a HMO landlord, you have come to the right place. With over 35 years of HMO management experience we know a thing or two when it comes to managing HMO's. At Nuova we will manage every aspect of your property and make sure you are kept compliant every step of the way.

## Short Rental Management



If you are self-managing a short-term rental or are wanting to list your property as a short-term let for the first time, we can help! There has never been a better time to be using a professional property management service with the new regulations that have been introduced, to make sure you are always kept compliant.

## Contact Us :

Visit our website and simply fill out our enquiry form and a member of our team will give you a call!

[www.nuovapm.co.uk](http://www.nuovapm.co.uk)