EDITION / 17 OCTOBER 2026

Your landlord guide

A practical route from preparing your property to managing the tenancy.

A personal service, with clear responsibilities

Choose Tenant Find if you want help arranging the letting and intend to manage the tenancy yourself. Choose Fully Managed if you want WPG to coordinate the day-to-day management. We explain the scope, fees and property requirements before you instruct us.

This guide relates to ordinary private assured lettings in England and summarises our terms, edition 09 October 2026. It is not a tenancy agreement or an exhaustive legal checklist. Read it with the completed instruction form and terms. Check the position separately for excluded or specialist tenancies.

1. Agree the right rent and service

We appraise the property, review comparable homes and discuss presentation, timing, contents and likely demand. Advertisements must state an asking rent; we cannot invite or accept bids above it. Applications are assessed individually and fairly. Children or benefit income cannot be blanket reasons to exclude an applicant.

Agree the service and VAT-inclusive charges before marketing. Supplier costs are separate from our arrangement fees. Watson Property Group Ltd is your agent; Propertymark provides client money protection. See the agent and customer information page for contacts and redress.

2. Prepare the property

Obtain any mortgage, freeholder and insurance consents and check local selective, additional and HMO licensing. Confirm permitted occupancy and any building restrictions. Tell us about known defects, planned work, parking, meter access and service contracts.

Aim for a clean, well-maintained home with neutral decoration and safe furnishings. Remove unwanted personal items, record exactly what remains and complete outstanding work before occupation. A professional clean can be arranged if you wish; it is not a tenant fee or an automatic legal requirement.

Arrange enough working keys and fobs for occupiers and the agreed management set. Give us parking permits, appliance instructions and emergency information. Advertising photographs must show the property accurately, with any alterations or virtual staging disclosed.

Compare the services

Service	Tenant Find	Fully Managed
Appraisal, floorplan, marketing and viewings	Included	Included
Referencing and initial Right to Rent	Included	Included
Tenancy paperwork, lawful initial rent/deposit collection and agreed check-in	Included	Included
Follow-up Right to Rent checks	Landlord after handover	WPG while appointed
Deposit protection and prescribed information	Landlord, unless WPG separately appointed	WPG; scheme route agreed
Video inventory and checkout	Optional extra	Included
Ongoing rent processing and arrears follow-up	Landlord	Included
Tenant contact and repair coordination	Landlord	Included
Quarterly routine inspections, subject to access	Optional extra	Included
Safety-renewal coordination	Landlord, or separately instructed	Included; arrangement and supplier fees apply
Deposit negotiation / scheme support	Landlord	Included; court representation excluded

What management does not guarantee

We take reasonable care in our work, but cannot guarantee that a tenant will pay, that access will be available, or that a court or scheme will decide in your favour. Contractor costs, structural surveys, litigation, insurance, tax advice and vacant-property checks are outside the routine service unless separately agreed.

Transparent landlord fees

Landlord charge	Excl. VAT	Incl. VAT (20%)
Tenant-find only	50% of one month's rent; minimum £500	60% of one month's rent; minimum £600
Fully managed setup / tenant-find	£400	£480
Monthly management	10% of rent received	12% of rent received

Example at £1,000 pcm: Tenant Find £600 including VAT. Fully Managed setup £480 including VAT plus management of £120 including VAT for each £1,000 of rent received. Any different agreed core fees must be recorded on your instruction form.

Optional landlord service	Excl. VAT	Incl. VAT
Video inventory - tenant-find only	£100	£120
Refresh existing inventory, if instructed	£50	£60
Inspection - tenant-find only / separately agreed extra visit	£50 per visit	£60 per visit
Checkout - tenant-find only	£100	£120
Arrange EPC / gas safety / EICR / alarm check / pre-tenancy clean	£20 each	£24 each
Arrange additional keys	£5	£6
Deposit protection administration - tenant-find only, if agreed	£50	£60

Optional charges are payable only when agreed or authorised under the terms. Arrangement fees do not include supplier costs. Routine quarterly inspections, inventory and checkout are included in management. Additional work, re-letting and rent-review administration require a separate quote before instruction. There is no automatic periodic-tenancy renewal fee.

Tenant payments

Our landlord fees are not charged to tenants. Tenant-requested variations are capped at £50 including VAT unless greater reasonable costs are evidenced. Routine tenant admin, referencing, inventory, renewal and checkout charges are prohibited. No mandatory cleaning contract, paid guarantor product or pet insurance is required.

The safety essentials

Check each property before occupation and maintain compliance throughout the tenancy. These are the principal requirements, with exceptions and additional rules depending on the property.

Gas and electrical safety

Gas appliances and relevant flues normally need an annual Gas Safe check and ongoing safe maintenance. Give new tenants the gas safety record before occupation and existing tenants a copy within 28 days of the check. Retain the required records.

Electrical installations need a qualified inspection at least every five years, or sooner if the report requires. Give new tenants the EICR before occupation and existing tenants a copy within 28 days. Complete remedial or further investigative work within 28 days or the shorter period stated, then provide the required completion evidence. Supplied appliances must be safe; annual PAT is not a universal legal rule for ordinary private lets.

Alarms, energy and furnishings

Fit at least one smoke alarm on every storey containing living accommodation. Fit a carbon monoxide alarm in every living-accommodation room containing a fixed combustion appliance, except gas cookers. Test required alarms on the first day of a new tenancy and record the results. Repair or replace reported faulty alarms when confirmed faulty.

Obtain the required EPC, show the rating in advertising and supply it to applicants and the tenant as required. EPCs normally last 10 years. Where minimum energy efficiency rules apply, meet at least band E or have a valid registered exemption; do not treat a proposed future standard as already in force.

Supplied furniture and soft furnishings must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended. Check applicable permanent labels and condition. Keep escape routes clear and meet any additional HMO and building fire-safety requirements.

A safe and habitable home

Keep the structure, exterior, installations, heating and hot water in repair and the property fit for human habitation. Assess damp, mould, leaks and other hazards promptly. Assess and control legionella risk; a routine domestic property does not automatically need annual laboratory testing or a “legionella certificate”. Communal systems may need coordination with the building manager.

Check current local licensing with the council before letting. National database, landlord ombudsman, Decent Homes and Awaab’s Law reforms have separate commencement arrangements; monitor the duties applying to the property rather than assuming all reforms are already live.

From application to move-in

3. Check the application

We reference applicants, perform initial Right to Rent checks on all adult occupiers requiring them, and send the relevant outcome for your approval. A holding deposit is limited to one week's rent per tenancy. The usual deadline for agreement is 15 calendar days unless changed in writing. We follow the statutory refund and permitted-retention rules; failed affordability checks do not automatically justify retention.

4. Agree and sign, then collect lawful rent

For ordinary assured lettings, the tenancy is periodic with no fixed end date. We provide the required written tenancy information before the tenancy is agreed. You approve the applicant and terms, and we sign for you only with express authority.

Both sides must sign before rent is requested, encouraged or accepted. For a normal monthly letting, no more than one month's rent can be required before it starts. We do not demand six months upfront. A tenancy deposit can be taken before signing, but the protection deadline starts immediately on first receipt.

5. Protect the deposit and record condition

The usual cap is five weeks' rent if annual rent is below £50,000, or six weeks where it is £50,000 or more within the legislation's scope. Protection and full prescribed information are due within 30 calendar days of first receipt by landlord or agent. Transferring the money does not restart that deadline.

For Fully Managed, WPG handles protection and prescribed information in the agreed approved scheme and route. For Tenant Find you handle both unless WPG is separately appointed to do so. Keep the certificate and service evidence. Our inventory records condition; supplement video with written notes and photos where needed and allow the tenant to flag corrections.

6. Check in and hand over

Confirm the home is safe, the required alarm tests have been completed, repairs and promised items are ready and all required documents have been supplied. Record meter readings where accessible and confirm utilities, parking, keys and who to contact.

The first net rent is normally remitted within 7-10 working days of check-in and clearance. Recurring management remittance timing is agreed on the form. For Tenant Find we hand you the tenancy records, deposit deadline and any future Right to Rent check dates. If you are taking over an older tenancy, verify that the official 2026 information sheet was delivered to every named tenant where required; the general deadline was 31 May 2026.

During the tenancy

Repairs, inspections and tenant contact

With Fully Managed, we coordinate repairs and quarterly routine inspections, subject to access. You set an inclusive spending limit. Work above it needs approval unless proportionate emergency action is justified under the terms. You normally pay contractors directly.

Routine access is arranged at reasonable times, with at least 24 hours' written notice where required. Notice and retained keys do not authorise forced entry. If access is refused we document attempts and pursue lawful resolution. Tenants remain entitled to quiet enjoyment.

Consider pet requests individually and reply in writing within the statutory period, normally 28 days, with valid reasons for refusal. Any permitted extension for additional information or superior-landlord consent must follow the law. Tenant selection and Right to Rent checks must remain fair and non-discriminatory.

Rent reviews and the end of a tenancy

Assured periodic rent increases normally cannot take effect in the first 12 months of a new tenancy or more than once a year. Use Section 13 and the current Form 4A with at least two months' notice, even if an increase has been discussed with the tenant. Tenants can challenge above-market increases.

Tenants normally give at least two months' written notice ending on a rent-due day or the day before. A shorter notice or surrender can be agreed in writing. Moving out alone does not end liability. A landlord must use an applicable Section 8 ground, its notice period and the correct process; new Section 21 notices are not available. If necessary, obtain a court order and lawful enforcement.

At checkout, compare evidence with the start condition, allow for fair wear and tear and propose only evidenced, lawful deductions. Return agreed deposit amounts within the scheme and statutory requirements, normally 10 days once agreed. Disputed sums remain protected while resolved.

Tax, insurance and cancellation

Maintain suitable landlord insurance and obtain tax advice for your circumstances. Self Assessment registration, where required, is normally due by 5 October after the relevant tax year; there is no universal "six months after letting" rule. Tell us if your usual place of abode is overseas so the Non-resident Landlords Scheme can be addressed. Council tax liability follows the applicable rules, not a blanket student-let assumption.

Consumer distance or off-premises agency contracts normally carry a 14-day cancellation right. Early work needs an express request and does not automatically waive that right. The instruction form contains the choice and model cancellation form. Either party may end ongoing management on two months' written notice under the terms; ending management does not end the tenancy.

Your agent & customer information

Your agent

Watson Property Group Ltd trading as WPG Sales & Lettings. Registered in England and Wales, company number 09641317.
Registered office and service address: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.
info@wpg-properties.co.uk | 0191 486 2414
www.wpg-properties.co.uk

Client money and redress

Client money protection: **Propertymark**. Our current certificate is available free of charge and must be displayed on our website and in public-facing offices as required. Client money protection is separate from tenancy deposit protection.

Independent agent redress: **Property Redress Scheme (Property Redress)**. Scheme information and complaints access: www.propertyredress.co.uk/consumers.

Complaints and notices

Write to the Managing Director at info@wpg-properties.co.uk or the service address above. We acknowledge complaints within three working days and aim to give a substantive response within 15 working days. We explain delays and the independent escalation route.

Follow our internal procedure and allow up to eight weeks for resolution. Property Redress decides admissibility under its current rules; contact it promptly, normally within 12 months of the last communication about the complaint. Its service is free to consumers. This does not restrict your legal rights.

Personal information

Our separate privacy notice explains purposes, lawful bases, recipients, retention and your rights. We supply it when collecting personal information. Optional marketing consent is separate from service communications. Request a copy using the contact above.

WPG SALES & LETTINGS

COMPANY & CERTIFICATE INFORMATION | 17 OCTOBER 2026

Company and protection information

Watson Property Group Ltd, trading as **WPG Sales & Lettings**.
Registered in England and Wales. Company registration number: **09641317**.
Registered office: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.

Property Redress

Membership reference: **PRS051066**.
Certificate name: Watson Property Group.
Membership period shown: **21 March 2026 to 20 March 2027**.

Client Money Protection - Propertymark

Certificate reference: **C0140130**.
Certificate names Watson Property Group Ltd, trading as WPG Lettings.
Valid until: **31 October 2026**.
C0140130 is the Propertymark reference; the Companies House number is 09641317.

Tenancy deposit protection - mydeposits

The supplied membership certificate names Watson Property Group T/A WPG Lettings and states **"Ongoing Custodial Scheme"**. It shows no membership reference or fixed expiry date. This certificate relates to custodial membership only; it does not evidence insured-scheme membership or protection of an individual tenancy deposit.

Certificate access and tenancy-specific records

A copy of our current Client Money Protection certificate is available free of charge on request. The certificate must also be displayed on our website. Deposit protection details for an individual tenancy are provided separately in its scheme confirmation and prescribed information.

The dates and names above are transcribed from the supplied certificates. Check current scheme status and renewed certificates where relevant; this page does not extend any certificate's validity.