



ethical lettings

Social lettings: a better way to let your property



Better for landlords

At Ethical Lettings we offer peace of mind to private landlords with our high-quality, dedicated property management service – and it's free! We have offices in Surrey and London and manage properties across south east England. Our team are experienced, highly skilled and passionate about their work.

Our social lettings approach means we can offer a unique property management service that gives landlords much-needed peace of mind:

- **Guaranteed rent** – you can be confident rent will be paid throughout the tenancy
- **No fees** – no set-up, one-off or regular fees to pay
- **Protection against risks** – our deposit bond scheme gives landlords security
- **Tenants** – we find and check tenants and support them throughout their tenancy.

We're a social lettings agency, which means we're not driven by profit like high street agents. Instead our mission is to provide safe, warm, affordable homes for as many people as we can. To do that we work in partnership with local authorities – they pay us, we pay landlords and together we provide great homes for tenants.

If you're wondering, "Where's the catch?" There isn't one

Local authorities pay us, we pay landlords and together we provide great homes to tenants.

We're a community interest company and any profit we make goes directly towards improving our services and the quality of life of our tenants. We hold ourselves to a very high ethical standard in every aspect of our work and pride ourselves on being friendly, straightforward and honest.

“ Estate agents charge the earth but give no support for us as landlords or to our tenants. Ethical Lettings are different. My tenant feels secure in their home and knows they're renting through an agent they can trust – not some greedy company. They're friendly, helpful and so on the ball that I hardly ever need to get involved. Move to Ethical Lettings, you won't regret it. L. Starkey, landlord



No delays, no missed payments

If you let with us, we guarantee that we will pay the rent every month for the entire term of the tenancy agreement whether or not the tenant pays us. This gives landlords exceptional security as their income is consistently paid by BACS each month in arrears.

We've been delivering this business model since 2012. During that time we've paid more than £2 million in guaranteed rent each year, not once missing a payment.

No need to chase arrears

If tenants do struggle financially, say because their income fluctuates or Universal Credit payments are delayed, our landlords continue to be paid and we deal with the matter on their behalf.

As a social lettings agency, this means that the team actively support the tenant with debt counselling and practical assistance with benefits issues to help them resolve the problem and maintain their tenancy.

No fees

We don't charge a fee to guarantee rent payments – we don't add costly rent insurance to your bills – and we don't charge set-up or ongoing management fees.

We understand that landlords take a risk when they let a property and they have justifiable concerns. Our team manage these risks and save landlords time and stress.

Confidence in your tenants

Prior to placing a tenant, we carry out interviews and extensive background checks, including vital Right to Rent checks. In the first few weeks of a tenancy we carry out a “settling in” visit and then we visit the property every three to four months to carry out inspections.

We aim to provide long-term, sustainable accommodation and our average tenancy length is over two years.

Confidence in your property

A full, photographic inventory of properties is made when the tenant checks in and when they check out.

Our deposit bond scheme means you can expect a fair resolution in the event of any damage to the property.

Repairs and maintenance issues will inevitably arise and the way these are managed is up to you. Leave it all to us and we'll manage the entire process using our own team of trusted contractors at no extra cost. Or, if you prefer, you can use your own tradespeople.

Confidence you are legally compliant

We will support you to meet all legal requirements.



Better for tenants

High street lettings agents haven't adapted to the needs of a large category of tenants. By charging high upfront costs – large cash deposits, rent in advance, and referencing fees – they make it impractical for self-employed people and those on lower incomes to get a tenancy.

Our social lettings approach means we can remove these obstacles for tenants, giving landlords access to this substantial, growing market.

Most of our tenants are in work but have low to medium incomes, or their self-employed income doesn't reference well on the high street. Many receive a Universal Credit top-up.

Our aim is to ensure that our tenants have long-term sustainable tenancies where they can improve their health, well-being, quality of life and financial stability. Our tenancy support team play a crucial role monitoring our tenants and helping them to thrive in their tenancy. The team offer tailored support for each tenant, including help to access work and training and with budgeting and essential life skills.

**“ I have nothing but positive things to say about the team at Ethical Lettings.
P. Fleming, tenant**

Meet our tenants

Our current tenants are working as carers, hairdressers, cabin crew, postal workers, retail assistants, bar staff and landscapers, to name just a few occupations.

Interested?

If you have a property in the south east of England and you'd like to hear more, just give us a call or drop us a line.

Get a free rental valuation

We can arrange a rental valuation for you:

- It's free of charge
- There's no obligation
- And no irritating hard sell.

A rental valuation will give you an opportunity to meet our friendly, helpful and informative team and find out how much guaranteed rent you could expect.

What we will need from you

All properties must comply with relevant legislation – we can support you with this – and you'll need to present the following documents:

- ☐ Current Gas Safety Certificate
- ☐ Energy Performance Certificate
- ☐ Electrical Installation Condition Report.

If the property was recently converted, we will need to see the following:

- ☐ Planning permission
- ☐ Building regulations sign off.

The standard of your property needs to be generally good with white goods provided. Before agreeing terms with you, we'll visit the property to assess it and our property managers will let you know if repairs are needed to meet our standard. They can also suggest improvements to help you market the property to tenants.

The lease agreement

We will draft a commercial lease agreement free of charge which you can amend, for instance, to include freeholder clauses, if necessary. The minimum term is 12 months and we can discuss longer timescales, if you prefer.

We will provide a separate assured shorthold tenancy agreement for the tenant.

“ We have rented our properties with Ethical for many years now and have always been impressed with the team. They work hard, keep us informed, deal with any tenants issues as they arise – and the rent guarantee provides great security.

D. Tredget, landlord



London office: 020 7129 8122
Surrey office: 01483 429157
Email: info@ethical-lettings.com
Text: 07803 485185
WhatsApp: 07803 485185

Unit A-J Austen House,
Station View,
Guildford,
Surrey GU1 4AR