

CARVERS

SALES & LETTINGS



A Landlords Guide to Switching Letting Agents



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If you have any questions about lettings, rental investments, or property management, please contact us on 01325 341455

Hello and welcome.

Letting a property is a significant responsibility, requiring a clear understanding of legislation, market conditions, and effective risk management. At Carvers, we provide a structured, professional service designed to give landlords confidence and clarity at every stage of the letting process.

We take a disciplined approach to tenant selection, supported by robust referencing and affordability checks, to ensure tenants are suitable, reliable, and capable of meeting their obligations. Our priority is to protect our clients' assets while maintaining stable, long-term tenancies.

The lettings team is led by James Carver, an experienced landlord and property investor, qualified in Residential Lettings & Property Management. His practical market insight, combined with formal industry qualifications, underpins our professional standards and decision-making.

Supported by a dedicated team, we place strong emphasis on compliance, proactive property management, and clear communication. We actively keep landlords informed of relevant regulatory changes and provide regular in-person landlord events and free educational resources, helping clients stay informed, compliant, and better protected. Our aim is to safeguard landlords' interests while delivering a consistent, high-quality service throughout the lifecycle of the tenancy.

We hope you find this guide helpful and informative. If you have any questions about the process of switching agents or anything rental property-related, please don't hesitate to contact me or a member of our team. We're here to help make your life easier and your rental investments as successful as possible. Thanks for your time,

Kind regards,

James Carver MNEA ARLA
Director
Carvers



Top Tip:

If, when switching agencies, you have to pay an exit fee, make sure it's paid once you've agreed to it. Non-payment can see your outgoing agent hold onto paperwork or slow down the process.

*Disclaimer: The information in this guide does not constitute legal or financial advice.

Why landlords switch letting agencies

Changing your letting agency can be a big decision to make.

The good news is that it isn't as complicated or time-consuming a move as you may think it is. For example, switching banks or utility companies is a much bigger, stress-inducing task. There are many reasons why landlords decide to change letting agents.

These include:



Poor communication

The landlord feels that the letting agent isn't keeping them updated on things that affect their property.



Late rental payments

Landlords get frustrated when rent is paid late from their agency, especially when a tenant has paid on time.



Compliance errors

Falling foul of the myriad of rules and regulations around rental property is the cause of many landlord and letting agents' relationship breakdowns.



Cheaper fees

This reason needs careful consideration. When an agency offers cut-price letting fees, the standard of service a landlord receives usually suffers. So, proceed with caution if this is one of the main reasons you are thinking of switching.



Poor quality inspections

Inventories and inspections are tasks where landlords often feel their letting agents fall short. Usually, this is due to a lack of detail and care. Even worse is when properties are not inspected at all. Detailed inspections consistently carried out protect landlords and help them budget for the future.



Maintenance issues

An excellent letting agent has a network of trusted contractors to complete repairs and maintenance when required. Many landlords decide to switch agencies due to problems with the quality, calibre, and cost of tradespeople being recommended to them.



Top Tip:

Look at the reasons above – if you can relate to at least three of them, it may be time to consider looking for another agent. We are here to discuss and help you with any matters that are causing you concern.

Simply Switch to Carvers

You may have decided the time is right to switch letting agencies.

If your property is currently managed by another agent, changing does not need to be complicated or disruptive.

Carvers has extensive experience managing agent-to-agent transfers and will oversee the entire process on your behalf, ensuring continuity for both you and your tenant.

We manage the transition professionally and efficiently, handling documentation, communication, and compliance so that your tenancy continues without interruption. There is no requirement to serve notice on your tenant, and rent collection and management responsibilities are transferred seamlessly.

We believe that effective, proactive management is fundamental to protecting rental income and maintaining asset value. Increasingly, tenants – particularly professional and corporate tenants – actively seek out well-managed properties, valuing reliability, responsiveness, and clear accountability.

How the switching process works:

- You provide notice to terminate your agreement with your existing managing agent (this does not affect your tenant's tenancy).
- We liaise directly with the outgoing agent to obtain all required documentation and compliance records.
- An initial inspection is carried out, we introduce ourselves to your tenant, and rent payment arrangements are transferred.
- Ongoing management continues under Carvers' care.

There is no cost to switch, and disruption to your tenant is kept to an absolute minimum.

Contact the team on 01325 341455 to find out more about Simply Switch to Carvers.

Fully Managed Service

Our Comprehensive Property Management Service to Give You Total Peace of Mind

Marketing to our database of prospective tenants : We will contact tenants already on our database initially, launching to Rightmove if required

Pre Viewing Checks : Potential viewers answer a set of questions to ensure they meet the criteria and affordability for your property

Accompanied viewings :A member of our team will conduct viewings and we will follow these up and relay feedback to you

Fully comprehensive referencing : Referencing can identify if someone has been in rent arrears previously, have bad credit etc. (You will be given each individuals circumstances before getting to the referencing stage and kept fully updated)

Full detailed inventory : Essential for check-ins & check-outs and used as evidence in the event of deductions to be made from deposit at the end of the tenancy

Deposit Registration with Deposit Protection Service Custodial : Prescribed information will be completed and signed by the tenant, and the deposit will be registered within the specified time frame

Tenancy Agreement : We will provide a fully compliant & signed tenancy agreement, essential if any notices are required to be served

Utilities updated : We will inform all utilities of a new tenancy and deal with bills from the void period on your behalf.

All legal documents supplied to tenant : Full legal documents supplied to tenant before the tenancy inc gas safety certificates and electrical reports

6 monthly inspections : We will visit the property to ensure the tenant is maintaining your property like their own and keeping it in a good condition, reporting back to you to keep you updated

Monthly rent collection : Collect the monthly rent going forward and inform you immediately if the rent is late. (There is also an option for you to purchase rent guarantee if you wish to (at an extra cost)

Certificate Renewals: Arrange any necessary certificate renewals e.g. gas safety & electrical

Repairs & maintenance management : Your tenant will have access to our repair reporting portal where they can report any issues for repair or maintenance. We would obtain quotes and obtain authorisation from you before asking a contractor to attend

Check In & Check Out : We would check the tenants in, discuss the inventory with them and take meter readings. Upon check out we will refer back to the original inventory (and any subsequent reports) take meter readings, and report back to you.

Renewal of tenancies : Carry out Renewals when the tenancy is due to expire.

Let Only

Our introduction only service to find your next tenant

Marketing to our database of prospective tenants :

We will contact tenants already on our database initially, launching to Rightmove if required

Accompanied viewings :

A member of our team will conduct viewings and we will follow these up and relay feedback to you

Fully comprehensive referencing :

Referencing can identify if someone has been in rent arrears previously, have bad credit etc. (You will be given each individuals circumstances before getting to the referencing stage and kept fully updated)

Tenancy Agreement :

We will provide a fully compliant & signed tenancy agreement, essential if any notices are required to be served

All legal documents supplied to tenant :

Full legal documents supplied to tenant before the tenancy inc gas safety certificates and electrical reports

Full detailed inventory* (if the inventory package is selected) :

Essential for check-ins & check-outs and used as evidence in the event of deductions to be made from deposit at the end of the tenancy

Deposit Registration with Deposit Protection Service Custodial :

Prescribed information will be completed and signed by the tenant, and the deposit will be registered within the specified time frame

Landlord FAQ's

Can I switch to Carvers if my property is already let?

Yes. You can change managing agent without affecting your tenant or tenancy. We regularly manage agent-to-agent transfers and handle the process on your behalf, including liaising with the outgoing agent, obtaining documentation, and introducing ourselves to the tenant. There is no cost to switch and minimal disruption.

Do you reference prospective tenants?

Yes. Tenant selection is a critical stage in achieving a successful and sustainable tenancy. All applicants undergo comprehensive referencing, including identity checks, right-to-rent verification, credit and affordability assessments, and referencing where appropriate. This allows us to make informed recommendations and reduce risk for landlords.

How often will my property be inspected?

Regular inspections form an important part of effective property management. Under our Fully Managed service, inspections are carried out periodically throughout the tenancy to assess condition, compliance, and tenant care of the property. Inspection frequency can be tailored where required, with additional inspections available if requested.

What happens if a tenant does not pay rent?

Rent arrears present a clear financial risk for landlords. At Carvers, this risk is mitigated through thorough tenant referencing and affordability assessments prior to the start of a tenancy. Where arrears do arise, our managed service includes prompt follow-up, clear communication, and action taken in line with current legislation. Where necessary, we will guide landlords through the appropriate next steps and access specialist support.

Who holds the tenant's deposit?

All tenancy deposits are protected in a government-approved Tenancy Deposit Protection (TDP) scheme, in line with legal requirements. This ensures the tenant's funds are safeguarded and provides a structured dispute resolution process if required. We manage deposit registration and prescribed information on behalf of landlords as part of our service.

What safety checks and certificates are required before letting?

Landlords are legally responsible for ensuring that all required safety and compliance documentation is in place before a tenancy begins and throughout its duration. This includes a valid Gas Safety Certificate (where applicable), an Energy Performance Certificate (EPC), and a current Electrical Installation Condition Report (EICR). Any remedial works identified must be completed within the prescribed timescales, and copies of the report must be provided to tenants and retained for compliance purposes.

At Carvers, we proactively manage compliance, ensuring certificates are obtained, renewed on time, and issued correctly in line with current legislation.

Which service is right for me: Fully Managed or Let Only?

The Fully Managed service is suitable for the majority of landlords, particularly those who do not manage property full time or who want reassurance that compliance, maintenance, and legislation are being professionally overseen.

Our Let Only service is intended for experienced, full-time landlords who have the systems, knowledge, and availability to manage properties independently and remain up to date with regulatory change.

We are happy to discuss your circumstances and advise on the most appropriate service level.

Your Checklist For Switching Letting Agents

When you have decided you want to switch to Carvers, this will make the process easier.

- ✓ Check your existing contract's length and termination clauses.
- ✓ Ensure you are crystal clear about any notice periods and/or early exit fees.
- ✓ Give your current letting agent formal notice, notifying them of your intentions.
- ✓ Ensure you get confirmation this notice has been received and that dates have been agreed upon.
- ✓ Let your tenant know of your decision and reassure them that it does not adversely affect them.
- ✓ Make sure you have all the paperwork regarding guarantees, certificates, and warranties linked to the property.
- ✓ Agree on a date with your new letting agency as to when they will be taking over the property's management.
- ✓ On the handover date, collect keys, documents, and anything else related to the property from the outgoing agency.
- ✓ Finally, get written confirmation from the outgoing agent that no monies are owed, and everything that needs to be completed by them (and you) has been done.

Handled correctly, the process is smooth, and can significantly improve your property's performance and tenant satisfaction. We're always happy to meet prospective new landlords face to face, contact our team to discuss your requirements.

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