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SALES | LETTINGS | VALUATIONS

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Client Brochure 2025

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# We are Q Estate Agents

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For 20 years Q Estate Agents have been setting the benchmark for modern estate agency in Brighton & Hove. A combination of unrivalled marketing, strong presentation, modern technology and sound professional knowledge.

# About



## OUR HISTORY

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Q Estate Agents was established in 2004 by Jim Quintana. Having worked for one of Brighton & Hove's largest letting agents he saw an opportunity for a more personal, hands-on approach.

As the lettings business grew the inevitable next step was to open a sales department and in 2013 James Beale joined the company to launch this new venture. James came to Q with many years experience of estate agency in Brighton and Hove having worked for a number of well-respected companies.

In 2017 Q secured a place in the exclusive Best Estate Agents guide and have since maintained this position in the top 10% of estate agents in the UK.

In 2024 Q Estate Agents celebrated 20 years of successfully selling and letting homes in Brighton & Hove.

As we look to the future we hope that you will be a part of it.





# OUR AWARD-WINNING SERVICE

WE APPLY OUR AWARD-WINNING MARKETING  
PACKAGE TO EVERY HOME WE LET

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Below are the elements of a typical package we provide. However, our service is bespoke, so we will sit down with you and discuss any other marketing techniques that will help you reach the widest audience and benefit your particular let. We always welcome feedback and if there is anything you feel we could add to our service we will go away and research that for you. Our success is dependent on working with you to ensure your investment is successful.



## BEAUTIFUL PHOTOS OF EVERY HOME



First impressions count. Here at Q we use the best photographers to ensure the photos of your home are absolutely the best.

Not only is professional photography included in our fee, but we will also guide you in how to present your home for the rental market and ensure every detail makes it as desirable as possible.

## 360° VIRTUAL REALITY TOURS

We provide high definition 360° virtual walkthrough tours that can be viewed by any customer, anytime, anywhere!

Q are the first and only estate agent in Brighton to provide this state of the art technology for free, for every home..



## DETAILED FLOOR PLANS

Our floor plans always include dimensions for each room and every floor. While most tenants will say that a floorplan helps with their decision making, most agents don't provide these handy tools.

What's more, we provide floor plans, for free, for every property we market.



## QUALIFIED PROFESSIONAL CARE



Our team of experienced negotiators are professionally trained to ensure you have the best people looking after your investment, every step of the way.

# Introducing...



Ben Lowe MARLA  
Manager

*ben@qestateagents.co.uk*

Ben is our Manager, having been promoted to the role in 2023. Since joining Q in 2019, Ben's unwavering positivity has been a huge asset. His professionalism and legislative knowledge ensure he is the perfect person to advise our clients on their residential investments.

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Amy Parry  
Senior Negotiator

*amy@qestateagents.co.uk*

Amy joined Q after moving back to Brighton from Reading in 2022. Arriving as an experienced property manager, Amy has moved to our front of house team and recently been promoted to senior negotiator.

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Olivia Clark  
Negotiator

*olivia@qestateagents.co.uk*

Olivia joined Q in 2024 and has quickly established herself as a valued member of the team. Coming from a background in social media and marketing she has all the skills to showcase our portfolio of properties.





# Dedicated property manager

If you have chosen a managed service with Q Estate Agents you will be allocated a dedicated Property Manager to look after your property throughout your tenancy. Our Property Managers will carry out regular inspections of your investment, manage any maintenance and ensure rents are being paid promptly. On top of this they will provide regular updates on your property.

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Matt Ashworth  
Property Manager  
*[matt@qestateagents.co.uk](mailto:matt@qestateagents.co.uk)*

Matt joined Q in 2023 and brings a wealth of experience to the role. Having started his career as a heating engineer, before becoming a property manager at one of the city's largest letting agents, he is certainly well-equipped to look after the maintenance at our portfolio of residential homes.



Jo McKinnon  
Property Manager  
*[jo@qestateagents.co.uk](mailto:jo@qestateagents.co.uk)*

Jo moved to Brighton from Aberdeen in 2024 to join our busy property management department. Jo is Scottish ARLA qualified and brings with her five years of experience within a busy firm. Now calling Brighton home, Jo's organisational skills and friendly demeanour has made her a hit with landlords and tenants alike.





# Our services

## Premium Managed 4

13.5% +vat

*This service includes all the benefits of Full Management, but with the added peace of mind of Rent Insurance purchased on your behalf.*

## Full Management 3

11% + vat

*This service entrusts all levels of management to Q Estate Agents. It is a service suited to landlords who do not have spare time to oversee a tenancy at their property. Relax in the knowledge that we will take all the hard-work out of managing your property.*

## Rent Collection 2

7% + vat

*A service for landlords who do not wish to be involved in the monthly process of rent collection, but are able to deal with any tenants issues and maintenance problems. We will deal with any late rents and provide rent statements alongside each rent payment.*

## Tenant Introduction 1

2.5 weeks rent + vat (min £850.00 + vat)

*This service is ideal for those landlords who are able to deal with all matters that may arise during a tenancy. We will find suitable tenants for your property, supply all legal paperwork and oversee the move in. Setting you on your way with confidence.*

## What's included?

	1	2	3	4
Free Professional Photography and Floor Plans.	✓	✓	✓	✓
Free Virtual Property Tour.				✓
Supply and erect a TO LET board.	✓	✓	✓	✓
Prepare online marketing, particulars and advertising across Rightmove, Zoopla and On The Market.	✓	✓	✓	✓
Arrange and accompany all viewings by appointment and secure suitable tenants.	✓	✓	✓	✓
Ensure tenants sign reservation agreement and put down a holding payment.	✓	✓	✓	✓
Out of house professional referencing (inc. credit check and Right to Rent checks).	✓	✓	✓	✓
Preparation of our Assured Shorthold Tenancy Agreement to be e-signed by both parties.	✓	✓	✓	✓
Collect the damage deposit and first month's rent and transfer it to your chosen account.	✓	✓	✓	✓
Provide your contact details to new tenants and all tenancy paperwork to both you and tenant.	✓	✓		
Provide tenants with all paperwork as required by law to accompany any new agreement, so as not to invalidate any future section 8 notice	✓	✓	✓	✓
Read utility meters just before move in and change over names on utilities (carried out with the instruction of an inventory).	✓	✓	✓	✓
Carry out alarms check prior to move in.	✓	✓	✓	✓
Collect rent and transfer to the landlord, providing a monthly rental statement by e-mail.		✓	✓	✓
Chase any unpaid monies owed to the landlord and serve legal notices on you tenants.		✓	✓	✓
Hold deposit as stakeholders in conjunction the 'Tenancy Deposit Scheme'.		✓	✓	✓
Supply Emergency Maintenance Contacts			✓	✓
Arrange maintenance and quotes if required.			✓	✓
Regular inspections of your property.			✓	✓
Set up all tenants on our maintenance reporting app.			✓	✓
Inform on legislation changes and advise on maximising your investment.		✓	✓	✓
Inform on legislation changes and advise on maximising your investment.		✓	✓	✓

# The extras

We have compiled a comprehensive list of services we offer, that are essential prior to the start of and during a tenancy. This helps save time and hassle for our landlords.

Professional Photography	Free
Floor Plans	Free
Virtual Tour	Free*
Energy Performance Certificate	£100.00
Gas Safety (plus £12 fee)	£60.00
Electrical Safety Report (EICR)	£120.00
PAT Test	£52.00 min
Legionella Risk Assessment	£48.00
Staff visits to property (additional to standard service)	£48.00
Additional work through sale of property through another agent	£48.00ph
Management of improvement works to property (charged on invoices over £500)	10% of cost of works
Licensing application (HMO and selective)	£180.00

*\*Virtual Tours provided where the property is suitably presented and the tour will benefit the listing*

## Inventory and schedule of conditions:

	Unfurnished	Furnished
1 bedroom	£80.00	£105.00
2 bedroom	£90.00	£120.00
3 bedroom	£105.00	£135.00

(£15.00 will be added for every additional room)

## Check out of property inc. report:

	Unfurnished	Furnished
1 bedroom	£95.00	£125.00
2 bedroom	£110.0	£135.00
3 bedroom	£125.00	£150.00

(£25.00 will be added for every additional room)

## Premium, Full Management and Rent Collection services only

Letting Fee (inc. Tenancy Agreement, Referencing, Right-to-rent checks, Aarms Test, Check in, Electrical appliance file)	£240.00 (£24.00 per additional tenant)
Rent review /Tenancy renewal	£120.00
Supply annual summary of income	Free
Manage deposit dispute with TDS	£150.00
Change over a tenant on joint tenancy	£360.00
Court appearance by a member of staff	£60.00ph



All Landlords charges shown are inc. of VAT charged at 20%.

# The next steps...



After making the decision to rent out your property, there are a few things to sort out before you're ready to go. The points below help guide you through the next steps of letting your property through us.

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- Inform Q which service you wish to use, and we will send you a Terms of Business by email for e-signing.
- Notify us of the date the property will be available from. We advise marketing the property from between eight and six weeks before this date.
- Provide us with Photo ID for all owners of the property.
- Provide a set of property keys to the office and provide any special instructions for viewings.
- Agree a convenient time for the property to be photographed and a floor-plan to be carried out. Ensure the property looks its best for the photographs.
- Provide an up to date EPC certificate and Gas Safety certificate. These can be booked in by us if you do not have them.
- Viewings will now commence, with a 24-hours notice period if the property is occupied. Feedback from viewings will be provided by our lettings negotiators.
- Once a tenant wants to put down the holding fee to reserve the property, we will contact you for approval.
- The tenants will be referenced and credit checked using Good Lord referencing.
- Guarantors will be requested and referenced if required.
- On receipt of successful referencing, the tenancy agreement and move in paperwork will be prepared for e-signing.
- Q will arrange any additional safety certification required. Q will also, where instructed, carry out the schedule of condition of the property and arrange a property clean before the move in date.
- Q will take receipt of the first months rent and the damage deposit. We will register the deposit at this point.
- Once all paperwork is signed and approved we will hand the keys over to your new tenants.
- For any landlord choosing our Tenant Introduction Service the deposit will be transferred to you so that you may register this deposit with one of the three government approved deposit schemes within 30 days of the move in date. For landlords using our Rent Collection or Full Management Services Q Estate Agents will register this on your behalf with the dispute service for FREE
- Tenant Introduction landlords will receive their new tenants contact details. The tenants will receive your chosen bank details for rent collection.
- Q will provide tenants with all paperwork as set out by law as well as our emergency maintenance details for all Premium and Fully managed tenancies.



# Advice & Housekeeping

Preparing to rent your property can be stressful, we are here to help you every step of the way. Following these guidelines can ensure a smooth process and will enable us to get your property rented quickly and to the best possible tenants.

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## Letting a mortgaged property

With any mortgaged property the consent of the mortgage lender is required. If the property is let without prior consent you may be in breach of your mortgage terms. Leaseholders should also obtain permission from their Head leaseholder or Freeholder prior to the let and supply us with any specific terms required in your tenancy agreement.

## Tax implications for overseas landlords

It is the responsibility of the agent to deduct a basic rate of tax from all rents received for any landlord whose usual residence is outside of the U.K. Tax deductions are to be paid to the Financial Intermediaries Claims Office (FICO). Exemption from this basic tax deduction can be granted, by filling in a non resident Landlord exemption form available from the HMRC website.

## Repairs

Q Estate Agents work with a long-established network of trusted maintenance contractors that can deal with any area of repair. They are all local businesses and can be instructed on your behalf. We operate an online maintenance reporting system which allows occupiers to accurately report repairs, for contractors to submit quotations and receive work instructions and for landlords to approve works. This system allows tenants to report maintenance 24/7 along with photos and videos. The troubleshooting guides help filter out unnecessary call outs and assist tenants with proactive guidance. We are also as happy to instruct any contractors that you know and trust and unlike most agencies, we do not charge an administration fee on top of maintenance work.

## Buildings and contents insurance

It is the landlords' responsibility to insure the building and any contents the landlord has provided the tenants. Within this responsibility comes the compliance with any security requirements set out by the insurance company. Landlords should also ensure that any insurance allows cover for the rental of their property. Q Estate Agents will not let a property without the necessary buildings insurance in place.



## Condition of your property

When bringing your property to market, you should make sure it is clean throughout and de-cluttered as much as possible. This can significantly reduce the time to find your new tenants.

Once a tenant has been found, we advise that the property is professionally cleaned and marked as such on the inventory. This ensures the property will be returned in the same state of cleanliness. If furnished, then dress the property to attract the kind of tenant you are hoping for, to show them how the house can work for them. Our experienced team are always on hand to advise on improvements that could increase the property's yield.

# Rules & Regulations



At Q Estate Agents we strive to provide good quality accommodation with the highest level of safety. We take all safety regulation extremely seriously.

It is vital a landlord is aware of their legal obligations.

## Energy Performance Certificate (EPC)

We will need to obtain an EPC if one does not already exist. It is illegal to market a property without one or to rent a property rated E or below.

## Gas Safety Regulations (1998)

All gas appliances, flues and installation pipework in rental property must be properly maintained with an up to date gas safety certificate in place when your tenants first move in. This needs renewing annually thereafter. It is the landlord's responsibility to ensure a 'Gas Safe' registered plumber carries out these checks. Q Estate Agents will organise this on your behalf when required. We also advise you service your boiler once every two years. This can prolong the lifespan of the boiler considerably.

## Smoke and Carbon Monoxide Alarms Regulations (2015)

All rented properties must be fitted with a working smoke alarm on each storey that has living accommodation. A working carbon monoxide alarm must be placed in any room used which contains a solid fuel burning combustion appliance. The landlord must ensure that the alarms are in proper working order on the day the tenancy starts. New homes built since June 1992 are required to have mains operated and interlinked smoke alarms fitted on every floor. If supplying a working fireplace it is the landlords responsibility to keep this swept and clear, at least every two years.

## Fire Safety Regulations (1988) as amended (1993)

Any furniture left in the property by the landlord as part of the let must adhere to this legislation. The landlord must ensure all upholstered furniture including bed bases, mattresses, sofas, cushions and covers have a label on them confirming that they comply with the required safety standard. This ruling also includes supply, which involves hiring furniture as part of the let.

## Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

The landlord of the property has a legal responsibility to make sure that all electrical appliances and wiring are safe to use. The only way to be sure of this, is to instruct a qualified electrician recognised by the NICEIC who will carry out a safety check on the wiring, this is valid for 5 years.

A PAT test on all electrical equipment, provided by the landlord will need to be carried out at the beginning of every tenancy.

A property file detailing the user guides for all electrical appliances, must be supplied in the property to ensure a tenant can use the equipment safely.

## Legionella risk assessments

All residential rental property is required to have a risk assessment carried out to assess the likely risks for Legionella in the water systems. We carry this out every two years.

## Blind Safety Regulations (2014)

Blinds in all rental properties must now be child safe. This means they are safe by design, have built in safety systems or be supplied with a separate safety system.



# Students & HMOs

*\*Please note that there are very serious penalties for managing a property without a relevant and up to date Licence in place. Those who do not obtain a licence could face fines of up to £20,000 and risk having to repay all rent received while unregistered. Q Estate Agents will not manage a property of this kind without a copy of the Licence or proof that the owner has registered their property with the council.*

Depending on the type, size and location of your property you may need an HMO license to rent your property out to three or more sharers.

We are experts in this complicated legislation and can guide you through the process.

## What is a house in multiple occupation?

Your property is an HMO if three or more tenants are living there as more than one household and the tenants share the kitchen, bathroom and toilet facilities.

## Getting your HMO licence

In order to legally acquire an HMO license for a property you will first need to obtain change of use through a Planning application. Q Estate Agents can advise you on the best way to proceed and all necessary work likely to be required.

The council staff will be able to talk you through all of the processes from application to completion. The documents you require can be downloaded from their website.

There is a charge to become a Licence holder and these Licences are for each property that you own that falls under the above definition. If you require Q to complete an application for you we charge £180 inc vat.

## Additional and selective licensing schemes

The council introduced an Additional licensing scheme as well as Selective Licensing Scheme across different wards across the City.

Under the new schemes any properties with 3 or more unrelated people sharing a property with 2 or more storeys must apply to the council for an HMO license.

Please visit Brighton and Hove Council's website for more information and to find out whether your property falls within the new boundaries set for this additional licensing.



### Useful contact details

Brighton & Hove Council	01273 290000
Private Sector Housing	01273 293156
BHCC Planning	01273 292222
BHCC Website	<a href="http://brighton-hove.gov.uk">brighton-hove.gov.uk</a>



# Safeguarding & Security

When receiving a damage deposit for a rental property, it is the responsibility of the person receiving the deposit to register and protect it within 30 days.

Here are some of the options open to you.

## Tenancy Deposit Scheme

Q Estate Agents are a member of the Tenancy Deposit Scheme (TDS) and as a result will hold the deposit as stakeholder with our Premium management, Fully managed and the Rent collection services. If agreement cannot be reached between both the landlord and the tenant regarding the allocation of the deposit at the end of the tenancy, any disputed amount will be transferred over to the scheme along with any evidence and an independent adjudication will be made by a TDS case worker.

Due to the amount of time and administration involved in this process, Q Estate Agents charge £150 to manage a dispute through the TDS arbitration process.



## Approved government schemes

Landlords holding the deposit themselves in conjunction with the tenant introduction service must choose one of the three approved deposit schemes. Each scheme offers an insurance or a custodial option, which determines who holds the deposit. As the landlord of the property and the person holding the deposit you are responsible for protecting the deposit within the time frame set out by your scheme. You must have chosen the scheme and contacted them to register with them before the start of the tenancy, as your chosen scheme must be stated in the tenancy agreement. The three schemes to choose from are:

Deposit Protection Service	depositprotection.com 0330 303 0030
My Deposits	mydeposits.co.uk 0333 321 9401
Tenancy Deposit Scheme	tenancydepositscheme.com 0300 037 1000



# Another reason to choose Q...



We're very proud to highlight that you will be working with the greenest agent in the city when you sell or let with Q Estate Agents. Alongside our eco-friendly credentials of driving electric cars, only using FSC credited or recycled paper, we now also plant ten trees for each property we sell. This is never going to be a primary reason for you to use our services, but we do hope that these commitments and our achievement in becoming Brighton's first fully carbon neutral estate agency go some way to reassuring you that you are in good hands.

**This year we partnered with  
GreenTheUK to plant climate  
resilient trees in the UK**

[Click on the link to see our case study](#)





# Contact Us

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THANK

YOU