



Looking after landlords

Our commitment to you when you
let your property with us

dynesresidential.com



A photograph of a man with dark hair and glasses, wearing a blue and white checkered shirt, sitting at a desk. He is looking down and writing with a pen on a piece of paper. The background is slightly blurred, showing what appears to be a bookshelf.

Helping you make sound investments

By managing a large portfolio of rental properties, we understand what it takes to make sure each investment will give you value for your money. From long term rentals to making holiday lets available for short term lets in the off-season, we know how to get you the greatest returns from your investments.

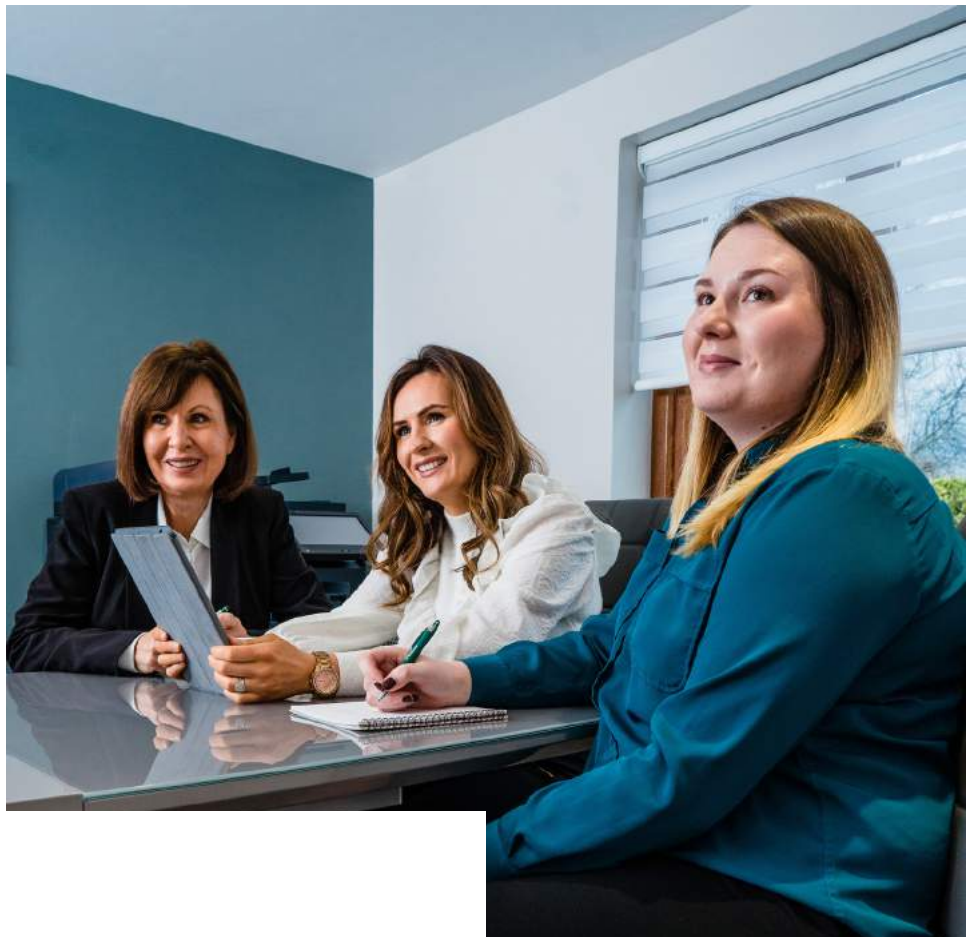
Working in Belfast and the Ards Peninsula areas, we have experience in sourcing a wide range of property types that will appeal to differing types of tenants. We understand the market trends in those areas and we are continually adapting and developing our skills to meet these changes.

We look after everything for you, from the first steps of sourcing properties in your desired area that will give you a healthy return, to carrying out any required maintenance or refurbishments to get the property ready for the rental market.

Being part of The Dynes Group, we can offer a full or part refurbishment in a short turnover period with our award winning team.

With a low staff turnover, Landlords develop a trusting relationship with our staff which gives them confidence in placing the management of their property with our company.

For many years we have worked heavily with investors. We have bought and sold on their behalf and helped them create a successful portfolio with a positive rental yield. Through years of experience we know the rental areas that will lead to great investment prospects for now and the future.



Letting you get more from property.

Established in 1998, Dynes Residential has been working in the Northern Ireland property market for over twenty years. We are a family run business with a very hands on approach, directed by mother and daughter, Mary McAuley and Alanna Dynes. We offer expertise in the local rental market, with a focus on offering clients and tenants the most knowledgeable and tailored service available. We're committed, easy to work with and we know our stuff.

Following on from our success in Belfast we have diversified over recent years with the extension of our Kircubbin office. We have an understanding that this is a different market and have tailored our services to meet our clients' needs.

We value strong, long-lasting relationships with our clients. Staying in touch and communicating with our landlords is one of the key ingredients to successful property management. No two people are the same so we are committed to building real relationships with our clients and delivering positive results.

We accelerate the renting of your property to the right tenant through our focused marketing and tenant screening procedures.





Our Promise

Our mission is to create clients for life. To achieve this, we commit to Our Promise; a written assurance that we will deliver you an exceptional level of service and, most importantly, deliver on your primary objective - to achieve the best possible result for your property.

Our Promise is our way of being held accountable, and your way of assessing our performance every step of the way. Consider it a total commitment to working together to make the whole experience easier, less stressful and far more rewarding.



We put you in control

We know that no two properties and no two clients are the same. That's why we work closely with you to understand your situation, your wants and needs when marketing your property as well as how much or how little you want to be communicated with and by which method - you are in total control. Your Property Manager will discuss your needs and develop a policy for the prompt response and resolution of matters for you and your investment.

We implement our tried and tested marketing strategies that will best fit your property and your goals. We then regularly deliver on the progress of your marketing campaign to ensure all opportunities are being explored.

Our Promise is extremely important as it gives you full transparency of the process, and sets the expectations right from the beginning of our relationship.



Letting your property with us

We are specialists in Residential Letting and Property Management, our people are dedicated professionals. Our Property Managers understand how the market will impact your investment and how to improve the yield from your property. Our local knowledge is backed by our local strength. A company focus on the delivery of exceptional customer service.

What you can expect:

- We will undertake comprehensive listing notes about your property.
- We will have the property photographed where appropriate and an advert composed. We will have the property listed on PropertyPal, Property News & our social media channels.
- We will organise an EPC if required (additional cost)
- We will schedule viewings of your property as required to all prospective tenants until your home is rented. (Subject to access provided to us by any current occupant)
- We will compile an inventory of the property
- We will erect a "For Rent" sign (if appropriate) on your property at time of listing (upon request and if signs are permitted).
- We will subject all applications to:
 - Verification of applicant's former renting references.
 - Verification of the applicant's employment.
- We will (unless instructed otherwise) refer all potentially suitable applications to you for approval.
- We will let your property for the asking amount of rent. (As outlined in your management agreement with us). We will not let your property at a lower amount, without first obtaining your permission.
- We will complete and execute the tenancy agreement and give the tenant's possession of your property once the rental applicant process has been approved.
- We will complete and execute the tenancy agreement and explain in detail their responsibilities and obligations.
- We will secure all appropriate ingoing costs from the tenant.
- We will lodge the deposit with the Tenancy Deposit Scheme in accordance with the legislation.
- We will forward a copy of the tenancy agreement to you (if requested).
- We will have regular contact with you and feedback for you throughout the process.



Letting us manage your property

Dynes Residential has over 20 years' experience in managing properties for Landlords. Not only do we develop a trusting relationship with our Landlords, we develop long-lasting relationships with our tenants.

Rent Collection

What you can expect

- We have a zero tolerance rent arrears policy which we outline clearly to all tenants when they are signing their tenancy agreement.
- We will process rent payments daily.
- We will follow up all late rent payments in accordance with our management agreement and Residential Tenancy Act 1986.
- We will contact you to make recommendation and seek your instructions, should termination of the tenancy be an option.
- We will keep you informed throughout the legal process, should termination be necessary.
- We will provide you with a monthly financial account (if requested).

Property Inspections

What you can expect

- We will undertake a comprehensive Property Condition Report and photograph, prior to the property being occupied.
- We will conduct routine inspections regularly and provide you with a written report. At these routine inspections we will report to you any repairs or preventative maintenance that may be necessary. N.B. Due to Covid restrictions, virtual property inspections are taking place until further notice.
- We will conduct a comprehensive property inspection when the tenants vacate.

Accounting

What you can expect

- We will deposit the proceeds of your rental income into your nominated bank account as per your management agreement.
- We will provide you with all copies of invoices for any repairs required at your property if requested.
- We will pay all property outgoings as agreed on your behalf prior to the due date (subject to the availability - of funds). Deductions will then be debited from your rental account.



Letting us manage your property

Maintenance and Repairs

We expect that property owners will undertake recommended repairs to their rental property in order to preserve the value of the property meet legislative obligations and maintain a positive relationship with the tenants.

What you can expect

- We will not undertake repairs to your property in excess of your nominated amount, without first obtaining your approval. NOTE: This excludes emergencies and repairs that are required to be rectified by law or that may put a tenant at danger.
- We will instruct a tradesperson within a timely manner for non-urgent repair requests.
- We will attend to any urgent repair requests.
- We will only use trades people who are properly licensed and insured to handle the type of work being performed on your property.

Tenancy Renewals

What you can expect

- We will review the tenancy agreement for your property in advance of its expiry, advising of current rental market conditions.
- We will not renew a tenancy agreement without your express written permission unless stated in the management agreement.
- We will advise you of any notice by the tenants that they are not renewing their lease.
- We will minimise vacancies by promptly acting on vacate notice.
- We will pro-actively manage the tenancy agreement renewal process.

Rent Review

What you can expect

- We will regularly review rent in accordance with the current legislation to ensure you receive the highest rent possible.



Management of Houses in Multiple Occupation

There is a lot of time and effort involved in finding and securing tenants for large HMO's. There is also a lot of responsibility involved with HMO's and we therefore will undertake the following (provided we have the landlord's consent) to ensure that we meet the safety regulations on behalf of the Landlord:

Gas Safety

We can:

- Make sure gas equipment supplied is safely installed and maintained by a Gas Safety registered engineer
- Have a registered engineer do an annual gas safety on each appliance and flue
- Give the tenant a copy of the gas safety check record before they move in, or within 28 days of the check

Electrical Safety

We must, on behalf of the landlord:

- The electrical system is safe, e.g. sockets and light fittings
- All appliances supplied are safe, e.g. cookers and kettles

Fire Safety

We must, on behalf of the landlord:

- Follow safety regulations
- Provide a smoke alarm on each storey and a carbon monoxide alarm in rooms with a usable fireplace or wood burner
- Check tenants have access to escape routes at all times
- Make sure the furniture and furnishings supplied are fire safe
- Provide fire alarms and extinguishers if the property is a large HMO

We conduct regular inspections at our HMO properties to ensure that all current legislation is being adhered to. N.B. It should be noted these services can only be provided as long as we have the landlord's consent. Should a landlord decide to carry out these tasks and services themselves we take no responsibility for testing and certificates being carried out and supplied.





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