



Statement of Requirements

Goods and Services

*Residential Property Lettings Management Agent
RBGKEW/186*

1 INTRODUCTION

RGB Kew intends to appoint an agent for a period of 24 months from 01/03/2016 to 01/03/2018, to manage the letting and occupancy of its residential property portfolio.

2 BACKGROUND

There are a number of residential properties forming part of the Kew's estate which present a commercial rental opportunity. In the first instance these are:

- 35 Kew Green
- Lion Gate Lodge
- 55 Kew Green
- Hanover House

There are a number of other properties under consideration that may be included in the residential lettings property portfolio.

There is a current programme of works to renovate the properties as mentioned above to a good standard with a view to securing residential tenancies, to meet the following objectives:

- Ensure that the Estate (Kew & Wakehurst Place) provides long term support to RGB Kew's aims in relation to science, heritage, collections and visitor experience
- Reduce the forward liabilities associated with the Estate
- Realise the potential of the Estate to generate income

3 PROPERTY DETAILS

Two properties have already been refurbished and are ready for release to potential tenants, the details are as follows:

35 Kew Green

A 3-bedroomed single storey cottage from the mid 19th Century comprising 2 bathrooms, (one en-suite), living room, kitchen / dining room with garden and patio area surrounding it.

This residence lies within the curtilage of the Royal Botanic Gardens, Kew and has views into the Botanic Gardens.

Lion Gate Lodge

A 3-bedroomed two-storey residence from the late 19th Century comprising 2 bathrooms, two ground floor reception rooms, dining room, kitchen and scullery area.

This property lies on the south boundary of the Royal Botanic Gardens, Kew and has views into the Royal Botanic gardens. The property has a front and back garden and a dedicated car parking space from Oxen lane to the side of the house.

4 **RBG KEW CONTACT DETAILS**

The Senior Responsible Officer for the purposes of this Contract is:

Joanna McKelvey
Head of Procurement & Contract Management

5 **SCOPE OF THE REQUIREMENTS**

There are certain Kew principles that would need to be reflected in the selection of tenants and management of the properties, this included buy are not limited to:

- The tenants must not bring Kew into disrepute.
- RGB should be viewed as a considerate and professional landlord
- RGB has Corporate Social responsibility objectives so the agent should explore letting of 43 Kew Green as shared occupancy for young professionals with the option of Kew staff as tenants.
- The pricing level to be agreed by Kew following information on market by successful tenderer.
- All gardens will need to be kept in good order at all times.

The successful bidder will be responsible for all or some of the following activities:

- Provide professional advice on the overall residential property portfolio
- Provide marketing advice & marketing strategy
- Agree the market rent and find a tenant in accordance with the landlord guidelines
- Advise on current market conditions and preparation of the property for letting
- Provide guidance on compliance with statutory provisions and letting consents
- Erect board outside property in accordance with Town and Country Planning Act 1990
- Discuss non-resident tax status and HMRC (if relevant)
- Prepare property details, market the property and advertise on relevant portals
- Carry out accompanied viewings
- Negotiate offers and take up references
- Prepare and submit Tenancy Agreement (fee applies see below)
- Collect & hold the deposit as stakeholder in our Client Account
- Register deposit with the Tenancy Deposit Scheme where appropriate
- Provide tenant with method of payment
- Receive and remit rent received as received
- Deduct commission and any pre-tenancy invoices
- Make any necessary HMRC deduction
- Prepare regular statements
- Operate rent arrears process should rent not have been received
- Provide advice on rent arrears actions, if applicable
- Contact Landlord & Tenant prior to the end of tenancy to discuss renewal or termination
- Negotiate renewal, prepare and submit documentation (fee applies see below)
- Arrange Energy Performance Certificate
- Liaise with utility suppliers
- Hold keys throughout the tenancy
- Arrange routine repairs and instruct approved contractors (to a maximum of £600)
- Approve supplier invoices

- Arrange pre-tenancy cleaning
- Visit the property at least once per annum and notify landlord of outcome
- Ensure compliance with Houses in Multiple Occupation legislation
- Agree the check out date and time with tenant
- Instruct inventory provider to prepare and check inventory with tenant
- Negotiate with landlord and tenant any disbursement of the security deposit
- Return deposit as agreed with landlord and tenant to relevant parties
- Remit any disputed amount to the Tenancy Deposit Scheme for final adjudication
- Unprotect security deposit

The successful bidder will be required to retain, throughout the term of the contract, the following insurances:

5.1 Property maintenance

Under the terms of the lease RBG Kew will be responsible for (a) the structure and exterior of the dwelling (including drains, gutters & external pipes), (b) the installations in the dwelling for the supply of water, gas, electricity & sanitation (including basins, sinks, baths and sanitary conveniences), (c) the installations in the dwelling for space heating & heating water.

RBG Kew runs a helpdesk to support the maintenance of our wider estate. Request for repairs should be vetted by the agent to ensure they are within the terms of the agreement then, where appropriate, forwarded to the help desk where they can be tracked. Inspections and planned maintenance will be delivered through our planned maintenance programme

In circumstances where necessary repair is required as a result of accidental or malicious damage by the Tenant or sub-tenant, the tenant will be obligated to reimburse RBG Kew for the cost of these repairs.

5.2 Insurance

- Public liability insurance of £10m for each and every occurrence or series of occurrences arising out of any one occurrence.
- Professional Indemnity insurance of £10m for each and every occurrence or series of occurrences arising out of any one occurrence.

6 STANDARDS

As a responsible landlord it is of paramount importance to RGB Kew that the following standards are met as a minimum and at all times:

- the properties safe and free from health hazards
- all gas and electrical equipment you supply is safely installed and maintained
- fire safety regulations are complied with
- there is a current Energy Performance Certificate for the property
- the tenant's deposit is protected in a government-approved scheme
- Health and safety inspections (carried out by the local authority) meet the requirements of HHSRS.

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- Professional Indemnity insurance of £10m for each and every occurrence or series of occurrences arising out of any one occurrence.

7 CONTRACT

The successful bidder to provide a copy of their standard agreement as part for their tender submission

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9 PAYMENT PROFILE

As per the terms of the agreement.

10 CONTRACT MANAGEMENT

It is Kew intention to make arrangements for the performance of the contract to be monitored regularly.