

# Scope of services for diplomats.



# Introduction



Hamptons International can help you with a range of services and expert advice.

Selling and letting property is our core business, but we don't stop there. We offer a wide range of services including serviced apartments, short lets, interior solutions, asset and investment management, property finance and property management.

Rather than deal with a number of different companies, with Hamptons International you can come to us for all your property requirements, and be sure of a consistent and high quality service.

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Hamptons International has over 140 years of experience in the property market and a trustworthy commitment to customer service.

We are owned and operated as a subsidiary of Emaar Properties. Both companies share the goal of growing their international influence and have benefited substantially from the acquisition: Emaar through attaining a sales presence in Europe and Hamptons International in gaining a platform on which to build its business success in the Middle East, North Africa, Asia and beyond.

With an international network of over 85 offices, including well-established branches in the UK, Dubai, Oman, Italy, Morocco, Monaco and India we are able to offer our customers an extensive portfolio of properties.

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# Our Services

Hamptons International can help you with a range of services and expert advice.

Selling and letting property is our core business, but we don't stop there. We offer a wide range of services including:

## **Serviced Apartments**

We have a range of serviced apartments, which are ideal for corporate lets.

No matter how long or short your employees' stay, our apartments are far more economical than hotels of the same standard, and more spacious too.

Situated in desirable locations all over the country, our serviced apartments range from comfortable studio apartments to luxurious four-bedroom suites.

## **Interior Solutions**

Whether you are selling or letting, it is worth investing in the presentation of your property, right down to the finer details.

This is where we can help, with a range of interior solutions from furniture packages to renovating period homes.

## **Short Lets**

Looking for place to call home for a short period of time? Hamptons can help you with our wide range of short let properties, available from one week and up to six months.

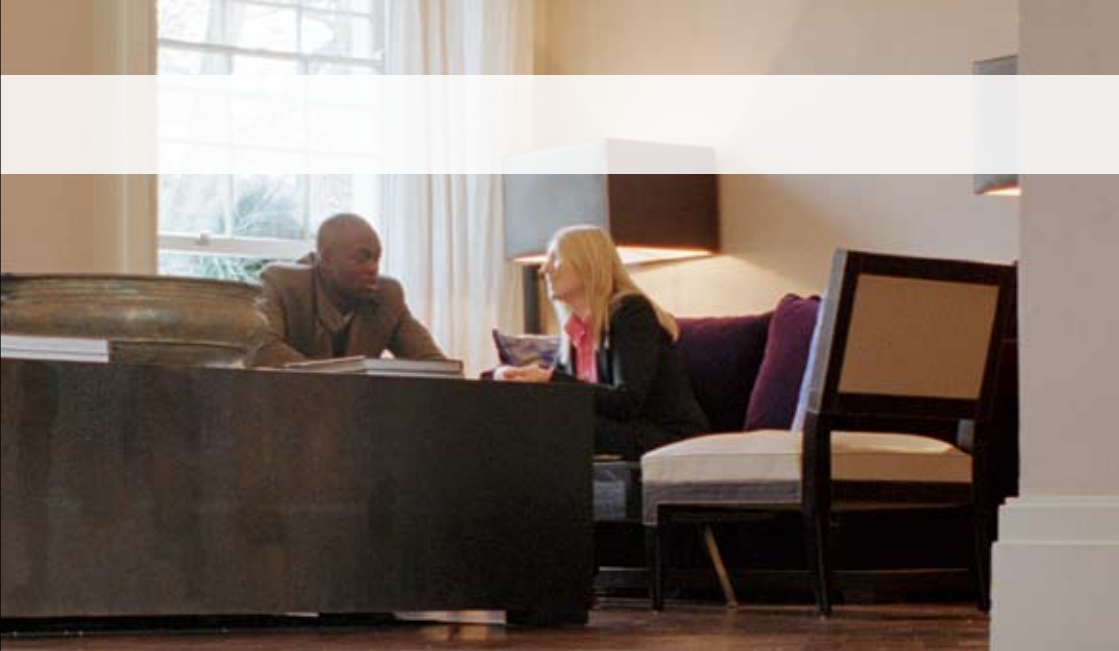
If you're between homes, traveling for business, visiting a new location or looking for an alternative to hotel accommodation our short let services may be the solution.

Our short let properties are all of the highest standard. Providing you with all the comforts of home. All utility bills are covered and most properties are fully furnished.

## **Global Investments & Asset Management**

If you wish to invest in property, our specialist consultants can provide extensive

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market knowledge and experience to give you the very best return on your investment. Whether you are a business or a private investor, we will help you to make informed decisions about your property portfolio.

### **Corporate Services**

When your employees are being relocated you want the transition to be as hassle free as possible for them. Our Corporate Services team will help your staff relocate and settle into their new home and surroundings, whether they are staying for a few weeks or a few years. We will help them find a place to live whether it be a serviced apartment or country home, and will provide an insight into different locations.

### **Property Finance**

Whatever your circumstances, finding the most appropriate finance arrangement for your property purchase is essential and can sometimes prove to be a stressful and time consuming experience.

Hamptons International can help address these challenges by introducing you to a 'whole of market' adviser who will help to smooth out the process of sourcing, arranging and administering the financial solution you need. Providing advice and recommendations on a wide range of solutions for:

- Residential property purchase and remortgages
- Second or multiple property financing
- Let to buy/buy to let
- Bridging finance
- Offshore mortgages and foreign currency loans<sup>1</sup>
- Commercial finance
- Company directors
- Diplomats
- Landlords and developers
- Shared ownership

<sup>1</sup> Changes in the exchange rate may increase the sterling equivalent of your debt.

# The Buying Process



When you wish to buy a property you will need to:

- **Decide where you want to buy**, what sort of amenities you need nearby and what your requirements are from the property you want whether that be personal requirements or investment criteria.
  - **Register with the Hamptons** International office in the area you want to purchase.
  - **Instruct a solicitor** to carry out the conveyancing.
  - **Once a property that suits is found**, make an offer to buy the property. Your first offer may not be accepted so negotiations may ensue.
  - **If the vendor accepts your offer** and conditions, instruct the solicitor you have chosen to act on your behalf and give him the details of the property location, and the vendor's estate agent.
  - **The solicitor will** contact the vendor's solicitor requesting title deeds to the property. He will initiate contractual proceedings.
  - **Instruct a surveyor** and ask for a home-buyers report or a survey to be carried out. If finance is being raised, the mortgage lender will carry out a valuation of the property.
  - **The mortgage lender**, on sight of the property valuation and data backing up your application agrees to lend you the money for the property.
  - **The solicitor will carry out due diligence** on the property, apply for local authority searches and find out if any alterations have been made to the property. They will then finalise the details in the contract with the seller's solicitor and confirms mortgage details with your mortgage lender.
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- **A deposit is paid** into your solicitor's account which they will hold until legal exchange of contracts.
  - **On the day of exchange** of contracts, your solicitor exchanges contracts with the seller's solicitor and sends the deposit over. A date for completion (when you can accept the key and take possession), which will have been proposed before-hand is agreed upon.
  - **If finance is being sought**, your solicitor will liaise with your lender to ensure the mortgage is available on the completion date.
  - **Your solicitor will prepare** the property transfer deed, which is signed by you and the seller and lodged with the seller's solicitor until completion.
  - **The mortgage lender** transfers the money into your solicitor's account ready for completion.
  - **On completion day**, your solicitor transfers the money to the sellers' solicitor in return for the transfer deed, Land Registry certificate and the keys. The sale is completed.
  - **Your solicitor arranges** for the transfer deed to be stamped, pays the stamp duty and sends the transfer deed to the Land Registry to record you as the new owner.
  - **Your solicitor passes** the deed to your mortgage lender as security for the loan and then he will send you the bill for his services and costs.
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# The Tenant Process



The tenant process consists of:

- **Register their requirements** with a local Hamptons International branch, or via our website.
  - **A Hamptons representative** will offer suitable properties available, give local information on the area, amenities, transport and schooling. Properties are best viewed 4 - 8 weeks in advance of the move in date.
  - **Once a property has been selected** an offer can be made via an Application to Rent, this should be completed and preliminary deposit paid, this is non refundable should the tenant withdraw. The application to rent will also provide a full breakdown of monies required to move in, which will include:
    - » Tenancy Agreement and Administration Fee
    - » Deposit, usually equivalent to 6 weeks rent
    - » First period's (usually a month) rent
    - » Referencing and Check-In fee
  - **Most properties are let furnished**, but even unfurnished properties will be let including white goods, carpets and curtains.
  - **References will then be undertaken to confirm suitability** where you will be required to provide a Proof of Residency, Employer and landlord reference (if applicable).
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- A tenancy can be drawn up for 12 months or longer, it is sometimes possible to negotiate a break clause (which gives the tenant and/or landlord the option to terminate the tenancy earlier than 12 months).
  - The Tenancy Agreements are to be signed and the tenancy funds paid, prior to the tenancy start date.
  - The inventory check in (whereby the content and condition of the property are documented and agreed) will need to take place with you present prior to keys being released.
  - Rents exclude the cost of utilities, insurance, television licence, gardeners, cleaners, etc. (unless separately negotiated).
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# The Landlord Process



The Landlord process consists of::

- The market appraisal, Hamptons will visit your property to provide comprehensive lettings, management and relevant legal advice along with a guide on the properties rental value.
  - Your instruction will be confirmed and a service level agreed. It is normal for overseas clients to appoint Hamptons under Comprehensive Management as this service offers
    1. A single point of contact - a trained and qualified, professional and knowledgeable member of staff.
    2. Pre-tenancy preparations - we arrange all the preparations to get the property ready to let, including:
      - » Gas Safety Check and Portable Appliance Test
      - » Inventory Report & Check in
      - » Professional cleaning
      - » Transfer of utilities
      - » Necessary maintenance
    3. Clear and accurate statements, with copies sent to your accountant if requested. A year end tax reconciliation package is also available.
    4. Property visits - two complimentary visits per year. Each visit is followed up with a written report.
    5. Repairs using vetted contactors, undertaken up to agreed authority level.
    6. Negotiation of deposit returns - we ensure the correct apportionment of the deposit at the end of a tenancy.
  - Before marketing we will need to ensure that an Energy Performance Certificate (EPC) has been provided.
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- A property brochure will be prepared and advertised on our website and the industry leading web portals. We also advertise in local publications.
  - As a landlord you should advise your mortgage lender if you are letting, you will require approval in writing, prior to the start of any tenancy.
  - It is essential you maintain full buildings insurance cover, during your tenancies and sufficient cover to protect your fixtures, fittings and furnishings (if appropriate).
  - If the property is owned on a leasehold or share of freehold basis, you must check that the head lease and/or management company permits lettings and ensure that the terms of any superior lease are adhered to.
  - Tax income from letting a UK property is subject to UK income tax, even if you live abroad.
  - When satisfactory references have been taken on your prospective tenant, specific tenancy documentation will be drawn up for both parties to sign, prior to the commencement of the tenancy.
  - Prior to the end of the tenancy Hamptons Renewal Department will contact you to discuss renewing the agreement and to provide rental advice.
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