

Landlord Terms of Business

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Service Level and Schedule of Charges – In each service level, each item ticked is available within that service. If the item is ticked and there is no Fee displayed, the item is included within the service at no additional cost. If there is a tick and a Fee displayed, the item is delivered within the service at the Fee displayed. If there is no tick for that service, but there is a displayed fee the item is not included within the service, and you will need to instruct the Agent, and the Agent would need to accept to carry out this item at the Fee displayed. If there is no tick and no fee, this item is not available.

All fees include VAT	Fully Managed	Rent Collect	Let Only Plus Compliance	Let Only
General Fees				
Tenancy set up Deducted from the first months' rent received	**£240.00**	**£240.00**		
Tenancy set up Deducted from the first months' rent received Percentage of monthly rent			**84%**	**72%**
Tenancy set up Deducted from the first months' rent received Percentage of annual rent				
Management fee Percentage of the agreed rent due each month throughout a tenancy.				
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy. If the monthly rental is £1,500.00 you will pay a fee of	**12% incl.VAT** 10% excl.VAT **£180 incl. VAT**	**9% incl.VAT** 7.5% excl.VAT **£135 incl. VAT**	**incl.VAT** excl.VAT **£0 incl. VAT**	**incl.VAT** excl.VAT **£0 incl. VAT**
Landlord Sanctions Check – per person	✔ **£24.00**	✔ **£24.00**	✔ **£24.00**	✔ **£24.00**

Pre-Tenancy				
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. We will recommend any essential works required to achieve a quick let.	✔	✔	✔	✔
Property marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write a description in language that appeals to renters and take photographs We'll also erect a 'To Let' board.	✔	✔	✔	✔
Accompanied viewings and feedback We will accompany all viewings where possible, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise	✔	✔	✔	✔

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its rental appeal.				
Tenant referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✔ **£30.00**	✔ **£30.00**	✔ **£30.00**	✔ **£30.00**
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK	✔	✔	✔	✔
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✔	✔	✔	✔
Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**
Gas safety record We will have every gas appliance at the property (including LPG fired) checked at the start of the tenancy by a Gas Safe registered engineer unless one is already in place	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**
Electrical testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✔	✔	✔	✔
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of every new tenancy.	✔ **£45.00**	✔ **£45.00**	✔ **£45.00**	✔ **£45.00**
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	✔ **£180.00**	✔ **£180.00**	✔ **£180.00**	✔ **£180.00**
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✔	✔	✔	✔

Start of tenancy				
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✔	✔	✔	✔

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Security deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.	✔ **£36.00**	✔ **£36.00**	✔ **£36.00**	✔ **£36.00**
Inventory and Schedule of condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	✔	✔	✔	✔
Studio/1 bed*	**£120.00**	**£120.00**	**£120.00**	**£120.00**
2 bed*	**£144.00**	**£144.00**	**£144.00**	**£144.00**
3 bed*	**£216.00**	**£216.00**	**£216.00**	**£216.00**
4 bed*	**£240.00**	**£240.00**	**£240.00**	**£240.00**
5 bed*	**£300.00**	**£300.00**	**£300.00**	**£300.00**
Additional fee, in addition to the above, if fully furnished	**£120.00**	**£120.00**	**£120.00**	**£120.00**
Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party	✔	✔	✔	✔
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to move in.	✔	✔	✔	✔

During tenancy				
Rent payment and statements We will account to you for the rent received, less outgoings and our Fees, accompanied by a statement. We will always transfer the rent we receive into your account. We reserve the right to invoice you for our fees where rent is not paid.	✔	✔		
Rent Arrears We will inform you if the Tenant is in Arrears. Within 3 working days of the due date, we will chase the Tenant for payment of any Arrears. Arrears pursuit is limited to reminders and correspondence. Legal action requires your separate written instruction	✔	✔		
Tenancy renewal When a Company Let or Non-Housing Act Tenancy is coming to an end, we will negotiate with your tenant the rental terms and arrange for a renewal agreement to be signed.	✔	✔		
Rent review We will review the rent annually, to ensure it's appropriate to current market conditions.	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	
Right to Rent re-check service Where required by law, we will carry out follow up checks of the official documents of all adults aged 18 years and over residing at the property to confirm that they continue to have the right to live in the UK.	✔	✔	✔	

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Regular property visits and reports We will arrange to visit the property and provide you with a full report of our visit. We will suggest essential maintenance or make other observations and recommendations, as necessary.	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	
Void Period Inspection We will complete an inspection during a void period	✔ **£42.00**	✔ **£42.00**	✔ **£42.00**	
Gas safety record renewal We will arrange for the annual gas safety inspection and record renewal.	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**	
Electrical Testing renewal We will arrange for the renewal of an EICR and record renewal	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**	
EPC renewal We will arrange for the renewal of an EPC (Energy Performance Certificate) if required and record renewal	✔ **£120.00**	✔ **£120.00**	✔ **£120.00**	
Legionella Risk Assessment renewal We will arrange for a review of the Risk Assessment at the advisable time and advise of any risk	✔ **£180.00**	✔ **£180.00**	✔ **£180.00**	
Tenancy matters We will act as the tenant's day-to-day point of contact for all matters arising during the tenancy, advise of any known breach of the terms of the Tenancy Agreements and pass on any relevant notices we receive to the Landlord	✔	✔		
Notices We will serve or arrange to serve any relevant notices (per notice)	✔ **£180.00**	✔ **£180.00**	✔ **£180.00**	✔ **£180.00**
Routine maintenance We will notify you of all works and costs prior to the works commencing unless it is below the agreed pre-authorised limits, is an emergency to protect your interest, you are uncontactable for a period of time where not actioning the works will cause you or us to breach legislation.	✔			
Works over agreed spend limit For works over an agreed spend of **£360.00**, we will arrange for an estimate for your consideration. We will confirm when the works have been completed.	✔			
Out of hours emergency We provide 24/7 online support to help your tenant deal with emergencies at the property which occur outside of normal office hours.	✔	✔		
Payment of contractors' invoices We will raise contractors' invoices in your name and settle them by deduction from rental income. Should the invoice exceed the rent income or rent is not	✔	✔		

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received, we will ask for a pre-payment to hold on your account or send them to you for direct payment (per invoice)				
Rent Guarantee We will arrange a Rent and Legal Protection policy appropriate to each tenancy's circumstances. Further details of the applicable terms and conditions are attached at Schedule 2. If there is a charge in this row, the charge is **Per month.**	✔	✔ **£33.25**	✔ **£33.25**	✔ **£33.25**
Eviction of unauthorised occupants We will assist with action to legally remove unauthorised occupants from your property subject to statutory legal process.	✔ **£120.00**	✔ **£120.00**		
HMRC compliance At your request, we will issue a summary statement showing all receipts and outgoings, for your annual tax return.	✔ **£72.00**	✔ **£72.00**		
Making Tax Digital If you are required to submit your tax returns quarterly under the MTD requirements, we can provide you with access to a third party MTD compatible software to complete your quarterly returns and we can supply all your quarterly income and expenditure into the platform	✔ **£60.00**	✔ **£60.00**		
Pet Requests A tenant has a right to request a pet, which can only be refused if it's reasonable to do so. We will manage this process and manage adding a pet to the tenancy if consent is given	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**
Non-UK residents accounting to HMRC If you are non-UK resident for tax purposes and have not obtained approval to receive rent without deduction of UK income tax, then by Law, we will retain the tax element and pay over to HMRC quarterly on your behalf. (fee per month)	✔ **£36.00**	✔ **£36.00**		

End of tenancy				
Arranging deposit return At the end of the tenancy, where we hold the deposit, we will arrange for the return of the deposit less any agreed deductions.	✔	✔	✔	✔
Check out inspection We will arrange to inspect and compile a schedule of condition at the end of the tenancy identifying items which fall outside of normal "wear and tear" and may form a claim against the tenant's security deposit.	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	
Check out inspection We will arrange to inspect and compile a schedule of condition at the end of the tenancy identifying items which fall outside of normal "wear and tear" and may form a claim against the tenant's security deposit.	✔	✔	✔	

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3 bed*				
4 bed*				
5 bed*				
Additional fee, in addition to the above, if fully furnished	**£120.00**	**£120.00**	**£120.00**	
Damage dispute negotiation We will advise on the strength of any claim against the tenant's security deposit and will liaise between you and your tenant in the event of a dispute to negotiate an acceptable resolution.	✔	✔	✔ **£30.00**	✔ **£30.00**
Damage dispute adjudication If there is a dispute, we will refer the matter to the relevant deposit scheme for independent review. We will prepare relevant documentation for the adjudication process.	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**
Utility switching Where we have completed a check out, we will notify the current energy supplier, local council tax authority and water supply. We may arrange an energy switch to a preferred supplier using a third-party provider. Details can be provided separately.	✔	✔	✔	✔

Additional Charges				
Professional photography	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**
"Featured property" advertising	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**
Floor plan	✔	✔	✔	✔
Video tour	✔	✔	✔	✔

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Professional Hourly Rate	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**
Preparation of documents for dispute adjudication or court proceedings	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	
Drawing up of documentation if not included in Service level	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	
Attendance at court	✔ **£360.00**	✔ **£360.00**	✔ **£360.00**	
Early termination of management service with a sitting tenant	✔ **£450.00**	✔ **£450.00**		
Administration fee for withdrawing from an offer of a tenancy	✔ **£240.00**	✔ **£240.00**	✔ **£240.00**	
Provision of duplicate documents or statements	✔ **£12.00**	✔ **£12.00**	✔ **£12.00**	
Cutting of keys (per key)	✔ **£24.00**	✔ **£24.00**	✔ **£24.00**	
Management of major building works over **£ £1,200.00** (per invoice)	✔ **6%**	✔ **6%**		
Amending of Agreement due to Tenant Swap	✔ **£90.00**	✔ **£90.00**	✔ **£90.00**	

Terms & Conditions Apply.