

Clear and transparent

We offer a straightforward and transparent commission structure which allows our Landlords to spread the payment of our commission over the duration of the tenancy. Unlike most agents our commission is deducted from the rent so that our Landlords start receiving an income for their property as soon as the tenant moves in. Rest assured, as a member of The Property Ombudsman (TPO) for lettings we subscribe to TPO's Codes of Practice. This Government approved independent redress scheme gives consumers additional protection beyond that required by law. Our clients and customers have peace of mind that there is free and fair redress available in the unlikely event of an unresolved dispute involving our agency. As regulated members of ARLA and Propertymark this means that any monies we hold on your behalf is insured. This gives you peace of mind and financial protection that your money will always be safe in our hands under the Propertymark Client Money Protection (CMP) Scheme.

Under our comprehensive Premium Management Service we include all of the following within our commission rate of 18% (21.6% incl VAT).

Management services

Our services at a glance for full peace of mind.

	Premium Management	Full Management	Rent Management
We extensively advertise your property	●	●	●
We have a team of local lettings experts who will spend an average of 200 hours working to find you the best Tenant and arrange the tenancy	●	●	●
We carry out viewings six days a week and out of hours if requested	●	●	●
We access 10,000 corporate Tenants per annum through our Corporate Lettings and International Relocation Team	●	●	●
We negotiate terms and draw up a bespoke Tenancy Agreement	●	●	●
We take out thorough references including exploring a Tenant's credit history, previous Landlord and employment status	●	●	●
We arrange for any pre-tenancy work to be carried out to the Property	●	●	●
We hold all client monies securely in a designated and audited client account and protected by RICS client money protection	●	●	●
We arrange an independent inventory, check-in and check-out	●	●	●
We offer Tenants the James Alexander No Deposit Option	●	●	●
We provide safekeeping of your keys throughout the tenancy	●	●	●
We can arrange for a Carbon Monoxide detector and smoke alarm to be installed	●	●	●
We ensure that standing orders for Tenants are properly set up	●	●	●
We issue monthly rental statements and collect rent	●	●	●
We transfer utilities at the start and end of the tenancy	●	●	●
We provide help in recovering rent arrears in the very rare event it happens	●	●	●
We provide an annual statement of account, if required	●	●	●
We agree the terms of tenancy renewals , securing rent increases where possible	●	●	●
We provide a Design and Refurbishment service if needed	●	●	●
We will keep you updated with any relevant changes in legislation	●	●	—
We provide direct access to a dedicated local property management team	●	●	—
We meet and greet your Tenant as they move in	●	●	—
We visit the Property during the tenancy and produce a comprehensive annual report	●	●	—
We act as intermediary with insurance companies or block managers as required	●	●	—
We provide a 24 hour emergency service for you and your Tenants	●	●	—
We have our own James Alexander maintenance engineers available to visit your property at short notice	●	●	—
Where necessary we instruct and pay contractors on your behalf	●	●	—
We ensure all contractors have the correct insurance prior to commencing any work	●	●	—
We arrange works and give access to best value contractor prices	●	●	—

We arrange repairs, maintenance and refurbishments, as required	●	●	—
We review the check-out report, advising on deductions from the deposit and agreeing any Tenants payments	●	●	—
We will continue to manage your property through any vacant periods at no further cost whilst we find a new tenant for you	●	●	—
A professional check-in included in our fee	●	—	—
A professional inventory included in our fee	●	—	—
A professional check-out included in our fee	●	—	—
An Energy Performance Certificate (EPC) included in our fee	●	—	—
An Annual Gas Safety Certificate (GSC) included in our fee	●	—	—
An Electrical Installation Condition Report (EICR) included in our fee	●	—	—
Installation of Carbon Monoxide (CO) detector included in our fee	●	—	—

Arranging day to day maintenance and repairs is included within the management fee. For any major repairs and refurbishment works, where the cost exceeds £500, we apply a 10% (12% incl VAT) administration and project management fee. If we are arranging extensive improvements on a property, where work exceeds £2500, then we will look to agree a project management fee for organising the work, which will be up to a maximum of 20% (24% incl VAT) of the invoice.

In addition to our Premium Management service we also offer a comprehensive all inclusive Full Management service at 16% (19.2% incl VAT) and a Rent Management service which is charged at 11% (13.2% incl VAT) as detailed above. By choosing either of these services the following additional charges would apply:

Professional Inventory Report - Upon your instruction we will arrange for an inventory clerk to prepare an inventory for your property. The cost of the inventory will vary from £114 to £276 depending on the size of the property and level of furnishing.

Check-in and check-out - There will be a charge from £156 for an independent inventory clerk to meet your Tenant and carry out a check-in report at the commencement of the tenancy and a contribution from £156 towards the clerk checking the Property at the end of the tenancy.

International Bank Transfer Fee - When we are instructed to transfer funds overseas there will be a charge of £30.

Non-Scheduled Attendance at Property Fee - When we are required to attend the property outside the terms of our contractual obligations, including attending for deliveries or waiting for contractors, there is a charge of £72 for the first hour and £36 for any additional hours.

Electrical Installation Condition Report - Upon your instruction we will arrange for an electrician to visit your property and carry out the relevant safety checks. The cost of the report varies from £230 to £330 depending on the size of the property.

Energy Performance Certificate - Upon your instruction we will arrange for an energy assessor to visit the property, assess the energy rating and issue the certificate at a cost of £144.

Gas Safety Certificate - Upon your instruction we will arrange for a registered engineer to visit your property and carry out the relevant safety checks before issuing the certificate which will cost £102. A boiler service and gas safety certificate is a minimum of £190.

Carbon Monoxide Alarm - Upon your instruction we will arrange for Installation of a CO alarm for £60 for the first alarm and £30 per additional alarm, or installed at the same time as the GSC for £136.

Legionella's Risk Assessment for £84 - Upon your instruction we will arrange for a Legionella's Risk Assessment to be carried out.

Property Licence Application Service - Should you require a licence for your property we are able to help with the application from £375.

Early Surrender of Tenancy - If you agree to a request to end the Tenancy early in order for one or more but not all Tenants to be replaced, we will decide on the most appropriate legal documentation at the time. An administration charge of £300 will be charged.

Where we are required to deduct basic rate tax and account to HMRC for any Landlords who live outside the UK, as we have not received an exemption certificate from HMRC. We will charge £60 for every quarter we provide this service.

In addition to our all inclusive services and costs as detailed above we also offer a Full Management service at 15% (18% incl VAT) and a Rent Management service at 10% (12% incl VAT). By choosing either of these services the following fees would apply in addition to the above:

A New Tenancy Administration Fee of £480 contributes towards drawing up the tenancy agreement, collecting references on the new tenant, protecting the security deposit with a Government-authorised Scheme and provide the tenant(s) with a Deposit Certificate and Prescribed Information.

A Renewal Fee of £240 is paid in order to negotiate contracts, amend and update terms, arrange a further tenancy and re-register the security deposit with a Government-authorised scheme. It provides the tenant(s) with a Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy.

All prices include VAT

A Rent Review Fee of £240 will be paid when we are required to serve a Section 13 notice to review the rent during a Periodic tenancy.

Where no check-in is requested and we are asked to test the smoke and CO alarms on the start day of the Tenancy a fee of £78 will be payable for this service.