



## Refurbishment Service and Fees

1. Our standard refurbishment service undertakes projects such as installing new kitchens and bathrooms, furnishing, redecoration or new carpets and flooring. Our fee for this service is 10% of the total net expenditure plus VAT for works over £500, subject to a minimum charge of £300 inc. VAT.

Our enhanced refurbishment service undertakes more complicated and ambitious projects that includes remodelling, structural alterations and liaising with councils / architects / building professionals. Our fee for this service is 12% of the total net expenditure plus VAT for works over £500, subject to a minimum charge of £500 inc. VAT.
2. Upon your instructing us, we will obtain two independent quotations for the agreed works from contractors or suppliers upon our list of approved contractors, for your consideration. If the works are such that they cannot be undertaken by a contractor/supplier already known to us we will seek to appoint a contractor/supplier who appears to be appropriately qualified but will have no liability in respect of that appointment.
3. Preparation of the quotations will require at least one visit to the property, but if you do not proceed for any reason, we will charge a single fee of £300 inc. VAT to cover our time out of the office and the administration involved. Payment of this fee is required in advance prior to the preparation of the quotations. This sum will subsequently be deducted from the final invoice if the works do proceed.
4. We will agree with you upon a specification of the works to be undertaken. We will seek to properly and accurately record your requirements, but it is your responsibility to ensure that such specification does so. Once the specification is agreed in writing we will instruct the works on your behalf. We shall be entitled to vary the specification as works proceed if unforeseen circumstances dictate. We will agree colours, materials and matching unless you are content that we select the same – where we will proceed with neutral design materials and colours which in our reasonable opinion will enhance the rental/sale potential of your property. We will not be liable for any differences of perception that may arise during the course of or upon completion of the works.
5. Chestertons require cleared working funds as per the agreed quotation prior to the works commencing, including our fees. Dependent upon the nature of the works we may also request a further payment of 10% of the cost as a contingency to allow for any unforeseen

6. Payments of the contractor's invoice will be made in accordance with any agreed instalment plan, with the balance paid upon satisfactory completion of the works.
7. Chestertons fee will be payable upon satisfactory completion of the agreed works.
8. Whilst – if so instructed – we will take all reasonable care in the selection of contractors and suppliers and we will instruct them on your behalf as your agent, Chestertons have no liability to you for any act or default on the part of such contractor or supplier. We will visit the property periodically during the works, dependant on timescales, and on completion to ensure satisfactory standards of workmanship and finish but any such inspection will extend only to apparent and obvious defects and will not amount in any way to a structural survey of the property. We cannot accept responsibility for hidden or latent defects. If you wish or we agree that the works should be supervised by a Building or Quantity Surveyor then we will instruct such an expert at your additional expense.
9. Chestertons will not be responsible for any delays to works which are out of our control, i.e. contractor's availability, materials and parts, weather restrictions, absence of your instructions on a timely basis etc. We will, however, endeavour to keep you informed of progress at all times.
10. You must ensure that (i) your household or building insurers are notified of any major works that are taking place in your property, particularly if the property is empty (ii) any mortgage lender has consented to these works (if consent is required) and (iii) the works are permitted in accordance with terms of your headlease (if applicable).
11. In particular, you will advise us of any restrictions or covenants which form part of the headlease or property title which need to be considered prior to the commencement of works (including but not limited to any prohibition of laminate flooring).
12. Where consent to works is required from any freeholder or head leaseholder it will be your responsibility to obtain the same.
13. If specifically requested we will also investigate whether Planning, Listed Building, Conservation Area or Building Regulation approval or compliance with the Party Wall legislation is required for your proposed works. If such be required we will at an additional charge be pleased to assist with the necessary application(s).

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## Data Protection

You agree that we may pass information that we hold about you to other persons within the Chestertons organisation and to third parties such as contractors and suppliers as may be reasonably required for the purpose of performing our obligations to you under this agreement.

## Money Laundering Regulations 2007

Under the Money Laundering Regulations, all UK property agents are required to carry out Anti-Money Laundering checks to verify the identity of persons with whom we carry out financial transactions. These checks require us to review original proofs of identification and address for each individual landlords.

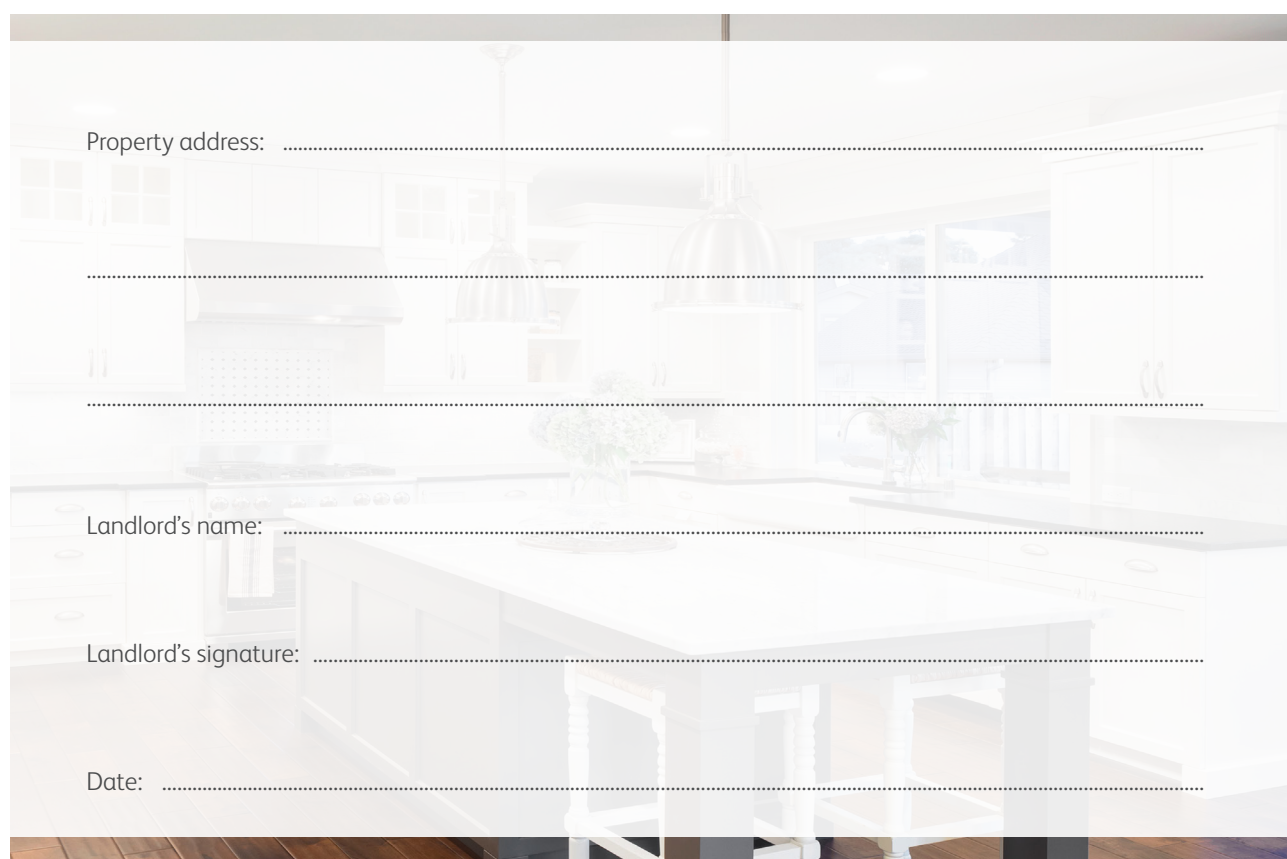
Corporate Landlords will be asked to provide evidence to verify the legal existence of the company or organisation as well as confirmation that the person acting on behalf of the entity is authorised to do so.

Copies of these will be held for a period of five years after the completion of business with us. We reserve the right to stop acting for you if such is not provided on request. Should we receive information which gives rise to suspicions of Money Laundering (including deliberate non-declaration of income to the Inland Revenue) or similar unlawful activity we will be required under the Proceeds of Crime Act 2002, and related regulations, to make a report to NCIS (the National Criminal Investigation Service) who may then refer it on to the Police. This Act overrides our duty of client confidentiality.

## Instruction to Chestertons | Payment of fees

### CONFIRMATION OF INSTRUCTION FOR CHESTERTONS REFURBISHMENT SERVICE

If you agree to the above terms and wish to proceed with quotations/works, please sign below and return this document together with your payment of £300 inc. VAT via bank transfer\*.



Property address: .....

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Landlord's name: .....

Landlord's signature: .....

Date: .....

For further information contact:

#### Premier Property Management

☎ 020 7298 5908

✉ premier.dept@chestertons.co.uk

**\*BANK DETAILS:**

Account Number: **40529584**

Sort Code: **60-00-01**

Account Name: **CGL LETTINGS CLIENT**

BIC/swift: **NWBKGB2L**

IBAN: **GB98NWBK60000140529584**

Branch: **CITY OF LONDON**