

LEVELS OF SERVICE OFFERED

	Tenant Find: 12% of rent (inc. VAT)	Rent collection: 15% of rent (inc. VAT)	Fully managed: 18% of rent (inc. VAT)
Agree the rental value	✓	✓	✓
Provide guidance on compliance with statutory provisions and letting consents	✓	✓	✓
Advise on refurbishment requirements	✓	✓	✓
Erect board outside property in accordance with Town and Country Planning Act 1990 (where possible)	✓	✓	✓
Market the property and advertise on relevant portals	✓	✓	✓
Carry out accompanied viewings (as appropriate)	✓	✓	✓
Tenant find service	✓	✓	✓
Advise on non-resident tax status and HMRC (if relevant)	✓	✓	✓
Collect and remit initial months' rent	✓	✓	✓
Provide tenants with method of payment	✓	✓	✓
Deduct any pre-tenancy invoices	✓	✓	✓
Make any HMRC deduction and provide tenant with the NRL8 (if relevant)	✓	✓	✓
Advise all relevant utility providers of any changes		✓	✓
Agree collection of any shortfall and payment method		✓	✓
Demand, collect and remit the monthly rent		✓	✓
Arrangement payments for statutory requirements		✓	✓
Pursue non-payment of rent and provide advice on rent arrears actions		✓	✓
Undertake two routine visits per annum and notify the outcome to the landlord			✓
Arrange routine repairs and instruct approved contractors (providing three quotes for work over £2,000)			✓
Security Deposit dilapidation negotiations			✓
Hold keys throughout the tenancy term			✓

ADDITIONAL NON-OPTIONAL FEES AND CHARGES

PRE-TENANCY FEES (ALL SERVICE LEVELS)

Arranging and facilitating statutory compliance (this is in addition to the costs of the item itself) if not provided on instruction or undertaken by the landlord:

Energy Performance Certificate (EPC)	£50 (inc. VAT) per tenancy
Gas Safety Certificate (GSR)	£50 (inc. VAT) per tenancy
Electrical Installation Condition Report (EICR)	£50 (inc. VAT) per tenancy
Portable Appliance Testing (PAT)	£50 (inc. VAT) per tenancy
Legionella Risk Assessment	£50 (inc. VAT) per tenancy
Installing Smoke alarms and Carbon Monoxide	£50 (inc. VAT) per tenancy
Testing Smoke alarms and Carbon Monoxide detectors on the first day of the tenancy	£50 (inc. VAT) per tenancy
Handling local authority licensing application	£50 (inc. VAT) per tenancy

START OF TENANCY FEES

Set-up Fees:

Referencing for up to two tenants (ID checks, Right-to-Rent check, financial credit checks, obtaining references from current or previous employers / landlords and any other relevant information to assess affordability) as well as contract negotiation (amending and agreeing terms) and arranging the signing of the tenancy agreement.

£240 (inc. VAT) per tenancy

Additional Tenant Referencing Fees:

As Set-up Fees above for additional tenants.

£50 (inc. VAT) per tenant

Guarantor Fees:

Covering credit referencing and preparing a Deed of Guarantee (or as part of the Tenancy Agreement).

£50 (inc. VAT) per guarantor

Deposit Registration Fees (where collected):

Register landlord and tenant details and protect the security deposit with a Government-authorised Scheme. Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the tenancy start date.

£50 (inc. VAT) per tenancy

Accompanied Check-in and Inventory Fee:

Attending the property to welcome the tenant(s), confirm the Inventory and Schedule of Condition, explain the operation of appliances, highlight the location of utility meters, stop-cocks etc. and test that all smoke alarms and carbon monoxide detectors are present and in working order.

£480 (inc. VAT) per tenancy

Landlord Withdrawal Fees (before move-in):

To cover the costs associated with the marketing, advertising and tenancy set-up should the landlord withdraw from the tenancy before it has started.

£600 (inc. VAT) per tenancy

DURING TENANCY FEES

Landlord Withdrawal Fees (during tenancy):

To cover the costs associated with advising the tenant on the change and the position of the security deposit, transferring the security deposit to the landlord or new agent, notifying all utility providers and local authority (where necessary) and returning all relevant documents held by the agent to the landlord. This does not apply to a Tenant-Find service.

£600 (inc. VAT) per tenancy

Arrangement Fees for one-off works over £2,500:

Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee.

10% (inc. VAT) of net invoice cost

TENANCY RENEWAL CHARGES

Renewal Fee:

for renewal negotiation (amending and agreeing terms) and arranging the signing of the tenancy agreement.

£240 (inc. VAT)

END OF TENANCY FEES

Check-out Fees: Attending the property to undertake an updated Schedule of Condition based on the original inventory and negotiating the repayment of the security deposit.	N/A, included as part of Check-In & Inventory at the start of the tenancy
Court Attendance Fees	£240 (inc. VAT) per hour

FINANCIAL CHARGES

Submission of Non-Resident Landlords receipts to HMRC: To remit and balance the financial Return to HMRC on both a quarterly and annual basis.	£120 (inc. VAT) quarterly
Additional HMRC Reporting Fees: Responding to any specific queries relating to either the quarterly or annual Return from either the landlord or HMRC.	£120 (inc. VAT) per request
Fees for providing an Annual Income and Expenditure Schedule	£120 (inc. VAT) annually
Same-Day Payment Fees: Should the landlord request a payment faster than the agreed timescales within their existing Terms of Business, this covers the costs of providing a same-day payment service.	£120 (inc. VAT) per payment

OTHER FEES AND CHARGES

Arrangement Fees for refurbishments over £15,000: Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee.	10% of net cost (inc. VAT)
Management Take-over Fees: To cover the costs associated with taking over the management of an ongoing tenancy, ensuring all statutory compliance has been undertaken, confirming everything under "Set-up Fees" above, receiving and protecting the security deposit and providing all necessary legal documentation to the tenant.	£600 (inc. VAT) per tenancy
Deposit Transfer Fees: Should the landlord request any changes to a protected deposit during a tenancy, this covers the costs associated with legal compliance for said request.	£120 (inc. VAT) per deposit