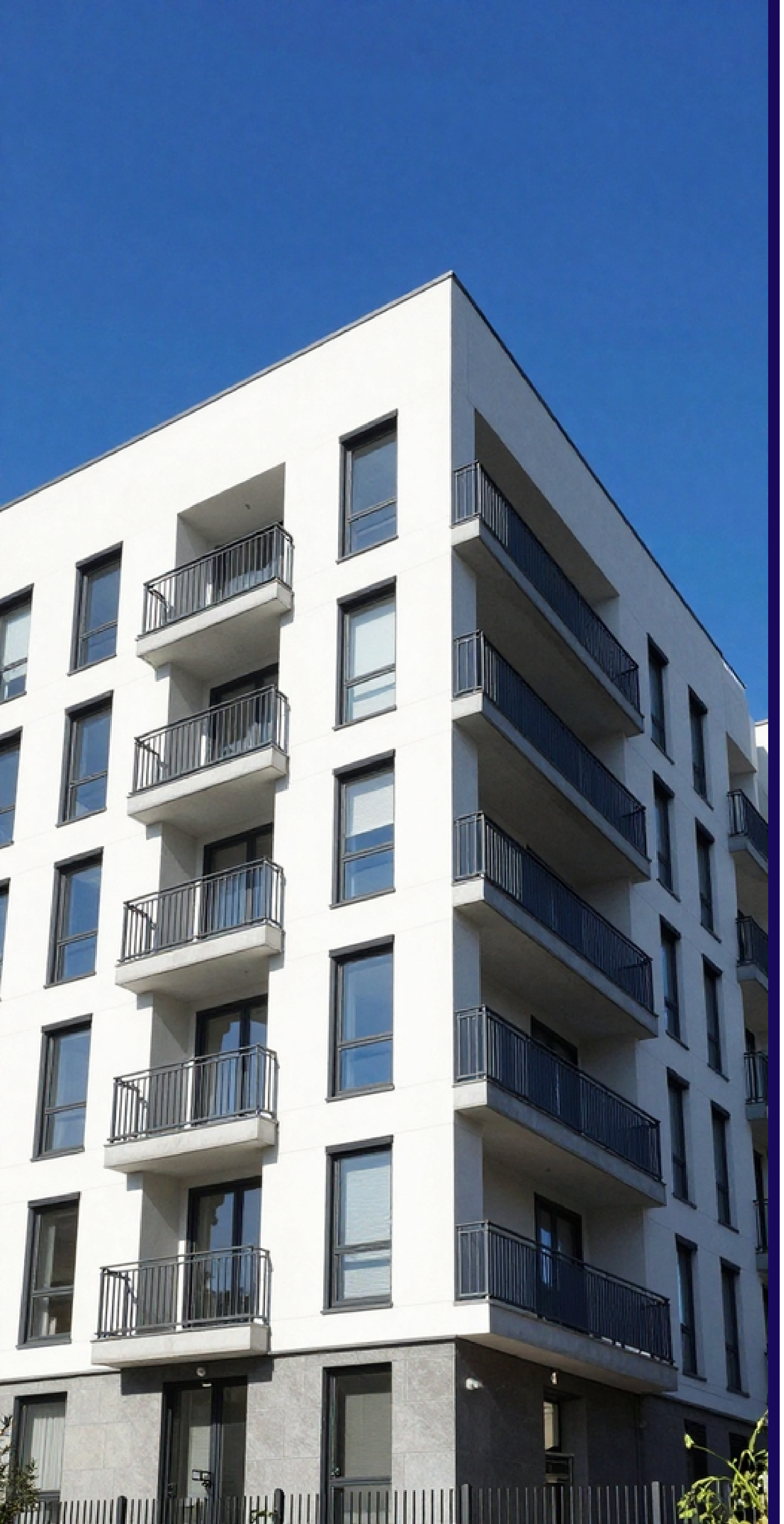
Lettings Service

Landlord Guide & Fees



Introduction

Welcome to the Frost & Co Lettings Service Landlord Guide.

At Frost & Co, we are committed to delivering a proactive, compliant lettings service that combines the latest technology, eye-catching marketing and practical expertise with the reassurance of knowledgeable local experts, giving landlords confidence, clarity and a dependable long term solution for their property.

This guide is designed to help landlords understand:

- the authority needed to let a property;
- the key compliance duties that apply;
- how our services work; and
- the fees that may apply.

This guide is for general information and does not replace our Terms of Business or formal legal advice.

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1 Authority to Let

Before we can market your property, we need to establish that you have the legal right to let it. This includes verifying your identity and confirming your legal ownership of the Property with the Land Registry as part of our obligations under current Anti Money Laundering Regulations.

Key requirements:

• Proof of ownership (title deeds or Land Registry documents)
• Verification of your identity
• Mortgage lender consent to let
• Freeholder or head lessor consent (for leasehold properties)
• Any relevant planning permissions

We will guide you through this process and ensure all necessary permissions are in place before your property goes to market.

2 Preparing Your Property

First impressions count. A well-presented property will attract better tenants, achieve higher rents, and let more quickly.

Our recommendations:

- Ensure the property is clean, well-maintained, and in good decorative order
- Neutral décor appeals to the widest range of tenants
- Ensure all appliances and fixtures are in good working order
- Gardens should be tidy and manageable
- Consider professional cleaning before viewings
- Remove personal items and declutter

We offer a free property appraisal and can advise on any improvements that may increase your rental yield or reduce void periods. Our local knowledge of the Bournemouth rental market means we can guide you on what tenants expect.

3 Legal Landscape
from 1 May 2026

The Renters' Rights Act 2025 introduces significant changes to the private rented sector from 1 May 2026.

Key changes include:

- Abolition of Section 21 'no-fault' evictions
- All tenancies become periodic (no fixed terms)
- New grounds for possession under a reformed Section 8
- A new Private Rented Sector Ombudsman
- A Private Rented Property Portal for landlord registration
- Tenants' rights to request pets
- No rental bidding over the marketing price
- Restrictions on rent in advance payments
- Restrictions on rent increases (once per year, open market rate)
- Blanket bans on tenants with children or on benefits prohibited

Frost & Co stays ahead of legislative changes to ensure your tenancy is fully compliant. We will manage all required notices and processes on your behalf.

4 Safety & Property Standards

As a landlord, you have a duty of care to your tenant and legal obligations under various pieces of legislation, including the Homes (Fit for Human Habitation) Act 2018 to ensure your property meets safety standards

Gas Safety: Annual Gas Safety Certificate required for all gas appliances. Must be carried out by a Gas Safe registered engineer.

Electrical Safety: An EICR (Electrical Installation Condition Report) is required every 5 years. PAT testing recommended for supplied appliances.

Energy Performance: A valid EPC rated E or above is required. Properties below this cannot be legally let.

Fire Safety: Smoke alarms on every floor, carbon monoxide alarms where gas or solid fuel is used. Furniture must meet fire safety regulations.

Legionella: A risk assessment must be carried out to identify and manage any legionella risks.

Frost & Co can arrange all necessary safety checks and certifications on your behalf through our trusted network of qualified contractors.

Even where we assist with administration, the legal responsibility for the property remains with the landlord.

5 Tenant Referencing & Right to Rent

Thorough referencing is essential to finding reliable tenants and protecting your investment.

Our referencing process includes:

- Credit checks and CCJ searches
- Employment verification and income assessment
- Previous landlord references
- Identity verification
- Affordability assessment (typically 2.5x annual rent)

Right to Rent:

Since February 2016, landlords must verify that all tenants aged 18+ have the legal right to rent in the UK. This involves checking original identity documents before the tenancy begins.

Frost & Co conducts all Right to Rent checks on your behalf, ensuring full compliance with Home Office requirements. We retain copies of all documentation as required by law.

6 Deposits

Tenancy deposits must be protected in a government-approved scheme within 30 days of receipt.

For managed properties:
Frost & Co will register the deposit with an approved scheme and serve the prescribed information on the tenant within the required timeframe.

For let-only properties:
The landlord is responsible for protecting the deposit and serving prescribed information. Failure to comply can result in penalties of up to 3x the deposit amount.

Approved schemes:
• Deposit Protection Service (DPS)
• MyDeposits
• Tenancy Deposit Scheme (TDS)

At the end of the tenancy, the deposit is returned subject to any agreed deductions for damage, cleaning, or rent arrears. We provide a detailed check-out report to support any claims.

7 Taxation

Rental income is taxable and must be declared to HMRC. As a landlord, you are responsible for reporting your rental income through self-assessment.

UK resident landlords:

• Must declare rental income on their annual tax return
• Can offset allowable expenses (maintenance, agent fees, insurance)
• Mortgage interest relief is restricted to basic rate tax credit

Non-resident landlords:

If you live outside the UK for more than 6 months per year, the Non-Resident Landlord (NRL) Scheme applies. Unless you have HMRC approval to receive rent gross, we are legally required to deduct basic rate tax from your rent and pay it to HMRC quarterly.

Frost & Co can assist with NRL applications and provide annual income/expenditure statements for your accountant.

8 Client Money Protection

Client Money Protection (CMP) is a legal requirement for all letting agents who hold client money (rent and deposits).

Frost & Co is a member of ARLA Propertymark and holds Client Money Protection insurance. This means that any money we hold on your behalf — whether rent, deposits, or maintenance funds — is fully protected.

What this means for you:

• Your money is held in a separate designated client account
• Funds are protected in the unlikely event of agent insolvency
• We comply with all regulatory requirements for handling client money
• Regular independent audits ensure compliance

You can verify our CMP membership and view our certificate at any time. This gives you peace of mind that your funds are safe and properly managed.

9 Repairs & Maintenance

Landlords have a legal obligation to keep the property in good repair and ensure it is fit for habitation.

Your responsibilities include:

- Structure and exterior (roof, walls, windows, doors)
- Installations for water, gas, electricity, and sanitation
- Heating and hot water systems
- Common areas in shared properties

How we manage repairs:

Under our Full Management service, we handle all day-to-day maintenance. For routine repairs under an agreed threshold, we instruct works immediately. For larger works, we obtain quotes and seek your approval.

We maintain a network of trusted, qualified contractors who provide competitive rates and reliable service. Emergency repairs are dealt with promptly to protect your property and your tenants.

10 Rent Reviews & Notices

Under the Renters' Rights Act 2025, rent can only be increased once per year using a Section 13 notice, proposing a market rent.

Rent review process:

- We assess the property, current market conditions and comparable rents
- We will share our advice with the Landlord and agree next steps
- We would then discuss a rent increase directly with the tenant
- A Section 13 notice is served giving the tenant 2 months' notice
- Tenants can challenge any increase via the First-tier Tribunal
- We will complete the defence of any challenge on behalf of our Landlord
- We will share the Tribunal's decision with the Landlord

Notices we may serve on your behalf:

- Section 13 — Rent increase notice
- Section 8 — Possession notice (mandatory and discretionary grounds)

We do not provide formal legal advice or conduct litigation unless separately agreed. In circumstances where we feel that it would be in the Landlord's best interest to instruct solicitors to handle serving a Section 8 notice we are able to recommend local firms with expert knowledge.

11 Our Service Levels

Let Only

- Market appraisal & valuation
- Professional photography
- 360° virtual tour
- Extensive advertising on all main property portals & social media
- Tenant finding & referencing
- Right to Rent checks
- Tenancy agreement preparation and execution
- Collection of first months rent & deposit
- Move-in & key handover

Ideal for experienced landlords who want to manage day-to-day themselves.Your paragraph text

Full Management

Everything in Let Only, plus:

- Deposit protection
- Rent collection & statements
- Maintenance coordination
- Regular property inspections
- Deposit negotiations
- Tenancy renewals & notices

Perfect for landlords who want a hands-off, fully managed service.

Full Management Plus Protect

Everything in Full Management, plus:

- Rent protection insurance
- Legal expenses cover
- Eviction management
- Guaranteed rent payments (subject to policy terms)

Our premium service for complete peace of mind and financial security.

12 Rent Protection & Legal Expenses

Available with our Full Management Plus Protect service, this insurance provides financial security against tenant default and legal costs.

Cover includes:

- Rent arrears up to £2,500 per month (up to 15 months)
- Legal expenses for possession proceedings & eviction costs
- Up to 3 months rental cover after eviction at 75% of monthly rent
- Access to Landlord legal expenses helpline

Key conditions:

- Tenant must pass full referencing
- Rent must not exceed the assessed affordable amount
- Claims must be notified within required timescales
- Policy underwritten by Aviva

Full policy terms and exclusions are available on request. This cover gives landlords confidence that their rental income is protected even in difficult circumstances.

13 Landlord Fees

Let Only

75% of first month's rent plus VAT
(minimum fee of £725.00 plus VAT)

Includes: marketing, viewings, referencing, inventory, tenancy preparation, move-in.

Additional fees (exc. VAT):
- AML & Sanctions Checks: £30.00 per owner
- Land Registry Proof of Ownership: £12.00
- Deposit protection: £75.00
- Smoke & CO Alarm Testing: £30.00
- Gas Safety Certificate: £105.00
  (+ £30 surcharge cooker/fire/service)
- EICR : £145.00 to £185.00
- Inspection & Annual Rent Review £95.00
- Section 13 Notice inc FTT disputes: £140.00
- Section 8 Notice: £300.00
- Check-Out: £70.00
- Check-Out Review & Deposit Negotiations: £240.00

Full Management

10% of monthly rent plus VAT
£495.00 plus VAT setup fee

Includes: everything in Let Only plus deposit protection, rent collection, inspections, maintenance.

Additional fees (exc. VAT):
- AML & Sanctions Checks: £30.00 per owner
- Land Registry Proof of Ownership: £12.00
- Gas Safety Certificate: £105.00
  (+ £30 surcharge cooker/fire/service)
- EICR: £145.00 to £185.00
- Inspection & Annual Rent Review: £60.00
- Section 13 Notice inc FTT disputes: £140.00
- Section 8 Notice: £240.00
- MTD Quarterly Statements: £20.00
- Additional Inspections: £60.00
- NRL Tax Return: £90.00 per quarter
- Right to Rent Follow-Up: Free

Full Management & Protect

13% of monthly rent plus VAT
£495.00 plus VAT setup fee

Includes: everything in Full Management plus rent protection insurance and legal expenses cover.

Additional fees (exc. VAT):
- AML & Sanctions Checks: £30.00 per owner
- Land Registry Proof of Ownership: £12.00
- Gas Safety Certificate: £105.00
  (+ £30 surcharge cooker/fire/service)
- EICR: £145.00 to £185.00
- Inspection & Annual Rent Review: £60.00
- Section 13 Notice inc FTT disputes: £140.00
- Section 8 Notice: £240.00
- MTD Quarterly Statements: £20.00
- Additional Inspections: £60.00
- NRL Tax Return: £90.00 per quarter
- Right to Rent Follow-Up: Free

15 Important Notes

• This guide is provided for information purposes only and does not constitute legal or tax advice. Landlords should seek independent professional advice where necessary.

• All services are subject to our full Terms of Business, which will be provided separately for your review and signature.

• Fees quoted are correct at the time of publication and may be subject to change. Any changes will be communicated in writing.

• Third-party costs (e.g. contractor invoices, insurance premiums, legal fees) are payable in addition to our fees and will be agreed with you in advance where possible.

• Legislation referenced in this guide is current as of the date of publication. Laws and regulations may change, and Frost & Co will keep you informed of any material changes that affect your tenancy.

• Frost & Co Lettings Ltd is registered in England & Wales. We are members of ARLA Propertymark and The Property Ombudsman.

Get In Touch

Frost and Co Lettings Ltd

inc Johnson Birr Ltd

22 Poole Hill, Bournemouth BH2 5PS

www.frostandco.net

lettings@frostandco.net

01202 311888

Your property. Our priority.

frostandco.net