Paul Dubberley

Agreement for letting services

Dear Client,

Once this document ('this Agreement') is completed and signed by you, and we have signed it or commenced the provision of our services, it will be a binding contract (subject to the right to cancel as explained in this document) relating to the residential letting services ('Services'), and any insurance protection, that you have selected.

This Agreement provides a summary of our Services and of the insurance policies we offer. Further details, are found in the *landlord's guide to successful letting ('the Guide')* which is provided with this Agreement. Please read this Agreement and the Guide carefully, and then complete the section headed 'You Choose'.

Should you have concerns about our Services at any time please let us know at once. You may find it helpful to ask for our leaflet 'Sorting things out'. With Paul Dubberley you will have the benefit of the Redress Scheme Alternative Dispute Resolution entity provided by the Property Ombudsman, the ARLA Propertymark Client Money Protection Scheme, and the Tenancy Deposit Scheme.

NOTE: Where you have served notice to gain possession of your Property to take possession for the purposes of occupying or selling it under Section 8 of the Housing Act as amended, you cannot legally market or re-let it within 12 months of expiry of the notice, or should the tenants fail to vacate, from 12 months after the date you issued a claim for possession.

OUR SERVICES

	Tenant Introduction	Rent Collection Service	Full Management
Market Appraisal	✓	✓	✓
Marketing your property	✓	✓	✓
Negotiating tenancy terms	✓	✓	✓
Tenant Referencing	✓	✓	✓
Right to Rent Checks	✓	✓	✓
Preparing Tenancy Agreements	✓	✓	✓
Collection of initial rent and deposit	✓	✓	✓
Deposit Replacement Guarantee / Deposit Protection	✓	✓	✓
Arranging Energy Performance Certificate	✓	✓	✓
Annual Rent Review	✓	✓	✓
Inventory arrangements	✓	✓	✓
Option to apply for Building & Contents insurance	✓	✓	✓
Rent processing during tenancy		✓	✓
Chasing initial arrears from tenant		✓	✓
Option to apply for Rent & Legal insurance		✓	✓
Periodic property visits			✓
Right to Rent Follow Up Checks			✓
Renewing safety checks			✓
Notifying service providers of change of occupant			✓
Point of contact for your tenant			✓
Management of routine repairs and maintenance			✓
Assisting with end of tenancy settlements			✓

Some of the above may incur an additional charge - please see page 6 "additional charges"

FULL MANAGEMENT SERVICE

1. Finding a Tenant

We will advise you on a suitable rental. We will register your property on our own website **pauldubberley.co.uk**, as well as **www.rightmove.co.uk** and **www.zoopla.co.uk** and **www.onthemarket.com** and approach applicants registered with us. Where permitted we will arrange a 'To Let' board. We will arrange viewings without you having to be present. Marketing your property at the correct market rent is important as landlords can no longer legally accept a figure in excess of the advertised rent.

2. Tenant References and Right to Rent

Once terms acceptable to you are provisionally agreed with a prospective tenant we will arrange a credit reference report and the checking of personal references along with Right To Rent Checks, where appropriate, and provide you with the results. You will only be charged once a tenancy agreement has been entered into.

Where a tenant requires a guarantor we make them aware of the choice between a UK based guarantor, typically family or friend, or a professional guarantor, Guarantor+.

Guarantor+ is an insurance product arranged by Global Property Ventures Limited (trading as Zero Deposit).

Please ask for details of cover and benefits.

3. Tenancy Agreement

On your written instructions we will negotiate with your prospective tenant over the terms of the tenancy in order to produce a suitable tenancy agreement to be agreed with you. The cost of this is detailed in the Additional Charges. We will sign the tenancy agreement on your behalf.

A tenancy with 3 or more individuals all of whom are full time students at the start of the tenancy and who share a toilet, bathroom, or kitchen is a student tenancy.Landlords of student properties can, using Ground 4A of The Housing Act, serve 4 months' notice to bring the tenancy to an end between June 1st and September 30th. The ability to use this ground is subject to 2 provisions:
i. The tenancy was not agreed more than 6 months before it started, and
ii Advance notice is provided of the landlords' intention to use ground 4A.
Please confirm to us in writing if you require this advance notice to be included within the tenancy agreement. Whilst for Fully Managed landlords we will endeavour to remind you at the point notice under Ground 4A for possession can be served, you will be responsible for advising us in writing that you require service on your tenant. (See "Additional Charges")

4. Collection of Initial Rent and Deposit Arrangements

We will collect the first month's rent. Where the tenant has chosen to provide a cash deposit we will protect the deposit in accordance with the terms of The Tenancy Deposit Scheme, serve the required notice upon the tenant, and comply with the initial requirements of the Tenancy Deposit Scheme on your behalf. Where the tenant has chosen to provide a rental guarantee product we will make the necessary arrangements to manage this process on your behalf. Our relevant fee chargeable every 12 months or part thereof on the tenancy anniversary date can be found in "Additional Charges".

5. Inventory

Unless you instruct us to the contrary in writing we will commission an inventory for the tenancy and administer the tenancy start and end inventory check procedures. We will invoice you for the fees incurred at the start and end of the tenancy as set out in the "Additional Charges".

6. Cleaning

The Guide recommends professional cleaning of the property before the tenant moves in. We can quote for a professional cleaning service.

7. Rent Processing

We will transfer all rent received to your UK bank account after deducting our fees and expenses and send you rent statements by email. NB transfers to Non-UK bank accounts will attract an additional fee to reflect increase cost and administration of such transfers. (See fee set out in "Additional Charges".) The Guide explains what steps we will take if rent is not paid on time. Please see the "insurance" section for the cover available for loss of rent and legal expenses.

8. Safety checks and Energy Performance Certificates (EPC)

A valid in date EPC must be available before the property is advertised. You cannot let a property with an 'F' or 'G' EPC rating (see point 9 MEES under our Terms and Conditions). Your ability to recover possession may be prejudiced if an EPC is not provided to the tenant before the tenancy commences. An EPC has a 10 year shelf life so will need to be renewed and provided to your tenant if it expires before the tenancy ends. We can provide the EPC for you if required, for an Additional Charge.

Before the start of a tenancy there must be in place:

A. A gas safety certificate, where appropriate
B. An appropriate risk assessment for Legionella disease and confirmation that any recommended precautions have been implemented
C. A safety certificate for portable electrical appliances (PAT)
D. An Electrical Installation Condition Report (EICR) (see point 10 on Fixed Wiring Tests under 'Our Terms and Conditions').
E. A smoke alarm is required on each floor of the property used as living and sleeping accommodation.
F. A carbon monoxide alarm is required in rooms and hallways used as living accommodation where there is a fixed combustion appliance including, but not limited to, wood burning stoves/ open fires, gas fires and gas/ oil fired boilers. Alarms do not need to be mains operated and interlinked, unless the property is in Wales.

Where any of the above is not available from you we may at our discretion arrange it for an Additional Charge.

9. Property Visits

We or a suitable contractor will visit the property periodically provided the tenant permits access. We will report to you any readily and visually apparent matters of concern. Where additional visits are required under the conditions of a local authority licence or at the landlord's request, these will be undertaken at additional cost.

10. Repairs and Maintenance

If we become aware that repair or maintenance is required to meet your duties as landlord, we will arrange (up to a limit of £200 ex VAT or if the work is urgent) providing we are holding sufficient funds. Otherwise, if requested by you, we will obtain quotations and instruct contractors (provided we have sufficient cleared funds). These services will incur the Additional Charges identified in section headed "Additional Charges".

11. Utilities

We will, where possible, transfer the utilities, council tax, and water into and out of the tenant's name at the beginning and end of the tenancy and supply meter readings where the meters are accessible.

12. Utilities - Energy Supplier

To assist you in tenancy commencement and exit, we are authorised by you, as your agent, in the absence of any objection to arrange for the gas and electricity to be transferred to a nominated energy supplier during any period that the Property is unoccupied, and liaise with the nominated energy supplier, local authority and water provider(s). At the date of these Terms, the nominated energy supplier is OVO Gas Ltd, OVO (S) Gas Ltd and OVO Electricity Ltd (together "OVO Energy") (also trading as 'SSE') which are the licensed supply entities appointed to take on the electricity and/or gas supplier for the property; however, this will not prevent the Landlord from changing to a different energy provider if desired.

We may receive a referral fee from the nominated supplier (See 14, Contractors & Third Parties below).

You understand we may provide your contact details to OVO Energy for the purpose of:

(a) registering the electricity and/or gas meters at the property with OVO Energy, providing electricity and gas to the property in your name at your home address or such other correspondence address as you have provided to us, and administering your account;

You understand we may provide your contact details to OVO Energy for the purpose of:

(a) registering the Landlord with the relevant local authority for the payment of council tax; and
(b) registering the Landlord with the incumbent water supplier to the property. The water supplier may contact the Landlord in order to provide further information about its services and products and conclude an agreement with the Landlord for those services and products.

Should you wish to make your own arrangements for the transfer of gas, electricity, council tax and water please tick here or contact your branch at any later time to object to the data share. ☐

We will not accept any liability for any loss suffered if you or your Tenant fail to action the transfer of the gas, electricity, council tax or water (as may be required).

You understand you may be unable to object to us sharing your information for the purposes of council tax and water supply, where we are legally obligated to do so. You understand that you may be unable to object to us sharing your information for the purposes of closing accounts as necessary at termination of this Agreement.

The relevant OVO Energy Ltd privacy notice is available at https://sse.co.uk/about-us/legal/privacy-policy.

13. Working Float

We need to hold a working float of not less than £200 or more if rent is paid less frequently than monthly for non-Housing Act tenancies. We may refuse to incur any expenditure on your behalf where we are not holding sufficient funds to meet the cost.

14. Your Own Contractor

We will endeavour to use suitably insured contractors suggested by you but where for any reason we use a contractor recommended by us then we may charge that contractor a fee.

15. Vacant Periods

We do not have any responsibility for your property during vacant periods unless you select our *'Vacant Property Services'* which are described in the Guide.

16. Termination and rent reviews

We understand the importance of your rental investment and in particular maximising rental income and obtaining vacant possession when required.

As a result of the Renters' Rights Act 2025, Housing Act tenancies no longer have a fixed term and instead continue until either the landlord or tenant brings the tenancy to an end. A tenant can do this by serving you with 2 months' notice at any stage. Landlords can end a tenancy after an initial 12 months by serving their tenant with 4 months' notice if they wish to either sell the property or to move into it. We can arrange to serve the appropriate notice. When notice is served for either purpose, the property cannot legally be re-let for 12 months after the notice expires.

For student tenancies, and where applicable, for Full Management landlords whilst we will endeavour to remind you at the point that notice under Ground 4A for possession can be served, you will be responsible for advising us in writing that you require service on your tenant (See "Additional Charges").

Landlords can increase the rent to a market level a maximum of once in a 12 month period but not within the initial 12 months of the tenancy or since the last increase. We will review the rental figure with you and, where appropriate, serve notice to increase the rent. If the tenant disagrees with the rental increase and refers it to the First-tier Property Tribunal for a decision, we can assist by providing evidence to justify the proposed increase.

Additional fees apply, see section "Additional Charges".

17. Property regulation checks

If we collect rent on your behalf, we can help with various compliance requirements. This includes comprehensive monitoring of important local authority licensing requirements prior to and throughout the tenancy, deposit-protection scheme and deposit replacement product management (including the service of prescribed information), checking of smoke and carbon monoxide alarms prior to commencement of the tenancy and Legislative Horizon Scanning.

RENT COLLECTION SERVICE

This enables you to manage your property yourself and to use us for marketing, tenant selection, preparing the tenancy agreement, and rent processing. The following clauses of Full Management service apply:

1. **Finding a Tenant**
2. **Tenant References (including only the initial 'Right to Rent' Checks)**
3. **Tenancy Agreement**
4. **Collection of initial rent and Deposit Arrangements**
7. **Rent Processing**
8. **Safety Checks and EPC**
12. **Preferred energy supplier**
16. **Termination and rent reviews**

TENANT INTRODUCTION SERVICE

This enables you to manage the property and tenancy yourself and to use us to put a tenant in place. The following clauses of Full Management service apply:

1. **Finding a Tenant**
2. **Tenant References (including only the initial 'Right to Rent' checks)**
3. **Tenancy Agreement**
4. **Collection of initial rent and Deposit Arrangements**
8. **Safety Checks and EPC**
12. **Preferred energy supplier**
16. **Termination and rent reviews**

OUR TERMS AND CONDITIONS

THE FOLLOWING TERMS AND CONDITIONS GOVERN THE CONTRACTUAL RELATIONSHIP BETWEEN US. PLEASE READ THEM CAREFULLY.

1. Consent To Let

You confirm that you are the owner of the property and have all necessary consents and authority to enter into a tenancy agreement. In warranting that you are the sole owner of the property, or where you are not the sole owner, then you have received authority [(expressly confirmed in writing)] from all other co-owners of the property for it to be let. A breach of this warranty will amount to a material breach of this Agreement.

2. Safety Regulations

By entering into this contract you warrant to us that the condition of the property and its contents does not represent a risk to the tenant, that the property complies with any relevant legislation or regulation, and that all relevant satisfactory safety certificates or assessments have been provided.

Homes (Fitness for Human Habitation) Act 2018

This Act gives tenants the right to take direct legal action against their landlord if their property is in such poor condition that it is 'not fit for human habitation' at the beginning and throughout the duration of a tenancy, They can seek damages plus request that the property is brought up to a good state of repair. *(see Landlords Guide for more information)*

We may suspend the Services where the above is not complied with but by continuing we do not make any assurance that the above matters have been complied with.

3. Keys and Parking Permits

You will provide us with a full set of keys to all main and communal doors for each adult occupant (and for ourselves if you have selected the Management Service.) Please tell us if the tenant is to pay for parking fobs or permits so that this can be included in the tenancy agreement. We will purchase keys on your behalf where necessary.

4. Landlord Checks

In order to comply with money laundering and sanctions legislation, we will need to request personal data from you. We will ask you for documents to confirm your identity. We will use some of your personal data to carry out electronic identity verification using a third-party provider. Where you are acting on behalf of a company, we may also carry out electronic identity verification on beneficial owners or persons connected with the company. This is not a credit check, and although it will leave a soft footprint on your credit file, it will not affect your credit score. Your information will be used to verify your identity, perform sanctions and Politically Exposed Persons (PEPs) checks. The results of these checks will only be used to fulfil our Anti-Money Laundering requirements.

5. Insurance Claims

We do not handle any buildings or contents insurance claims. We can submit claims under Rent and Legal Protection insurance, Zero Deposit Guarantees and Guarantor+. Please see the Guide for further details

6. Income Tax

If we consider that you are a non resident landlord under The Taxation of Income from Land (Non-Residents) Regulations 1995 (Finance Act 1995), then we will deduct basic rate tax from any rent received and pay this to HM Revenue and Customs unless you provide us with HMRC approval for payment without deduction (when we must provide an annual return to HMRC). These arrangements incur Additional Charges. You will indemnify us if we suffer any claim or penalty from HMRC.

7. Houses in Multiple Occupation (HMO) and Selective and Additional Licensing

You undertake that all landlord responsibilities are complied with where the property is a House in Multiple Occupation or where it is subject to selective licensing for let residential property (please see the Guide).

We at our absolute discretion may, for landlords of our Full Management service only, apply for a licence in Our name where the licence cannot be held directly in the Landlord's, and with the Landlord's instructions. The cost of this service called "Agent as Licence Holder for Landlord fee" is confirmed in Additional Charges under General. The licence fee payable to the relevant Local Authority is a further charge payable by you which we will add to our invoice

The following conditions apply:

1. You must remain the legal owner and principal of your property.
2. We are your managing agent and will act as licence holder to comply with the relevant licensing scheme
3. You shall maintain your property to the standard required for the property licence. You agree to us carrying out emergency repairs at our sole discretion. We will make reasonable efforts to contact you in advance for your consent before undertaking such repairs.
4. You agree to us carrying out work without your prior approval to include but not restricted to where a HHSRS hazard exists, the licence requires action, or where delay risks enforcement or prosecution
5. If the cost of such repairs referred to in paragraphs 4 and 5 above exceed the float agreed (please see our Terms of business for further information), you agree to indemnify us fully for our costs incurred for such repairs within 7/14 days from the date of our invoice.
6. You agree to us carrying out all legally required safety inspections applicable to the licence requirements including gas and electrical safety.
7. You agree to us installing the appropriate fire alarm system where required.
8. We will endeavour to undertake property visits in accordance with the licence conditions which shall be charged as "Additional Property Visits" in Additional Charges under General for all those required above the annual property visit included as part of our Full Management Service. You agree to us entering into and terminating tenancy agreements which are held in your name if the tenant or tenants breach the terms of a licence and where the Local Authority has instructed the tenancy to be terminated. Once obtained, the licence is 'non-transferrable' and should we cease to act as your agent, you (or your new agent) will have to obtain a new licence for the property. Licence fees are non-refundable and we cannot provide you with a refund in respect of the costs of any existing licence or payment relating to costs or fees that you may incur in obtaining a new licence, You should notify your insurer, mortgage provider and the freeholder (if applicable) that the property is now subject to licensing.
9. You will indemnify us for liabilities arising from structural defects, historic disrepair, latent defects and delays caused by you.
10. This indemnity will continue even after termination of this Agreement.
11. For the avoidance of doubt, should you fail to:
    - 11.1. cooperate with your compliance obligations under the licence terms, this Agreement or our terms and conditions or
    - 11.2. if you fail to fund or reimburse us for compliance works which we have incurred for the Property then such shall constitute a material breach of this Agreement and we may terminate this Agreement without notice in accordance with section 23 of Our Terms and Conditions.
12. You acknowledge and accept that the Local Authority may treat the licence holder or person having control as personally liable for compliance with its licencing requirements.
13. We reserve the right to cease being the licence holder with immediate effect (subject always to Local Authority licensing terms~) on providing written notice to you in the event that:
    - 13.1. you are in breach of this Agreement or our Terms of Business;
    - 13.2. acting as the licence holder exposes us to enforcement or prosecution or reputational damage; or we are unable to adhere to the licensing requirements due to your conduct or any action or omission by you.

8. Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced a new system for local authorities to assess housing conditions in England and Wales and it is the owner/landlord's responsibility to ensure that properties are let in a suitable condition. You undertake that the property is compliant in all respects.

9. Minimum Energy Efficiency Standards (MEES)

Under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, it is unlawful for landlords to grant new tenancies of properties that have an energy efficiency rating of F and G on its EPC, unless an exemption applies or the landlord has made all the relevant energy efficiency improvements to raise the rating to E or F, or more details please see the Guide. By signing this Agreement you undertake that the property is compliant with MEES in all respects.

10. Electrical Fixed Wiring Tests

All fixed electrical installations must be tested at least every 5 years by a qualified person. The date of the next inspection will be confirmed on the Electrical Installation Condition Report (EICR) and must be strictly adhered to (see below). You must make sure that each tenant has a copy of the EICR before the start of the tenancy. Any Category 1 or 2 hazards and FI notifications should be attended to prior to commencement of a tenancy, with corrective

works confirmed either on an Electrical Installation Certificate (EIC) or a Minor Works Certificate. A copy should be provided to each tenant and the Local Housing Authority.

Please Note: The re-test date noted on an EICR takes precedence over that on an EIC. If the qualified person incorrectly records a short re-test date on an EICR when Category 1 or 2 hazards and FI notifications are recorded, they should be asked to correct this. An EICR with an expired re-test date risks challenges at court when possession is sought or in the event of an incident.

Enforcement is built into the above Regulations, through issuing of a Remedial Notice to get the work done, which if not complied with the Local Authority can issue a Breach Notice plus a penalty notice of up to £30,000 for breaching the Regulations. Please see the Landlord's Guide for more details. By signing this Agreement you undertake to comply with these Regulations.

11. Housing Act Tenancy Deposit ('Deposit')

Non compliance with the law relating to Deposits has very serious consequences. Where you have not chosen the Full Management service we will only arrange for a tenant to pay the deposit directly to you where we are satisfied of your membership of an approved custodial deposit scheme or an approved insurance backed scheme. If the tenant pays the deposit to us by mistake we will only account to you by a direct payment to an approved custodial deposit scheme or after sight of your certificate for an insurance backed scheme. Under our Full Management service we can handle deposit claims and disputes for which there are Additional Charges. Otherwise this will be your responsibility for which please see the Guide.

The Tenant Fees Act 2019 has restricted the level of Deposit that can be taken, which is now 5 weeks' rent, (6 weeks if rent is £50,000 p.a. or more)

The Landlord appoints the employees of the Agent as its agents for the purpose of managing the taking and protection of any tenancy deposit and authorises the said employees to sign the necessary certification that the information required by The Housing (Tenancy Deposits) (Prescribed Information) Order 2007 is accurate to the best of the Landlord's knowledge and belief on its behalf as agents for the Landlord.

12. Deposit replacement guarantee and Guarantor+ products

Tenants are given the choice to either provide a cash deposit equivalent to 5 weeks' of rent up front or purchase a Deposit Replacement product which provides cover equivalent to 6 weeks' of rent. Tenants remain liable for any breach of the tenancy agreement where a guarantee is purchased and you benefit from additional protection equivalent to an extra weeks' rent.

Where a tenant requires a guarantor we make them aware of the choice between a UK based guarantor, typically family or friend, or a professional guarantor, Guarantor+.

In the event that you are not willing to accept the Deposit Replacement Guarantee or the Guarantor+ products, please let us know.

Deposit Replacement Guarantee and the Guarantor+ products are arranged through Zero Deposit, which is a trading name of Global Property Ventures Limited, and which is authorised and regulated by the Financial Conduct Authority (reference number 797026). Zero Deposit's privacy policy can be found at https://www.zerodeposit.com/privacy-notice.pdf.

Where the tenant has chosen a Deposit Replacement Guarantee or a Guarantor+ product we will make the necessary arrangements to manage this process on your behalf.

Where we hold the Deposit any interest earned on the Deposit will be retained by us.

Where, following an introduction by Paul Dubberley, the tenant purchases a Deposit Replacement Guarantee Product ("Deposit Guarantee") and the Tenant maintains the Deposit Guarantee throughout the rental period in substitution of the Cash Deposit referred to in "Our Services" clause 4:

- We shall be entitled to receive a commission payable by the Deposit Guarantee provider;
- Commission is payable by the provider in consideration of our work when arranging and processing the Deposit Guarantee policy. This work involves services for the benefit of the provider, landlord and tenant. Our services allow the tenancy application to proceed. The value of the commission is an amount within the market norm for similar services;
- The Landlord accepts that the Deposit Guarantee will be subject to the terms of the Deposit Guarantee, copies of which are available on request and
- We shall as soon as reasonably practicable inform the Landlord in the event the Deposit Guarantee is cancelled, in which case we shall, at the request of the Landlord, seek to collect the Cash Deposit from the Tenant.

Where, following an introduction by Paul Dubberley, the tenant purchases a Guarantor+ product, and maintains it throughout the tenancy, we shall be entitled to a commission paid by the provider.

- Commission is payable by the provider in consideration of our work when arranging the professional guarantor product. This work involves services for the benefit of the provider, landlord and tenant. Our services allow the tenancy application to proceed. The value of the commission is an amount within the market norm for for similar services;
- The Landlords accepts that Guarantor+ will be subject to the terms of the Guarantor+ product, details of which are available on request.

13. Ending a Tenancy

If instructed we will, subject to regulations in place at the time, serve notice on the tenant enabling you to apply for possession. This will incur an Additional Charge. See "Additional Charges". We recommend that you speak with us and even take legal advice surrounding the reasons for wanting to terminate the tenancy.

14. Termination of our Services

Our **Full Management** or **Rent Collection** service is for a minimum of 12 months and may be terminated by 6 months; written notice by either party. Any Rent and Legal Protection policy will terminate automatically but please see 'FEES and CHARGES' for details of fees payable on termination. Termination does not affect any warranties, assurances or indemnity you have given us. Either party may terminate if the other party fails to remedy promptly any breach of this Agreement.

15. Withdrawal Costs

If you accept a formal offer from a prospective tenant but then withdraw, you will indemnify us for all costs and expenses we have incurred.

16. Third Party Suppliers and Tenant Services

We may receive fees or commission from tenants or utility suppliers or contractors introduced by us where it is lawful for us to do so.

17. Housing Benefit

In the event any Housing Benefit, Local Housing Allowance, Universal Credit or other form of Benefit which has been paid to you in our normal rental processing, is subject to "Clawback" or any other mandatory repayment made by the Local Authority you agree to repay these monies and you indemnify us against any loss or expense.

18. Legal Services

We do not provide legal advice. The Rent and Legal Protection insurance that we offer provides a contribution for legal expenses.

19. Other Relevant Legislation

- ***'The Contracts (Rights of Third Parties) Act 1999'***

This Agreement will not be enforceable by any third party.

- ***'UK General Data Protection Regulation (UKGDPR)'***

We will both be transferring Personal Data to each other for the purposes of these Terms and the Services, and each of us will be an independent data controller for certain processes in relation to any Personal Data collected, processed and stored. For certain tenancy related services we will act as joint controllers, both determining how to process tenant and guarantor personal data to deliver the service to you.

To deliver the Services and the obligations under this Terms and Conditions we shall each:

a) process the Personal Data in accordance with the Data Protection Laws and only to the extent as is necessary

for the performance of its obligations under these Terms

b) only disclose or allow access (including third parties) to the Personal Data to perform obligations in connection with these Terms, or there is a legal or regulatory requirement to do so;

c) provide each other mutual assistance to manage complaints and personal data breaches, if it is lawful to do so.

Should you be a joint landlord the Personal Data provided in the Terms will be visible to both landlords, as both are required to sign these Terms. If you have any concerns with the joint landlord viewing any of your Personal Data contained in these Terms you must let us know before returning the completed and signed Terms. There may be circumstances where we are unable to meet a request for non- disclosure of your personal data to a joint landlord, such as where we are legally or contractually obligated to disclose.

You are responsible for handling any personal data shared or accessed by you throughout the duration of your management contract. You are required to register with the Information Commissioners Office (ICO). You can do so, including payment of the relevant fee, at ico.org.uk/for-organisations/data-protection-fee/. For more details see Faq's Paying a data protection fee – real estate sector | ICO

For full details on how we process your personal data and our Information Commissioner (ICO) registration details, refer to the our Privacy Notice pauldubberley.co.uk/notices/privacy-policy/ You can also contact the branch for a physical copy.

You may receive communications from the 'Connells Group'. Our in-house central lettings teams will support aspects of your management contract and deliver this service for all Connells Group Companies. They will not share your details with other Group Company unless there is a lawful basis to do so. More details on the Connells Group can be found at connellsgroup.co.uk.

- ***'Right to Rent' Checks under the Immigration Acts 2014 and 2016***

We will not put the tenancy in place where a clear Right to Rent check is not available, and the property is in England. For Rent Collection and Tenant Introduction we only take responsibility for the initial Right to Rent Checks, and any subsequent checks that are required remain your responsibility as landlord.

20. Jurisdiction

This Agreement is made in England and Wales and shall be subject to the laws and courts of England and Wales.

21. Interest and VAT

All fees and charges are subject to VAT. We do not pay interest on monies held on behalf of landlords or tenants. We may charge interest at 4% above Barclays Bank Plc base lending rate or the County Court Rate whichever is the higher on late payment of sums owing to us.

22. Updates to the Agreement for letting services

From time to time we may update the Agreement for letting services, including fees and charges, and we will do so by advising you in writing of such updates.

The Agreement for letting services, including any amendments or updates to it, shall apply to any tenancy agreed in relation to the property.

23. Our right to withdraw

We reserve the right to refuse to accept, or to terminate your instructions where an act or omission on your part constitutes a Material Breach of this Agreement. including but not limited to if you have not obtained consent to sub-let the property from any superior landlord or lender; if you have not informed us of any special requirements in respect of the property; if you have not obtained any necessary licence, registration or planning consent, or if your property fails to comply, which remain your responsibility.

If you do not choose our Full Management service then you have a legal responsibility to ensure that the renewal of any gas safety record (and periodic inspection report, where applicable) is carried out within the statutory time limits.

Where we are providing Full Management or Rent Collection we will inform you if we become aware of any failure on your part to comply with your regulatory obligations, and we reserve the right (but without any obligation) at our discretion, to arrange the necessary work at your expense.

24. Our Responsibility

We will make all reasonable efforts to provide the Services to a satisfactory standard and in a timely manner.

PLEASE NOTE THE FOLLOWING IMPORTANT RESERVATIONS AND LIMITATIONS.

- unless you choose our Full Management service then responsibility for the renewal of all safety certification, including but not limited to that associated with gas and electrical safety, remains your legal responsibility throughout the tenancy.
- we accept liability without limit for death or personal injury which is due to our negligence.
- any estimate or advice about future income or expenditure is a general indication only and shall not be treated as a binding assurance or warranty.
- we shall not be liable to you for any loss, injury, damage or for legal or other expenses arising from any defect in the property or its contents (whether or not such defect is apparent) or as a result of any act, omission or insolvency of any third party.
- we shall not be liable to you in respect of any claims made by a third party relating to the property or the letting (unless caused by our negligence) and you will indemnify if any such claim is made against us.
- our Services shall not be taken as imposing any obligation upon us to enforce collection of rent or other charges payable by the tenant or a third party.
- in no circumstances shall we be liable for any indirect consequential or economic loss or expense.

25. Your Responsibility

- you accept liability without limit for death or personal injury which is due to your negligence.
- you shall pay and indemnify us for all costs, claims, damages, expenses, fines, loss or for legal or other expenses in full incurred by us as a result of your fraud, breach, negligence or default (whether arising as an act or omission) or from any defects in, or emissions or other dangers arising from the property or its contents.
- you shall pay (or shall repay) us any costs howsoever arising in relation to the arbitration of the deposit.
- you accept responsibility for any works undertaken by contractors whom you instruct or whom we instruct on your behalf (including where we give instructions in our discretion) and for payment of the contractors.
- you warrant that the property complies with all regulatory and statutory requirements.
- You warrant that in accordance with the Renters Rights Act 2025, no notice under Section 8 of the Housing Act to take possession of the property for the purposes of either selling or moving into the property has expired within the the last 12 months or for 12 months after the date you issued a claim for possession if the tenant failed to vacate." and
- You warrant that you will comply with any legal obligation to join the Private Rented Sector Landlord Ombudsman and to register with the Private Rented Sector Database, when applicable. Your membership and registration must be maintained for the duration of the tenancy.

26. Assignment

We may assign, or otherwise dispose of any of our rights and/or obligations under this contract.

27. Electronic Documentation

Contracts which have been signed and delivered electronically (either by fax, email, scanning or website authentication) are binding and admissible in evidence. For convenience, we may ask you, the tenant or any prospective tenant(s) to sign documentation electronically.

FEES AND CHARGES

Subject to the other provisions of this Agreement our fees become payable upon a tenant introduced by us entering into a tenancy. For this purpose a tenant will be treated as introduced by us if they are introduced by or have been sharing occupation with a tenant introduced by us.

Fees	without VAT	including VAT (at current VAT rate)
Full Management	16% of rent payable	19.2%
Rent Collection	12% of rent payable	14.4%
Tenant Introduction	One month's rent	One month's rent plus VAT

These are each subject to a minimum fee of £750 (£900 including VAT) per annum.

All fees are subject to value added tax (VAT).

The fees for Full Management service and Rent Collection service are payable for the duration the tenancy and can be paid either 12 monthly in advance, or in monthly installments at the relevant percentage of the monthly rent payable.

Any fee falling due will be deducted by us from monies received from the tenant but any sum due which is not recovered in that way must be paid by you immediately. If you arrange to take rent direct from the tenant any unpaid balance of our fee becomes payable immediately.

If the tenant defaults, no part of any fee payable in advance will be refunded and fee instalments will remain payable to the end of any stated contractual term of the tenancy, where applicable. However, after a default, our fee for introducing a new tenant will give credit for any Tenant Introduction fee paid previously to the extent it relates to a period covered by the new introduction.

If you terminate our Services as provided in section 13 of 'OUR TERMS AND CONDITIONS', or if we terminate as a result of your breach, actions or omissions, you will be required to pay our minimum annual fee which would have been applicable to the tenancy less the total fees paid to us to the date of termination.

TERMINATION AND RENT REVIEWS

As a result of the Renters' Rights Act 2025, Housing Act tenancies no longer have a fixed term and instead continue until either the landlord or tenant brings the tenancy to an end. Landlords can increase the rent to a market level a maximum of once in a 12 month period but not within the initial 12 months of the tenancy or since the last increase. We will review the rental figure with you and, where appropriate, serve notice to increase the rent. If the tenant disagrees with the rental increase and refers it to the First-tier Property Tribunal for a decision, we can assist by providing evidence to justify the proposed increase.

Where there is more than one named tenant, if one tenant serves notice to end the tenancy, they do so for all tenants at the property who must vacate when that notice expires. If any named tenant(s) expresses interest in entering into a new tenancy, we will discuss this with you and confirm with them that these negotiations remain subject-to-contract and satisfactory references. You accept that you may face a court process if the tenants do not vacate as required or a new tenancy is not agreed. Our Fees and Charges for a new tenancy become payable when that tenant(s) enters into a new tenancy and who will be viewed as having been introduced by us.

INTERPRETATION

In this Agreement the following words and phrases will have the following meanings unless the context requires otherwise:

'we', 'us' and 'our' means Connells Ltd or its subsidiaries or trading names.

'you' means the landlord (or the person for the time being who owns the freehold or long leasehold in the property).

'Landlord or 'the Landlord'' means a person letting a residential property.

'the tenant' means anyone entitled to possession of the property under a tenancy agreement.

'the property' means the residential premises identified in this Agreement.

'term' or 'tenancy' means any fixed term or periodic tenancy permitted under the regulations in place at the time and includes any extensions or continuations whether by way of a fixed term (where permitted under the regulations in place at the time) or on a periodic basis.

"Controller and Joint Controller" - "Controller" means a person or organisation who (either alone or jointly with others) determines the purposes and means of processing personal data. "Joint Controllers" means two or more persons or organisations who jointly determine the purposes and means of processing the same data, as defined under UK data protection legislation including the UK GDPR and Data Protection Act 2018,

INSURANCE PROTECTION

We are able to offer the following insurance policies;
RENT AND LEGAL PROTECTION INSURANCE.
BUILDINGS AND/OR CONTENTS INSURANCE. '*The Landlord's Guide to Successful Letting*' sets out details of the insurance cover, and some of the terms and conditions of the policies. The premiums payable for Rent and Legal Protection cover are set out in this Agreement. The premiums for Buildings and/or Contents cover will be provided to you on request. You may select Rent and Legal Protection cover or ask for a quote for Buildings and/or Contents cover when you complete the 'YOU CHOOSE' section of this Agreement.

STATUTORY INFORMATION FOR YOU AS OUR CUSTOMER

Our Services will be provided by Connells Residential whose registered office is at Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF.

Our Services will be property services including LETTINGS and MANAGEMENT. The total price of these Services, or where that cannot be stated in advance, the method for calculating the total price is set out in this Agreement.

Where any additional charges applies the amount will be notified to you prior to its being incurred.

Our legal obligation is to provide these Services according to the terms of the written Agreement. Your legal obligation is to observe the terms of this written Agreement for the duration of the written agreement and beyond it (where certain of your obligations survive even after the written Agreement is terminated or cancelled).

We are members of The Property Ombudsman scheme and comply with their code of practice for residential letting agents details for which can be obtained on request from any of our offices or from their website www.tpos.co.uk. Any formal complaint about our Services should be sent to Paul Dubberley Lettings Administration Support at lettingsadministration@connells.co.uk (or please telephone 0121 357 3143). We will provide an acknowledgement within 3 working days and an initial response within 15 working days. Full details of our complaints procedure is also available on request.

In the event that our internal complaints handling procedure has been exhausted, you should note that the appropriate Alternative Dispute Resolution entity is the Property Ombudsman.

In the event that your complaint relates to insurance, the appropriate Alternative Dispute Resolution is The Financial Ombudsman.

YOUR RIGHT TO CANCEL

An 'off premises' contract

An "off premises" contract is one which is signed or otherwise concluded other than at our business premises and when you and our representative are present. A contract which is concluded by means of a distance communication shortly after you and our representative were in each other's presence other than at our business premises, is also treated as an "off premises" contract.

How to cancel

If this contract is an "off premises contract" you have the right to cancel within 14 days ("Cancellation Period") without giving any reason. The Cancellation Period will expire after 14 days from the date of this agreement or if more than one date is stated on the contract, the later (or latest) date will apply. To exercise this right to cancel you must inform us in writing of your decision to cancel this contract. You may use our model cancellation form set out below but it is not necessary to do so provided you transmit your decision by writing to a current, valid postal address; email address; or fax number. To be able to cancel within the Cancellation Period, it is necessary for you to write to us (as above) before the end of the Cancellation Period. If you decide to exercise this right to cancel, you should write to our branch, office or representative with whom you usually deal or alternatively to the postal address or email address stated in the model cancellation form attached below.

Effects of cancellation

If you exercise your statutory right to cancel, we will reimburse all payments received from you including the cost of delivery (if any) without undue delay but no later than 14 days after the day on which we receive notice to cancel. We will reimburse you using the same means of payment as you used for the payment to us unless you and we have expressly agreed otherwise. If you have requested that we commence our services within the Cancellation Period no reimbursement will be due to you for any goods and/or services already provided to you by us at the time we receive notice of cancellation. If you have instructed us to commence our services before the expiry of the Cancellation Period, it is possible that we will already have introduced a tenant or brought about a letting, or performed or delivered other services for you, before the contract has been cancelled. In that case if you have benefitted from our services you will still be liable to pay any fee for a service provided prior to the cancellation and this may mean the full fee is payable.

MODEL CANCELLATION FORM

TO: Paul Dubberley Lettings

I am/We are writing to you by means of the following (please tick box):

☐ Writing to: Paul Dubberley, Lettings Administration Support, 77 High Street, Ashford, Kent TN24 8SF

☐ Email to: lettingsadministration@connells.co.uk

I/We hereby give notice that I/we wish to cancel our agreement for letting services whose details are as follows:

Property address	
Name	
Address (if different from above)	
Date contract signed	Date this cancellation form was sent
Reason for cancellation (optional)	

Please provide as much information above as possible.

ADDITIONAL CHARGES

Initial charges		without VAT	inc VAT
Energy Performance Certificate (EPC)		£99.00	£118.80
Tenancy agreement negotiation and preparation charge		£295.00	£354.00
Tenant & Guarantor referencing (per person)		£50.00	£60.00
Student Application Fee (per tenant/occupier)		£50.00	£60.00
Tenant Right to Rent Checks (per tenant/occupier)		£25.00	£30.00
Supervision of an agreement presented by a third-party to the landlord		£325.00	£390.00
Negotiating addenda to tenancy agreement		£50.00	£60.00
Inventory administration at the start of the tenancy	Unfurnished	£135.00	£162.00
	Furnished	£150.00	£180.00
Inventory check at the end of the tenancy	Unfurnished	£135.00	£162.00
	Furnished	£150.00	£180.00

Instructing an inventory provider to attend the property to undertake the creation of an inventory prior to the start of the tenancy		Unfurnished		Furnished	
		without VAT	inc VAT	without VAT	inc VAT
	Studio	£140.00	£168.00	£160.00	£192.00
	1 bed	£150.00	£180.00	£170.00	£204.00
	2 bed	£160.00	£192.00	£180.00	£216.00
	3 bed	£170.00	£204.00	£190.00	£228.00
	4 bed	£180.00	£216.00	£200.00	£240.00
	4 bed +	£190.00	£228.00	£210.00	£252.00

Tenancy Extensions & Rent Reviews	without VAT	inc VAT
Tenancy Rent Review Service Fee (Inc. Service of Section 13 Notice)	£250.00	£300.00
Fee to negotiate and process a "Change of Sharer" to include tenancy agreement preparation (Non Housing Act Tenancies Only)	£275.00	£330.00
General	**without VAT**	**inc VAT**
Tenancy Administration Fee: Includes but is not limited to marketing of the property, arranging and conducting viewings, negotiating tenancy terms, arranging completion of tenancy documents, utility and services management	Min £100 / Max £400	Min £120 / Max £480
Property Regulation Check Fee: Includes HMO Licence monitoring, the on-going management of Deposit / Deposit Replacement Service, Legislative Horizon Scanning, Checking Smoke and CO Alarms at commencement of tenancy	£9.50pcm	£11.40pcm
Fee for transferring rent and other payments to a Non-UK Bank Account charged per transaction	£25.00	£30.00
Income & Expenditure Service	£30.00 per quarter	£36.00 per quarter
Quarterly tax submission for non-UK residents with no HMRC approval	£100.00 per quarter	£120.00 per quarter
Annual tax declaration for non-UK resident with HMRC approval	£40.00	£48.00
Annual statutory landlord rental income notification to HMRC	£20.00	£24.00
Copy statements (each month's statement, or part thereof) - per request	£25.00	£30.00
HMO Licence Application Fee*	£325.00	£390.00
Agent as Licence Holder for Landlord Fee	£250.00	£300.00
Additional property visits, price per visit	£55.00	£66.00
Repairs (full management only). When the net cost of works exceeds £750.00 + VAT and an estimate is necessary - based on the total net invoice of works	10%	12%
Arrange redecoration/refurbishment (full management only) - based on the total net invoice of works	10%	12%
To obtain an estimate of works for redecoration or refurbishment. (This will be deducted from our final fee if you decide to proceed)	£100.00	£120.00
Court attendances - per day or part thereof	£200.00	£240.00
Providing a witness statement for legal proceedings	£200.00	£240.00
Service of possession Notice for non-Housing Act tenancies	£175.00	£210.00
Service of Section 8 possession Notice	£175.00	£210.00
Arrange Legionella risk assessment	£125.00	£150.00

*This fee excludes the cost of the Local Authority Licence and any risk assessment or other documentation required to grant the licence.

Deposit	without VAT	inc VAT
Fee for the on-going management of a deposit replacement guarantee product / deposit and complying with the legal requirements of the Tenancy Deposit Scheme (TDS) on your behalf. Chargeable every 12 months or part thereof on the tenancy anniversary date (Payable where the Property Regulation Check is not taken)	£72.00	£86.40
Deposit / Deposit Replacement Service (Only Available for Full Management & Rent Collection Service where the Property Regulation Check fee not selected)	£6.00pcm	£7.20pcm
To respond on your behalf to your tenants deposit replacement guarantee product / deposit and dispute where we provide Full Management	£25.00	£30.00
To respond on your behalf to your tenants deposit replacement guarantee product / deposit and dispute where we do not provide Full Management	£200.00	£240.00
Facilitating the transfer of your tenant's deposit to you where we have been previously holding and protecting it in the TDS	£50.00	£60.00

YOU CHOOSE

Paul Dubberley cannot proceed with the Services until you have completed, signed and dated this Agreement. This Agreement takes effect when we have signed it or when we commence provision of our Services, whichever is the sooner.

Full address of property to be let

Allocated parking space

Landlord 1 (full name)

Landlord 2 (full name)

	Landlord 1	Landlord 2
Daytime Tel		
Evening Tel		
Mobile		
Email		

Any additional legal owners not included above to appear on the tenancy agreement

Address for correspondence during the tenancy (full address including Postcode and Country)

☐ I/we require the Full Management service

management fee 16% plus VAT (19.2% including VAT) of all rents payable

Advance ☐ % including VAT Monthly ☐ % including VAT

☐ I/we require the Rent Collection service

letting and rent collection fee 12% plus VAT (14.4% including VAT) of all rents payable

Advance ☐ % including VAT Monthly ☐ % including VAT

Example of how our % fee is calculated

Using a rent of £800 per calendar month and our published management fee of 19.2% including VAT our fee would be £153.60/month or £1,843.20 annually including VAT.

☐ I/we require the Tenant Introduction service

tenant introduction fee one months rent (plus VAT) for full term of the tenancy as set out in our Fees and Charges (page 4)

£ ☐ including VAT

All services are subject to a minimum fee of £750 plus VAT (£900 including VAT).

All fees will have VAT charged at the prevailing rate.

Inventory

Yes ☐ **No** ☐ Please instruct on my/our behalf an inventory and provide the necessary administration at the start of the tenancy and check out at the end in accordance with the charges set out under "Additional Charges"

I/we acknowledge that I/we will be liable to pay additional fees as set out in the section headed 'ADDITIONAL CHARGES' in the circumstances set out in that section and that further fees may be payable where tenancies are renewed or continue beyond the fixed term and in other circumstances as described in this Agreement

Request to start contract immediately

Yes ☐ **No** ☐ I/We acknowledge that I/we may postpone the start of the contract, but I/we hereby request that you start the contract and your Services immediately and I/we have initialled the box to confirm this request. I/We acknowledge and accept that in the event of our cancelling the contract within the Cancellation Period as described in the Section "Right to Cancel", the total price, fees or charges for Services you have provided may be payable in full.

SAFETY

Please read carefully clause 8 of 'Our Services' and clause 2 and 21 of 'Our Terms and Conditions' and then indicate your instructions in the boxes below.

Gas Safety Certificate

☐ no gas to property ☐ Paul Dubberley to provide ☐ landlord to provide

NB we cannot proceed with any let unless we hold a valid gas safety record.

Electrical: Portable Appliance Testing (PAT)

☐ Paul Dubberley to provide PAT ☐ landlord to provide ☐ neither

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

☐ Paul Dubberley to provide EICR ☐ landlord to provide EICR

Where our full management service is selected, PAT and EICR will not automatically be renewed unless you indicate here **Yes** ☐ **No** ☐

1. I/We declare that I/we have read and fully understand this Agreement and the Additional Charges.
2. I/We declare that I/we am/are sole/joint owner(s) of all the property.
3. I/We declare that I/we have obtained all necessary consents to let the property, I/we declare that there is no reason known to me/us why I/we should not let or offer to let the property.
4. I/We confirm that I/we have disclosed to you all material information about the Property which might reasonably affect a prospective tenant's decision to view and/or proceed with a tenancy at the Property.
5. I/We confirm that all upholstered furniture, soft furnishings, beds, mattresses, pillows and cushions supplied to the property and forming part of the proposed letting (including any later replacements) do and will comply with the Furniture & Furnishings (Fire) (Safety) Regulations 1988 and the Furniture & Furnishings (Fire) (Safety) (Amendment) Regulations 1993.
6. I/We confirm that all gas appliances and installations at the property comply with the prevailing safety regulations and that this will be confirmed with the provision of Gas Safety Record prior to commencement of tenancy.
7. I/We confirm that all electrical installations and portable appliances at the property comply with the prevailing safety regulations and that this will be confirmed with the provision of the required safety certification prior to commencement of the tenancy.
8. I/We confirm that the property complies with the Homes (Fitness for Human Habitation) Act 2018 and I/We have had an opportunity to seek independent advice. I/We confirm that I/We have disclosed to you any relevant hazards affecting the property under the Housing Health and Safety Rating System.
9. I/We confirm that smoke and carbon monoxide alarms will be fitted at the property in accordance with the provisions of the prevailing regulations.
10. I/ We acknowledge that the letting service you perform now may benefit me/us in the future if the tenancy continues beyond any initial fixed term permitted under the regulations in place at the time, or continues from month to month, year to year on a periodic basis and therefore you may charge us fees and charges on these events (see under Fees and Charges).
11. I/We declare that for the duration of the tenancy I/We will be resident in the UK for tax purposes and will immediately notify Paul Dubberley if I/we become non-resident in the UK for tax purposes (see section 6 Income Tax under 'Our Terms and Conditions').
12. I/We confirm that once I/we have approved our tenants' references I/we will authorise you to sign the Tenancy Agreement on my/our behalf as my/our agent.
13. I/We confirm that where a tenant takes a deposit replacement guarantee or Guarantor+ product. I/We agree to my/our data being passed to to the product provider, Zero Deposit for the purposes of administering the product.
14. I/We confirm that during the term of this Agreement, I/We have in place adequate insurances and public liability cover.
15. I/We confirm that in accordance with the Renters' Rights Act 2025, no notice under Section 8 of the Housing Act to take possession of the property for the purposes of either selling or moving into the property has expired within the 12 months, or 12 months of the date of any court proceedings issued on a notice for this purpose."
16. I/We confirm that we will comply with any legal obligation to join the Private Rented Sector Landlord Ombudsman and to register with the Private Rented Sector Database, and that membership and registration will be maintained for the tenancy, when required to do so.

Paul Dubberley, has referred to some but not all of your legal obligations as a landlord in this Agreement and you may not rely on this Agreement as setting out your full legal obligations.

INSURANCE

I/We confirm that I/we have read the section of this document headed INSURANCE PROTECTION and that I/we have read the Information on our Protection Services.

Rent and Legal Protection Insurance

If you require our Rent and Legal Protection insurance (subject to the tenancy meeting the required criteria which includes, but is not limited to, your proposed tenants meeting the required referencing criteria), please tick the box below and we will arrange for this to commence at the start of the tenancy. First read the insurance declaration below as if you cannot agree with this it will not be possible to proceed.

Insurance declaration

I/We declare that to the best of my/our knowledge:

1. There are no circumstances known about that could give rise to a claim under the terms of the Rent & Legal Protection policy I/we have requested.
2. No insurer has ever refused to offer me/us a landlord's rent protection or landlord's legal expenses insurance policy, cancelled a policy mid-term, or imposed special terms or declined to renew a policy.
3. I/We accept that the decision to purchase this insurance is mine/ours and is based not on any advice or recommendation, because none has been given, but on my/our interpretation and understanding of the information that has been provided by you.
   I/We have received, read and understood the Insurance Product Information Document and Key Information on our Protection Services Document included within the Landlord's Guide to Successful Letting and I/we confirm that by ticking the box below, I/we wish to purchase Paul Dubberley Rent & Legal Protection insurance, subject to any tenants and the tenancy meeting the relevant criteria, including requirements for suitable referencing. I/We accept and agree that my/our instruction is a request for insurance, which if accepted by the insurer will be confirmed to me/us in writing along with the policy documentation and will result in a monthly premium being charged.

Rent and Legal Protection insurance will cost 3.12% of the monthly rent plus insurance premium tax @ 12% of the premium (3.49% inclusive) charged to you monthly, for the period of the tenancy. This can be paid by deduction from rent collected if you have contracted for Full Management or Rent Collection.
Insurance Premium Tax will be charged at the prevailing rate.The current premium rate is set out above, this may be reviewed from time to time and you will be notified of any changes before they take effect.

I/We request that Rent and Legal Protection insurance commences at the start of the tenancy **Yes** ☐ **No** ☐

I/We confirm that I/we have read and agree the Insurance Declaration above **Yes** ☐

Buildings and Contents Insurance

Buildings and Contents Insurance cannot be ordered using this document. Please indicate in the box if you would like to be provided with a quote for buildings and contents insurance subject to the section of this document headed INSURANCE PROTECTION and the relevant information in the Guide. **Yes** ☐ **No** ☐

IN ORDER TO MAKE PAYMENTS TO YOU WE REQUIRE YOUR UK BANK DETAILS

Name of bank and branch			Name of bank and branch				
Sort code		Bank account number		Sort code		Bank account number	
Bank account name				Bank account name			

Signed		Print name		D.O.B.		Date	
Signed		Print name		D.O.B.		Date	
Signed on behalf of Paul Dubberley		Print name				Date	

CUSTOMER SUPPORT

We are committed to providing fair, inclusive, and accessible support to all our clients, including those who may be vulnerable due to personal circumstances. We recognise that vulnerability can arise from a range of factors, including age, disability, mental or physical health conditions, financial difficulties, language barriers, or significant life events.

If you believe you may require additional support when engaging with our services, please let us know or confirm here ☐

A trading name of Connells Residential which is registered in England and Wales under company number 1489613, Registered Office is Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF. VAT Registration Number is 500 2481 05. Connells Residential is a member of and covered by the ARLA Propertymark Client Money Protection Scheme. For insurance distribution activities Connells Residential is an appointed representative of Connells Group Principal Services Limited which is authorised and regulated by the Financial Conduct Authority FRN 301684.