

Service Level and Schedule of Charges — In each service level, each item ticked is available within that service. If the item is ticked and there is no Fee displayed, the item is included within the service at no additional cost. If there is a tick and a Fee displayed, the item is delivered within the service at the Fee displayed. If there is no tick for that service, but there is a displayed fee the item is not included within the service, and you will need to instruct the Agent, and the Agent would need to accept to carry out this item at the Fee displayed. If there is no tick and no fee, this item is not available.

	Fully Managed 
GENERAL FEES	ALL PRICES INC 20% VAT
Marketing Fee for New Tenancy Deducted from the first months' rent received.	£180
Monthly service commission Percentage of the agreed rent due each month throughout a tenancy.	12% incl. VAT
Landlord Sanctions Check — per person.	£12
PRE-TENANCY	
Rental Appraisal We will assess the letting potential of your property and suggest a realistic rental value based on market conditions. We will recommend any essential works required to achieve a quick let.	✓
Property Marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write marketing details that appeals to clients and take photographs. We'll also erect a 'To Let' board where permitted.	✓
Accompanied Viewings and Feedback We will accompany all viewings, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise its rental appeal.	✓
Tenant Referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓ £54
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK.	✓
New Tenancy Agreement Set Up Fee We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓ £180
Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC). We can arrange one on your behalf, as necessary, prior to starting to market.	✓ £118

Landlord Terms of Business

Gas Safety Record We will ensure that every property holds a valid Gas Safety Certificate completed by a Gas Safety registered engineer at the commencement of the Tenancy.	✓ £120
Electrical Testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	✓ £180
Fire and Furnishings All furniture and furnishings must comply with fire resistance regulations.	✓
Smoke Alarms and Carbon Monoxide Detectors We will check that the correct detectors are installed and that they are working at the start of every new tenancy.	✓ £24
Legionella Risk Assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	✓ £54
Blinds and Curtain Safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

START OF TENANCY	
Signing the Agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
Security Deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period.	✓ £36
Inventory and Schedule of Condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	✓
Studio*	£102
1 bed*	£132
2 bed*	£150
3 bed*	£180
4 bed*	£216
5 bed*	£270
Additional fee, in addition to the above, if Fully Furnished: apartments - houses.	25% - 50%
Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party.	✓
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to the move in.	✓

DURING TENANCY	
Rent Payment and Statements We will account to you for the rent received, less outgoings and our Fees, accompanied by a statement. We will always transfer the rent we receive into your account. We reserve the right to invoice you for our fees where rent is not paid.	✓
Rent Arrears We will inform you if the Tenant is in Arrears. Within 7 working days of the due date, we will chase the Tenant for payment of any Arrears. Arrears pursuit is limited to reminders and correspondence. Legal action requires your separate written instruction.	✓
Tenancy Renewal When a Company Let or Non-Housing Act Tenancy is coming to an end, we will negotiate with your tenant the rental terms and arrange for a renewal agreement to be signed.	✓
Rent Review and Section 13 Notice We will review the rent annually, to ensure it's appropriate to current market conditions. We prepare market rental comparables and negotiate with both parties an increase.	✓ £180
Right to Rent Re-Check Service Where required by law, we will carry out follow up checks of the official documents of all adults aged 18 years and over residing at the property to confirm that they continue to have the right to live in the UK (Included within Rent Review Fee)	✓
Regular Property Visits and Reports We will arrange to visit the property and provide you with a full report of our visit. We will suggest essential maintenance or make other observations and recommendations, as necessary.	✓
Void Period Inspection We will complete an inspection during a void period.	✓ £72
Tenancy Matters We will act as the tenant's day-to-day point of contact for all matters arising during the tenancy, advise of any known breach of the terms of the Tenancy Agreements and pass on any relevant notices we receive to the Landlord.	✓
Notices We will serve or arrange to serve any relevant notices (per notice).	✓ £96
Routine Maintenance We will notify you of all works and costs prior to the works commencing unless it is an emergency to protect your interest, you are uncontactable for a period of time where not actioning the works will cause you or us to breach legislation.	✓
Works Over Agreed Spend Limit For works over an agreed spend of , we will arrange for an estimate for your consideration. We will confirm when the works have been completed.	✓
Out of Hours Emergency We provide 24/7 online support to help your tenant deal with emergencies at the property which occur outside of normal office hours.	✓ 50%

Payment of Contractors' Invoices Contractors' invoices will be made in your name and we will settle them by deduction from rental income. Should the invoice exceed the rent income or rent is not received, we will ask for a pre-payment to hold on your account or send them to you for direct payment. For works exceeding £1,000 we will ask for a 50% deposit of the quotation.	✓
Rent Guarantee We will arrange a Rent and Legal Protection policy appropriate to each tenancy's circumstances. Further details of the applicable terms and conditions are available upon request and can vary dependent on property type and size.	✓ £30
Eviction of Unauthorised Occupants We will assist with action to legally remove unauthorised occupants from your property subject to statutory legal process and any associated costs incurred.	✓
HMRC Compliance At your request, we will issue a summary statement showing all receipts and outgoings, for your annual tax return.	✓
Making Tax Digital If you are required to submit your tax returns quarterly under the MTD requirements, we can provide you with access to a third party MTD compatible software to complete your quarterly returns and we can supply all your quarterly income and expenditure into the platform.	✓ £12
Pet Requests A tenant has a right to request a pet, which can only be refused if it's reasonable to do so. We will manage this process and manage adding a pet to the tenancy if consent is given. A charge will be made to the Landlord for an addendum to contract.	✓ £90
Non-UK residents accounting to HMRC If you are non-UK resident for tax purposes and have not obtained approval to receive rent without deduction of UK income tax, then by Law, we will retain the tax element and pay over to HMRC on your behalf.	✓ £120

END OF TENANCY	
Arranging Deposit Return At the end of the tenancy, where we hold the deposit, we will arrange for the return of the deposit less any agreed deductions between the Landlord and Tenant.	✓
Check Out Inspection We will arrange to inspect and compile a schedule of condition at the end of the tenancy identifying items which fall outside of normal "wear and tear" and may form a claim against the Tenant's security deposit as below.	✓
Studio*	£102
1 bed*	£132
2 bed*	£150
3 bed*	£180
4 bed*	£216
5 bed*	£270
Damage Dispute Negotiation We will advise on the strength of any claim against the tenant's security deposit and will liaise between you and your tenant in the event of a dispute to negotiate an acceptable resolution.	✓

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Damage Dispute Adjudication If there is a dispute, we will refer the matter to the relevant deposit scheme for independent review. We will prepare relevant documentation for the adjudication process.	✓ £180
Utility Switching Where we have completed a check out, we will, where possible, notify the current energy supplier, local council tax authority and water supplier. We may arrange an energy switch to a preferred supplier using a third-party provider. Details can be provided separately.	✓

ADDITIONAL CHARGES	
Professional Photography	£120
"Featured Property" Advertising	£150
Floor Plan	£90
Video Tour	£120
Professional Hourly Rate	£120
Preparation of Documents for Dispute Adjudication or Court Proceedings	£300
Drawing Up of Documentation	£180
Attendance at Court – Per Half Day	£540
Early Termination of Management Service with Tenant Remaining in Situ	£720
Administration Fee for Withdrawing from an Offer of a Tenancy	£180
Management Transfer Fee from Another Agent or Landlord with Tenant in Situ	£180
Provision of Duplicate Documents or Statements	£120
Cutting of Keys - Per Key	£24
Additional Property Visits – Per Visit	£72
Management of Major Building Works	12%
Amending of Tenancy Agreement due to Tenant Swap	£180
Pat Testing up to 20 circuits	£108
Duplicate Document or Statement - Per Document	£120
Annual Charge for Setting Up and Maintaining PRS Database for Landlord	£120
Deposit Transfer / Mid Term Transfer	£120
Land Registry Search for Proof of Ownership	£20

Terms & Conditions Apply

Please be aware that where a new service is added due to legislative change or improvements in industry standards, we may add services to the above, these will either be done in writing with any costs made clear or we will reissue the terms of business to you.