

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	Rent Collect	Let Only
General Fees			
Tenancy set up Deducted from the first months' rent received	£462.00	£462.00	120%
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy.	15.6% incl.VAT 13% excl.VAT	13.2% incl.VAT 11% excl.VAT	0% incl.VAT 0% excl.VAT
If the monthly rental is 1000 you will pay a fee of	0 incl. VAT	0 incl. VAT	0 incl. VAT

Pre-Tenancy			
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. 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 a description in language that appeals to renters, take photographs and, at your option, provide a floor plan. We'll also erect a 'To Let' board.	✓	✓	✓
Accompanied viewings and feedback We will accompany all viewings where possible, 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 checks, fraud/default database checks, sanction checks and obtaining a credit score. Where necessary and available, we will take up direct current landlord and employment references and obtain proof of income.	✓	✓	✓
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	✓	✓	✓
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓	✓	✓

<p>Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.</p>	✓ £120.00	✓ £120.00	✓ £120.00
<p>Gas safety record We will have every gas appliance at the property (including LPG fired) checked at the start of the tenancy by a Gas Safe registered engineer.</p>	✓ £144.00	✓ £144.00	✓ £144.00
<p>Electrical testing We will arrange an Electrical Installation Condition Report and a Portable Appliance Test before the start of the tenancy, and we can arrange to carry out any essential work.</p>	✓ £264.00	✓ £264.00	✓ £264.00
<p>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.</p>	✓	✓	✓

Start of tenancy			
<p>Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds. If a guarantor is required, we will ensure that a legally binding guarantor agreement is entered into.</p>	✓	✓	✓
<p>Security deposit Where we take a security deposit, we will, lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.</p>	✓	✓	✓
<p>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.</p>	✓	✓	✓
Studio/1 bed*	£126.00	£126.00	£126.00
2 bed*	£150.00	£150.00	£150.00
3 bed*	£162.00	£162.00	£162.00
4 bed*	£174.00	£174.00	£174.00
5 bed*	£186.00	£186.00	£186.00
Additional fee, in addition to the above, if fully furnished	£24.00	£24.00	£24.00

During tenancy

<p>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.</p>	✓	✓	
<p>Rent Arrears We will inform you if the Tenant is in Arrears. Within 3 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</p>	✓	✓	
<p>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.</p>	✓	✓	
	£300.00	£300.00	
<p>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.</p>	✓		
<p>Gas safety record renewal We will arrange for the annual gas safety inspection and record renewal.</p>	✓		
	£144.00		
<p>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 breach of the terms of the Tenancy Agreements and pass on any relevant notices we receive to the Landlord</p>	✓		
<p>Notices We will serve or arrange to serve any relevant notices (per notice)</p>	✓		
	£60.00		
<p>Routine maintenance We will notify you of all works and costs prior to the works commencing unless it is below the agreed pre-authorized limits, 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.</p>	✓		
<p>Works over agreed spend limit For works over an agreed spend of £360.00, we will arrange for an estimate for your consideration. We will confirm when the works have been completed.</p>	✓		
<p>Payment of contractors' invoices</p>			

We will raise contractors' invoices in your name and 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	✓		
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.	✓		

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.	✓		
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.	✓		

Additional Charges			
Professional Hourly Rate	✓ £78.00	✓ £78.00	
Preparation of documents for dispute adjudication or court proceedings	✓ £120.00	✓ £180.00	
Drawing up of documentation if not included in Service level	✓ £120.00	✓ £180.00	
Attendance at court	✓ £180.00	✓ £240.00	
Early termination of management service with a sitting			

tenant	✓ £420.00	✓ £420.00	
Administration fee for withdrawing from an offer of a tenancy	✓ £420.00	✓ £420.00	
Provision of duplicate documents or statements	✓ £12.00	✓ 12	
Cutting of keys (per key)	✓ £12.00	✓ £12.00	
Management of major building works	✓ 12%		
Amending of Agreement due to Tenant Swap	✓ £120.00		