all prices are inclusive of VAT, unless stated	FULL MANAGEMENT	RENT COLLECTION	LET ONLY
GENERAL FEES			
Tenancy set up - Deducted from the first months' rent received	£625 (£750 Incl VAT)	£625 (£750 Incl VAT)	£800 (£960 Incl. VAT)
Monthly service commission – % of the agreed rent due each month throughout a tenancy	10% (12% Incl VAT)	7% (8.4% Incl VAT)	✗
Landlord KYC and Sanctions Check – per person	☑	☑	£25 (£30 Incl VAT)
PRE-TENANCY			
Comprehensive property appraisal - Rental value, recommendations & essential works	☑	☑	☑
Marketing/Advertising (in house, property portals, social media, To Let boards)	☑	☑	☑
24 hour live chat access for enquiries	☑	☑	☑
Registration and qualification of interested potential tenants	☑	☑	☑
Accompanied viewings as necessary	☑	☑	☑
Getting the right tenant: Tenant referencing, credit check, Right to Rent	☑	☑	☑
Ensuring landlord complies with statutory obligations	☑	☑	☑
START OF TENANCY			
Preparation and signing of tenancy agreement	☑	☑	☑
Arrangement of any necessary EPC, Gas Safety Cert and EICR certificates	☑	☑	☑
Arrangement of in house Legionella Risk Assessment (every 2 years)	☑	☑	☑
Landlord and payment setup	☑	☑	☑
Tenant deposit protection or setup Tenancy Deposit Alternative	☑	☑	☑
Check In process & take first month's rent			
- Check In Meter Reads			
- Key handover and property information	☑	☑	☑
- Providing all relevant paperwork to tenants (incl. contracts, invoices, deposit scheme info, safety certs & rent guide)			
- Providing all relevant paperwork to landlords (incl. contracts, invoices & safety certs)			
- Changeover of services (utility providers, local council, etc…)			
INVENTORY/SCHEDULE OF CONDITION			
Studio/1 Bed*	£80 (£96 Incl VAT)	£80 (£96 Incl VAT)	£120 (£144 Incl VAT)
2 Bed*	£80 (£96 Incl VAT)	£80 (£96 Incl VAT)	£120 (£144 Incl VAT)
3 Bed*	£90 (£108 Incl VAT)	£90 (£108 Incl VAT)	£140 (£168 Incl VAT)
4 Bed*	£100 (£120 Incl VAT)	£100 (£120 Incl VAT)	£160(£192 Incl VAT)
5 Bed*	£120 (£144 Incl VAT)	£120 (£144 Incl VAT)	£180 (£216 Incl VAT)
*Additional fee, in addition to the above, if fully furnished	£50 (£60 Incl VAT)	£50 (£60 Incl VAT)	£50 (£60 Incl VAT)
RENT GUARANTEE & LEGAL EXPENSES COVER			
Rent Guarantee & Legal Expenses Cover (Rent <£1000 pm)	£25 (£30 Incl VAT)	£25 (£30 Incl VAT)	✗
Rent Guarantee & Legal Expenses Cover (Rent <£1500 pm)	£30 (£36 Incl VAT)	£30 (£36 Incl VAT)	✗
Rent Guarantee & Legal Expenses Cover (Rent >£1500 pm)	Quotations on request	Quotations on request	✗
DURING THE TENANCY			
Rent payment and Landlord Statements	☑	☑	✗
Collecting rent, paying both landlords and contractors	☑	☑	✗
Providing advice on rent arrears and agreeing actions	☑	☑	✗
Chasing rent arrears - limited to reminders, correspondence and payment plans where agreed	☑	☑	✗
Annual Rent review and Section 13 Notices (with Landlord approval)	£30 (£36 Incl VAT)	£30 (£36 Incl VAT)	✗
First Tier Tribunal rental dispute claims	£50 (£60 Incl VAT)	£50 (£60 Incl VAT)	✗
Right to Rent recheck service	☑	☑	✗
Tenancy matters	☑	✗	✗
Ensuring landlord complies with statutory obligations	☑	✗	✗
Arrangement of any necessary EPC, Gas Safety Cert and EICR certificates	☑	✗	✗
Arrangement of in house Legionella Risk Assessment (every 2 years)	☑	✗	✗
Tenancy matters - we will act as the tenant's day to day contact	☑	✗	✗
Emergency tenant support service (Bank holidays)	☑	✗	✗
Routine Maintenance/Repair management (per event)	☑	✗	✗
Regular property visits and reports	☑	✗	✗
- New Tenancies - Year 1	3	✗	✗
- All tenancies - per annum	2	✗	✗
Pet request approval process	£25 (£30 Incl VAT)	✗	✗
Commission may be received from third-party providers (insurance, contractors, referencing, utilities, etc.)	up to 10% (12% Incl VAT)	✗	✗
END OF TENANCY			
Check Out Inspection and Damage Report (Studio/1Bed/2Bed)	☑	£120 (£144 Incl VAT)	£120 (£144 Incl VAT)
Note: Inventory check (per additional Bedroom)	☑	+£10 (£12 Incl VAT)	+£10 (£12 Incl VAT)
Check Out Service			
- Key collection			
- Check Out Meter Reads			
- Damage Dispute negotiation *	☑	£90 (£108 Incl VAT)	£90 (£108 Incl VAT)
- Deposit deductions communication *			
- Arrange Deposit return, less any agreed deduction, if we hold the deposit *			
*Full Inventory required, does not include Dispute Resolution			
OTHER FEES			
Non-UK Landlord KYC and Sanctions Checks – per person	£25 (£30 Incl VAT)	£25 (£30 Incl VAT)	£25 (£30 Incl VAT)
Legal Notices (per notice)	Quotations on request	Quotations on request	Quotations on request
Eviction of unauthorised occupants	Quotations on request	Quotations on request	Quotations on request
Non-UK Residents accounting to HMRC	1% (1.2% Incl VAT)	1% (1.2% Incl VAT)	✗
Damage Dispute Adjudication	£150 (£180 Incl VAT)	£150 (£180 Incl VAT)	£150 (£180 Incl VAT)
Additional periodic property visits	£65 (£78 Incl VAT)	£65 (£78 Incl VAT)	£65 (£78 Incl VAT)
Annual Statement (on request)	☑	☑	✗
Void property management fee (1 per month)	☑	☑	£75/hr (£90/hr Incl VAT)
Management of building works (i.e. Renovation, Refurbishment, Upgrades, etc...)	5% (6% Incl VAT)	10% (12% Incl VAT)	10% (12% Incl VAT)
Professional hourly rate for service	£75/hr (£90/hr Incl VAT)	£75/hr (£90/hr Incl VAT)	£75/hr (£90/hr Incl VAT)
Licensing Application Fee	£150 (£180 Incl VAT)	£150 (£180 Incl VAT)	✗
Third party professional services	Quotations on request	Quotations on request	Quotations on request