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 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.

All fees include VAT

	Fully Managed	Rent Collect	Let Only
General Fees			
Tenancy set up Deducted from the first months' rent received	**£720.00**	**£795.00**	**£850.00**
Monthly service commission Percentage of the agreed rent due each month throughout a tenancy. If the monthly rental is £1,000.00 you will pay a fee of:	**14.4%** (12% excl.VAT) **£144**	**9.6%** (8% excl.VAT) **£96**	
Landlord sanction check (per person)	**£25.00**	**£25.00**	**£25.00**
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 and take photographs 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, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓	✓	✓
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.	✓	✓	✓
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant 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.	✓	✓	✓

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.	✓	✓	✓
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.	✓	✓	✓
Gas Safety record We will arrange to have every gas appliance at the property (including LPG fired) checked at the start of the tenancy by a Gas Safe registered engineer unless one is already in place	✓	✓	✓
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 any essential works.	✓	✓	✓
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.	✓	✓	✓
PRS Database administration and management Upon invitation from the landlord via the portal, we will assist with the secondary "agent nominated" stage of the registration process; compiling, verifying, and uploading required compliance documentation (e.g. Gas Safety Certificate, EICR, EPC, and licensing data) and tenancy information to the database. **Please note:** The Landlord remains legally responsible for the landlord account and the property record and for paying the registration or renewal fee levied by the PRS Database operator, directly.	✓		
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. 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.	✓	✓	✓
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.	✓	✓	✓
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 move in.	✓	✓	✓
During Tenancy			

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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 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.	✓	✓	
Rent review We will review the rent annually, to ensure it's appropriate to current market conditions.	✓	✓	
Section 13 rent increase We will issue a rent increase notice to the tenant with supporting evidence of the market rate.	**£90.00**	**£120.00**	**£120.00**
First Tier (Rent) Tribunal We will send through any supporting information required to the tribunal, if the tenant has sent the section 13 notice to appeal.	✓	**£60.00**	**£60.00**
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.	✓	✓	
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.	✓	**£120.00**	**£120.00**
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.	✓		
EPC renewal We will arrange for the renewal of an EPC (Energy Performance Certificate) if required and record renewal.	✓	✓	
Gas Safety record renewal We will arrange for the annual gas safety inspection and record renewal.	✓	✓	
Electrical testing renewal We will arrange for the renewal of an EICR and record renewal.	✓	✓	
Legionella risk assessment renewal We will arrange for a review of the risk assessment at the advisable time and advise of any risk.	✓	✓	
PRS Database administration and management Upon invitation from the landlord via the portal, we will assist with the secondary "agent nominated" stage of the database entry; maintaining and updating the property record during the tenancy with any change in circumstances related to the compliance documentation (e.g. Gas Safety Certificate, EICR, EPC, and licensing data) and tenancy information.	✓		

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Please note: The Landlord remains legally responsible for the landlord account and property record and for paying the registration or renewal fee levied by the PRS Database operator, directly.			
Routine maintenance We will notify you of all works and costs prior to the works commencing unless it is below the agreed preauthorised 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.	✓		
Works over agreed spend limit For works over an agreed spend of £240.00, we will arrange for an estimate for your consideration. We will confirm when the works have been completed.	✓		
Payment of contractors' invoices 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 (per invoice).	✓		
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.	✓		
Landlord Portal Access property details, including; statements, the tenant balance (**r**ent payments made and any outstanding balances from the tenants), contractor bills to be deducted, safety certificate documents, inspection documents and tenancy documents.	✓	✓	
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.	✓	**£60.00**	**£60.00**
Eviction of unauthorised occupants We will assist with action to legally remove unauthorised occupants from your property subject to statutory legal process.	✓		
Section 8 Notice serving – Standard We will prepare and submit a standard section 8 notice for a single ground, where grounds 8,10 or 11 are required.	**£199.00**	**£199.00**	**£199.00**
Section 8 Notice serving – Complex We will prepare and submit a section 8 notice, where multiple grounds are required, or the grounds are outside 8,10 or 11.	**£599.00**	**£599.00**	**£599.00**
Preparation of documents for dispute adjudication or court proceedings. We will prepare and provide any supporting documentation that we have available to us for the use in an adjudication, or court proceedings.	✓	**£120.00**	**£120.00**
HMRC compliance At your request, we will issue a summary statement showing all receipts and outgoings, for your annual tax return.	**£25.00**	**£25.00**	
Non-UK residents accounting to HMRC	**£12.50**	**£12.50**	

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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 quarterly on your behalf. (fee per month)			
Void period inspection We will complete an inspection during a void period.	**£60.00**	**£120.00**	**£120.00**
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.	✓	**£360.00**	**£420.00**
Amending of agreement due to tenant swap We will prepare the documentation required to remove tenants from an existing tenancy, where this is desired instead of setting up a new tenancy.	**£720.00**	**£795.00**	**£850.00**
Rent protection We will arrange a Rent and Legal Protection policy appropriate to each tenancy's circumstances. Further details of the applicable terms and conditions are attached at Schedule 2. If there is a charge in this row, the charge is per month.	**£31.50**	**£31.50**	
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. (fee per month)	**£12.50**	**£12.50**	
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.	✓	**£120.00**	**£120.00**
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.	✓		
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.	**£50.00**	**£50.00**	**£50.00**
Utility switching Where we have completed a check out, we will notify the current energy supplier, local council tax authority and water supply. We may arrange an energy switch to a preferred supplier using a third-party provider. Details can be provided separately.	✓	✓	✓
Additional Charges			
Provision of duplicate documents or statements	✓	✓	

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'Staying Legal' advice & consultation	✓	✓	**£120.00**
Drawing up of documentation if not included in service level	✓	**£120.00**	**£120.00**
Attendance at court	**£240.00**	**£240.00**	
Professional hourly rate	**£120.00**	**£120.00**	**£120.00**
Early termination of management service with a sitting tenant	**£500.00**	**£500.00**	
Administration fee for withdrawing from an offer of a tenancy	**£720.00**	**£795.00**	**£850.00**
Cutting of keys (per key)	**£18.00**	**£18.00**	**£18.00**
Management of major building works over £1800 (per invoice)	**12%**	**12%**	**12%**
Supply and fitting CO alarm	**£45.00**	**£45.00**	**£45.00**

Terms & Conditions Apply