

## STANDARD Pricing List



### Standard Pricing (HMOs) from 5 March 2021

Lettings Fees	Fee (inclusive of VAT)	Comments / Special Terms
Tenant source / introduction only	<b>£180.00</b>	Includes drafting advertisements, photographs, and handling basic telephone and/or email queries plus basic remote vetting.  Landlord to arrange own viewings (Agent to forward details); right to rent checks, contract drafting and signing; referencing; and deposit protection. Landlord may request Agent do some or all of these (except deposit protection) in line with the below fee structure.
Attending viewings ( <i>where viewings not arranged by the Agent</i> )	<b>£48.00</b> per viewing 45 minute slot (1 tenancy application per slot)	Landlord to arrange mutually agreeable dates and times for tenant and agent.
Tenancy application referencing and research ( <i>where tenant not sourced by the Agent</i> )	<b>£144.00</b> (per tenant)	Includes right to rent checks, telephone and emails to referees, queries to applicant, online research and summary report
Preparing contracts and arranging signatures ( <i>where tenant not sourced by the Agent</i> )	<b>£96.00</b> per tenancy application (+ £50.00 per guarantor)	Includes drafting of contracts, including any special terms, and arranging electronic document signatures and certificate
Deposit protection ( <i>where tenant not sourced by the Agent</i> )	<b>£12.00</b>	Includes forwarding evidence of successful deposit protection
Check in including inventory preparation and completion ( <i>where tenant not sourced by the Agent</i> )	<b>£144.00</b> per 1 hour slot (1 slot per tenancy)	Requires advance receipt of keys from Landlord and includes signed copies by return for each party.
<b>OR</b> Tenant Finder Package (includes all of the above where tenant sourced by the Agent)	<b>£540.00</b> per individual tenancy applicant (extra <b>£60.00</b> for a couple)	Includes: <ul style="list-style-type: none"> <li>• Tenant sourcing</li> <li>• Arranging and attending viewings (unlimited until tenant secured)</li> <li>• Processing tenancy applications including right to rent checks, referencing and research</li> <li>• Preparing contracts and arranging signatures (including guarantors)</li> <li>• Deposit protection (1 per tenancy)</li> <li>• Check in and inventory</li> </ul>

<b>AND</b> Tenancy Renewals and contract amendments (whether tenant sourced by the Agent or not)	<b>No charge</b> during first year (12 continuous calendar months) – <i>unless tenant not sourced by the Agent, in which case £50.00; or £50.00</i> during subsequent years (13th continuous month onwards)	Includes updated contracts and arranging of signatures (extra <b>£50.00</b> if additional guarantor contracts required).
Management Support Fees	Fee (inclusive of VAT)	Comments / Special Terms
Arranging and attending annual inspections for central heating and/or gas appliances	<b>£96.00</b> each inspection (+ disbursements for contractors)	Includes obtaining quotes, attendance at inspections, and communicating outcomes to Landlord and tenants, and displaying results at the Property (on request).
Sourcing quotations for third party services / contractors	<b>£60.00</b> per quote or <b>12% of invoice price</b> (whichever is lower)	Applies to contractors, utility suppliers, cleaning services etc.
Securing and managing third party contractor relationships (eg locksmiths, cleaning services, painter decorators, insurers etc) post quotations	<b>£15.00</b> per unit of 15 minutes (+ disbursements for contractors)	Includes management of contractor relationships and arranging payment of invoices.  Fee to be negotiated based on hours of work needed, number of staff needed, property size and areas to be covered.
Rent collection	<b>12%</b> of rent collected	Includes telephone and email reminders to tenants and (where appropriate and agreed) formal letters of demand to overdue tenants.  Payment schedules are only provided for tenancies in which the agent receives all rents from the outset of their tenancy.
Call out (eg for access to rooms)	<b>No charge</b> (unless call out required out of hours, in which case <b>£48.00</b> per 45 minutes applies)	Available between 8am – 10pm (additional multiplier at 2x rate for emergency call outs requiring attendance within one hour of call).
Replacement keys (and coding)	<b>£30.00</b> per key	None
Letter forwarding	<b>£12.00</b> per visit to the Property (no more than once per week)	Includes keeping a record of forwarding addresses for former tenant(s) who have provided a forwarding address, forwarding correspondence on to former tenants, or returning correspondence to senders where forwarding address unknown.
Complaints handling (including investigation and written response)	<b>£60.00</b> per hour (+ disbursements, such as ADR fees)	Includes managing complaints within any applicable / agreed SLA (fees not chargeable where agent negligently handles outside

		<p>of SLA), and drafting written responses, etc.</p> <p>Fees do not apply where complaint is about the agent and not the landlord or its Property.</p> <p><b>Excludes</b> independent regulator / dispute resolution service fees.</p>
* <i>Legal proceedings (eg eviction services)</i>	Various (TBC)	<p>Can include:</p> <ul style="list-style-type: none"> <li>● Drafting and serving statutory notices (eg Section 21 and/or Section 8)</li> <li>● Drafting possession order applications</li> <li>● Instructing legal advocates or Counsel to attend hearings</li> <li>● Drafting warrant for possession applications</li> </ul>
Miscellaneous	Various (TBC)	Includes any particular service not covered above, to be negotiated at the time.
<b>Full Management Service Fees</b>	<b>Fee (inclusive of VAT)</b>	<b>Comments / Special Terms</b>
FULL Lettings Service FULL Management Support Service	<b>12% of ALL RENTS received (replaces rent collection figure)</b>	<p>A single charge covering all aspects as listed above. This fee assumes the Agent will receive all rent payments for the Property from all tenants, irrespective of whether sourced by the Agent.</p> <p>This service will be invoiced monthly (or quarterly, as agreed between the Parties) with corresponding management accounts prepared for reference.</p> <p>Service may include representation at County Court (in the presence of the Landlord). Cost of initiating Court proceedings (ie the Court fee) is to be shared equally between Landlord and Agent where the tenant was sourced by the Agent. All other legal fees are to be recorded separately as disbursements (eg High Court and/or Counsel's fees) and deducted as a management expense.</p>