

Service Package and Charge Comparison – 1 December 2016

Services delivered as part of the package ↓	Service Package →							Management Plus	Premium Service
	Tenant Find	Rent Collection	Property Visit	Tenant Contact	Property Management	Maintenance Review			
✓ = included in fee ☺ = higher level of service included									
Minimum charge (exc VAT)	£500	£35	£50	£65	£75	£85	% +	% +	
Maximum charge (% of monthly rent excluding VAT)	50	6	8	9.5	11.5	13	£46	£75	
Minimum charge (including VAT)	£600	£42	£60	£78	£90	£102	% +	% +	
Maximum charge (% of monthly rent including VAT)	60	7.2	9.6	11.4	13.8	15.6	£55	£90	
Pre-let Property health check, market valuation, marketing property using Marketing Pack to suit your needs, show applicants the property, agree rent, comprehensive referencing, comply with Right to Rent requirements, agree tenants with you, compose & securely execute tenancy agreement	✓	✓	✓	✓	✓	✓	☺	☺	
Arrange for a professional pre-check in clean of the Property including all carpets (plus cost of contractor - quote in advance if required)	✓	✓	✓	✓	✓	✓	✓	✓	
Tenant check-in , collect 1 st month rent, collect deposit & hold in secure client account, hand over property details and keys to Tenants, obtain their comments and agreement to inventory and schedule of condition	✓	✓	✓	✓	✓	✓	✓	✓	
24 Hour online access to statements and key tenancy information	✓	✓	✓	✓	✓	✓	✓	✓	
Notify utilities and local authority of Tenancy starting		✓	✓	✓	✓	✓	✓	✓	
Collect monthly rent , send to you minus fees and costs, detailed statement, pursue late rent, advise action if rent remains unpaid. Annual rent review.		✓	✓	✓	✓	✓	✓	✓	
Hold Deposit in protected scheme (usually Tenancy Deposit Scheme - TDS)		✓	✓	✓	✓	✓	✓	✓	
Arrange for inventory & schedule condition (+ contractor cost)		✓	✓	✓	✓	✓	☺	☺	
Arrange compliance and safety reports when due (+ cost shown in 'Compliance, Safety Certificates and reports' section)		✓	✓	✓	✓	✓	☺	☺	
Securely store keys for your property to allow access where required		✓	✓	✓	✓	✓	✓	✓	
Within legal timeframe establish if Tenant wishes to renew at new market rent and agree action, agreeing new Tenancy Agreement or re-issuing prescribed information. Ensure all parties have final signed copy	£80	✓	✓	✓	✓	✓	✓	✓	
Notify utilities and local authority of Tenancy ending		✓	✓	✓	✓	✓	✓	✓	
Encourage Tenants to have an end of Tenancy Check-out cleaning service		✓	✓	✓	✓	✓	✓	✓	
Address any issues identified by tenants on the Inventory (+ contractor cost)			✓	✓	✓	✓	✓	✓	
Arrange for works to ensure the Tenancy starts as agreed (+ contractor cost)			✓	✓	✓	✓	✓	✓	
Provide copies of instructions and manuals to Tenants (where you provide)			✓	✓	✓	✓	✓	✓	
Source missing instructions and manuals and provide to Tenants (where possible)			✓	✓	✓	✓	✓	✓	
Visit Property within second Month of Tenancy and thereafter 4 times per annum, provide you a written visit report identifying how Tenants are maintaining your Property, whether they appear to be sticking to the Terms of the Tenancy and identifying any obvious maintenance required.	£45 per visit		✓	✓	✓	✓	✓	✓	
Ongoing advice on property improvements required to successfully rent			✓	✓	✓	✓	✓	✓	
Provide advice on legal issues relating to Tenancy			✓	✓	✓	✓	✓	✓	
Provide 24 hour tenant helpline and manage works when you are on notified holiday Up to 4 weeks p.a.	£30 per incident		✓	☺	☺	☺	☺	☺	
Be 1st point of contact for out of hours tenant calls about issues or repairs				✓	✓	✓	✓	✓	
Contact tenant to notify them of concerns identified at the property visit and request they address these – confirm request in writing				✓	✓	✓	✓	✓	
Advise and agree steps with you if Tenant not meeting their obligations				✓	✓	✓	✓	✓	
Serve correct notice to Tenant for routine terminations	£80			✓	✓	✓	✓	✓	

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Tenant Check Out – at end of tenancy identify any damage, or compensation for breach of the Tenancy, or cleaning needed, taking into account the check-in report or the Inventory and Schedule of Condition. Advise on market norms and expectations. Negotiate agreement, return Deposit to Tenant after costs deducted			£240 + 50% for furnished + £42 ph for negotiations	✓	✓	✓	✓	✓	✓	✓	✓
Provide 24/7 tenant maintenance and repair helpline								✓	✓	✓	✓
Where maintenance or repairs are required investigate and take appropriate action, instructing contractors if cost below £250. Notify you of work instructed								✓	✓	☺	☺
Provide comparative costs for works above £250 (where available) and agree with you before proceeding, unless priority issue								✓	✓	✓	✓
Arrange access with tenant for any works								✓	✓	✓	✓
Directly discuss all maintenance or repairs with you where required, agreeing with you before proceeding where required, unless priority issue.			£30 per incident						✓	✓	✓
Provide comparative costs for works above £100 (where available)									✓	✓	✓
Liaise with your contractors and suppliers (e.g. British Gas), incl. arranging access			£42 per hour						✓	✓	✓
Annual Tax Statement			£60						✓	✓	✓
Register the Deposit with suitable body (Tenancy Deposit Scheme - TDS)			£17.50 pa							✓	✓
Produce initial marketing materials using appropriate Marketing Pack			£195, £225 or £275							✓	✓
Re-marketing fee where marketing fee previously paid			£95							✓	✓
Update property marketing photos where they are out of date			£66							✓	✓
Provide Property floor plans for marketing			£36							✓	✓
*Compliance, Safety Certs. & Reports	Produce Inventory and Schedule of Condition		£65 1 bed home, £15 per extra bedroom. +25% furnished							✓	✓
	Rent Guarantee Insurance		From £99 pa							✓	✓
	Produce Energy Performance Certificate		£72							✓	✓
	Produce Gas Safety Record Certificate & boiler health-check		£72							✓	✓
	Produce Electrical Installation Condition Report		£180 (up to 8 circuits)							✓	✓
	Complete Portable Appliance Test (cost per appliance)		£3 when linked with other work							✓	✓
	Water Safety (Legionnaires) Risk Assessment Report		£84							✓	✓
	Supply and fit 5 year kitemarked battery powered ionisation smoke alarm		£40							✓	✓
	Supply and fit 10 year warranty kitemarked battery powered CO alarm		£45							✓	✓
	Chimney Sweeping by HETAS approved contractor		£55 per chimney							✓	✓
<i>Compliance, Safety Certs and Reports exclude works required to be compliant</i>										✓	✓
Annual property portfolio review of value & return										✓	✓
Vacant Property Supervision visits during working hours			£45 per visit							✓	✓
Overseas landlords tax retention and details for Centre for Non Residents			£42 per quarter							✓	✓
Escort 3rd party contractors to the Property (works not arranged through us)			£42 per hour							✓	✓
Personal Account Manager providing single point of contact											✓
Provide annual video inspection where required			£80 per visit								✓
Annual on-site property assessment identifying and planning works											✓
Concierge service – arranging and sorting things so renting works for you!											✓

Charges shown where service not included in package (inc VAT)

*Indicative costs charged by 3d party contractors (inc VAT)

Please note – these charges may be revised when charges currently made to tenants are banned.