

Service Package and Charge Comparison – 1 March 2021

Services delivered as part of the package ↓ ✓ = included in fee	Service Package →					
	Find your Tenant	Tenancy Agreement	Rent Collect	Tenant Contact	Property Management	Full Cover
Minimum charge (excluding VAT)	£400	£250	£45	£75	£85	£115
Maximum charge (% of monthly rent excluding VAT)	57	35.7	6.5	10	12	15
Minimum charge (including VAT)	£480	£300	£54	£90	£102	£138
Maximum charge (% of monthly rent including VAT)	68.4	42.8	7.8	12	14.4	18
Pre-let Property health check, market valuation, marketing property, filter applicants, show the property, identify suitable applicants	✓	✓	✓	✓	✓	✓
Comprehensive referencing, comply with Right to Rent requirements, agree tenants with you, securely execute tenancy agreement		✓	✓	✓	✓	✓
Arrange for a professional pre-check in clean of the Property (plus cost of contractor)		✓	✓	✓	✓	✓
Tenant check-in , collect 1 st month rent, collect deposit, hand over property details and keys to Tenants, obtain their comments and agreement to inventory and schedule of condition		✓	✓	✓	✓	✓
Notify utilities and local authority of Tenancy starting		✓	✓	✓	✓	✓
Collect monthly rent , send to you, minus fees and costs, send detailed statement, pursue late rent, advise action if rent remains unpaid			✓	✓	✓	✓
Hold Deposit in protected scheme (usually TDS cost shown in Compliance section below)			✓	✓	✓	✓
Arrange for inventory & schedule condition (+ cost shown in Compliance section below)			✓	✓	✓	✓
Arrange compliance and safety reports when due (+ cost shown in Compliance section below)			✓	✓	✓	✓
Securely store keys for your property to allow access where required			✓	✓	✓	✓
Annual rent review, agreeing levels with you before agreeing with tenants	£90		✓	✓	✓	✓
Advise and agree steps with you if Tenant not meeting their obligations			✓	✓	✓	✓
Serve correct notice to Tenant for non-breach routine terminations	£125		✓	✓	✓	✓
Ongoing advice on property improvements required to successfully rent			✓	✓	✓	✓
Landlord Holiday cover - 24-hour tenant helpline and manage works for up to 4 weeks p.a.			✓	✓	n/a	n/a
Notify utilities and local authority of Tenancy ending			✓	✓	✓	✓
Provide copies of instructions and manuals to Tenants at start (where you initially provided)				✓	✓	✓
Discuss and clarify any issues identified by tenants on the Inventory				✓	✓	✓
Visit Property 4 times in first 18 months, thereafter typically twice annually	£60 per visit			✓	✓	✓
Contact tenant to notify them of concerns identified at the property visit and request they address these – confirm request in writing				✓	✓	✓
Be 1st point of contact for out of hours tenant calls about issues or repairs				✓	✓	✓
Encourage Tenants to have an end of Tenancy Check-out cleaning service				✓	✓	✓
Tenant Check Out – at end of tenancy identify any damage, cleaning, or compensation for breach of the Tenancy, comparing with the Inventory and Schedule of Condition. Advise on market norms and expectations. Negotiate agreement and conclude finances	£450 + £48/hour for negotiations			✓	✓	✓
Source missing instructions and manuals at start and provide to Tenants (where possible)				✓	✓	
Arrange for works to ensure the Tenancy starts as agreed (+ contractor cost)				✓	✓	
Provide 24/7 tenant maintenance and repair helpline				✓	✓	
Handle any maintenance issue on your behalf	£45 per incident			✓	✓	
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 by our approved contractors				✓	✓	



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Directly discuss all maintenance or repairs with you, where required, agreeing with you before proceeding, unless priority issue		£45 per incident					✓
Provide comparative costs for works above £100 (where available)							✓
Provide additional property visits where needed		£60 per visit					✓
Legal Expenses and Rent Protection Cover package		£200 p.a.					✓
Legal Expenses cover		£7 per month					✓
Tenancy changes	Tenant Changeover Fee	PAYG, £595 or £38 pcm					
	Initial property set up and first marketing	£250					
	Remarketing fee on second and subsequent tenancies	£125					
	High Impact remarketing (additional fee)	£120					
	Update property marketing photos where they are out of date	£75 (Inc. in High Impact Remarketing)					
	Create 360° Interactive online property viewing	£75 (Inc. in High Impact Remarketing)					
	Provide Property floor plans for marketing	£65 (Inc. in High Impact Remarketing)					
	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	£50					
	Change of tenant names mid-tenancy (Tenants will also be charged £50, the maximum allowed, to reduce your costs)	£125					
Handle claims to an agreed no deposit scheme	£125						
Finance	Overseas landlords without NRL exemption code for HMRC	£5 per month					
	Annual Tax Statement for tax return	£45					
	Universal Credit/benefits information and set up	£30 per occasion					
Property	Liaise with your contractors and suppliers (e.g. British Gas), incl. arranging access	£45 per incident					
	Manage major property works (e.g. over £2.5k)	10% of cost					
	Vacant Property Supervision visits during working hours	£60 per visit					
	Property video inspection where required	£80 per visit					
	Prepare information for any TDS adjudication	£240 each					
	Handle or prepare for insurance or court action, formal adjudication or review	£48 per hour					
*Compliance, Safety Certs. & Reports	Register the Deposit with suitable body (usually Tenancy Deposit Scheme - TDS)	£25 pa & tenancy start					
	Produce Inventory and Schedule of Condition	£75 1 bed home, £15 per extra bedroom. +25% furnished					
	Produce Energy Performance Certificate	£80					
	Produce Gas Safety Record Certificate	£76 + £8 per extra appliance					
	Produce Electrical Installation Condition Report	£240 (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	£72 per chimney					
<i>Compliance, Safety Certs and Reports exclude remedial works required to be compliant</i>							
All include VAT		Charges shown where service not included in package			*Indicative costs charged by 3rd party contractors		