



| LetComplete | Fee | | |
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| | inc VAT | VAT | ex VAT |
| Set Up | | | |
| Agree the market rent and market the availability of the property including through portal, website advertisements and erect a board outside the property in accordance with Town and Country Planning Act 1990 (where any other necessary consents have also been obtained). Arrange viewings and where relevant accompany prospective tenants on viewings, find tenants, conduct tenant(s) referencing and where applicable guarantor(s) references. Carry out right to rent check before tenancy starts. Ensure that all compliance documentation required by law is in place prior to the start of the tenancy. Prepare and execute a tenancy agreement, collect and remit the first month's rent. Provide tenants with an ongoing method of payment. Deduct any pre-tenancy invoices and advise all relevant utility providers of tenant(s). | | | |
| Monthly Fee | | | |
| This is a monthly commission calculated as a percentage of the monthly rent, for collecting and remitting the monthly rent received, deducting commission and other works, and supplying monthly statements. Where rent has not been received follow up actions will be taken and we will liaise with you regarding available options. It includes a routine visit not less than once every 6 months and the holding of keys throughout the tenancy. | | | |
| Security Deposit Registration | | | |
| All Tenants' deposits must be registered – by law – with a Government-authorized Scheme. This fee is for registering the Landlord and Tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by us is MyDeposits. Where ZDG is used, this will not be charged. | | | |
| Introducer Fee | | | |
| In addition to any actual costs incurred in preparing a Property for rent which are recoverable under clause 2.2.3 of the Terms of Business and any marketing costs which are recoverable under clause 2.2.6 of the Terms of Business you must also pay an Introducer fee where you directly enter into a Tenancy Agreement or allow another letting agent to do so where the Tenant was introduced to the Property by us. | | | |
| Inventory | | | |
| It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord. We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished. | | | See separate sheet for varying costs |



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| Check Out | | | |
| To agree a check out date with the tenant(s) and arrange an appointment for the inventory provider to prepare a list of any changes during the course of the tenancy. Where we have protected the deposit we will also instruct contractors, obtain quotes and/or organise repairs/replacements of items in accordance with the agreement reached between you and the tenant. | | | See separate sheet for varying costs |
| Additional Property Visits | | | |
| Where we are required to make an additional visit in accordance with your instructions or due to the condition of the property or the way it is occupied | | | |
| Non-Routine Managed Service | | | |
| Where you request a specific visit in order to assess a maintenance requirement - per hour. | | | |
| Work Arrangement | | | |
| This fee covers arranging the works and assessing costs with the contractor(s); ensuring works have been carried out in accordance with the specification of the works order; processing payment and retaining any warranty or guarantee. | | | |
| Additional Contractor quotes | | | |
| If more than 2 quotes are required by the Landlord for maintenance works this fee is charged per additional quote required. | | | |
| Rent Review | | | |
| We shall review the rent and where this results in a rent increase, the rent review fee applies. | | | |
| Renewal | | | |
| ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS If both parties agree that the Tenant can stay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement. | | | |
| Change of Sharer | | | |
| Where there is a change of a sharer within an existing tenancy and we assist with the administration relating to the change of sharer. | | | |
| Management Takeover | | | |
| To take over a mid tenancy managed service type and conduct a property visit, check on smoke/carbon monoxide alarms/overview of compliance and liaise with you or a previously instructed agent to transfer the security deposit to us. | | | |
| Gas Safety Inspection | | | |
| We appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate. | | | |
| Notice Service Fee | | | |
| Where we serve any notice on your behalf including, but not limited to, section 13 of the Renters Rights' Act this fee covers the service of the notice | | | |



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| Smoke / Carbon Monoxide Alarms | | | |
| To arrange for an engineer to attend the property to check any smoke/carbon monoxide alarms present and / or to install any missing smoke / carbon monoxide alarm. This does not include the cost of the work by the engineer. | | | |
| Checking the alarms are present, in the correct location and work on the first day of tenancy. This is a push-button test to check the alarm sounds. | | | |
| Electrical Installation Condition Report (EICR) | | | |
| Where we arrange the EICR, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate or any remedial work which may arise. | | | |
| Portable Appliance Test (PAT) | | | |
| Where we arrange the PAT, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate. | | | |
| Energy performance Certificate (EPC) | | | |
| To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate. | | | |
| Submission of Non-Resident Landlords to HMRC | | | |
| Quarterly Submission of Non-Resident Landlords to HMRC - this fee is charged to deduct tax from your net rental income and make returns to HMRC quarterly. | | | |
| Annual Submission of Non-Resident Landlord to HMRC - this fee is charged to remit and balance the financial return to HMRC, and respond to any specific query relating to the return from the Landlord or HMRC. An annual submission is also required. | | | |
| Deposit Dispute | | | |
| Where we have registered the deposit, following the check out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme. | | | |
| Court and First Tier Tribunal Attendance | | | |
| When you ask us to attend court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. Expenses including travel,accommodation and parking are in addition and apply only where relevant. | | | |
| Court and First Tier Preparation Fee | | | |
| When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. | | | |
| Early Termination Fee | | | |
| Payable if you serve notice to terminate our instruction within 24 months of a tenancy agreement being executed. | | Up to 2 months' rent, inclusive of VAT. | |
| Deposit Processing Fee | | | |
| Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used. | | | |
| Water Bacteria Testing | | | |
| We will arrange for a specialist to carry out a Water Bacteria Test at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate | | | |



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| Follow up Right to Rent check | | | |
| Charged on a change of adult occupier when We are in receipt of their details and/or where an occupant only has a time limited right to rent, shortly before 12 months following the previous check or shortly before the end of the occupier’s permission to stay, whichever is later. | | | |
| Replacement Tenancy Agreement | | | |
| Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you. | | | |
| Rent Review Fee | | | |
| We shall find,review and provide to you market rent comparables (where possible) to enable you to decide whether to instruct us to serve a s13 notice which is the mechanism to increase rent under the Renters Rights Act. | | | |
| Remedial Work Fee | | | |
| Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works. | | | |
| Hourly Fee | | | |
| Where we are required to provide non routine services such e.g. non routine management services in the event of fire flood or subsidence | | | |
| Pet Request | | | |
| To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders. | | | |
| Sanctions Check | | | |
| Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party | | | |



| LetEssentials | Fee | | |
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| All Tenants' deposits must be registered – by law – with a Government-authorized Scheme. This fee is for registering the Landlord and Tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by us is MyDeposits. Where ZDG is used, this will not be charged. | | | |
| Introducer Fee | | | |
| In addition to any actual costs incurred in preparing a Property for rent which are recoverable under clause 2.2.3 of the Terms of Business and any marketing costs which are recoverable under clause 2.2.6 of the Terms of Business you must also pay an Introducer fee where you directly enter into a Tenancy Agreement or allow another letting agent to do so where the Tenant was introduced to the Property by us | | | |
| Inventory | | | |
| It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord. We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished. | | | See separate sheet for varying costs |
| Follow up Right to Rent check | | | |
| If the Letting Agent is prepared and able to take your instruction to provide this service. Charged on a change of adult occupier when We are in receipt of their details and/or where an occupant only has a time limited right to rent, shortly before 12 months following the previous check or shortly before the end of the occupier's permission to stay, whichever is later. | | | |



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| Check Out Fee | | | |
| If Letting Agent is prepared and able to take your instruction to provide this service. To agree a check out date with the tenant(s) and arrange an appointment for the inventory provider to prepare a list of any changes during the course of the tenancy. | | See separate sheet for varying costs | |
| Rent Review Fee | | | |
| We shall find, review and provide to you market rent comparables (where possible) to enable you to decide whether to instruct us to serve a s13 notice which is the mechanism to increase rent under the Renters Rights Act. | | | |
| Renewal | | | |
| ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS If both parties agree that the Tenant can stay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement. | | | |
| Change of Sharer | | | |
| Where there is a change of a sharer within an existing tenancy and we assist with the administration relating to the change of sharer. | | | |
| Gas Safety Inspection | | | |
| We appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate. | | | |
| Smoke / Carbon Monoxide Alarms | | | |
| To arrange for an engineer to attend the property to check any smoke/carbon monoxide alarms present and / or to install any missing smoke / carbon monoxide alarm. This does not include the cost of the work by the engineer. | | | |
| Checking the alarms are present, in the correct location and work on the first day of tenancy. This is a push-button test to check the alarm sounds. | | | |
| Electrical Installation Condition Report (EICR) | | | |
| Where we arrange the EICR, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate or any remedial work which may arise. | | | |
| Portable Appliance Test (PAT) | | | |
| Where we arrange the PAT, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate. | | | |
| Energy performance Certificate (EPC) | | | |
| To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate. | | | |
| Notice Service Fee | | | |
| Where we serve any notice on your behalf including, but not limited to, section 13 of the Renters Rights Act this fee covers the service of the notice | | | |
| Submission of Non-Resident Landlords to HMRC | | | |
| Quarterly Submission of Non-Resident Landlords to HMRC - this fee is charged to deduct tax from your net rental income and make returns to HMRC quarterly. | | | |
| Annual Submission of Non-Resident Landlord to HMRC - this fee is charged to remit and balance the financial return to HMRC, and respond to any specific query relating to the return from the Landlord or HMRC. An annual submission is also required. | | | |



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| Deposit dispute | | | |
| Where we have registered the deposit, following the check out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme. | | | |
| Court and First Tier Attendance | | | |
| When you ask us to attend court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. Expenses including travel, accommodation and parking are in addition and apply only where relevant | | | |
| Court and First Tier Preparation Fee | | | |
| When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. | | | |
| Early Termination Fee | | | |
| Payable if you serve notice to terminate our instruction within 24 months of a tenancy agreement being executed. | | Up to 2 months' rent, inclusive of VAT. | |
| Deposit Processing Fee | | | |
| Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used. | | | |
| Water Bacteria Testing | | | |
| We will arrange for a specialist to carry out a Water Bacteria Test at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate | | | |
| Replacement Tenancy Agreement | | | |
| Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you. | | | |
| Remedial Work Fee | | | |
| If Letting Agent is prepared and able to take your instruction to provide this services. Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works. | | | |
| Pet Request Fee | | | |
| To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders. | | | |
| Sanctions Check | | | |
| Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party. | | | |



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| Inventory | | | |
| <p>It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord.</p> <p>We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished.</p> | | | See separate sheet for varying costs |
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| Renewal | | | |
| <p>THESE FEES ARE ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS. If both parties agree that the Tenant can stay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement.</p> | | | |
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| <p>Where there is a change of a sharer within an existing tenancy and we assist with the administration relating to the change of sharer.</p> | | | |
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| Energy performance Certificate (EPC) | | | |
| To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate. | | | |
| Court and First Tier Attendance | | | |
| If letting agent is prepared and able to take your instruction to provide this service. In the unfortunate event we might need to represent you in court – for example if a tenant requires eviction – these fees apply. Expenses include travel, accommodation and parking if applicable | | | |
| Court and First Tier Preparation Fee | | | |
| When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. | | | |
| Deposit Processing Fee | | | |
| Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used. | | | |
| Water Bacteria Testing | | | |
| We will arrange for a specialist to carry out a Water Bacteria Test at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate | | | |
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| Deposit Dispute | | | |
| If letting agent is prepared and able to take your instruction to provide this service. Where we have registered the deposit, following the check out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme. | | | |



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| Replacement Tenancy Agreement | | | |
| Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you. | | | |
| Remedial Work Fee | | | |
| If Letting Agent is prepared and able to take your instruction to provide this services. Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works. | | | |
| Pet Request Fee | | | |
| To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders. | | | |
| Sanctions Check | | | |
| Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party | | | |