

greenwood james



Landlord Guide

You should read this document thoroughly. If you have difficulty in understanding any of the terms or conditions laid out in this document, we strongly recommend that you seek the advice of a solicitor or Citizens Advice Bureau before signing.

Greenwood James are member agents of:

846 Bury Road, Bolton BL2 6PA Tel: 01204 396357
info@greenwoodjames.co.uk

**ARLA (association of Residential Landlords).
NAEA (National Association of Estate Agents).
National Federation of Property Professionals Client Money Protection Scheme.
Safe Agent Scheme.
North West Landlords Association**

We operate on a no let, no fee basis.

Greenwood James will gladly provide free advice about letting your property. Your personal circumstances will allow us to consider which service is most suited to your particular situation and we will consider the following:

- Your level of experience as a Landlord and the number of properties in your portfolio.
- Whether you wish to be involved in day to day tenancy matters, repairs, rent collection etc.
- How you view the risk and the importance of rental income to meet other commitments.
- The type, age and condition of the property itself to determine the most appropriate type of tenant.

<p style="text-align: center;">Fully Managed <i>Service Includes</i></p>	<p style="text-align: center;"><i>Ideal for the less experienced Landlord who wishes GJ to manage and arrange the whole tenancy and deal with issues arising during the tenancy.</i></p>	<p style="text-align: center;">Fees</p>
<ul style="list-style-type: none"> • Rental Assessment • Property Marketing Plan • Proactive Web Marketing • Eye Catching Board • Office Database Contact • Accompanied Viewings • Tenant Referencing • Professional Inventory • Preparation of Tenancy Agreements • Security Deposit Protection • Notification to Local Authorities and Utilities • Tenancy Renewal • Rent Reviews • Rent Collection • Rental Warranty if Applicable • Monthly Accounts Statement • Property Maintenance • Property Inspections • Tenant Check Out • Damage Wear and Tear Assessment • General Guidance 	<p style="text-align: center;"><i>Including</i></p> <ul style="list-style-type: none"> • www.greenwoodjames.co.uk • Rightmove • Zoopla • Homes on View • Prime Location • www.boltonnews.co.uk • www.home.co.uk • www.naea.co.uk • www.arla.co.uk • Facebook • Twitter • Homelet.co.uk • www.mobileinventorieservices.co.uk • www.tds.gb.com • www.depositprotectionservice.co.uk • www.safeagents.co.uk • www.nfop.co.uk (client money protection) • www.tpos.co.uk (The Property Ombudsman) 	<p style="text-align: center;">Set Up Fee 60% of Month 1 rent Including VAT <i>Subject to a minimum fee of</i> £354 Including VAT</p> <p style="text-align: center;">Management Fee 12% of Rent Including VAT Collected Per Month</p> <p style="text-align: center;">Optional Rent Warranty 3.6% Including IPT of Rent Collected Per Month</p>

Tenant Find <i>Service Includes</i>	<i>Ideal for the more experienced Landlord who wishes GJ to prepare all documentation and prefers a hands on approach to the tenancy.</i>	Fees
<ul style="list-style-type: none"> • Rental Assessment • Property Marketing Plan • Proactive Web Marketing • Eye Catching Board • Office Database Contact • Accompanied Viewings • Tenant Referencing • Professional Inventory * • Preparation of Tenancy Agreements • Security Deposit Protection • Notification to Local Authorities and Utilities • General Guidance <p><i>* Optional Extras Can Be arranged subject to Fees</i></p>	<p style="text-align: center;">Including</p> <ul style="list-style-type: none"> • www.greenwoodjames.co.uk • Rightmove • Zoopla • Homes on View • Prime Location • www.boltonnews.co.uk • www.home.co.uk • www.naea.co.uk • www.arla.co.uk • Facebook • Twitter 	<p>Tenant Find Fee 100% of first month's rent including VAT</p> <p><i>Subject to a minimum fee of £540 Including VAT</i></p>
Advertise Only <i>Service Includes</i>	<i>Ideal for the Landlord who wishes GJ to Assist with Marketing Only</i>	Fees
<ul style="list-style-type: none"> • Proactive Web Marketing • Eye Catching Board • Office Database Contact <p><i>* Optional Extras Can Be arranged subject to Fees</i></p>	<p style="text-align: center;">Including</p> <ul style="list-style-type: none"> • www.greenwoodjames.co.uk • Rightmove • Zoopla • Homes on View • Prime Location • www.boltonnews.co.uk • www.home.co.uk • www.naea.co.uk • www.arla.co.uk • Facebook • 	<p>£90 Including VAT</p> <p><i>Payable in advance</i></p>

Greenwood James property Management, Tenant Find and Advertise only services are available to landlords with properties in all areas of the North West.

Guidance

Before a property can be let, there are several matters which the owner will need to deal with to ensure not only that the tenancy runs smoothly but that the owner complies with the law. If you require further advice or assistance with any matter, please do not hesitate to contact us.

Mortgage

If your property is mortgaged, you should obtain your mortgagee's written consent to the letting. They may require additional clauses in the tenancy agreement of which you must inform us.

Leaseholds

If you are a leaseholder, you should check the terms of your lease, and obtain the necessary written consent before letting.

Insurance

You should ensure that you are suitably covered for letting under both your buildings and contents insurance if applicable. Failure to inform your insurers may invalidate your policies.

Council Tax

Council tax is the responsibility of the occupier of the property. When the property is vacant then that responsibility will fall to the owner of the property. You should inform your local Council Tax office that you are leaving the property.

The Inventory

It is most important that an Inventory of contents and Schedule of Condition be prepared in order to avoid misunderstanding or dispute at the end of a tenancy. Without such safeguards then it will be very difficult for the landlord to prove any loss, damage or significant deterioration of the property and/or contents. We can provide an Inventory & Schedule of Condition if required.

Income tax

When the landlord is resident in the UK, then it is entirely the landlord's responsibility to inform the Inland Revenue of rental income received and to pay any tax due. However, where the landlord is resident outside the UK during a tenancy, under new rules effective from 6 April 1996, unless an exemption certificate is held, we as landlord's agents are obliged to retain and forward to the Inland Revenue on a quarterly basis, an amount equal to the basic rate of income tax from rental received, less certain expenses. An application form for exemption from such deductions is available from <http://www.hmrc.gov.uk/international/nr-landlords.htm>.

Tenancy Deposit Protection Scheme

From 6th April 2007 landlords and letting agents wishing to hold Security Deposits/Bonds must safeguard that deposit in accordance with the Tenancy Deposit Protection Scheme. The aim is to remove the risk of misappropriation of tenant(s) deposits by landlords and letting agents. With few exceptions such as company lets, rents over £25,000 per year and student accommodation let directly by universities or colleges then the landlord will NOT be able to take a deposit in respect of an assured shorthold tenancy agreement unless it is covered by the Tenancy Deposit Protection Scheme. A landlord will have to:

- Deal with a deposit in accordance with an authorised scheme
- Comply with the initial requirements of a scheme within 14 days
- Give the tenant information relating to the deposit within 14 days of receiving the deposit (prescribed information)
- Re issue prescribed information on renewal of Tenancy.

Greenwood James are members of the scheme run by the Deposit Protection Service (DPS) for our "Tenant Find" service. Greenwood James will lodge the security deposit taken with the DPS, once the funds have cleared it will then be transferred to the Landlords account with them. www.depositprotection.com. For the "Full Management Service" Greenwood James are members of the Tenancy Deposit Scheme (TDS) and the security deposit taken will be protected by them.

Important Safety Regulations

The following safety requirements are the responsibility of the owner (the landlord), and where we are to manage the property, they are also ours as agents. Therefore to protect all interests we ensure full compliance with the appropriate regulations, at the owner's expense.

For full details of current legislation visit <http://www.communities.gov.uk>

Gas Appliances & Equipment

Under the Gas Safety (Installation and Use) Regulations 1994 (amended 1996) and some other regulations, all gas appliances in tenanted residential premises must be checked for safety at intervals of not more than 12 months, by a Gas Safe registered gas engineer, and a safety certificate issued. Records must be kept of the dates of inspections, of defects identified, and of any remedial action taken.

Electrical Appliances & Equipment

Under the Electrical Equipment (Safety) Regulations 1994, the Plugs & Sockets etc. (Safety) Regulations 1994 and some other regulations, electrical installations and equipment in tenanted premises must be safe. No formal safety certificate is legally required and therefore whilst it may be seen as adequate to perform a visual check of the electrical installation, equipment, fittings and leads, it is now our policy that a qualified electrician be engaged to carry out an inspection of both the electrical installation and appliances so that it can be shown that we have made every effort to ensure that all electrical installation and equipment are in a safe and usable condition.

Energy Performance Certificate

From 1st October 2008, all homes being let must have an Energy Performance Certificate (EPC). Consequently, you need to provide this to us when instructing us to let your property or we can arrange to have the EPC undertaken on your behalf.

Smoke Detectors

A smoke detector must be fitted on each floor of the property.

Carbon Monoxide Monitor

A Carbon Monoxide Monitor is in our opinion essential to the safety of your tenants.

Furniture & Furnishings

The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989, 1993 & 1996) provide that specified items supplied in the course of letting property must meet minimum fire resistant standards. The regulations apply to all upholstered furniture, and beds, headboards and mattresses, sofa-beds, futons and other convertibles, nursery furniture, garden furniture suitable for use in a dwelling, scatter cushions, pillows, and non-original covers for furniture. They do not apply to antique furniture or furniture made before 1950, bed clothes including duvets, loose covers for mattresses, pillowcases, curtains, carpets or sleeping bags. Therefore all relevant items as above must be checked for compliance, and non-compliant items removed from the premises. In practice, most (but not all) items which comply must have a suitable permanent label attached. Items purchased since 1st March 1990 from a reputable supplier are also likely to comply.

General Product Safety

The General Product Safety Regulations 1994 specify that any product supplied in the course of a commercial activity must be safe. In the case of letting, this would include both the structure of the building and its contents. Recommended action is to check for obvious danger signs - leaning walls, broken glass, sharp edges etc., and also to leave operating manuals or other written instructions about high risk items such as hot surfaces, electric lawnmowers, etc. for the tenant(s). It is recommended that a Risk Assessment be provided where there could be a potential hazard that needs to be made aware to the tenant.

Preparing the property for letting

We have found from experience that a good relationship with tenants is the key to a smooth-running tenancy. As Property Managers, this relationship is part of our job and it is important that the tenants should feel comfortable in their temporary home and that they are receiving value for their money. This is generally the responsibility of the owner. Our policy of offering a service of quality and care therefore extends to our tenant applicants too and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties invariably attract quality tenants.

General condition

Electrical, gas, plumbing, waste, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

Appliances

Similarly, appliances such as washing machine, fridge freezer, cooker, dishwasher etc. should always be in usable condition. Whilst our tenancy agreements state that repairs and maintenance are at the tenant's expense, in practice this is often difficult to prove unless misuse can be established. The tenant will view it that the appliance is part of the property and therefore is part of the rental agreement. Therefore, we always suggest that appliances be removed wherever possible to reduce the potential risk of damage.

Decorations

Interior decorations should be in good condition, and preferably plain, light and neutral.

Furnishings

It is recommended that you leave only minimum furnishings and these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting unfurnished, we recommend that the property contains carpets, curtains, lightshades and a cooker as a minimum.

Personal items, ornaments etc.

Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk. All cupboards and shelf space should be left clear for the tenant's own use.

Gardens

Gardens should be left neat, tidy and rubbish-free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard, provided they are left the necessary tools. However, few tenants are experienced gardeners and if you value your garden or if it is particularly large, you may wish us to arrange maintenance visits by a regular gardener.

Cleaning

At the commencement of a tenancy the property must be in a thoroughly clean condition and at the end of each tenancy it is the tenant's responsibility to leave the property in a similar condition. Where the tenant fails to return the property in the condition as taken then cleaning will be arranged at the tenant's expense.

Mail forwarding

We recommend that you make use of the Post Office redirection service. Application forms are available at their counters and the cost is minimal. Please remember that it is not the tenant's responsibility to forward mail and you should not attempt to collect mail from a property that has been let since that could be considered to be a breach of the tenant's rights. It is not practical for Greenwood James to forward mail on so you must make suitable arrangements.

Information for the tenant

It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

Keys

Initially we require one full set of keys to access the property. When a tenant is found for the "Tenant Find Only" service then we will require a further set and hand over both sets on check in with the tenant. For the "Managed Service" we require a further TWO sets (one set for Greenwood James to retain and TWO sets for the tenant. We can arrange to have duplicate keys cut as required.

Access during the Tenancy

The Landlord or Letting Agent has no immediate right of access to a property whilst a tenancy is in force unless this is for an emergency. An appointment must be arranged with the tenant giving a minimum of 24 hours' notice. Please be aware that the tenant has the right to refuse access unless a Court Order has been obtained.

Terminating a Tenancy

It is a legal requirement that a minimum of 2 months/8 weeks be given by the Landlord/Agent to terminate a tenancy and that this notice cannot take effect earlier than the end of the fixed term of the tenancy. At the end of the fixed term period then the tenant can remain in the property under the same terms of the original tenancy and this is known as a Periodic Tenancy. It should also be remembered that the tenant has only to give one month's notice after the end of the fixed term of the tenancy. Whilst we will of course endeavor to gain possession at the end of a tenancy using the legal notices available to us, we cannot guarantee that you will automatically obtain possession of the property at the end of the tenancy unless a Court Order has been obtained. It is not our normal policy to issue legal proceedings for possession or the recovery of any debt by tenants.

Rent Arrears Policy

Whilst **Greenwood James** will endeavour to make every practical effort, there could be instances where we are unable to collect payment of rent. It is our policy to make up to three telephone calls, write up to three letters and to make one visit to the property in an attempt to collect rent arrears. Should this situation occur more than twice or should the tenant become two months rent in arrears then **Greenwood James** will refer the matter back to the Landlord for further instruction. A decision would then be made on how to resolve the matter but it is not our normal policy to issue legal proceedings for the recovery of any debt by tenants.

Money Laundering Policy

The Money Laundering Regulations 2007 require **Greenwood James** to carry out customer identification and verification, to undertake ongoing monitoring where applicable, to keep records of identity and to train our staff on the requirements of the Regulations. The Proceeds of Crime Act 2002 and the Terrorism Act 2000 provide the criminal offences of money laundering and terrorist financing and impose implications on firms and individuals to report suspicions of money laundering or terrorist financing.

Before **Greenwood James** can market your property then we require all Landlords and/or owners of property to provide photographic evidence of identification e.g. Passport or Driving Licence, proof of current residency e.g. Utility Bill and evidence of ownership of the property that you require **Greenwood James** to find a tenant for or to manage.

Empty Properties

As a Landlord any void period is loss of income, therefore it is recommended that all repairs are attended to promptly during the course of a tenancy, with the emphasis on tenant retention. Once your property inevitably becomes empty, we strongly recommend general maintenance be carried out, a 'freshen up' of a property such as a repaint, replacement carpets or exterior decoration will only enhance its appeal in an ever competitive rental market.

If your property is unlet we recommend you check your obligations with your insurance company for your Landlords Buildings insurance to be intact. A council tax liability will commence following a certain length of time, currently for an unfurnished empty property in Bolton a 100% of council tax becomes payable after 3 months, for a furnished property a 100% of the council tax is payable immediately. You will also have standing charges to consider from your suppliers for your utilities. Depending on the climate an empty property without heat is at risk from frost is another consideration.

As managing agents of **tenancies** we understand that although the responsibility for a vacant property returns to the Landlord once a tenancy ceases in some instances for example where Landlords are overseas you may require additional support for the above, we are happy to negotiate a fees for such assistance.

Greenwood James Terms & Conditions

Greenwood James Landlord Guide

- 1) **Fees & Commissions** Fees are due and payable immediately on a tenant entering into a tenancy agreement with the Landlord. It is agreed that **Greenwood James** will deduct such fees due from rent monies collected. In the event of a local authority demanding repayment whether in part or in full of housing benefit from **Greenwood James** and where the funds being demanded have been passed to the Landlord, then the Landlord acknowledges that the Landlord shall be responsible for refunding all monies to the agent without any deductions whatsoever and immediately. Should the property at any time be sold to the tenant introduced by Greenwood James the Landlord will be liable to a charge of six months loss of commission as compensation.
- 2) **Letting Rights** **Greenwood James** will be the sole Letting Agents from the date of this Agreement and thereafter until terminated in writing, by either party, giving 14 days' notice. Should the property be let during our agency period, all fees will be payable to **Greenwood James** irrespective of the introducer. The Landlord confirms that no introduction of a prospective Tenant has already been made. The right is specifically reserved to terminate this agreement at any time if the terms and conditions are unacceptably changed by the Landlord or become unacceptable to **Greenwood James** In these circumstances, the cancellation charge, as outlined in these Terms and Conditions would then become payable.
- 3) **Definition Landlord.** The person who, by signature in the Agency Agreement, instructs **Greenwood James** to act as Letting Agent and thereby agrees to be bound by this agreement whether in the capacity of owner or duly authorised person.
- 4) **Insurance** The Landlord is hereby advised to ensure that there is insurance cover in force in respect of buildings, and contents if applicable, and that the insurer is aware that the property is available for letting. The insurance company must also be notified of the date of occupancy. In addition, if the tenant is claiming housing benefit the insurer must be made aware of this fact.
- 5) **Residence/Domicile** In the event that the Landlord takes up residence outside the United Kingdom, then, in accordance with the **Finance Act 1995**, a deduction in respect of Income Tax will be made until a valid exemption certificate is obtained from the Inland Revenue and lodged with **Greenwood James**.
- 6) **Mortgage** The landlord(s) certify that should this property be the subject of a mortgage agreement, then prior permission will be sought and obtained from the mortgage lender **and that a copy of this authorisation be produced on request for the letting of the property.**
- 7) **Deposits taken** from tenants are lodged with: **Tenant Find Tenancies:** The Deposit Protection Service www.depositprotection.com as stakeholder and who also act as arbitrators. *Disputes arising as a result of a claim against deposit money held are subject to the arbitration as outlined by The DPS (or proof required for submission to alternative scheme)* **Tenancies Managed By Greenwood James:** The Tenancy Deposit Scheme (TDS) www.tds.gb.com The Deductions can only be made from this deposit once a claim against it has been substantiated by **Greenwood James** and, where appropriate, valid receipts have been obtained. *Disputes arising as a result of a claim against deposit money held are subject to the arbitration as outlined by The TDS.*
- 8) **Legal Requirements** It is illegal to let a residential property until we have been issued with current Gas Safety Record. Therefore in accordance with The Gas Safety (Installation & Use) Regulations 1994, gas appliances and installations must be checked and found to be safe by a Gas Safe registered engineer annually. **Greenwood James** will only commence a tenancy agreement for the property when a current Gas Safety Record is in place and will arrange with you annually to have the safety inspection carried out on your behalf, should you wish to arrange your own, **Greenwood James** reserve the right to arrange The Gas Safety Inspection, the cost of which will be deducted from the rent income if we are not provided with a current certificate on its due date. **Greenwood James strongly** recommends the installation of Carbon Monoxide monitors as one useful precaution to give tenants advance warning of CO in the property. Similarly, under The Electrical Equipment (Safety) Regulations 1995, the Landlord certifies that the wiring at the property in both fixed electrical equipment and the building itself meets all electrical and fire safety regulations. The Landlord acknowledges that the appliances are to be checked on an annual basis and agrees to ensure that a suitably qualified contractor is instructed to do so annually. ***If you require Greenwood James to have the safety check carried out on your behalf, prior to a tenant's occupation, the fee is required to be paid in advance.*** The Landlord acknowledges that, where smoke alarms are installed at a property then the Landlord shall be responsible for ensuring that they are fully functional and fitted with new batteries (unless hard-wired) before a new tenant moves into the property. All soft furnishings in furnished or partially furnished properties must comply with The Furniture and Furnishings (Fire) (Safety) Regulations 1993. Consequently the Landlord confirms that no furniture exists which in any way contravenes these regulations.
- 9) ***The above mentioned regulations are subject to change and the Landlord accepts responsibility for ensuring that any amendments to either existing legislation and/or conditions made mandatory by new legislation are fully met. Under the terms of our appointment, Greenwood James have the right to have mandatory work and/or inspections undertaken at the property if the Landlord fails to comply with any act of legislation affecting the property. The Landlord agrees that this does not make Greenwood James responsible for doing the work and agrees to meet all cost incurred ensuring the tenancy complies with any legislation so applicable.***
- 10) **Selective Licensing.** The Housing Act 2004 gives Councils the power to introduce the licensing of private sector rented houses within a designated area. This requirement is generally when an area is likely to become one of low housing demand or when the area is experiencing significant and persistent problems caused by anti-social behaviour. In order to qualify, landlords have to meet the "fit and proper" person checks and demonstrate that the property meets certain criteria. Renting a property in a designated Selective Licensing area without applying for a licence can invoke a fine of up to £20,000. It is therefore the policy of **Greenwood James** that the landlord shall declare whether the property is in such a Selective Licensing area upon our appointment.
- 11) **Data Protection.** The landlord(s) hereby acknowledge(s) and agree(s) to the agent storing information relating to both the property and the landlord on computer.
- 12) **Rent Arrears Policy.** Whilst **Greenwood James** will endeavour to make every effort to collect rent from the tenant, there could be instances where we have been unable to collect. It is our policy to make up to three telephone calls, write up to three letters and to make one or more visit to the property in an attempt to collect rent arrears. However after this process has been carried out then

Greenwood James will refer the matter back to the Landlord for further instruction but it is not our normal policy to issue legal proceedings for the recovery of any debt by tenants.

- 13) **Payment of Collected Funds.** Upon receipt of cleared funds from the tenant then it is the policy of **Greenwood James** to account for and to make payment to the Landlord within seven working days. Unless a different method is agreed, payment will normally be made by BACS.
- 14) **Termination.** In the event that this agreement is cancelled by the landlord, once marketing has begun and prior to the arranging of a tenancy, Greenwood James require 14 days written notice to cancel should no such notice be received an administration and marketing Fee of **£120 Including VAT** is payable. If this agreement is cancelled during the period of a tenancy arranged and managed by Greenwood James then the charge will be equal to the greater of either:
- The management fees due to the end of the tenancy agreement or:
 - The management fees due to the end of the tenant's occupation of the property.
 - In the event of a landlord cancelling our management instruction and the tenant remaining in the property then Greenwood James shall be paid a cancellation charge of £300 Including VAT.

You may terminate the Agency Agreement by giving one month's written notice. **Greenwood James** may terminate the Agency Agreement by giving you 14 days' notice if we feel that you have broken the terms or we may terminate at the end of the tenancy.

- 15) **Acceptance and Variation of Agency Agreement Terms.** Should we feel that the terms of the Agency Agreement are to be changed, then we reserve the right to amend the Agency Agreement by giving a minimum of thirty days written notice.
- 16) **Acceptance and Variation of Agency Agreement Terms.** Should we feel that the terms of the Agency Agreement are to be changed, then we reserve the right to amend the Agency Agreement by giving a minimum of thirty days written notice.
- 17) **Property Maintenance.** During managed tenancies **Greenwood James** will arrange for any works/repairs that **Greenwood James** consider to be of an **urgent** nature (up to an amount equivalent to three months' rent). The invoices in relation to such work will be deducted from the rent monies collected. Where no such funds are held by **Greenwood James** then the Landlord agrees to pay any invoices within seven days. **Greenwood James** hereby agrees to seek prior authorisation, wherever practical. The landlord hereby acknowledges that **Greenwood James** is unable to accept responsibility to arrange for any works/repairs or regular inspections to be carried out in respect of unoccupied properties available for letting, without prior arrangement with the landlord. Any works/repairs or inspections carried out to the said unoccupied properties may be subject to further charges.
- 18) **Arbitration.** Should a dispute arise between the Landlord and the tenant then **Greenwood James** will act as arbitrators and the Landlord will agree to abide by the decision made by **Greenwood James**.
- 19) **Complaints Procedure.** If you believe that we have not provided a satisfactory service then you should write to us and clearly explain the circumstances. Your complaint will be acknowledged, investigated thoroughly and a reply sent to you within ten working days.
- 20) Greenwood James is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers.

The Property Ombudsman website can be found here: www.tpos.co.uk

Schedule of Fees and Commissions

TENANT FIND ONLY

A fee equal to **100% Including VAT** of the First Month's rent, subject to a minimum charge of **£540 Including VAT** becomes payable at the time the Tenant signs a tenancy agreement to take occupation of the property and will be deducted from monies paid to us by the Tenant

LETTING & FULL MANAGEMENT

A fee equal to **60% Including VAT** of the First Month's rent, subject to a minimum charge **£354 Including VAT** becomes payable at the time the Tenant signs a tenancy agreement to take occupation of the property and will be deducted from monies paid to us by the Tenant.

Management commission is equal to **12% Including VAT** of monies collected from the Tenant. This commission becomes due on the same day that the Tenant is due to pay his rent and will be deducted from monies paid to us by the Tenant. In respect of subsequent periods, an arrangement fee of **£0.00** shall be payable in the event that the resident tenant undertakes to renew the tenancy for a further period.

SUBSEQUENT LETS

In the event of a *new* Tenant, an arrangement fee a fee equal to **36% Including VAT** of the First Month's rent, subject to a minimum charge of **£240.00** Including VAT becomes payable at the time the Tenant signs a tenancy agreement to take occupation of the property and will be deducted from monies paid to us by the Tenant.

RENT PAYMENT WARRANTY INCLUDING LEGAL COVER

We offer a Rental Payment Warranty with a nominated provider at a cost of 3% of the monthly rent, subject to the acceptance/ terms & conditions.

GAS SAFETY INSPECTION £58.00 INCLUDING VAT

ENERGY PERFORMANCE CERTIFICATE £69.00 INCLUDING VAT