

Landlord Terms of Business

Service Level and Schedule of Charges –

In each service level, each item ticked is available within that service. If the item is ticked and there is no Fee displayed, the item is included within the service at no additional cost. If there is a tick and a Fee displayed, the item is delivered within the service at the Fee displayed. If there is no tick for that service, but there is a displayed fee the item is not included within the service, and you will need to instruct the Agent, and the Agent would need to accept to carry out this item at the Fee displayed. If there is no tick and no fee, this item is not available.

Fully Managed Service	
General Fees	
Tenancy set up Deducted from the first months' rent received	£474.00 inc vat (£395.00 exc)
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy.	14.4% Inc. VAT (12.0% exc)
Landlord Sanctions Check – per person	✓

Pre Tenancy	
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. We will recommend any essential works required to achieve a quick let.	✓
Property marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write a description in language that appeals to renters and take photographs We'll also erect a 'To Let' board.	✓
Accompanied viewings and feedback We will accompany all viewings where possible, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise its rental appeal.	✓
Tenant referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK	✓
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓
Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.	£144.00 Inc Vat
Gas safety record	£108.00 Inc Vat



www.newtonfallowell.co.uk
lincoln.lettings@newtonfallowell.co.uk

Newton Fallowell Lincoln is a Franchise owned and operated under license by Newton Fallowell (Lincoln) Ltd
 Registered in England No. 6013341 Registered Address Haleys Thomas House Pope Lane Preston Lancashire PR4 4AZ
 VAT Registration Number: 898597818

Newton Fallowell (Lincoln) Ltd is a Franchisee of Newton Fallowell Ltd and not a subsidiary or sister company.

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We will have every gas appliance at the property (including LPG fired) checked at the start of the tenancy by a Gas Safe registered engineer unless one is already in place	
Electrical testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	£282.00 Inc Vat (£235.00 exc)
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✓
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of every new tenancy.	✓
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	£90.00 Inc Vat (£72.00 exc) Standalone £72.00 Inc Vat (£60.00 exc) alongside GSC
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

Start of Tenancy	
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
Security deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.	✓ £42.00 inc vat for the initial registration of the deposit
Inventory and schedule of condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	See costs below
Studio/1 bed*	£150.00 Inc vat
2 bed*	£165.00 Inc vat
3 bed*	£180.00 Inc vat
4 bed +	£195.00 Inc vat
Additional fee, in addition to the above, if fully furnished	£120.00 Inc vat
Single Room within a house share	£96.00 Inc Vat



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Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party	✓
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to move in.	✓

During Tenancy	
Rent payment and statements We will account to you for the rent received, less outgoing and our Fees, accompanied by a statement. We will always transfer the rent we receive into your account. We reserve the right to invoice you for our fees where rent is not paid.	✓ Duplicate statements are charged at £18.00 Inc Vat Income/Expenditure reports for the requested tax year are charged at £30.00 Inc Vat
Rent Arrears We will inform you if the Tenant is in Arrears. We will chase the Tenant for payment of any Arrears. Arrears pursuit is limited to reminders and correspondence. Legal action requires your separate written instruction.	✓
Rent review We will review the rent annually, to ensure it's appropriate to current market conditions.	✓
Right to Rent re-check service Where required by law, we will carry out follow up checks of the official documents of all adults aged 18 years and over residing at the property to confirm that they continue to have the right to live in the UK.	✓
Regular property visits and reports We will arrange to visit the property and provide you with a full report of our visit. We will suggest essential maintenance or make other observations and recommendations, as necessary. These average 6 monthly checks but access is not always guaranteed.	✓
Void Period Inspection We will complete an inspection during a void period upon the landlords request	£50.00 Inc Vat
Gas safety record renewal We will arrange for the annual gas safety inspection and record renewal.	✓
Tenancy matters We will act as the tenant's day-to-day point of contact for all matters arising during the tenancy, advise of any known breach of the terms of the Tenancy Agreements and pass any relevant notices we receive to the Landlord	✓
Notices We will serve or arrange to serve any relevant notices	✓
Routine maintenance We will notify you of all works prior to the works commencing unless it is below the agreed pre-authorised limits, is an emergency to protect your interest, you are uncontactable for a period of time where not actioning the works will cause you or us to	✓



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breach legislation. You may still be charged an initial call out fee before the quotation is submitted.	
Works over agreed spend limit For works over an agreed spend of £300.00 , we will arrange for an estimate for your consideration, we may obtain 2 quotes but will not source more than this. We will confirm when the works have been completed.	✓
Out of hours emergency We will charge a set fee of £60 Inc Vat for any emergency maintenance which is dealt by a member of our team out of office hours. We also reserve the right to charge our hourly rate for the amount of time spent to deal with the raised issue out of office hours.	✓
Payment of contractors' invoices We will raise contractors' invoices in your name and settle them by deduction from rental income. Should the invoice exceed the rent income or rent is not received, we will ask for a pre-payment to hold on your account or send them to you for direct payment	✓ **If you instruct for your own contractor to carry out the safety certificates and these are not received on time, causing us to arrange this on your behalf, a set charge of £60.00 inc Vat will be charged**
Rent Guarantee We will arrange a Rent and Legal Protection policy appropriate to each tenancy's circumstances. Further details of the applicable terms and conditions are attached at Schedule 2.	£30.00 Inc Vat (Per month)
Eviction of unauthorised occupants We will assist with action to legally remove unauthorised occupants from your property subject to statutory legal process.	Please refer to additional charges
Making Tax Digital If you are required to submit your tax returns quarterly under the MTD requirements, we can provide you with access to a third party MTD compatible software to complete your quarterly returns and we can supply all your quarterly income and expenditure into the platform	£90.00 Inc Vat per quarter
Pet Requests A tenant has a right to request a pet, which can only be refused if it's reasonable to do so. We will manage this process and manage adding a pet to the tenancy if consent is given	✓
Non-UK residents accounting to HMRC If you are non-UK resident for tax purposes and have not obtained approval to receive rent without deduction of UK income tax, then by Law, we will retain the tax element and pay over to HMRC on your behalf.	20% of the rent will be retained and there will be an administrative charge of £60.00 Inc Vat for each property and each payment made.

Additional Charges	
Professional photography	✓
Floor plan	✓
Video tour	✓
Professional Hourly Rate	£120.00 Inc Vat



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Preparation of documents for dispute adjudication or court proceedings. **Should a resolution between Landlord and Tenant not be reached following Check Out, a nominal fee will be charged	£60.00 Inc Vat
** Landlord's that will be submitting evidence to us directly, for the documents to be reviewed by us prior to submission through the TDS.**	£180.00 Inc Vat
Drawing up of documentation if not included in Service level	£150.00 Inc Vat
Attendance at court (and travel hours) per hour	£120.00 Inc Vat
Early termination of management service with a sitting tenant	£one months rent + vat and 3 months notice
Administration fee for withdrawing from an offer of a tenancy, with tenants ready to move in	£474.00 Inc Vat
Administration fee for properties advertised and marketed	£240.00 Inc Vat
Provision of duplicate documents or statements	£18.00 Inc Vat
Cutting of keys	£30.00 Inc Vat
Additional property inspection (at the request of the landlord)	£90.00 Inc Vat
Management of major building works	Not included and assessed indiviually
Installation of smoke alarm / Carbon monoxide alarm	£54.00 Inc Vat (per alarm)
Amending of Agreement due to Tenant Swap	✓

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Rent Collection Service	
General Fees	
Tenancy set up Deducted from the first months' rent received	£474.00 inc vat (£395.00 exc)
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy.	12.0% Inc. VAT (10.0% exc)
Landlord Sanctions Check – per person	✓

Pre Tenancy	
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. We will recommend any essential works required to achieve a quick let.	✓
Property marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write a description in language that appeals to renters and take photographs We'll also erect a 'To Let' board.	✓
Accompanied viewings and feedback We will accompany all viewings where possible, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise its rental appeal.	✓
Tenant referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK	✓
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓
Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.	£144.00 Inc Vat
Gas safety record	£108.00 Inc Vat



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Electrical testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	£282.00 Inc Vat (£235.00 exc)
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✓
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of every new tenancy.	✓
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	£90.00 Inc Vat (£72.00 exc) Standalone £72.00 Inc Vat (£60.00 exc) alongside GSC
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

Start of Tenancy	
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
Security deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.	✓ £42.00 inc vat for the initial registration of the deposit
Inventory and schedule of condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	See costs below
Studio/1 bed*	£150.00 Inc vat
2 bed*	£165.00 Inc vat
3 bed*	£180.00 Inc vat
4 bed +	£195.00 Inc vat
Additional fee, in addition to the above, if fully furnished	£120.00 Inc vat
Single Room within a house share	£96.00 Inc Vat



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Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party	✓
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to move in.	✓

During Tenancy	
Rent payment and statements We will account to you for the rent received, less outgoing and our Fees, accompanied by a statement. We will always transfer the rent we receive into your account. We reserve the right to invoice you for our fees where rent is not paid.	✓ Duplicate statements are charged at £18.00 Inc Vat Income/Expenditure reports for the requested tax year are charged at £30.00 Inc Vat
Rent Arrears We will inform you if the Tenant is in Arrears. We will chase the Tenant for payment of any Arrears. Arrears pursuit is limited to reminders and correspondence. Legal action requires your separate written instruction.	✓
Rent review We will review the rent annually, to ensure it's appropriate to current market conditions.	£90.00 Inc Vat (Upon the Landlord's request)
Void Period Inspection We will complete an inspection during a void period upon the landlords request	£50.00 Inc Vat
Making Tax Digital If you are required to submit your tax returns quarterly under the MTD requirements, we can provide you with access to a third party MTD compatible software to complete your quarterly returns and we can supply all your quarterly income and expenditure into the platform	£90.00 Inc Vat per quarter
Non-UK residents accounting to HMRC If you are non-UK resident for tax purposes and have not obtained approval to receive rent without deduction of UK income tax, then by Law, we will retain the tax element and pay over to HMRC on your behalf.	20% of the rent will be retained and there will be an administrative charge of £60.00 Inc Vat for each property and each payment made.

Additional Charges	
Professional photography	✓
Floor plan	✓
Video tour	✓
Professional Hourly Rate	£120.00 Inc Vat
** Landlord's that will be submitting evidence to us directly, for the documents to be reviewed by us prior to submission through the TDS.**	£180.00 Inc Vat
Drawing up of documentation if not included in Service level	£150.00 Inc Vat



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Attendance at court (and travel hours) per hour	£120.00 Inc Vat
Early termination of management service with a sitting tenant	£one months rent + vat and 3 months notice
Administration fee for withdrawing from an offer of a tenancy, with tenants ready to move in	£474.00 Inc Vat
Administration fee for properties advertised and marketed	£240.00 Inc Vat
Provision of duplicate documents or statements	£18.00 Inc Vat
Cutting of keys	£30.00 Inc Vat
Additional property inspection (at the request of the landlord)	£90.00 Inc Vat
Installation of smoke alarm / Carbon monoxide alarm	£54.00 Inc Vat (per alarm)
Management of major building works	Not included and assessed individually

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Let Only Service	
General Fees	
Tenancy set up Deducted from the first months' rent received	Equal to 1 months rent, incl VAT Capped at £960 Inc VAT (£800 + VAT)
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy.	N/A
Landlord Sanctions Check – per person	✓

Pre Tenancy	
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. We will recommend any essential works required to achieve a quick let.	✓
Property marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write a description in language that appeals to renters and take photographs We'll also erect a 'To Let' board.	✓
Accompanied viewings and feedback We will accompany all viewings where possible, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise its rental appeal.	✓
Tenant referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK	✓
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓
Energy Performance Certificate We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.	£144.00 Inc Vat
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Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✓
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of the tenancy.	✓ (Only applicable if Landlord has an Inventory carried out)
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	£90.00 Inc Vat (£72.00 exc) Standalone £72.00 Inc Vat (£60.00 exc) alongside GSC
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

Start of Tenancy	
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
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Additional Charges	
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Floor plan	✓
Video tour	✓
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Non-Manged Check Out	£234.00 Inc Vat
Management of major building works	Not included and assessed indiviually
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Amending of Agreement due to Tenant Swap	✓

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Electrical testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	£345.00 Inc Vat
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✓
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of the tenancy.	✓ (Only applicable if Landlord has an Inventory carried out)
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	£90.00 Inc Vat (£72.00 exc) Standalone £72.00 Inc Vat (£60.00 exc) alongside GSC
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

Start of Tenancy	
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
Security deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.	✓ £42.00 inc vat for the initial registration of the deposit
Inventory and schedule of condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	See costs below
Studio/1 bed*	£150.00 Inc vat
2 bed*	£165.00 Inc vat
3 bed*	£180.00 Inc vat
4 bed +	£195.00 Inc vat
Additional fee, in addition to the above, if fully furnished	£120.00 Inc vat
Single Room within a house share	£96.00 Inc Vat



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lincoln.lettings@newtonfallowell.co.uk

Newton Fallowell Lincoln is a Franchise owned and operated under license by Newton Fallowell (Lincoln) Ltd
 Registered in England No. 6013341 Registered Address Haleys Thomas House Pope Lane Preston Lancashire PR4 4AZ
 VAT Registration Number: 898597818

Newton Fallowell (Lincoln) Ltd is a Franchisee of Newton Fallowell Ltd and not a subsidiary or sister company.

Landlord Terms of Business

Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party	✓
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to move in.	✓

Additional Charges	
Professional photography	✓
Floor plan	✓
Video tour	✓
Professional Hourly Rate	£120.00 Inc Vat
Submitting evidence for dispute	£180.00 Inc Vat
**Landlord's that will be submitting evidence to us directly, for the documents to be reviewed by us prior to submission through the TDS	
Drawing up of documentation if not included in Service level	£150.00 Inc Vat
Attendance at court (and travel hours) per hour	£120.00 Inc Vat
Administration fee for withdrawing from an offer of a tenancy, with tenants ready to move in	£474.00 Inc Vat
Administration fee for properties advertised and marketed	£240.00 Inc Vat
Provision of duplicate documents or statements	£18.00 Inc Vat
Cutting of keys	£30.00 Inc Vat
Additional property inspection (at the request of the landlord)	£120.00 Inc Vat
Non-Manged Check Out	£234.00 Inc Vat
Management of major building works	Not included and assessed indiviually
Installation of smoke alarm / Carbon monoxide alarm	£54.00 Inc Vat (per alarm)
Amending of Agreement due to Tenant Swap	✓

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Service Level and Schedule of Charges –

In each service level, each item ticked is available within that service. If the item is ticked and there is no Fee displayed, the item is included within the service at no additional cost. If there is a tick and a Fee displayed, the item is delivered within the service at the Fee displayed. If there is no tick for that service, but there is a displayed fee the item is not included within the service, and you will need to instruct the Agent, and the Agent would need to accept to carry out this item at the Fee displayed. If there is no tick and no fee, this item is not available.

Fully Managed Service – Student and HMO's	
General Fees	
Tenancy set up Deducted from the first months' rent received	2-4 Bedroom House Share's: Start-up fee of £540.00 inclusive of VAT (£450.00 exc.) 5+ Bedroom House Share's: Start-up fee of £660.00 inclusive of VAT (£550.00 exc.)
Monthly service commission – Percentage of the agreed rent due each month throughout a tenancy.	16.8% Inc. VAT (14.0% exc)
Landlord Sanctions Check – per person	✓

Pre Tenancy	
Rental appraisal We will assess the letting potential of your property and suggest a realistic rental value. We will recommend any essential works required to achieve a quick let.	✓
Property marketing We will promote your property widely, including internet advertising and matching to applicants on our database. We'll write a description in language that appeals to renters and take photographs We'll also erect a 'To Let' board.	✓
Accompanied viewings and feedback We will accompany all viewings where possible, making sure that these are scheduled at times to suit if you are in residence, and provide honest feedback. We will showcase the features of your property to maximise its rental appeal.	✓
Tenant referencing We will assess applicants and guarantors by running identity checks, employment, income checks, fraud/default database checks, sanction checks and obtaining a credit score.	✓
Initial Right to Rent checks Prior to the commencement of the tenancy, we will check the official documents of all adults aged 18 years and over who will be residing at the property to confirm that they have the right to live in the UK	✓
Tenancy agreement We will draw up a professional tenancy agreement to suit the circumstances of the let.	✓
Energy Performance Certificate	£144.00 Inc Vat



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We will check if your property has a compliant Energy Performance Certificate (EPC), and we can arrange one on your behalf, as necessary, prior to starting to market.	
Gas safety record We will have every gas appliance at the property (including LPG fired) checked at the start of the tenancy by a Gas Safe registered engineer unless one is already in place	£108.00 Inc Vat
Electrical testing We will arrange an Electrical Installation Condition Report if due and a Portable Appliance Test if required before the start of the tenancy, and we can arrange to carry out any essential work.	£354.00 Inc Vat
Fire and furnishings We will check the supplied furniture and furnishings to ensure that they are compliant with fire resistance regulations.	✓
Smoke alarms and carbon monoxide detectors We will check that the correct detectors are installed and that they are working at the start of every new tenancy.	✓
Legionella risk assessment We will arrange a risk assessment. If a risk is identified, we can arrange essential works to minimise the risk to the tenant.	£90.00 Inc Vat (£72.00 exc) Standalone £72.00 Inc Vat (£60.00 exc) alongside GSC
Blinds and curtain safety We will organise any essential works so that arrangements for raising and lowering blinds and moving window curtains are compliant with safety regulations to minimise choking hazards.	✓

Start of Tenancy	
Signing the agreement We will Make sure the Tenancy Agreement is signed. We will request the first payment of rent as cleared funds.	✓
Security deposit Where we take a security deposit, we will lodge it with a government approved scheme within the statutory time period. Even if you are taking and registering the deposit, we will provide your tenant with the prescribed information regarding how their money is being protected.	✓ £42.00 inc vat for the initial registration of the deposit
Inventory and schedule of condition We will prepare an Inventory and Schedule of condition of the property at the start of every new tenancy which will include utility meter readings.	See costs below
Studio/1 bed*	£150.00 Inc vat
2 bed*	£165.00 Inc vat
3 bed*	£180.00 Inc vat
4 bed +	£195.00 Inc vat
Additional fee, in addition to the above, if fully furnished	£120.00 Inc vat



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Single Room within a house share	£96.00 Inc Vat
Utilities We will manage the energy supply, council tax and water on a Tenant move in facilitated by a third party	✓
Check-in We will arrange a check-in to include key collection, signing of the Inventory, dealing with any documents relating to move in.	✓

During Tenancy	
Rent payment and statements We will account to you for the rent received, less outgoing and our Fees, accompanied by a statement. We will always transfer the rent we receive into your account. We reserve the right to invoice you for our fees where rent is not paid.	✓ Duplicate statements are charged at £18.00 Inc Vat Income/Expenditure reports for the requested tax year are charged at £30.00 Inc Vat
Rent Arrears We will inform you if the Tenant is in Arrears. We will chase the Tenant for payment of any Arrears. Arrears pursuit is limited to reminders and correspondence. Legal action requires your separate written instruction.	✓
Rent review We will review the rent annually, to ensure it's appropriate to current market conditions.	✓
Right to Rent re-check service Where required by law, we will carry out follow up checks of the official documents of all adults aged 18 years and over residing at the property to confirm that they continue to have the right to live in the UK.	✓
Regular property visits and reports We will arrange to visit the property and provide you with a full report of our visit. We will suggest essential maintenance or make other observations and recommendations, as necessary. These average 6 monthly checks but access is not always guaranteed.	✓
Void Period Inspection We will complete an inspection during a void period upon the landlords request	£50.00 Inc Vat
Gas safety record renewal We will arrange for the annual gas safety inspection and record renewal.	✓
Tenancy matters We will act as the tenant's day-to-day point of contact for all matters arising during the tenancy, advise of any known breach of the terms of the Tenancy Agreements and pass any relevant notices we receive to the Landlord	✓
Notices We will serve or arrange to serve any relevant notices	✓
Routine maintenance We will notify you of all works prior to the works commencing unless it is below the agreed pre-authorised limits, is an emergency to protect your	✓



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interest, you are uncontactable for a period of time where not actioning the works will cause you or us to breach legislation. You may still be charged an initial call out fee before the quotation is submitted.	
Works over agreed spend limit For works over an agreed spend of £300.00 , we will arrange for an estimate for your consideration, we may obtain 2 quotes but will not source more than this. We will confirm when the works have been completed.	✓
Out of hours emergency We will charge a set fee of £60 Inc Vat for any emergency maintenance which is dealt by a member of our team out of office hours. We also reserve the right to charge our hourly rate for the amount of time spent to deal with the raised issue out of office hours.	✓
Payment of contractors' invoices We will raise contractors' invoices in your name and settle them by deduction from rental income. Should the invoice exceed the rent income or rent is not received, we will ask for a pre-payment to hold on your account or send them to you for direct payment	✓ **If you instruct for your own contractor to carry out the safety certificates and these are not received on time, causing us to arrange this on your behalf, a set charge of £60.00 inc Vat will be charged**
Eviction of unauthorised occupants We will assist with action to legally remove unauthorised occupants from your property subject to statutory legal process.	Please refer to additional charges
Making Tax Digital If you are required to submit your tax returns quarterly under the MTD requirements, we can provide you with access to a third party MTD compatible software to complete your quarterly returns and we can supply all your quarterly income and expenditure into the platform	£90.00 Inc Vat per quarter
Pet Requests A tenant has a right to request a pet, which can only be refused if it's reasonable to do so. We will manage this process and manage adding a pet to the tenancy if consent is given	✓
Non-UK residents accounting to HMRC If you are non-UK resident for tax purposes and have not obtained approval to receive rent without deduction of UK income tax, then by Law, we will retain the tax element and pay over to HMRC on your behalf.	20% of the rent will be retained and there will be an administrative charge of £60.00 Inc Vat for each property and each payment made.



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Additional Charges	
Professional photography	✓
Floor plan	✓
Video tour	✓
Professional Hourly Rate	£120.00 Inc Vat
Preparation of documents for dispute adjudication or court proceedings. **Should a resolution between Landlord and Tenant not be reached following Check Out, a nominal fee will be charged	£60.00 Inc Vat
** Landlord's that will be submitting evidence to us directly, for the documents to be reviewed by us prior to submission through the TDS.**	£180.00 Inc Vat
Drawing up of documentation if not included in Service level	£150.00 Inc Vat
Attendance at court (and travel hours) per hour	£120.00 Inc Vat
Early termination of management service with a sitting tenant	£one months rent + vat and 3 months notice
Administration fee for withdrawing from an offer of a tenancy, with tenants ready to move in	£474.00 Inc Vat
Administration fee for properties advertised and marketed	£240.00 Inc Vat
Provision of duplicate documents or statements	£18.00 Inc Vat
Cutting of keys	£30.00 Inc Vat
Additional property inspection (at the request of the landlord)	£90.00 Inc Vat
Management of major building works	Not included and assessed individually
Installation of smoke alarm / Carbon monoxide alarm	£54.00 Inc Vat (per alarm)
Amending of Agreement due to Tenant Swap	✓

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