



## LANDLORD FEES & TENANT PERMITTED PAYMENTS

Effective 2026

Clear, transparent charges for landlords and tenants. All VAT-inclusive figures below are calculated at the current 20% VAT rate where VAT applies.

### MANAGED SERVICE

| Service                   | What's included                                                                                                                                                                                                                                                                                                                                                                                                                  | Excl. VAT   | Incl. VAT     |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------|
| <b>Initial Set Up Fee</b> | Rental valuation; photographs; property description; online, website and social media advertising; video tour where applicable; window advert; To Let board; accompanied viewings; credit checks; tenant referencing; Right to Rent checks; bond collection and DPS registration; prescribed information; How to Rent guide; tenancy agreement; tenant check-in; council tax and utility transfer. Inventory charged separately. | £249.00     | £298.80       |
| <b>Monthly Management</b> | Rent collection and transfer; arrears management; tenant invoices; owner app; monthly statement; routine maintenance coordination (cost of works excluded); six-monthly routine inspections; arranging Gas Safety and EPC checks (certificate cost excluded); tenant enquiries; check-out inspection; bond administration and deposit disputes.                                                                                  | 12% of rent | 14.4% of rent |

| Service                          | What's included                                                                                                                                                                       | Excl. VAT | Incl. VAT |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Re-letting Fee</b>            | For an existing managed property requiring a new tenant. Includes the core marketing, viewing, referencing, tenancy set-up and check-in services above. Inventory charged separately. | £185.00   | £222.00   |
| <b>Additional Property Added</b> | For an additional property added to an existing managed portfolio. Inventory charged separately.                                                                                      | £185.00   | £222.00   |

## ADDITIONAL LANDLORD CHARGES

| Charge                                        | Explanation                                                                                                                                                                                                                                                                 | Excl. VAT             | Incl. VAT             |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|
| <b>Rent Review / Section 13</b>               | Administration of the rent review and preparation/service of the relevant notice where required.                                                                                                                                                                            | £45.00                | £54.00                |
| <b>Additional Property Visit</b>              | Six-monthly routine inspections are included in management. Additional visits outside the scheduled programme, where required to monitor a tenancy, investigate an issue or attend in connection with maintenance, are charged per visit.                                   | £55.00                | £66.00                |
| <b>Major Works / Refurbishment Management</b> | Where the net cost of works exceeds £1,000 and Protheroe Property is required to coordinate and oversee significant works outside normal day-to-day management, including contractor liaison, access, quotations where required, progress monitoring and completion checks. | 10% of net works cost | 12% of net works cost |

## INVENTORY CHARGES

| Property      | Unfurnished excl. | Unfurnished incl. | Furnished excl. | Furnished incl. |
|---------------|-------------------|-------------------|-----------------|-----------------|
| <b>Studio</b> | £70.00            | £84.00            | £80.00          | £96.00          |
| <b>1 Bed</b>  | £85.00            | £102.00           | £95.00          | £114.00         |
| <b>2 Bed</b>  | £95.00            | £114.00           | £105.00         | £126.00         |
| <b>3 Bed</b>  | £105.00           | £126.00           | £115.00         | £138.00         |
| <b>4 Bed</b>  | £115.00           | £138.00           | £125.00         | £150.00         |

## PROPERTY COMPLIANCE

| Service                                         | Price incl. VAT |
|-------------------------------------------------|-----------------|
| Landlord Gas Safety Certificate                 | £85.00          |
| Energy Performance Certificate (EPC)            | £95.00          |
| Electrical Installation Condition Report (EICR) | £149.00         |

## TENANT PERMITTED PAYMENTS

The following payments may be payable by tenants where applicable. No other tenant fees are charged unless expressly permitted by law.

| Payment                                             | Details                                                                                                                                                                                                                                   |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rent                                                | Payable in accordance with the tenancy agreement. Once the tenancy agreement has been signed by the landlord and tenant, up to one month's rent may be requested before the tenancy begins.                                               |
| Refundable Holding Deposit                          | Maximum of one week's rent, payable to reserve a property and handled in accordance with the Tenant Fees Act 2019.                                                                                                                        |
| Refundable Tenancy Deposit                          | Maximum of five weeks' rent where annual rent is below £50,000, or six weeks' rent where annual rent is £50,000 or above.                                                                                                                 |
| Tenant-requested Change to Tenancy                  | Up to £50 including VAT, or the reasonable costs incurred if higher. Where costs exceed £50, evidence of the reasonable costs will be provided.                                                                                           |
| Late Payment of Rent                                | Where provided for in the tenancy agreement, interest may be charged once rent has been outstanding for 14 days or more, at no more than 3% above the Bank of England base rate, calculated for each day the payment remains outstanding. |
| Lost Keys / Security Devices                        | The reasonable and evidenced cost of replacing a lost key, fob or other security device.                                                                                                                                                  |
| Early Termination / Insufficient Notice             | Where a tenant requests early termination or does not give the required notice, a payment may be required only to the extent permitted by law and limited to the landlord's/agent's permitted and reasonable loss or costs.               |
| Utilities, Communications, TV Licence & Council Tax | Payable by the tenant where applicable under the tenancy agreement and according to the charges of the relevant provider or authority.                                                                                                    |

## MEMBERSHIPS & CONSUMER PROTECTION

| Protection              | Details                                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Client Money Protection | Protheroe Property Ltd is a member of Client Money Protect. Scheme reference: CMP005698. The current certificate is available on our website and at our premises. |
| Redress Scheme          | Protheroe Property Ltd is a member of The Property Ombudsman.                                                                                                     |

| Protection       | Details                                                                                                                                                   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tenancy Deposits | Where Protheroe Property holds a tenancy deposit, it is registered with the Deposit Protection Service and the required prescribed information is issued. |