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Terms of Business (Residential Lettings)

Client Money Protection provided by:



Independent Redress:



HUMBERSTONES HOMES LIMITED TERMS OF BUSINESS – SOLE SELLING RIGHTS

This Agreement is made between the Landlord of the property as named at the end of this Agreement ('the Landlord') and Humberstones Homes Limited acting as agent for the Landlord and hereinafter referred to as 'the Agent'. Our accounting and business practices fully comply with The Property Ombudsman (TPO), Client Money Protection Scheme through the Association of Residential Letting Agents (ARLA) and the Deposit Protection Scheme (DPS). Humberstones Homes Limited is regulated by these bodies and abides by their respective Codes of Practice. This contract contains our Terms of Business that binds our contractual relationship. From time to time it may be necessary to vary our Terms of Business, and we will do so by advising you in writing of such changes, and the date at which such changes will become effective. We will not change the Terms of Business more often than six-monthly, unless such changes become necessary due to significant legislative changes through Parliament. The Terms of Business set out in this contract will apply to your current instructions and to any future instructions that you give us.

For the purposes of the different service levels provided the following abbreviations are used. Let Only (LO), Rent Collection (RC), Fully Managed (FM) & Premium Managed with rent protection (PM).

(1) AGENT'S RESPONSIBILITIES

All Services – LO, FM, PM

- 1.1 As soon as the Landlord has instructed the Agent, upon signing this Agreement, the Agent will:
 - 1.1.1 Provide a rental valuation of the property (market appraisal) and offer advice as required; and
 - 1.1.2 Begin to market and advertise the property in such a way as the Agent considers fit in order to find a suitable tenant.
- 1.2 The Agent shall select prospective tenants. This will include:
 - 1.2.1 Conducting a credit reference search as appropriate; and
 - 1.2.2 Applying for employment/income reference; and
 - 1.2.3 Where applicable, obtaining references from previous landlords and their agents.
- 1.3 The Agent shall be entitled to deduct from any holding deposit that may be paid by a tenant of the Landlord's Property any fees or other monies properly due & payable by the said Tenant to the Agent. The Agent will also retain a prospective Tenant's Holding Deposit in the event that it is withheld for a legally permissible reason to cover costs incurred.
- 1.4 Within seven working days of the rent payment date and once the rent has been paid, the Agent will credit to the Landlord's nominated bank / building society account the total rent received from the tenant minus the Tenant Find fee agreed dependent on level of service as per Appendix (1):
 - 1.4.1 Commission or charges at the agreed rate referred to in Appendix (1) and/or listed in clauses 4 of this Agreement; and
 - 1.4.2 Any management expenditure incurred by the Agent in accordance with Appendix (1) and/or listed in clauses 4 of this Agreement .
 - 1.4.3 The Agent will collect a security deposit for the property and ensure that this is dealt with in accordance with the tenancy deposit legislation unless otherwise instructed by the landlord within 2 days of the tenancy commencing. The deposit will be held in the Deposit Protection Scheme (Custodial). As this is legislation our fees are liable if the Let Only service has been instructed. In some cases where approved by the landlord, the agent will set up a "Deposit Replacement Scheme" Insurance with the provider of their choice.

- 1.5 The Agent will prepare a Propertymark ARLA approved tenancy agreement and specified notices in accordance with the relevant Housing Act(s) and/or other legislation, subject to payment to the Agent from the Landlord of the relevant fees detailed in Clause (4) of this Agreement.
- 1.6 The Agent will prepare a detailed Inventory and Schedule of Condition of the property, prior to the commencement of the tenancy, subject to payment to the Agent from the Landlord of the relevant fee detailed in Clause (4) of this Agreement – FM & PM only – extra charge for LO services, see appendix 1.

FM & PM Only

- 1.7 The Agent will collect and account for rental payments on a monthly basis by submitting a statement of income and expenditure to the Landlord. This will be produced by email and through the Payprop Rent App that can be downloaded by the Landlord.
- 1.8 The Agent will advise on and assist in the transfer of utility service accounts and notify the relevant authorities of any change in occupancy, providing meter readings where applicable and possible. See clause 4.1 in regards to changing energy supplier.
- 1.9 On signing this Agreement the Landlord authorises the Agent to take reasonable action as is necessary to pursue rent arrears and where appropriate to instruct a solicitor to institute legal proceedings in the Landlord's name if a tenant is in breach of the tenancy agreement. The Landlord agrees to pay the reasonable costs arising from such proceedings.
- 1.10 The Agent will check the tenant out of the property on termination of the tenancy and assess the overall condition of the property with reference to the Inventory and Schedule of Condition which will be subject to fees where applicable.
- 1.11 On termination of the tenancy the Agent agrees to re-let the property at an appropriate market rental, unless otherwise instructed by the Landlord.
- 1.12 When instructed by the Landlord, the Agent agrees to serve the required statutory Notice of Termination upon the tenant in accordance with the relevant Housing Act(s) and/or other legislation.
- 1.13 The Agent will renew the tenancy to the existing tenant at the end of the term, unless otherwise instructed by the Landlord.
- 1.14 In the event that the Landlord is or intends to be resident outside of the UK for more than 6 months of the tenancy, the Agent agrees to liaise with HM Revenue & Customs and assist with the necessary application for an exemption certificate where applicable. Where no exemption certificate has been received, the Agent reserves the right to make deductions from the net monthly income at current base rate tax and subsequently make quarterly payments to HM Revenue & Customs in accordance with the Non-Resident Landlord Scheme.
- 1.15 The Agent will deal with any necessary insurance claim on the Landlord's behalf, **at a charge equivalent to 10% of the value claimed.**
- 1.16 The agent will visit the property after the first & fourth months from commencement of the tenancy and then six-monthly thereafter up to the termination of the tenancy. The Agent will provide written reports detailing the general condition of the property on the six-monthly inspections. We reserve the right to use an outside contractor at our discretion.
- 1.17 The Agent will, where necessary, organise any minor repairs, maintenance or replacements to the property and/or contents up to the value of £250; and
 - 1.17.1 where more serious repairs are needed and/or insurance work, the Agent will contact the Landlord for approval or instructions in regard to the work to be carried out; and

- 1.17.2 in case of emergency the Agent reserves the right to carry out any repair without prior approval.
- 1.18 The Agent will advise on and ensure compliance with the Gas Safety (Installation and Use) Regulations 1998 & the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 with regard to the inspection, maintenance, and keeping of records in respect of gas appliances & the electrical condition in tenanted premises, with the Landlord being responsible for all costs involved.

(2) LANDLORD'S RESPONSIBILITIES

- 2.1 The Landlord confirms by the signing of this Agreement that he/she is the sole or joint owner of the property.
- 2.2 If a mortgage exists on the property, the Landlord must obtain the lender's consent to let.
- 2.3 If the Landlord is a leaseholder the terms of the lease must be checked and any necessary consent obtained to let.
- 2.3.1 In the instance of 2.3, the landlord must provide the agent with a copy of the lease to ensure the tenant complies with the terms.
- 2.4 The Landlord must ensure that adequate cover exists under both building and contents insurance and must inform the insurers that the property is to be let.
- 2.5 The Landlord agrees to provide the property with a working telephone line/broadband that is ready to be used by the tenant at the tenant's own expense.
- 2.6 The Landlord agrees to pay any outstanding utility charges covering the period up to and including the Landlord's vacation of the Property and any period when the property is unoccupied.
- 2.7 The Landlord will ensure that the carpets in the property are professionally cleaned prior to commencement of the tenancy and the property is in a clean condition and good decorative order. If the property has not been cleaned prior to the inventory being carried out on a managed property, the agent retains the right to instruct a professional clean prior to the tenancy commencement at the landlords' cost.
- 2.8 Where applicable the Landlord agrees to have all chimneys swept before the commencement of the tenancy.
- 2.9 The Landlord will ensure payment of contractor's invoices in the event the agent is satisfied with the work without hesitation.
- 2.10 The Landlord will ensure compliance with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (amended 1989, 1993 & 1996) with regard to minimum fire resistant standards of specified items supplied in the course of letting property, the Landlord being responsible for all costs involved.
- 2.11 The Landlord will ensure compliance with the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and other relevant legislation with regard to the condition and safety of electrical equipment and appliances in tenanted premises, the landlord being responsible for all costs involved. The Electrical Installation Condition Report (EICR) must be given to the Tenant at the commencement of the Tenancy Agreement. Where no EICR is provided by you within 10 working days prior to a Tenancy Agreement commencing we reserve the right to instruct a suitably qualified contractor to undertake the preparation of the EICR on your behalf. The cost of the preparation of the EICR will be payable by you to us when this work is ordered and is non-refundable. If any additional remedial works are required we will provide a quote & the work must be undertaken by that contractor or a contractor of your choice within 28 days with proof of works provided to the agent and therefore the tenants. The costs in making the property safe is a landlord's responsibility.
- 2.12 The Gas Safety Certificate (GSC) must be given to the Tenant at the commencement of the Tenancy Agreement. Where no GSC is provided by you within 5 working days prior to a Tenancy Agreement commencing we reserve the right to instruct a suitably qualified contractor to undertake the preparation of the GSC on your behalf. The cost of

the preparation of the GSC will be payable by you to us when this work is ordered and is non-refundable along with any additional costs in making the property safe & passed.

- 2.12.1 During the remaining period of any Tenancy Agreement. A GSC must be renewed annually. We reserve the right to instruct a suitably qualified contractor to undertake the preparation of a further GSC before its expiry should this not have been supplied by you to us 5 working days prior to expiry of the current GSC. The cost of this will be payable by you to us when this work is ordered and is non-refundable.
- 2.13 The Landlord will provide the Agent a full set of keys for each adult tenant and if **FM & PM** service with a full management set of keys to the property before the start of the tenancy. The agent reserves the right to get keys cut prior to the tenancy if not provided and the cost of the key cutting & admin time will be chargeable to the landlord.
- 2.14 The Landlord agrees at his discretion to permit the tenant to fix pictures or any other wall hangings to the walls of the property provided that picture hooks are used and not sellotape, blu-tack, nails or screws.
- 2.15 The Landlord will give notice in writing to the Agent of the Landlord's intention to re-possess the property. This notice must be given in sufficient time for the correct termination notices to be served on the tenant.
- 2.16 To indemnify the Agent, within 7 days of a demand for payment, against all claims, costs and expenses of whatever nature which may be made by the Department of Social Security, the Local Authority, any other Local or National Government Department, or any other person or body, which arises from the collection and payment to the credit of the Landlord any monthly rent pursuant to this Agreement.
- 2.17 The Landlord agrees to pay the Agent's fees in accordance with Clause (4) of this Agreement.
- 2.18 The Landlord undertakes to notify the Agent of any discrepancies with the management of the property within 14 days of resuming responsibility at the end of the management of the property.
- 2.19 The Landlord agrees to inform the Agent of the fact or intention that the Landlord will be living abroad for more than 6 months during the tenancy and will ensure compliance with the Tax Management Act 1970 (Overseas Clients). The Landlord authorises the Agent to liaise with HM Revenue & Customs and where no exemption certificate has been received, the Landlord authorises the Agent to make deductions from the net monthly income at current base rate tax and subsequently make quarterly payments to HM Revenue & Customs in accordance with the Non-Resident Landlord Scheme; and
 - 2.19.1 the Landlord is required to notify the Agent in writing of any change in residential status as regards to clause 2.19 above; and
 - 2.19.2 the Landlord will pay a fee of £75 plus VAT (£90 inc VAT) per quarter (that will be deducted from the rental income for each financial year or part thereof) in respect of the Agent's work arising from any duties detailed in Clause 2.19 above.
- 2.20 The Landlord remains responsible for the supervision of the property whilst unoccupied/during a void period although the Agent reserves the right to arrange visits by staff in the process of re-letting. The Landlord will remain responsible for ensuring suitable protection for water systems from frost or cold weather damage. The Landlord should therefore ensure that such risks are covered by insurance and that adequate arrangements are made with a third party to protect against such an event.
- 2.21 The Landlord agrees to inform the Agent in writing of any change to his contact details.
- 2.22 The Landlord agrees to inform the Agent of any periods of absence or holiday and to provide emergency contact details that can be used by the Agent if necessary. The Landlord will notify the Agent in writing of any change to the emergency contact details that are to be kept on the Agent's records.
- 2.23 The Landlord agrees to inform the Agent of any restrictions in the head lease of the property (where applicable) and provide copies of this information. The Landlord also agrees to provide the Agent with details of any restrictions to the tenancy imposed by his mortgage company, insurer or other relevant company.

- 2.24 The Landlord agrees to provide the Agent with a valid Energy Performance Certificate (EPC) for the property before marketing of the property commences. The EPC must be made available to the tenant prior to the signing of the tenancy agreement. Where there is not a valid EPC in place, the Landlord authorises the Agent to arrange the completion of the EPC at the landlord's expense prior to marketing the property as available to let.
- 2.25 The Landlord confirms that he is aware of the tenancy deposit legislation and unless instructed to the contrary allows the agent to deal with the deposit as per clause 1.4.3.
- 2.26 The landlord confirms that there are adequate smoke and carbon monoxide alarms at the property in line with current legislation. Where there are not adequate smoke and carbon monoxide alarms installed at the point of the inventory being carried out, the Agent will arrange for installation at the landlord's expense. The cost of which is as follows:- Supply & fit smoke alarm £60.00 inc VAT per unit (Required on each storey of a property, i.e. a two storey property must have two smoke alarms fitted, one on the ground floor and one on the first floor). Supply & fit carbon monoxide alarm £60.00 inc VAT per unit (Recommended in any room with an CO producing appliance).

(3) GENERAL TERMS

- 3.1 The fees as set out in Clause (4) & Appendix 1 of this Agreement may be varied upon agreement in writing by the parties to this contract.
- 3.2 Rental payments received will be held in a protected client account (regulated by the Propertymark Client Money Protection Scheme) before being transferred to the Landlord.
- 3.3 The Agent has the authority to sign the tenancy agreement and legal notices, on behalf of the Landlord.
- 3.4 Expenditure incurred by the Agent in respect of maintenance and management of the property will be recovered from the current rental income or funded by the Landlord where expenditure is in excess of rental income.
- 3.5 Unless otherwise instructed by the Landlord, the Agent is permitted to erect a 'To Let' board signifying that the property is available for letting.
- 3.6 On termination of the final tenancy and vacation by the tenant, responsibility for the property will revert to the Landlord during any void period.
- 3.7 The landlord may terminate this Agreement by way of three months' notice only when a fixed term tenancy period has elapsed, with such notice to be in writing. If a landlord terminates or sells the property within a fixed term tenancy period the agent's monthly management costs will be collected/invoiced up to the end of the fixed term period. The agent has a right to cancel managing the property with three months' notice with reasonable grounds to do so such as the landlord not abiding by their Landlord & Tenant Act responsibilities.
- 3.7.1 Clause 3.7 is only applicable when a tenancy goes to periodic (where this agreement continues also on a periodic basis with the same notice terms as 3.7) & is renewed on each occasion a new tenancy or tenancy renewal is agreed and continues.
- 3.8.1 Or on a material breach of any condition of this Agreement during a tenancy or by way of three months' notice, such notice to be in writing in each case.
- 3.8.2 Once a tenancy has ended and when the property is vacant the landlord may terminate this Agreement by serving 4 weeks' notice in writing.
- 3.8.3 Where the Landlord intends to continue letting to tenants introduced by the Agent after termination of this Agreement, a 'let only' fee of 75% of one month's gross rental will be payable to the Agent (plus VAT).
- 3.9 This Agreement constitutes a sole agency agreement for letting purposes and the Landlord agrees that the Agent has sole rights to market the property to let for a period of 8 weeks.

- 3.10 Where appropriate, the Agent reserves the right to assign the rights and/or obligations of the Agent under this Agreement.
- 3.11 Where the Agent acts on the Client's behalf as Sole Agent, the landlord will be liable to pay remuneration (the agents fee) to the Agent, in addition to any other costs or charges agreed when a tenant takes occupation of the Property:
 - 3.11.1 With a tenant introduced by the Agent during the period of the Agent's Sole/Joint Sole agency or with whom the Agent had discussions about the Property during that period or, with a tenant introduced by another agent during that period.
 - 3.11.2 If a tenant first introduced by the Agent goes on to rent the property (whether through another agent or not), in circumstances where that tenant was reintroduced less than six months after the date this agreement ended.
- 3.12 Oh Goodlord Limited ("Goodlord") and/or Tenant Shop have been engaged by Humberstones Homes Limited to provide tenancy utility services to the Landlord's Property.
 - 3.12.1 The Landlord hereby authorises Humberstones Homes Limited to use Goodlord or Tenant Shop to manage the void period of their property(s). This may result in Goodlord changing the electricity and/or gas supplier for the Property; however, this will not prevent the Landlord from changing to a different energy provider if desired.
 - 3.12.2 The Landlord agrees that Humberstones Homes Limited may pass the Landlord's name and contact details to Goodlord for the purposes of:
 - (a) registering the electricity and/or gas meters at the property with Goodlord's or Tenant Shop's preferred energy supplier, providing electricity and gas to the property and administering the Landlord's account;
 - (b) registering the Landlord with the relevant local authority for the payment of council tax; and
 - (c) registering the Landlord with the incumbent water supplier to the property. The water supplier may contact the Landlord in order to provide further information about its services and products and conclude an agreement with the Landlord for those services and products.

(4) FEES AND COMMISSIONS

The Landlord agrees to pay to the Agent the following fees and commissions within the circumstances listed below (all figures are inclusive of VAT):

- 4.1 The initial setup fee as per Appendix (1), dependent on the level of service required.
- 4.2 Any additional administration fees as per Appendix (1), dependent on the level of service required.
- 4.3 A charge equivalent to 10% of the total value claimed for any insurance claim made by the Agent on the Landlord's behalf.
- 4.4 The withdrawal administration fee of £250 plus VAT (£300 inc VAT) in the case of withdrawing within the sole agency period. This includes agreeing a let through another agent or through a private party in our sole agency period. This fee covers all advertising & marketing costs. **PLEASE NOTE** that this is separate to the circumstances of clause 4.6 in which a tenant has been referenced.
- 4.5 We reserve the right to charge our full fee as set out in Clauses (4.1 & 4.2) should the landlord withdraw/terminate this agreement where a tenant has been found and is ready willing and able to complete the tenancy.
- 4.6 The Agent shall be entitled to charge 75% plus VAT of the first month's rent with a minimum fee of £450 plus VAT (£540 inc VAT) in administration costs if the landlord refuses to proceed with a tenant who has been referenced & a pass has been achieved. This is to cover referencing costs, administration time & bank fees payable when having to refund the tenant's holding deposit.
- 4.7 In the event of a party introduced by the Agent subsequently purchasing the property from the Landlord, whether before or after entering into a tenancy agreement, commission shall be payable to the Agent on completion of the sale at a rate of 1.0% of the sale price plus VAT, subject to a minimum fee of £1,500 plus VAT (£1,800 inc VAT).

APPENDIX 1 (breakdown of set up & ongoing fees & charges irrespective of service)

TENANT FIND & ADMINISTRATION FEE: £375 plus VAT (£450 inc VAT) for FM or £395 plus VAT (£474 inc VAT) for PM or 75% of first month's rent plus VAT with a minimum fee of £450 plus VAT (£540 inc VAT) for LO

- Agree the market rent and find a tenant in accordance with the landlord guidelines
- Provide guidance on compliance with statutory provisions and letting consents
- Undertake responsibilities as per clauses 1.1 to 1.18 inclusive dependent on service level

INVENTORY FEE:

- Unfurnished included with FM & PM only (furnished at £65 plus VAT extra)
- Inventory cost for LO service is £70 plus VAT (£84 inc VAT) for unfurnished and £125 plus VAT (£150 inc VAT) for furnished

DEPOSIT REGISTRATION FEE: included with FM & PM or £25 plus VAT (£30 inc VAT) for LO

- Register landlord and tenant details and protect the security deposit with a Government-authorised Scheme
- Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of start of tenancy

ADDITIONAL PROPERTY VISITS: £50 plus VAT (£60 inc VAT)

- To attend for specific requests such as neighbour disputes; more visits are required to monitor the tenancy; or any maintenance-linked visit
- Any out of tenancy visits required by the Landlord to be undertaken by the Agent (excluding viewings)

SUBMISSION OF NON-RESIDENT LANDLORDS RECEIPTS TO

HMRC: £75 plus VAT (£90 inc VAT) quarterly FM & PM only

- To remit and balance the financial return to HMRC quarterly and respond to any specific query relating to the return from the landlord or HMRC

ARRANGEMENT FEE FOR WORKS OVER £500 10% of net cost

- Arranging access and assessing costs with contractor;
- Ensuring work has been carried out in accordance with the specification of works
- Retaining any warranty or guarantee as a result of any works

ARRANGEMENT FEE FOR REFURBISHMENTS OVER £1,000

10% of net cost

- Arranging access and assessing costs with contractor;
- Ensuring work has been carried out in accordance with the specification of works
- Retaining any warranty or guarantee as a result of any works

OBTAINING MORE THAN TWO CONTRACTOR QUOTES

£20 plus VAT (£24 inc VAT) per quote

RENEWAL and/or RENT REVIEW FEE: £50 plus VAT (£60 inc VAT)

- Review rent in accordance with current prevailing market condition and advise the landlord
- Negotiate with tenant
- Renew the tenancy agreement or Serve Section 13 Notice if tenancy is on a rolling monthly basis

SERVING OF NOTICES: £50 plus VAT (£60 inc VAT)

- Serve individual notices at the above cost per notice
- Requires landlord to provide statutory information ie: Up to date Gas Safety Certificate, EPC etc

COURT FEES: If we need to attend court for you there will be a cost of £120 plus VAT (£144 inc VAT) per hour

CHECKOUT FEE: included & no cost with FM & PM. For LO £100 plus VAT (£120 inc VAT)

- Negotiate with landlord and tenant any disbursement of the security deposit
- Return deposit as agreed with landlord and tenant to relevant parties

SERVICES PROVIDED THROUGH 3rd PARTY CONTRACTORS – these costs may vary over time & are correct as of October 2020 – a landlord is free to source their own contractor for the services below only.

- Energy Performance Certificate (every 10 years) - £65 plus VAT (£78 inc VAT)
- Gas Safety Certificate (annually) - £65 plus VAT (£78 inc VAT) - not including any remedial works and retest
- Electrical Installation Condition Report (every 5 years) - £130 plus VAT (£156 inc VAT) – not including any remedial works and retest
- Fitting of smoke alarms & carbon monoxide alarms £50 plus VAT (£60 inc VAT) per alarm

All fees and service levels are as per Appendix (1)

Property Address:

Service Level	Tenant Find & Admin Fee	Monthly Management Fee	Selection
Let Only (LO)	75% of 1 st month's rent plus VAT subject to a minimum fee of £450 plus VAT (£540 inc VAT)	n/a	<input type="checkbox"/>
Fully Managed Service (FM)	£375 plus VAT (£450 inc VAT)	10% plus VAT (12% inc VAT)	<input type="checkbox"/>
Premium Service (PM) includes Rent Protection for the duration of the tenancy	£395 plus VAT (£474 inc VAT)	12% plus VAT (14.4% inc VAT)	<input type="checkbox"/>

Sole Agency Period of weeks

1st Client Signature

..... Name: Date:

2nd Client Signature

..... Name: Date:

Agent's Signature

..... Name: Date:

Notice of the Right to Cancel

In accordance with the Cancellation of Contracts Made in a Consumer's Home or Place of Work etc. Regulations 2008 you have a right to cancel your contract with Humberstones Homes ('the Agent') if the contract or offer of one was made during a visit to your home, your place of work or another's home or during an excursion organised by the Agent.

You may exercise the right to cancel within 14 calendar days of the date you have signed this contract. You must do so IN WRITING to the Agent and deliver it personally or send it by post, fax or electronic mail. You may use the form attached below if you wish, but you are not obliged to do so. Notice of cancellation sent by post is deemed to have been served at the time of posting to the Agent, or in the case of an electronic communication it is deemed to have been served on the day it is sent to the Agent.

IMPORTANT NOTE: Speed is of the utmost importance when seeking to let your property successfully in a fast-moving market. Once you instruct the Agent to let your property, the Agent will begin work immediately to market and advertise your property in accordance with Clause 1.1 of the above Agreement to find you a tenant for your property as soon as possible.

If you exercise your cancellation right, you may nevertheless be required to pay a reasonable amount for the services provided to you or begun by the Agent on your behalf before the cancellation. (This includes the costs of marketing the property advertising, for sale board and time of the agent to prepare the brochure etc)

Lettings Services

INCLUDED IN SERVICE:

	BRONZE	SILVER	GOLD
	Let Only (LO)	Fully Managed (FM)	Premium Managed (PM)
Free rental valuation and assessment	✓	✓	✓
Full Marketing in office and online	✓	✓	✓
Comprehensive Referencing of tenant	✓	✓	✓
ARLA Propertymark approved Tenancy Agreement	✓	✓	✓
Professional schedule of Condition/Inventory		✓	✓
Check In the tenant to the property		✓	✓
Deposit Protection and Registration		✓	✓
Transfer of Utilities		✓	✓
Free legal advice from our ARLA qualified team		✓	✓
Monthly rent statements and collection of rent		✓	✓
Inspections in month's 1 and 4		✓	✓
Formal written inspections reports every 6 months thereafter		✓	✓
Maintenance Reporting and Management		✓	✓
Free 1st tenancy renewal		✓	✓
Discounted fees on all in-tenancy services		✓	✓
Check out Included and deposit negotiation and resolution		✓	✓
Rent guarantee – insurance based policy			✓
Legal Expenses – insurance based policy			✓
Eviction Cover – insurance based policy			✓

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