

## Levels of Service Offered

The following table outlines the fees for the levels of services offered by Webb & James. The ✓ and ✗ denotes whether or not the service is included in the corresponding package. **All fees are tax deductible and subject to VAT.**

Service	Let & Rent Collection £325 + 4.5% per month	Let & Essential Management £325 + 10.0% per month	Let & Premium Management £325 + 15% per month
<b>Pre lettings guidance and preparation</b> Assessment of your requirements, discuss and agree rent level	✓	✓	✓
<b>Provide guidance on compliance with statutory provisions and letting consents</b> Including Safety of electrical appliances and PAT Testing, Furniture compliance and fire risk assessment, EPC, Gas Safety, Legionella risk, HHSRS risks.	✓	✓	✓
<b>Professional photography, 3D Tour, floorplans &amp; marketing</b> Over 90% of tenants search and find their next home on-line. We show off your property and get it out there for them to see.	✓	✓	✓
<b>Accompanied Viewings</b> We pre-screen and then accompany potential tenants to view your property. You can track viewings and follow feedback from those viewings in real time through your Webb & James portal.	✓	✓	✓
<b>Tenant Selection</b> We pre-screen all potential tenants and put details forward to you prior to commencing referencing	✓	✓	✓
<b>Tenant Referencing</b> Referencing for up to two tenants (ID checks, Right-to-Rent check, financial credit checks, obtaining references from current or previous employers / landlords and any other relevant information to assess affordability).	✓	✓	✓
<b>Tenancy Agreement</b> Not every tenancy is the same and one-size does not fit all. We draw up a bespoke agreement to suit you and your property. All our agreements are constantly updated with the latest legislation and best practice.	✓	✓	✓
<b>Right to Rent compliance checks</b> All tenants over 18yrs must provide documentary evidence that they have the 'Right to Rent' a property in England. This check must be done face-to face.	✓	✓	✓
<b>EPC Issued</b> S6(5) Energy Performance of Buildings (England and Wales) Regulations 2012 requires an EPC to be given to the Tenant before the Tenancy and must be done so if a Section 21 is to be valid.	✓	✓	✓
<b>'How to Rent' Checklist Issued</b> Under the Deregulation Act 2015, the latest 'How to Rent' guide must be issued to the tenant at the start of a tenancy if a Section 21 is to be valid.	✓	✓	✓
<b>Gas Certificate Issued</b> Under the Deregulation Act 2015, a current Gas Safety Certificate must be issued to the tenant prior to occupation of the Property if a Section 21 is to be valid.	✓	✓	✓
<b>Collection of 1st Months Rent</b> We collect the first month's rent on your behalf in advance of the Check-In.	✓	✓	✓
<b>Rent Collection &amp; Credit Control</b> Demand, collect and remit the monthly rent, pursue non-payment	✓	✓	✓
<b>Key Holding Service</b>	✓	✓	✓
<b>Tenant check-in &amp; Smoke Alarm Test</b> Under The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 s4(1)(b), checks must be made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the new tenancy begins.	✗	✓	✓
<b>Transfer of Utilities and Council Tax</b> Any payment due on bills accrued during void / transition period can be sent to you or paid by us on your behalf from the rent.	✗	✓	✓
<b>Arrangement of Safety Certificates</b>	✗	✓	✓

24hr Emergency Repairs Handling	✗	✓	✓
Access to Approved Contractors	✗	✓	✓
Periodic Property Inspections & Report	✗	✓ 1-2 per year	✓ 2-3 per year
Arrange Routine Repairs and Instruct Approved Contractors	✗	✓	✓
Dealing with Ongoing Tenant Issues	✗	✓	✓
Vacant Property Visits	✗	✗	✓
Bespoke Maintenance Plan, Schedule & Budget	✗	✗	✓
Annual Rent Appraisal & KPI Report	✗	✗	✓
Annual One-to-One Meeting with a Director Assess Income Projections and Growth Opportunities	✗	✗	✓

## Additional Non Optional Fees and Charges

### PRE TENANCY FEES

Arranging and facilitating statutory compliance:

<b>Energy Performance Certificate (EPC)</b> (inc. VAT)	£96
<b>Gas Safety Certificate</b> (additional charge of £15 for each additional appliance)(inc. VAT)	£85
<b>Portable Appliance Test (PAT)</b> per tenancy (inc. VAT)	£75
<b>Legionella Risk Assessment</b> per tenancy (inc. VAT)	£85
<b>Smoke / Carbon Monoxide Alarm Installation</b> (inc. VAT)	£42
<b>Combined Gas, Portable Appliance Test and Legionella Risk Assessment and Smoke/CO Alarm Test</b> (inc. VAT)	£195
<b>Handling local authority licensing application</b> (inc. VAT)	£145
<b>Landlord ID Checking Fee</b> (if deemed necessary by Webb & James) (inc. VAT)	£15
<b>Visual check-in to comply with the Homes Act 2018 on the first day of the tenancy</b> (inc. VAT)	£60

### START OF TENANCY FEES

**Additional Tenant Referencing Fees:** £30 (inc. VAT) per tenant. As Set-up Fees above for additional tenants.

**Guarantor Fees:** £45 (inc. VAT) per guarantor. Covering credit referencing and preparing a Deed of Guarantee (or as part of the Tenancy Agreement).

**Permitted Occupier Fees:** £30(inc. VAT) per permitted occupier. Explaining to any permitted occupier their rights and responsibilities towards the named tenant(s) and landlord.

**Deposit Registration Fees** (where collected):£72(inc. VAT) per tenancy. 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 the tenancy start date.

**Inventory Fees:** See below. Dependant on the number of bedrooms and/or size of the property and any outbuildings.

**Accompanied Check-in Fees:** £60(inc. VAT) per tenancy. Attending the property to welcome the tenant(s), confirm the Inventory and Schedule of Condition, explain the operation of appliances, highlight the location of utility meters, stop-cocks etc. and test that all smoke alarms and carbon monoxide detectors are present and in working order. This is subject to an approved Inventory as above.

**Landlord Withdrawal Fees (before move-in):** £390 (inc. VAT) per tenancy. To cover the costs associated with the marketing, advertising

and tenancy set-up should the landlord withdraw from the tenancy before it has started.

### DURING TENANCY FEES

**Additional Property Visits:** £54 (inc. VAT) per visit. Should the landlord request property visits in addition to those within their existing Terms of Business, this covers the costs of attending the property.

**Rent Review Fees:** £95 (inc. VAT) per tenancy. Review rent in accordance with current prevailing market conditions and advise the landlord, negotiate with the tenant(s), direct tenant(s) to make payment change as appropriate, update the tenancy agreement and serve a Section 13 Notice if the tenancy is on a periodic basis.

**Renewal Fees:** £95 (inc. VAT) per tenancy. Contract negotiation, amending and updating terms and arranging for the signing of a further tenancy agreement.

**Right-to-Rent Follow-Up Check:** £64 (inc. VAT) per check. Undertaking a repeat check in person on a time-limited visa in accordance with the Immigration Acts 2014 and 2016. Notifying the Home Office should an illegal overstayer be identified.

**Landlord Withdrawal Fees** (during tenancy): £250 (inc. VAT) per tenancy. To cover the costs associated with advising the tenant on the change and the position of the security deposit, transferring the security deposit to the landlord or new agent, notifying all utility

providers and local authority (where necessary) and returning all relevant documents held by the agent to the landlord.

**Arrangement Fees** for works over £1000: 12% of net cost (inc. VAT). Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee.

### END OF TENANCY FEES

**Check-out Fees:** See below. Dependant on the number of bedrooms and/or size of the property and any outbuildings. Attending the property to undertake an updated Schedule of Condition based on the original inventory and negotiating the repayment of the security deposit.

**Tenancy Dispute Fee:** £50 per hour (inc. VAT) per tenancy. The costs associated with the preparation of all evidence and submitting the case to the tenancy deposit scheme as well as dealing with all correspondence relating to the dispute. This only applies where Webb & James has protected the deposit.

**Fees for the service of Legal Notices (Section 8 or Section 21):** £120 (inc. VAT) per Notice.

**Court Attendance Fees:** £125 (inc. VAT) per hour.

### FINANCIAL CHARGES

**Interest on Unpaid Commission:** 2% above the Bank of England Base Rate from Due Date until paid.

**Contractor Commission:** 15% of contractors invoice (inc. VAT). To cover the costs associated with arranging and facilitating the visit of a vetted professional tradesperson.

**Submission of Non-Resident Landlords receipts to HMRC** £45 (inc. VAT) quarterly. To remit and balance the financial Return to HMRC on both a quarterly and annual basis.

**Additional HMRC Reporting Fees:** £60(inc. VAT) per request. Responding to any specific queries relating to either the quarterly or annual Return from either the landlord or HMRC.

**Fees for providing an Annual Income and Expenditure Schedule:** £85(inc. VAT) annually.

**Same-Day Payment Fees:** £8 (inc. VAT) per payment. Should the landlord request a payment faster than the agreed timescales within their existing Terms of Business, this covers the costs of providing a same-day payment service.

### OTHER FEES AND CHARGES

**Arrangement Fees** for refurbishments over £1000: 8 % of net cost (inc. VAT). Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee.

**Obtaining more than three contractor quotes:** £45 (inc. VAT) per quote.

**Contractor Compliance Check:** £54 (inc VAT) To cover the costs associated with vetting and confirming accreditations, professional indemnity and liability insurance cover.

**Vacant Property Management Fees:** £45(inc. VAT) per visit. To cover the costs associated with visiting the property to undertake visuals checks on the inside and outside.

**Management Take-over Fees:** £190 (inc. VAT) per tenancy. To cover the costs associated with taking over the management of an ongoing tenancy, ensuring all statutory compliance has been undertaken, confirming everything under "Set-up Fees" above, receiving and protecting the security deposit and providing all necessary legal documentation to the tenant.

**Deposit Transfer Fees:** £45(inc. VAT) per deposit. Should the landlord request any changes to a protected deposit during a tenancy, this covers the costs associated with legal compliance for said request.

**Additional requests not covered in our Terms of Business or Fee Schedule:** If you require us to undertake any tasks not covered within the above Terms of Service, the following hourly charges will apply: Admin / Negotiator £35(inc. VAT), Lettings Manager £55(inc. VAT), Branch Manager £75 (inc. VAT)

## Fees by Size of Property

Size	Cleaning	Inventory	Dilapidations Report	Electrical Report
Studio	£80	£80	£60	£180
1 bed	£110	£95	£75	£180
2 bed	£140	£110	£90	£220
3 bed	£180	£125	£105	£260
4 bed	£220	£140	£120	£300
5 Bed +	£260	£155	£135	£340

### Inventory and Schedule of Condition

An inventory report is defined as the "Production of the Schedule of Condition", in reality this is a detailed description of the condition of each room and its fixtures and content, as well as extensive photos. In the event of a dispute over the Dilapidations Assessment at the end of the tenancy, it is crucial that there is an accurate inventory report and ideally this should be prepared by someone independent.

### Dilapidations

Landlords have a right to be compensated for dilapidations and damage caused by a tenant during their tenancy where a tenant has breached their contractual obligations. Breaches generally relate to reinstatement, redecoration, repair and damage. If a claim is to be made against the tenant, a Schedule of Dilapidations must be made, comparing it with the Schedule of Condition, to record the alleged breaches of contract and identify appropriate remedies, which ultimately could form the basis of dispute legal proceedings if neither party is able reach an amicable settlement.