

# Levels of service (at a glance)



## LET ONLY SERVICE

### We will:

- Carry out valuation, market the property
- Reference tenants, prepare agreements
- Carry out inventory
- Collect first months rent / deposit
- Register deposit with DPS
- Produce / handover files to you

### You will:

- Collect further rents and chase late payments
- Conduct regular property checks, risk assessments
- Handle all maintenance issues (24/7)
- Conduct and implement rent reviews
- Resolve tenancy issues
- Prepare and serve any notices
- Check out tenants and handle any deposit disputes
- Arrange rent guarantee and legal protection
- Remain fully compliant with current regulations

**80% +VAT of first months rent**

## RENT COLLECTION SERVICE

### We will:

- Carry out valuation, market the property
- Reference tenants, prepare agreements
- Carry out inventory
- Collect first months rent / deposit
- Register deposit with DPS
- Produce / handover files to you
- Collect rents for lifetime of tenancy and chase late payments
- Provide statements for income

### You will:

- Conduct regular property checks, risk assessments
- Handle all maintenance issues (24/7)
- Conduct and implement rent reviews
- Resolve tenancy issues
- Prepare and serve any notices
- Check out tenants and handle any deposit disputes
- Arrange rent guarantee and legal protection
- Remain fully compliant with current regulations

**8% +VAT of monthly rent  
& 50% + VAT set up fee**

## PART MANAGED SERVICE

### We will:

- Carry out valuation, market the property
- Reference tenants, prepare agreements
- Carry out inventory
- Collect first months rent / deposit
- Register deposit with DPS
- Produce / handover files to you
- Collect rents for lifetime of tenancy and chase late payments
- Provide statements for income
- Conduct regular property checks, risk assessments
- Conduct and implement rent reviews
- Prepare and serve any notices
- Check out tenants and handle any deposit disputes
- Resolve tenancy issues, **excluding maintenance**
- We will advise on being fully compliant with current regulations

### You will:

- Handle all maintenance issues (24/7)
- Resolve tenancy issues regarding maintenance
- Arrange rent guarantee and legal protection
- You will ensure you remain fully compliant with current regulations

**10% +VAT of monthly rent  
& 50% + VAT set up fee**

## FULLY MANAGED SERVICE

### We will:

- Carry out valuation, market the property
- Reference tenants, prepare agreements
- Carry out inventory
- Collect first months rent / deposit
- Register deposit with DPS
- Produce / handover files to you
- Collect rents for lifetime of tenancy and chase late payments
- Provide statements for income
- Conduct regular property checks, risk assessments
- Conduct and implement rent reviews
- Prepare and serve any notices
- Check out tenants and handle any deposit disputes
- Resolve **all** tenancy issues
- Handle all maintenance issues (24/7)
- Arrange rent guarantee and legal protection

### You will:

- Sit back, relax and let us look after things

**12% +VAT of monthly rent  
& 50% + VAT set up fee**

# Levels of service (in detail)



	LET ONLY 80% of first months rent	RENT COLLECTION 8% of monthly rent & 50% + VAT set up fee	PART MANAGED 10% of monthly rent & 50% + VAT set up fee	FULLY MANAGED 12% of monthly rent & 50% + VAT set up fee
Property valuation and advice on market conditions	✓	✓	✓	✓
Guidance to ensure property is compliant with current regulations	✓	✓	✓	✓
Marketing, photography and floorplan of property online and in office	✓	✓	✓	✓
Database matching and alerts to registered tenants	✓	✓	✓	✓
Carry out suitability assessment for all prospective tenants	✓	✓	✓	✓
Accompanied viewings with feedback obtained	✓	✓	✓	✓
Full referencing to ensure suitability before tenancy creation	✓	✓	✓	✓
Verify immigration status under the Right To Rent scheme	✓	✓	✓	✓
Arrange and produce tenancy agreements	✓	✓	✓	✓
Collect first months rent and deposit, register deposit in scheme	✓	✓	✓	✓
Arrange independent inventory prior to the start of the tenancy	✓	✓	✓	✓
Make any HMRC deductions / provide tenant with NRL8 (if applicable)	✓	✓	✓	✓
Issuing of standing order mandate	✓	✓	✓	✓
Advisory of utility providers / readings for tenancy start only	✓	✓	✓	✓
Check in of tenants to property	✓	✓	✓	✓
Full handover file to Landlord	✓	✓	✓	✓
Collection of periodic rental from tenants	✗	✓	✓	✓
Pursue any non-payment of rent and provide advice on action	✗	✓	✓	✓
Provide statements for income (with any agreed deductions)	✗	✓	✓	✓
Dedicated account management in office	✗	✗	✓	✓
Point of call for tenants during office hours	✗	✗	✓	✓
Advisory of utility providers / readings for tenancy start and end	✗	✗	✓	✓
Bi-annual property inspections as standard and reports sent to you			✓	✓
Bi-annual fit for human habitation checks		£50.00 (£60 incl. VAT)	✓	✓
Bi-annual fire risk assessments			✓	✓
Ensuring legal safety checks / renewals are carried out	✗	✗	✓	✓
Annual rent review and details sent to tenants		£100 (£120 inc VAT)	✓	✓
Undertaking rent arrears formal action / procedures to advise tenant		£50.00 (£60 incl. VAT)	✓	✓
Produce and serve notices to tenants		£100 (£120 inc VAT)	✓	✓
Check out inspection and report		£££	✓	✓
Deposit return and deal with any disputes after tenancy ends		20% (24% incl vat) of disputed amount	✓	✓
Lodge and process any deposit claim relating to the property		£100 (£120 inc VAT)	✓	✓
Pre-occupation property check	✗	✗	✗	✓
Rent guarantee and legal protection		£15 (£18 inc VAT) per month (6 month minimum)		✓
Organise and oversee maintenance as per instruction, with audit trail		10% (12% incl VAT) of the bill **		✓
Carry out minor maintenance and/or direct tenant to fix to avoid costs	✗	✗	✗	✓
24 hour emergency phone line for tenants	✗	✗	✗	✓
Ensure you are protected by being fully complaint	✗	✗	✗	✓
Duplicate statements and Annual Income and Expenditure report		£25 (£30 inc VAT)		✓
HMRC Return for Non-Resident Landlords		£100 (£120 inc VAT)		✓
Adhoc meter readings at your property		£25 (£30 inc VAT)		✓
Arranging for your contractors to attend property (if required)		£25 (£30 inc VAT)		✓
Tenancy amendment (during tenancy)		£90 (£108 inc. VAT)		✓

\*\* Amount payable upfront

Additional / Optional charges	
● Tenancy agreement - £200.00 (£240 inc. VAT)	● Attending court as witness - £150 (£180.00 inc VAT)
● Gas Safety Certificate - £75 (£90 inc VAT) up to 2 appliances	● Project management of refurbishment - 10% of final bill (12% inc VAT)
● Gas Safety Certificate - £90 (£108 inc VAT) 3 appliances to 4 appliances	● Waiting at property for contractors, etc. - £25 per hour (£30 inc VAT)
● Legionaires Risk Assessment - £60 (£72 inc VAT)	● Providing printed copies of paperwork already supplied - £20 per document (£24 inc VAT)
● Electrical Safety Certificate (EICR) (1 Bed) (£130 ex vat   £156 inc vat)	● Checking property out at end of tenancy and creating report suitable for dispute resolution (1 Bed) £100 (£120 inc VAT)
● Electrical Safety Certificate (EICR) (2 Bed) (£140 ex vat   £168 inc vat)	● Checking property out at end of tenancy and creating report suitable for dispute resolution (2 Bed) £120 (£144 inc VAT)
● Electrical Safety Certificate (EICR) (3 Bed) (£150 ex vat   £180 inc vat)	● Checking property out at end of tenancy and creating report suitable for dispute resolution (3 Bed) £150 (£180 inc VAT)
● Electrical Safety Certificate (EICR) (4 Bed) (£160 ex vat   £198 inc vat)	● Checking property out at end of tenancy and creating report suitable for dispute resolution (4 Bed) £175 (£210 inc VAT)
● Energy Performance Certificate - £75 (£90 inc VAT)	
● Deposit protection registration - £30 (£36 inc VAT)	
● Court Possession Order - £400 (£480 inc VAT)	