

# Schedule of Services

## Platinum Service

Our Platinum Service is our most popular choice among landlords, offering a fully managed experience with the added reassurance of Rent Guarantee and Legal Protection Insurance included as standard.

Designed to provide both security and convenience, it ensures your rental income is protected while we take care of every aspect of the tenancy, allowing you to enjoy the benefits of property investment with complete peace of mind.

From initial marketing through to tenant move-in, we deliver a high standard of presentation and service, with a focus on quality and attention to detail at every stage. Your property is promoted using high quality in-house photography, supported by targeted marketing and proactive applicant engagement to secure the right tenant efficiently. All viewings are carefully managed, and applicants are thoroughly vetted through comprehensive referencing and compliance checks. Once agreed, we prepare the tenancy agreement and associated documentation, alongside a detailed digital inventory, before overseeing a smooth and fully compliant move-in process.

Ongoing management is tailored to the individual property and landlord, providing a bespoke service that is both responsive and proactive. Rent is collected and processed promptly, with any issues handled efficiently, while tenants benefit from clear communication and support throughout their tenancy. Maintenance matters are addressed through our network of trusted contractors, with additional support available for more significant works where required. Periodic property visits (initially at 3 months, recommended 6-monthly thereafter) play an important role in protecting both the condition and performance of your investment, helping to ensure the property remains compliant, well maintained, and that tenants are comfortable in their surroundings - supporting a stable, well-managed tenancy over the longer term. Our approach is centred on protecting your asset, maintaining standards, and ensuring a consistently well-managed tenancy.

As the tenancy progresses, we continue to support proactive tenancy management through considered rent reviews and, where appropriate, the service of formal notices. At the end of the tenancy, a detailed check-out process is undertaken, with any necessary negotiations and deposit matters handled on your behalf. We also provide guidance on re-letting, helping you optimise both presentation and rental value. To keep you fully informed, a year-end tax statement summarising income and expenditure is available, along with an annual desktop sales valuation and market condition report, on request.

Our Platinum Service is charged at 14.5% of the monthly rent plus VAT (17.4% inclusive of VAT), with an initial marketing and letting fee of £500 plus VAT (£600 inclusive of VAT).

**A full breakdown of services and associated costs for all services, including those applied at the start of a tenancy and throughout its duration, is provided within our detailed fee schedule at the end of this document.**

## Gold Service

Alternatively, for landlords who prefer not to include Rent Guarantee and Legal Protection, our Gold Service offers the same comprehensive, fully managed approach to lettings, without the additional insurance cover.

It is designed for those who want a high standard of professional management, with expert compliance guidance, attentive tenant care, and proactive oversight of the property throughout the tenancy.

Our Gold Service is charged at 12% of the monthly rent plus VAT (14.4% inclusive of VAT), with an initial marketing and letting fee of £500 plus VAT (£600 inclusive of VAT).

## Silver Service

For landlords who prefer to retain control of the day-to-day management of their property, our Silver Service offers a rent collection solution supported by professional oversight.

This option is suited to those who are comfortable managing all aspects of the tenancy themselves, including compliance responsibilities, tenant communication, property inspections and the service of any required notices.

We support the smooth running of the tenancy by acting as a professional intermediary, collecting rent on a monthly basis and facilitating prompt payment to the landlord. This provides reassurance that income is handled efficiently and consistently, while allowing landlords to remain directly involved in the management of their property.

Our Silver Service is charged at 8% of the monthly rent plus VAT (9.6% inclusive of VAT), with no initial marketing fee

## Bronze Service

For more experienced landlords who already have the infrastructure and confidence to manage their own tenancies, our Bronze Service offers a focused letting and tenant sourcing solution.

This service is designed for those who require high-quality marketing and access to a well-qualified applicant pool, while retaining full control over the ongoing management of the property.

We ensure your property is presented to a consistently high standard, with carefully managed marketing and proactive applicant engagement to secure the most suitable tenant. Once a tenant is identified, we support the initial stages of the tenancy, allowing landlords to take over with confidence and continue management in line with their own processes and preferred approach.

The Bronze Service also provides flexibility, with the option to incorporate additional services as required. This allows landlords to tailor the level of support to suit their individual needs, creating a more adaptable and contemporary approach to letting property.

Our Bronze Service carries an initial marketing fee equivalent to 50% of a month's rent plus VAT, subject to a minimum of £500 plus VAT (£600 inclusive of VAT).

# Full Schedule of Fees

## All Services

- Full Tenancy referencing (per property, inclusive of guarantors) – Including Right to Rent, Sanctions & Credit Checks: £75 plus VAT (£90 including VAT)
- National Trading Standards Material Information – Compliance Administration (First tenancy only): £30 plus VAT (£36 including VAT)
- Key cutting (where required): £20 plus VAT (£24 including VAT) plus cost of each key
- Installation of CO alarm (Nock Deighton supply): £30 plus VAT (£36 including VAT)
- Deposit dispute fee (for adjudication if applicable): £150 plus VAT (£180 including VAT)

## Managed Services

- Annual deposit registration administration fee: £30 plus VAT (£36 including VAT)
- Periodic property visits (initial 3-month inspection included): £75 plus VAT (£90 including VAT)
- Safety checks/inspections: By invoice from contractor (may be dependent on property size)
- Energy performance certificate: £150 plus VAT (£180 including VAT)
- Service of legal documents and notices: £90 plus VAT (£108 including VAT)
- Re-service of notices (as required): £90 plus VAT (£108 including VAT)
- Preparation of documents for court hearing: £250 plus VAT (£300 including VAT)
- Court attendance: £250 plus VAT (£300 including VAT)
- Bailiff attendance: £150 plus VAT (£180 including VAT)
- Heater loan: £50 plus VAT (£60 including VAT)
- Works Supervision (landlord's own contractor): 10% plus VAT (12% including VAT) of works cost
- Statutory declaration fee (if required following deposit claim): £50 plus VAT (£60 including VAT)
- Annual tax statement (Gold Service only): £30 plus VAT (£36 including VAT)
- Cancellation of management by landlord (during term of tenancy): 1 months' rent plus VAT

## Non-Managed Services

- Accompanied viewings: £10 plus VAT per viewing (£12 including VAT)
- Inventory of Contents & Schedule of Condition: From £125 plus VAT (£150 including VAT), depending on property size
- Office check-in and key handover, including issue and confirmation of all required documentation: £30 plus VAT (£36 including VAT)
- Testing of smoke and CO alarms on day one of the tenancy, as legally required: £30 plus VAT (£36 including VAT)
- Check-out inspection report: As per inventory cost
- Deposit registration, including deposit release if no dispute: £75 plus VAT (£90 including VAT)
- Property inspections (mid-tenancy): £150 plus VAT (£180 including VAT)
- Rent review (maximum once per year), including service of Section 13 notice: £125 plus VAT (£150 including VAT)
- Service of formal notices (Section 8, 48): £125 plus VAT (£150 including VAT)