LetComplete	Fee		
Set Up	inc VAT	VAT	ex VAT
Agree the market rent and market the availability of the property including through portal, website advertisements and erect a board outside the property in accordance with Town and Country Planning Act 1990 (where any other necessary consents have also been obtained). Arrange viewings and where relevant accompany prospective tenants on viewings, find tenants, conduct tenant(s) referencing and where applicable guarantor(s) references. Carry out right to rent check before tenancy starts. Ensure that all compliance documentation required by law is in place prior to the start of the tenancy. Prepare and execute a tenancy agreement, collect and remit the first month's rent. Provide tenants with an ongoing method of payment. Deduct any pre-tenancy invoices and advise all relevant utility providers of tenant(s).	Up to £999pcm		
	£420	£70	£350
	Over £1,000pcm		
	£420	£70	£350
Example - rent of £600 per calendar month	£420	£70	£350
Example - rent of £800 per calendar month	£420	£70	£350
Example - rent of £1,000 per calendar month	£420	£70	£350
Monthly Fee			
This is a monthly commission calculated as a percentage of the monthly rent, for collecting and remitting the monthly rent received, deducting commission and other works, and supplying monthly statements. Where rent has not been received follow up actions will be taken and we will liaise with you regarding available options. It includes a routine visit not less than once every 6 months and the holding of keys throughout the tenancy.	12%	2%	10%
Security Deposit Registration			
All Tenants' deposits must be registered – by law – with a Government-authorised Scheme. This fee is for registering the Landlord and Tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by us is MyDeposits. Where ZDG is used, this will not be charged.	£72	£12	£60
Introducer Fee			
In addition to any actual costs incurred in preparing a Property for rent which are recoverable under clause 2.2.3 of the Terms of Business and any marketing costs which are recoverable under clause 2.2.6 of the Terms of Business you must also pay an Introducer fee where you directly enter into a Tenancy Agreement or allow another letting agent to do so where the Tenant was introduced to the Property by us.	£420	£70	£350
Inventory			
It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord. We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished.	See separate sheet for varying costs		

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LetComplete	Fee		
Check Out	inc VAT	VAT	ex VAT
To agree a check out date with the tenant(s) and arrange an appointment for the inventory provider to prepare a list of any changes during the course of the tenancy. Where we have protected the deposit we will also instruct contractors, obtain quotes and/or organise repairs/replacements of items in accordance with the agreement reached between you and the tenant.	See separate sheet for varying costs		
Additional Property Visits			
Where we are required to makean additionalvisit in accordance with your instructions or due to the condition of the property or the way it is occupied	£60	£10	£50
Non-Routine Managed Service			
Where you request a specific visit in order to assess a maintenance requirement - per hour.	£15	£2.50	£12.50
Work Arrangement			
This fee covers arranging the works and assessing costs with the contractor(s); ensuring works have been carried out in accordance with the specification of the works order; processing payment and retaining any warranty or guarantee.			
Additional Contractor quotes			
If more than 2 quotes are required by the Landlord for maintenance works this fee is charged per additional quote required.	£30	£5	£25
Rent Review			
We shall review the rent and where this results in a rent increase, the rent review fee applies.	£30	£5	£25
Renewal			
ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS If both parties agree that the Tenant can stay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement.	£60	£10	£50
Change of Sharer			
Where there is a change of a sharer within an existing tenancy and we assist with the administration relating to the change of sharer.	£360	£60	£300
Management Takeover			
To take over a mid tenancy managed service type and conduct a property visit, check on smoke/carbon monoxide alrms/overview of compliance and liaise with you or a previously instructed agent to transfer the security deposit to us.	£360	£60	£300
Gas Safety Inspection			
We appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£78	£13	£65
Notice Service Fee			
Where we serve any notice on your behalf including, but not limited to, section 13 of the Renters Rights' Act this fee covers the service of the notice			

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LetComplete

Smoke / Carbon Monoxide Alarms	inc VAT	VAT	ex VAT
To arrange for an engineer to attend the property to check any smoke/carbon monoxide alarms present and / or to install any missing smoke / carbon monoxide alarm. This does not include the cost of the work by the engineer.	£72	£12	£60
Checking the alarms are present, in the correct location and work on the first day of tenancy. This is a push-button test to check the alarm sounds.	£60	£10	£50

Electrical Installation Condition Report (EICR)				
Where we arrange the EICR, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate or any remedial work which may arise.	1-4 bed	£198	£33	£165
	5+ bed	£216	£36	£180

Portable Appliance Test (PAT)			
Where we arrange the PAT, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£90	£15	£75

Energy performance Certificate (EPC)			
To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate.	£102	£17	£85

Submission of Non-Resident Landlords to HMRC			
Quarterly Submission of Non-Resident Landlords to HMRC - this fee is charged to deduct tax from your net rental income and make returns to HMRC quarterly.	£30	£5	£25
Annual Submission of Non-Resident Landlord to HMRC - this fee is charged to remit and balance the financial return to HMRC, and respond to any specific query relating to the return from the Landlord or HMRC. An annual submission is also required.	£60	£10	£50

Deposit Dispute			
Where we have registered the deposit, following the check out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme.	£100	£16.67	£83.33

Court and First Tier Tribunal Attendance			
When you ask us to attend court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. Expenses including travel,accommodation and parking are in addition and apply only where relevant.	£240	£40	£200

Court and First Tier Preparation Fee			
When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so.	£600	£100	£500

Early Termination Fee	
Payable if you serve notice to terminate our instruction within 24 months of a tenancy agreement being executed.	Up to 2 months' rent, inclusive of VAT.

Deposit Processing Fee			
Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used.	£72	£12	£60

Water Bacteria Testing			
We will arrange for a specialist to carry out a Water Bacteria Test at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate	£144	£24	£120

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The Property Ombudsman

LetComplete	Fee		
	inc VAT	VAT	ex VAT
Follow up Right to Rent check			
Charged on a change of adult occupier when We are in receipt of their details and/or where an occupant only has a time limited right to rent, shortly before 12 months following the previous check or shortly before the end of the occupier's permission to stay, whichever is later.	£60	£10	£50
Replacement Tenancy Agreement			
Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you.	£60	£10	£50
Rent Review Fee			
We shall find,review and provide to you market rent comparables (where possible) to enable you to decide whether to instruct us to serve a s13 notice which is the mechanism to increase rent under the Renters Rights Act.	£60	£10	£50
Remedial Work Fee			
Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works.			
Hourly Fee			
Where we are required to to provide non routine services such e.g. non routine management services in the event of fire flood or subsidence	£60	£10	£50
Pet Request			
To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders.	£30	£5	£25
Sanctions Check			
Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party	£30	£5	£25

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LetEssentials	Fee		
Set Up	incVAT	VAT	exVAT
Agree the market rent and market the availability of the property including through portal, website advertisements and erect a board outside the property in accordance with Town and Country Planning Act 1990 (where any other necessary consents have also been obtained). Arrange viewings and where relevant accompany prospective tenants on viewings, find tenants, conduct tenant(s) referencing and where applicable guarantor(s) references. Carry out right to rent check before tenancy starts. Ensure that all compliance documentation required by law is in place prior to the start of the tenancy. Prepare and execute a tenancy agreement, collect and remit the first month's rent. Provide tenants with an ongoing method of payment. Deduct any pre-tenancy invoices and advise all relevant utility providers of tenant(s).	£420	£70	£350
Example - rent of £600 per calendar month	£420	£70	£350
Example - rent of £800 per calendar month	£420	£70	£350
Example - rent of £1,000 per calendar month	£420	£70	£350

Monthly Fee

This is a monthly commission calculated as a percentage of the monthly rent, for collecting and remitting the monthly rent received, deducting commission and other works, and supplying monthly statements. Where rent has not been received follow up actions will be taken and we will liaise with you regarding available options.	9.6%	1.6%	8%

Security Deposit Registration

All Tenants' deposits must be registered – by law – with a Government-authorised Scheme. This fee is for registering the Landlord and Tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by us is MyDeposits. Where ZDG is used, this will not be charged.	£72	£12	£60

Introducer Fee

In addition to any actual costs incurred in preparing a Property for rent which are recoverable under clause 2.2.3 of the Terms of Business and any marketing costs which are recoverable under clause 2.2.6 of the Terms of Business you must also pay an Introducer fee where you directly enter into a Tenancy Agreement or allow another letting agent to do so where the Tenant was introduced to the Property by us	£420	£70	£350

Inventory

It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord. We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished.	See separate sheet for varying costs

Follow up Right to Rent check

If the Letting Agent is prepared and able to take your instruction to provide this service. Charged on a change of adult occupier when We are in receipt of their details and/or where an occupant only has a time limited right to rent, shortly before 12 months following the previous check or shortly before the end of the occupier's permission to stay, whichever is later.	£60	£10	£50

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LetEssentials	Fee		
Check Out Fee	inc VAT	VAT	ex VAT
If Letting Agent is prepared and able to take your instruction to provide this service. To agree a check out date with the tenant(s) and arrange an appointment for the inventory provider to prepare a list of any changes during the course of the tenancy.	See separate sheet for varying costs		
Rent Review Fee			
We shall find,review and provide to you market rent comparables (where possible) to enable you to decide whether to instruct us to serve a s13 notice which is the mechanism to increase rent under the Renters Rights Act.	£30	£5	£25
Renewal			
ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS **If** both parties agree that the Tenant canstay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement.	£60	£10	£50
Change of Sharer			
Where there is a change of a sharerwithinanexistingtenancy and we assist with the administration relating to the change of sharer.	£360	£60	£300
Gas Safety Inspection			
We appoint a Gas Safe Engineer to dothis and this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£84	£14	£70
Smoke / Carbon Monoxide Alarms			
To arrange for an engineer to attend the property to check any smoke/carbon monoxide alarms present and / or to install any missing smoke / carbon monoxide alarm. This does not include the cost of the work by the engineer.	£72	£12	£60
Checking the alarms are present, in the correct location and work on the first day of tenancy. This is a push-button test to check the alarm sounds.	£60	£10	£50
Electrical Installation Condition Report (EICR)			
Where we arrange the EICR, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate or any remedial work which may arise.	1-4 bed	£198	£33 £165
	5+ bed	£216	£36 £180
Portable Appliance Test (PAT)			
Where we arrange the PAT, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£90	£15	£75
Energy performance Certificate (EPC)			
To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate.	£102	£17	£85
Notice Service Fee			
Where we serve any notice on your behalf including, but not limited to, section 13 of the Renters Rights Act this fee covers the service of the notice	£60	£10	£50
Submission of Non-Resident Landlords to HMRC			
Quarterly Submission of Non-Resident Landlords to HMRC - this fee is charged to deduct tax from your net rental income and make returns to HMRC quarterly.	£30	£5	£25
Annual Submission of Non-Resident Landlord to HMRC - this fee is charged to remit and balance the financial return to HMRC, and respond to any specific query relating to the return from the Landlord or HMRC. An annual submission is also required.	£60	£10	£50

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LetEssentials	Fee		
	inc VAT	VAT	ex VAT
Deposit dispute			
Where we have registered the deposit, following thecheck out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme.	£120	£20	£100
Court and First Tier Attendance			
When you ask us to attend court or a First Tier Tribunal on your behalf and it is reasonable for us to do so. Expenses including travel, accommodation and parking are in addition and apply only where relevant	£240	£40	£200
Court and First Tier Preparation Fee			
When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so.	£600	£100	£500
Early Termination Fee			
Payable if you serve notice to terminate our instruction within 24 months of a tenancy agreement being executed.	Up to 2 months' rent, inclusive of VAT.		
Deposit Processing Fee			
Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used.	£72	£12	£60
Water Bacteria Testing			
We will arrange for a specialistto carryout aWaterBacteriaTest at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate	£144	£24	£120
Replacement Tenancy Agreement			
Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you.	£60	£10	£50
Remedial Work Fee			
If Letting Agent is prepared and able to take your instruction to provide this services. Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works.			
Pet Request Fee			
To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders.	£30	£5	£25
Sanctions Check			
Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party.	£30	£5	£25

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LetBasic	Fee		
Set Up	incVAT	VAT	exVAT
Agree the market rent and market the availability of the property including through portal, website advertisements and erect a board outside the property in accordance with Town and Country Planning Act 1990 (where any other necessary consents have also been obtained). Arrange viewings and where relevant accompany prospective tenants on viewings, find tenants, conduct tenant(s) referencing and where applicable guarantor(s) references. Carry out right to rent check before tenancy starts. Ensure that all compliance documentation required by law is in place prior to the start of the tenancy. Prepare and execute a tenancy agreement, collect and remit the first month's rent. Provide tenants with an ongoing method of payment. Deduct any pre-tenancy invoices and advise all relevant utility providers of tenant(s).	£500 +VAT = £600		
Minimum Fee	£600	£100	£500
Example - rent of £600 per calendar month	£600	£100	£500
Example - rent of £800 per calendar month	£600	£100	£500
Example - rent of £1000 per calendar month	£600	£100	£500

Inventory

It is important to have a thorough and detailed inventory which serves a number of vital functions, including providing a catalogue of the let property, an unbiased record of its condition and any items included in the tenancy. It forms part of the legally binding contract between the Tenant and the Landlord. We appoint independent specialists to prepare inventories and as such the cost of the inventory is dependent upon the provider available in the locality of the property at the time required. The cost of the inventory varies depending on the number of bedrooms the property has and if it is furnished/unfurnished.	See separate sheet for varying costs		

Rent Review Fee

If Letting Agent is prepared and able to take your instruction to provide this service. If letting agent is prepared and able to take your instruction to provide this service. We shall find,review and provide to you market rent comparables (where possible) to enable you to decide whether to instruct us to serve a s13 notice which is the mechanism to increase rent under the Renters Rights Act.	£30	£5	£25

Renewal

THESE FEES ARE ONLY APPLICABLE ON NON HOUSING ACT TENANCIES SUCH AS COMPANY LETS. If both parties agree that the Tenant can stay for another term, this cost covers the contract negotiation, amending and updating the terms and arranging a further tenancy and agreement.	£90	£15	£75

Change of Sharer

Where there is a change of a sharer within an existing tenancy and we assist with the administration relating to the change of sharer.	£360	£60	£300

Gas Safety Inspection

We appoint a Gas Safe Engineer to do this and this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£78	£18	£65

Introducer Fee

In addition to any actual costs incurred in preparing a Property for rent which are recoverable under clause 2.2.3 of the Terms of Business and any marketing costs which are recoverable under clause 2.2.6 of the Terms of Business you must also pay an Introducer fee where you directly enter into a Tenancy Agreement or allow another letting agent to do so where the Tenant was introduced to the Property by us	£420	£70	£350

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LetBasic	Fee		
Smoke / Carbon Monoxide Alarms	inc VAT	VAT	ex VAT
To arrange for an engineer to attend the property to check any smoke/carbon monoxide alarms present and / or to install any missing smoke / carbon monoxide alarm. This does not include the cost of the work by the engineer.	£72	£12	£60
Checking the alarms are present, in the correct location and work on the first day of tenancy. This is a push-button test to check the alarm sounds.	£60	£10	£50
Electrical Installation Condition Report (EICR)			
Where we arrange the EICR, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate or any remedial work which may arise.	1-4 bed 5+ bed	£198 £216	£33 £165 £36 £180
Portable Appliance Test (PAT)			
Where we arrange the PAT, this fee covers arranging access and retaining the certificate. It does not include the cost of the certificate.	£90	£15	£75
Energy performance Certificate (EPC)			
To instruct a Domestic Energy Assessor to provide an Energy Performance Certificate. This fee covers the cost of the certificate, arranging access and retaining the certificate.	£102	£17	£85
Court and First Tier Attendance			
If letting agent is prepared and able to take your instruction to provide this service. In the unfortunate event we might needtorepresent you in court – for example if a tenant requires eviction – these fees apply. Expenses include travel, accommodation and parking if applicable	£240	£40	£200
Court and First Tier Preparation Fee			
When you ask us to prepare/collate documents for a court or a First Tier Tribunal on your behalf and it is reasonable for us to do so.			
Deposit Processing Fee			
Where you have agreed the Tenant may purchase a ZDG (Zero Deposit Guarantee) in place of a Security Deposit, there will be a deposit processing fee. This will only be charged where ZDG is used.	£72	£12	£60
Water Bacteria Testing			
We will arrange for a specialist to carryout a Water Bacteria Test at the property. This fee covers the cost of the certificate, arranging access and retaining the certificate	£144	£24	£120
Check Out Fee			
If Letting Agent is prepared and able to take your instruction to provide this service. To agree a check out date with the tenant(s) and arrange an appointment for the inventory provider to prepare a list of any changes during the course of the tenancy.	See separate sheetfor varying costs		
Security Deposit Registration			
If Letting Agent is prepared and able to take your instruction to provide this service. All Tenants' deposits must be registered – by law – with a Government-authorised Scheme. This fee is for registering the Landlord and Tenant details and protecting the security deposit; then providing the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the start of the tenancy. The scheme used by us is MyDeposits. Where ZDG is used, this will not be charged.	£72	£12	£60
Deposit Dispute			
If letting agent is prepared and able to take your instruction to provide this service. Where we have registered the deposit, following the check out, if any proposed deductions of the security deposit are disputed by the Tenant, this fee covers compiling the relevant documents to support the Landlord's position and submitting to the relevant Deposit Scheme.	£120	£20	£100

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LetBasic	Fee		
	inc VAT	VAT	ex VAT
Notice Service Fee			
If Letting Agent is prepared and able to take your instruction to provide this service. Where we serve any notice on your behalf including, but not limited to, section 13 of the Renters Rights Act this fee covers the service of the notice.	£60	£10	£50
Replacement Tenancy Agreement			
Where you want to issue your own Tenancy Agreement but subsequently change your instructions and wish to use ours for any reason including where you must change your instructions because we are unable to proceed with the tenancy agreement supplied by you.			
Remedial Work Fee			
If Letting Agent is prepared and able to take your instruction to provide this services. Where we arrange for a contractor to carry out any remedial works resulting from the EICR including arranging access. It does not include the cost of the certificate or the cost of the remedial works.			
Pet Request Fee			
To deal with the administration involved in receiving from a tenant and handling a request for a pet including liaising with you and other tenants and occupiers.. You remain responsible for liaising with third parties, for example, freeholders and managing agents appointed by those freeholders.			
Sanctions Check			
Where we carry out sanctions screening checks in accordance with financial legislation and relevant frameworks against you, your tenant(s), any guarantor(s) or other relevant third party	£30	£5	£25

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